

**One Digital
Invitation to Tender
Senior Leader Action Learning
Feb 2016 – May 2016**

1. Background

One Digital is a Big Lottery funded programme focused on enhancing the [basic digital skills](#) of charities and people in need. It is designed to test different approaches to making a significant and sustainable impact on the skills of these groups, and to learn what works.

A consortium of organisations including SCVO, Digital Unite, Age UK and Citizens Online are working closely to deliver a range of interventions that will support a wide range of people to develop their Basic Digital Skills. These interventions share a common approach: equipping trusted intermediaries to act as digital champions for their organisations and in their communities.

The One Digital consortium will benefit people with disabilities and accessibility needs, young adults seeking work, over 65s, charities, and the people they support. This will help enable them to access essential online services, search and apply for jobs and stay in touch with friends and family. The digital champions may, for example, demonstrate the use of Skype to an older person to help them stay in touch with grandchildren and family, or provide a young person with the skills to search for work and complete an online CV.

SCVO is responsible for delivering the Scottish element of the programme, and has been awarded £500,000. The trusted intermediaries in the SCVO model will be staff and volunteers from third sector organisations across Scotland. The project will test three key areas:

1. How important is it for charities and voluntary organisations themselves to embrace Basic Digital Skills, to improve their overall effectiveness?
2. How important is it for charities and voluntary organisations to embed the passing on of basic digital skills in their day to day interactions with clients?
3. How important is it for charities and voluntary organisations to have leaders who are passionate ambassadors for digital inclusion and Basic Digital Skills?

One Digital – Scotland will be delivered via three Streams of supported learning to better understand these questions.

Stream One: Training organisations to achieve organisational [Basic Digital Skills](#)

Stream Two: Training organisations so staff and volunteers can pass on [Basic Digital Skills](#) by embedding it into their natural interactions with clients

Stream Three: Action Learning Set for new third sector Digital Leaders.

This tender process is designed to identify facilitator(s) to support the needs of the Digital Leaders attending Action Learning Sets under Stream Three. A separate exercise will identify facilitators for Streams One and Two.

Two distinct action learning sets will be developed, and each will be restricted to a maximum of eight participants. One will be composed of paid officers at senior management level - Chief Executive would be the ideal- and the second will be for Chairs and Convenors. This split is designed to ensure as open and honest an environment as possible.

Each set will meet seven times over the course of the programme, four full days with a residential option, and three half days. The half day sessions will be run back to back, with a networking lunch for all delegates provided in the middle of the day. This requires 11 full days of facilitation across both sets.

An evaluation will be carried out to understand which approach has had the most impact on the Basic Digital Skills of the organisations, and their end users.

This project fits into the wider programme of work undertaken by SCVO as part of Digital Scotland. For full detail see digital.scvo.org.uk

2. Action Learning sets

SCVO wants to commission experienced facilitator(s) to help manage the smooth running of the set. This will include helping the set develop ground rules for working together, developing members questioning, listening and reflection skills and ensure that the process, timings, principles of action learning and ground rules are adhered to.

For the period of the facilitation the successful candidate(s) will function as part of the 'One Digital' programme team, and will represent SCVO and the wider partnership.

Applications are welcomed from all organisations and individuals that meet the criteria set out in section six.

2.1 Aims of the Action Learning

The Action Learning model is being used to provide a safe and productive space for Senior Leaders. The participants will be encouraged to tackle the complex strategic and operational challenges they face in transforming their organisation's approach to digital delivery and support.

An overarching curriculum for the sets will be drafted to ensure that there is clear commonality across all three streams. In practice however Action Learning Sets will set their own agenda, within these clear parameters which meets their need.

2.2 The programme of work

We want you to bring your ideas about the best way to facilitate and structure the sets to meet these aims.

However we anticipate that your approach will broadly include:

- **Developing clear Action Learning objectives** and supporting materials which ensure participants are clear about the purpose and objectives of the set
- Reviewing and incorporating **pre-existing content** available from SCVO, Digital Unite and others to create the broad parameters for the set, ensuring discussion reflects best practice and evidence based approaches to improving basic digital skills
- **A skilled approach to facilitation**, supporting all members and ensuring the sets are a valuable use of time and resource for Senior Leaders
- clear understanding of the **importance of evaluation to this test and learn programme**, and commitment to collecting all appropriate data from learners

2.3 The constraints for this project

You will need to work flexibly and recognise that the learners involved in each set are senior leaders with very busy schedules. We are seeking to deliver all training sets between February and August 2016 and there are 14 sessions in total.

The sets are designed to support significant change in the way organisations approach and respond to the [Digital Participation challenge](#). The facilitation offers a key opportunity to create enthusiasm and build a community of committed leaders. You will therefore need to work closely with the One Digital team to ensure your approach and the outcomes can be appropriately shared and built on for future work. You will be the face of One Digital to an influential community and we will be trusting you with the brand.

As this is a test and learn project we expect that the overall parameters may flex as the project progresses. We would expect you to proactively identify elements of the facilitation and organisation which are not working as well as we expect, and suggestions for changes to help achieve the desired aims.

2.4 Reporting

The successful trainer will be expected to ensure data is collected as part of the training sessions to contribute to the overall programme reporting, and to evaluate the training itself. This will include an organisational and individual baselining exercise.

3. Managing the project

Your contract would be with SCVO, and the One Digital team will manage the work. You can expect venues, delegates, refreshments and copies of all participant materials to be organised by SCVO and the anchor organisation.

You will be expected to manage your own travel and accommodation requirements as necessary, and include these costs in your overall fee.

4. Timetable and deliverables

17.12.2015	Specification issued.
08.01.2016	Deadline for responses – 12pm
12.01.2016	Facilitator interviews
15.01.2016	Contract agreed
w/c 18 Jan	Successful facilitators meet One Digital team to agree parameters
1 Feb – 30 Aug	Action learning sets take place

5. Budget

A maximum budget of £5,500 (inc VAT) is available for the facilitation of all 14 sets (11 full days), including travel and subsistence for trainers. We expect responses to include a detailed breakdown of expenditure, including VAT.

6. Response to tender and evaluation criteria

We expect to fund one organisation or individual to deliver the requirements of this tender. Applicants should therefore be able to facilitate sessions in the time-frame set out in section four, and to be flexible to accommodate the dates which best suit the learners.

Each response to this tender should include the following information:

1. A statement outlining your reasons for wishing to facilitate this Action Learning, and any connections you have to the wider Digital Scotland landscape.
2. Which local authority areas you are able to work in.
3. Your availability and capacity, identifying any periods during the phase when you are unavailable.
4. A detailed breakdown of all expenditure (inc VAT)

5. CV/Biography of the facilitator you would use for this project
6. Evidence of:
 - a. Knowledge of the 5 Basic Digital Skills and experience in facilitating learning sets about or closely related to Digital Participation
 - b. Successful Action Learning facilitation
 - c. Experience facilitating learning for Senior Leaders in Third Sector Organisations (paid staff and board members) and understanding of the context they are working in
 - d. Experience evaluating the effectiveness and impact of Action Learning sets

7. Contact details

Enquiries

Please send all questions, queries and clarifications to jo.malo@SCVO.org.uk

Tenders

Tenders are required to be submitted by 12pm on 8th January 2016.

Please submit electronic copies to jo.malo@scvo.org.uk. We will acknowledge receipt of all tenders received by 5pm on 8 January 2016.

If you have not received an acknowledgement within this timescale please assume that your tender has not been received and contact Jo Malo on 0131 281 0868. It is your responsibility to ensure that the tender has been received by us within the timescale.