

SharedLivesPlus

THE UK NETWORK FOR SHARED LIVES AND HOMESHARE

Invitation to express an interest

to

Shared Lives Plus

for the delivery of

Development of a national website for the UK Homeshare sector

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 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, 152 local Shared Lives schemes and 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: in this case, the proposed website will raise awareness on a scale which the individual schemes could not do in their local areas and will help schemes manage referrals. We help new developments as well, including supporting new Homeshare schemes, and our membership is constantly expanding.

What is Homeshare?

Homeshare is where someone who needs some help or companionship to continue to live independently in their own home is matched with someone who has a housing need and can provide a little support. “Householders” are often older people who have a few support needs or have become isolated or anxious about living alone. “Homesharers” are often younger people, students, or key public service workers who cannot afford housing where they work, but are happy to provide an agreed level of low level help or companionship. They help out but pay no or reduced rent and contribute to household bills. We support the UK’s small network of Homeshare schemes, which recruit, vet and match participants and provide ongoing support to Homeshare matches.

Homeshare is much bigger in a number of other nations, but has struggled to scale up in the UK. The planned website is a key part of the current major programme to address this.

Background to the work

Shared Lives Plus is a partner in a £2m national (England-wide) Homeshare development programme, which is being funded by Lloyds Bank Foundation and The Big Lottery. The programme includes funding for a number of new and existing Homeshare schemes, which will see the number of schemes double, alongside a programme of research, evaluation, business modelling and support to raise awareness of this valuable but little-known solution to housing, care and loneliness problems.

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 (mostly Homeshare schemes), 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, based on the Shared Lives Plus 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 the public to register on the site to express an interest in becoming a Homesharer or a Householder and to enter some basic information about themselves (location, age, gender and support or housing requirements). An automated system will make this information available on a secure noticeboard only accessible to Shared Lives Plus staff and Homeshare schemes which are Shared Lives Plus members. Homeshare schemes will have a limited time window (e.g. 5 days) in which they can express an interest in supporting the individual, after which the site will pass back all the offers from Homeshare schemes to the registered individual. Shared Lives Plus staff will be able to see copies of all correspondence handled in this way through the website.
7. The website will also act as a vehicle for a new Homeshare quality commitment scheme. Homeshare schemes who are members of Shared Lives Plus will be assigned an area each on the website and will have the opportunity to respond to a number of standard questions about the quality and safety of their work. For each question they will have an option as appropriate either to tick a box (e.g. Do you have a safeguarding policy?); upload a document (e.g. Please upload your cancellation policy); or comment (e.g. Please describe your matching process). They will be able to edit this information as they wish and the relevant information will be made public in their area of the website. Homesharers and Householders will be able to register on the site and comment on the information made public by the Homeshare scheme which supports them. These comments will be stored in an area accessible to Shared Lives Plus staff and the relevant scheme and the scheme will have the option to allow the comment to be seen publicly.
8. Members and registered participants online forums.
9. Members' library of resources uploaded by Shared Lives Plus staff.

Website areas/ pages are likely to include:

- **Homeshare Home page** – basic information on Homeshare in the UK
- **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** – including a searchable map.
- **Membership area for Homeshare scheme staff.** 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.
- **Quality Assurance** – publicly available information supplied as part of the quality scheme.
- **Links to other organisations**
- **FAQ** page
- **Contact us**

Our goals for the website:

1. An attractive shop window for the UK Homeshare sector which will attract traffic and encourage greater participation.
2. A way for member schemes to demonstrate their quality and safety through the new quality scheme and for participants to comment and challenge schemes on quality issues.
3. 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.
4. A members' area which our members want to keep returning to.
5. A secure website which our members can have confidence in and which complies with data protection law.
6. 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.

Working arrangements

Representatives of Shared Lives Plus will manage the project. The primary contact will be **Deborah Fox, Policy and Development Officer**. 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 Homeshare sector and the project requirements
- The ability to deliver the deliverables above and meet our expectations and goals for this project.
- 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 an identified partner if applicable
- Agreement that ownership of the product and other intellectual property produced as part of involvement in this project remains with Shared Lives Plus Ltd.

Budget

There is no set budget for this work but 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.

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 **5pm on Tuesday 29th March 2016**

Expressions of interest should be sent to:

Deborah Fox,
Policy and Development Officer
Shared Lives Plus
deborah@sharedlivesplus.org.uk

If you need further clarification, please contact **Deborah on 07889 002 526**
deborah@sharedlivesplus.org.uk