

## Appendix 3

### **FRAMEWORK FOR TIME CREDITS SCHEME**

#### **Call Off Contract Specification - Westminster-specific requirements**

- 1.1 This document sets out the Westminster City Council-specific requirements in calling off the framework it is establishing for a time credits scheme. It supplements, and should be read together with, the general Specification forming part of the Framework Agreement established by Westminster for the Time Credits Scheme.
- 1.2 The Westminster City Council Volunteering Strategy for 2014-2019 (attached at Appendix 1) has the aim of providing a host of new services which will contribute to the delivery of the core Better City, Better Lives commitment to increase the number of people who volunteer in the City.
- 1.3 Westminster wants everyone to feel more involved in their local community and volunteering will help connect residents with their neighbours, local community groups and services. This will help to reverse a decline in community spirit that has taken place over recent years and deliver a Better City, Better Lives objective.
- 1.4 As part of this Volunteering Strategy, the Council is committed to making it easy and rewarding to volunteer within the Council. In order to reward and incentivise people to get more involved the Council is commissioning a Time Credit scheme that will aim to help connect residents with their neighbours, local community groups and services.
- 1.5 It is intended that this scheme will commence in early 2015 on the commencement date for the framework and will run for period of 3 years. Westminster will be entitled at their absolute discretion to extend the Contract period by any number of periods up to an aggregate of 24 months making a possible period of 5 years.
- 1.6 Westminster's scheme will cover the southern part of Westminster to complement the alternatively funded equivalent scheme in North Westminster. Anyone who lives, works or studies in Westminster will be able to volunteer and earn time credits. However, the local coordinator will be focused on developing the network in the south of Westminster (West End; St James'; Vincent Square; Tachbrook; Churchill; Warwick; Knightsbridge & Belgravia wards).
- 1.7 The Provider shall work with the Westminster Volunteer Brokerage Service and other local provision to ensure a joined up, seamless offer to local volunteers. The Volunteer Brokerage Service guarantees that there are plenty of high-quality and diverse volunteering opportunities available in Westminster improving the capacity of voluntary and community groups to recruit, manage and retain volunteers. For more information, please contact One Westminster at [info@volunteer.co.uk](mailto:info@volunteer.co.uk) or 0207 266 1992.

## 2 Key Performance Indicators

2.1 The following Key Performance Indicators are proposed:

	<b>By the end of Year 1</b>	<b>By the end of Year 2</b>	<b>By the end of Year 3</b>
<b>Total number of members by the end of the year</b>	400	1000	1600
<b>% of members who are new<sup>1</sup> to volunteering</b>	30%	30%	30%
<b>Total number of Time Credits earned</b>	4000	15000	30000
<b>Total number of external spend partners</b>	10	20	30
<b>Total number of way to spend time credits</b>	45	140	200

2.2 In the event of under performance by the Provider, as determined by the measurement of KPIs set out in section 2.1 of this specification, Westminster may withhold a proportion of the Contract Sum due to the Provider. ("Performance Improvement Incentive Withholding"). Further details are set out in the Call Off Contract. In instances where changes to the levels of performance have been identified by the Provider and mutually agreed between the parties, the Performance Improvement Incentive Withholding will be alleviated (the City Council reserves the right to reject the request for alleviation at their reasonable discretion).

2.3 Performance Improvement Incentive Withholding shall commence in the fifth quarter after the Commencement Date. For the absence of doubt, the Provider shall be granted a period of grace for the first four quarters commencing on the Commencement Date (i.e. the measurement of performance in quarter five from Commencement Date shall be used to determine the level of withhold due in quarter six).

## APPENDIX 1

### Team Westminster City Council Volunteering Strategy for 2014-2019

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<sup>1</sup> Definition of new volunteer is that the individual does not consider themselves to have volunteered in the past year.