

Invitation to express an interest

to

Shared Lives Plus

for the delivery of

Development of a national website for Shared Lives Plus

Confidential. All information in this document are the property of Shared Lives Plus.

Who we are

Shared Lives Plus is a national charity and the UK membership body for the Shared Lives and Homeshare sectors. We are all about ordinary people and families contributing to the care and support of others, sometimes in extraordinary ways. Our membership includes Shared Lives carers, alongside local Shared Lives and Homeshare schemes.

Shared Lives Plus helps our members to work together to survive and thrive, providing support, training, events, resources, research programmes, access to insurance, and the means to influence policy makers. Our members include 5,000 Shared Lives carers, 150 local Shared Lives schemes and over 20 Homeshare organisations, across the UK.

We support our current members, reducing their overhead and back office costs through providing national infrastructure where we can, offering advice and guidance, and support products to schemes and individuals, and also overseeing a number of significant grant funded projects.

We also provide consultancy support to public authorities and schemes looking to develop or expand Shared Lives schemes.

What is Shared Lives?

In Shared Lives, an adult (and sometimes a 16/17 year old) who needs support and/or accommodation moves in with or regularly visits an approved Shared Lives carer, after they have been matched for compatibility. Together, they share family and community life. Half of the 13,000 people using Shared Lives are living with their Shared Lives carer as part of a supportive household; half visit their Shared Lives carer for day support or overnight breaks. Shared Lives is also used as a stepping stone for someone to get their own place. The outcomes can be startling, with people reporting feeling settled, valued and like they belong for the first time in their lives. They make friends (a third make five or more friends through Shared Lives) and get involved in clubs, activities and volunteering, often for the first time. Half of people using Shared Lives went on their first ever holiday, as a result of the support and companionship of their Shared Lives carer.

Shared Lives is used by people with learning disabilities, people with mental health problems, older people, care leavers, young disabled adults, parents with learning disabilities and their children, people who misuse substances and offenders. It is being developed as a home from hospital service, an acute mental health service and a form of short breaks for family carers, as well as an option within the NHS. There are around 9000 Shared Lives carers in the UK, recruited, trained and

approved by 150 local Shared Lives schemes, which are regulated by each home nation's care inspectors.

What is Homeshare?

Homeshare enables two unrelated people to share a home for mutual benefit.

The homesharer benefits from low cost accommodation, while the householder receives companionship and practical help in and around their home.

Benefits of Homeshare:

- helps people who need support such as older people, stay in their own homes for longer
- provides affordable accommodation for younger people or key workers, at a time of record housing shortages and high rent.

Background to the work

Shared Lives Plus has an existing website, serving our various categories of membership, and highlighting a number of projects and areas of development that affect our members. It also services as an information hub for people wanting to find out about Shared Lives and Homeshare, and include a number of private password protected areas; for schemes, Shared Lives carers, and on online chat and forum facility.

There is currently no facility to join and pay online, or to profile Shared Lives carers and their homes.

Shared Lives Plus has recently undergone a significant expansion whilst also recognising the increasing desire and ability of our members and stakeholders to engage and interact online.

We have also developed a distinct consultancy offer, and have a developing package of partners, options and services for our members.

The project

The project is to design and build a website, using an open source content management system and with an associated database. Expected deliverables:

1. Liaise with Shared Lives Plus to clarify and confirm the design specification. The contractor will recommend a website format and CMS and draft the relevant architecture.
2. Liaise with stakeholder organisations including Shared Lives Plus staff, members and users via Shared Lives Plus (we can communicate with the stakeholders via email and encourage them to fill in online surveys etc), in order to ensure that the specification meets as many of their needs and expectations as possible and at key points in the design process to test options and respond to their feedback.
3. Design the website's interfaces and visual design elements, building on and around the Shared Lives Plus messaging and brand. The website should offer functionality across devices including tablet and mobile.
4. Ensure that the website conforms to the highest relevant accessibility standards, with particular regard to "easy read" and its intended use by both older and younger adults.
5. Deliver a user-friendly website and ensure that the Shared Lives Plus team understand how to update and edit it.
6. The website will include the option for Shared Lives carers to join and pay for membership of Shared Lives Plus online.
7. The website will include the option of donating online
8. A searchable map and a page for each of the 150+ Shared Lives schemes which will enable them to share basic information and upload key documents and text related to our new quality framework.
9. The website will include a place where profiles of Shared Lives carers and their homes can be put up.
10. Members and registered participants online forums.
11. Members' library of resources uploaded and curated by Shared Lives Plus staff.
12. News sections and links to social media
13. A linked, but distinctive area to profile the Shared Lives Plus consultancy offer
14. Provide face to face training for staff and key users in all required aspects of the website

Website areas/ pages are likely to include:

- **Home page** – basic information on Shared Lives in the UK, including pictures and films (creating original picture/film content is not expected as part of the contract)
- **Membership page** – an invitation to join Shared Lives Plus, including links to documentation needed to become a member.
- **Registration site for current or potential participants.** Information entry forms for both kinds of user.
- **Info on schemes in the UK** – with a page for each scheme, and a searchable map.
- **Membership area for scheme members.** Area where they can update their publicly displayed information, interact with the quality assurance scheme, see enquiries from potential participants. Access to library of resources (pdfs, word documents etc)
- **Online forum for registered members.** Divided into sections for each kind of participant/member.
- **Holidays and Breaks service page**

- **Publications area for reports offered to general public**
- **Page for potential Shared Lives carers including training and other options**
- **News area**
- **Links to other organisations**
- **FAQ page**
- **Join and pay for membership page**
- **Contact us**

Our goals for the website:

1. An attractive shop window for the UK Shared Lives sector which will attract traffic and encourage greater participation.
2. A way to join and pay for membership online meeting appropriate protection and financial safeguarding standards. This should be functional for existing members and also Shared Lives carers looking to join in a variety of membership categories
3. The opportunity to pay for conference/event attendance or effectively link to systems to do this.
4. A way for member schemes to access information, documents and guidance – and make the public aware of their offer
5. A future-proofed website which does not tie our organisation to proprietorial software or involve significant ongoing costs where we wish to make day to day changes. User friendly and intuitive CMS.
6. A members' area which our members want to keep returning to.
7. A secure website which our members can have confidence in and which complies with data protection law.
8. A highly accessible website complying with disability legislation and best practice.

Timetable

The timescale for delivery will be determined and mapped as part of final negotiations for the successful contractor however an outline timetable for the steps in the development of the work described above should form part of your expression of interest. Please note that it should allow time to meet with the Shared Lives Plus officers to collaborate throughout the development and on the final version of the work.

However we expect Expressions of interest by 23rd December, with a view to hosting interviews in Liverpool during 3rd week of January 2017. An expectation is that the completed site should be ready 13 weeks from appointment.

Working arrangements

Representatives of Shared Lives Plus will manage the project. The primary contact will be **Tim Moore, Communications Manager**. Contractors expressing an interest should identify a named project lead.

Criteria for selection

The selection of the successful respondent will be based on the expression of interest and will be determined by the respondent demonstrating:

- An understanding of the Shared Lives and Homeshare sector and the project requirements
- The proven ability to deliver the deliverables above and meet our expectations and goals for this project, evidenced through your track record. Please identify 2 or more referees who are former clients.
- A commitment to co-designing the product with us and our members and a proven track record of collaborative working.
- A suitable, named project lead (and team members where applicable), with a strong team, appropriate partnership arrangements where necessary and the ability to deliver in the event of unforeseen staffing issues
- An outline project plan with time line to meet the requirements outlined above, with a clear description of the deliverables and milestones
- An estimated cost (inclusive of VAT) which offers value for money
- Clear partnership arrangements with any identified partner you wish to involve.
- Agreement that ownership of the product and other intellectual property produced as part of involvement in this project remains with Shared Lives Plus Ltd.
- Agreement on undertaking appropriate security testing
- In addition, Shared Lives Plus will welcome and consider any creative ideas or suggestions that respondents have at all stages throughout the project.

Budget

It is expected that the costs of this work will be £30K payable in instalments against agreed milestones. Your expression of Interest should include an estimated total cost of the work to be undertaken along with a breakdown of how the monies will be used to achieve the project outcomes.

Please indicate where there are uncertainties or risks of overspend on estimated amounts.

It should also include costs and options around hosting, maintenance, and licences over a 3 year period.

Responses

Expressions of interest should be no longer than four A4 pages (12 point text) and must be received by email by no later than **12 noon, Friday 23rd December 2016**

Expressions of interest should be sent to:

Tim Moore

Communications Manager

Shared Lives Plus

tim@sharedlivesplus.org.uk

and copied in to

Sean Barrett, Finance Director
sean@sharedlivesplus.org.uk

If you need further clarification, please contact **Tim Moore, Communications Manager** on **0151 227 3499**.

CONFIDENTIAL