

PP18212WH – Mediation Services

1. Introduction

1.1 Wolverhampton Homes (WH) is an Arm's Length Management Organisation that manages the City of Wolverhampton Council's (CWC) housing stock. WH provides the full range of landlord functions including responding to complaints of anti-social behaviour via Wolverhampton's cross-tenure Anti-Social Behaviour (ASB) Team and is committed to working with residents and partners to tackle such behaviour. WH regards mediation as a positive and powerful tool in combatting ASB.

2. Requirements

2.1 Wolverhampton Homes (WH) requires a mediation service to deliver a confidential, impartial service to help resolve interpersonal conflict; typical cases are ASB/disputes between neighbours and in communities.

2.2 Any meetings being held in relation to a referral will be held within the City of Wolverhampton, and will be decided between all parties at the time of referral, a suitable venue in which the meeting will be held.

2.3 Referrals to the mediation service will come from a range of providers including Wolverhampton ASB Team, West Midlands Police, Tenant Management Organisations, CWC departments and registered social landlords. The provider would be expected to quality check the referrals and make sure the referral is sent with written consent from both parties. If any referrals are rejected written evidence must be supplied as to why the rejection has happened.

2.4 Wolverhampton Homes requires the response time for initial contact with all parties referred for mediation to be within **five** working days.

2.5 Referrals to the mediation service will be made electronically between the hours of 8am – 6pm so the provider must have a generic email address to receive referrals which will need to be monitored between the hours of 9am – 5pm Monday to Friday.

2.6 Providers will be expected to provide a flexible service; this will require evening work until 9pm as required to meet the needs of customers, excluding weekends and bank holidays

2.7 The successful bidder must comply with the following professional service standards:

- Professional Mediators Association (PMA) standards,
- European Code of Conduct for Mediators.

2.8 Memberships of the following professional bodies are preferred, but not essential:

- College of Mediators
- Professional Mediators Association

2.9 Every mediator who delivers on behalf of the mediation service must have accredited training (OCN or OCR L3) and must have at least 2-3 years' experience in community mediation.

2.10 The successful provider must adhere to the General Data Protection Regulations (GDPR)

2.11 All parties must be given at least 48 hours' notice in the event of a cancellation. Should an appointment be cancelled, the meeting shall be rearranged at the earliest possible opportunity for all involved.

2.12 The Provider is required to have a procedure that ensures that its Staff, and people involved in the mediation process are aware of how to report a complaint, comment or compliment. Providers must ensure that complaints are investigated, how any remedial action will be instigated, and the complainant notified, with a defined timescale for response.

2.13 If a person involved in the mediation process is not satisfied after following the Provider's procedure for dealing with complaints, the Provider shall refer the person to the WH's Contracts Officer.

2.14 If a complaint alleges any criminal offence by any member of staff, the Provider is required to immediately refer any complaint to the Police in the first instance, and to WH's Team in writing.

3. **Mediation Awareness (training)**

3.1 The mediation service provider will provide periodic mediation awareness sessions we would required a minimum of 4 (every quarter) and up to a maximum of 6 per year (subject to availability) for employees at WH, West Midlands Police, Tenant Management Organisations, CWC departments and registered social landlords.

4. **Reporting**

4.1 The successful provider is expected to maintain an accurate detailed record of each case including the outcome and steps taken to achieve the outcome.

4.2 At the conclusion of each mediation case, the successful provider will be expected to provide a report to the referring case officer/agency on the outcome. This needs to be provided within two weeks of case closure.

4.3 The successful provider will be expected to provide a quarterly report, with the first report expected two weeks into the second quarter, which will provide information on the previous 3 months' referrals and will include but is not limited to:

- rate of referrals
- referring agency
- location of referrals
- dispute types
- success rates*

4.4 *Success rates are measured by the agreements made by the parties during mediation and being adhered to and the dispute is resolved

4.5 This information will enable WH to assess the value for money provided by the service.

4.6 Review meetings can be arranged to discuss if requested.

5. Term of Contract/Number of Referrals

5.1 The number of referrals to the mediation service are anticipated to be in the region of 80 per year (12 months). The contract will run from 1 April 2019 to 31 March 2024, therefore, providers are requested to quote for 400 cases for the duration of the contract.

5.2 Invoices are required every month in arrears and should be submitted on the 1st of every month including a breakdown of all referrals. Invoices should be sent in PDF format to WHomes.Invoices@proactiscapture.com quoting a valid purchase order number

6. Return of Tender

6.1 Please ensure that your tender is returned via the e-tendering system www.wolverhamptontenders.com with all the requested information no later than **12 noon on the 1st April 2019**. Any late responses will not be accepted.

6.2 Tenders shall be submitted on the basis that they shall remain open to be accepted wither wholly or in part by the Authority and shall not be withdrawn for a period of 90 days from the quote return date.

6.3 Any queries must be directed through the e-tendering portal www.wolverhamptontenders.com

7. Evaluation Criteria

This project will be evaluated on:

Quality 60%

Q1 - It is a requirement for every mediator delivering on behalf of the successful bidder to have accredited training in OCN or OCR L3. Upon award to the successful bidder, proof will be obtained of these qualifications. Please provide evidence that you have the required accredited training. **Pass/Fail**

Please note: Q1 is a minimum requirement, therefore, if your answers fails to meet the minimum requirement, your submission will be rejected and excluded from the procurement process.

Q2 - Please provide detail of how you apply the Professional Mediators Association standards and the European Code of Conduct for Mediators to your professional practise. – **15%**

Q3 - How do you propose to undertake the full estimated quota of the cases received? – **15%**

Q4 - Please provide a detailed methodology for how you would undertake and manage the process from start to finish of each case and any variations in process/approach to different referral types. These include but are not limited to: initial contact, interview processes, mediation preference and approach. – **15%**

Q5 - Wolverhampton Homes requires the successful bidder to have a minimum of 2 years' experience in community mediation. Please provide two references of where you have undertaken similar commissions, detailing your roles and responsibilities. – **15%**

Q6 - Identify any other optional benefits that can be included and provided should your bid be successful.

Please note: Q6 is just for information only and will not be scored as part of the evaluation.

Price 40%

Please download, complete and re-upload the attached pricing schedule. – **40%**

Please note: Any queries made throughout the tender period need to be directed through the portal www.wolverhamptontenders.com