

Spring North

Expression of Interest (EOI) – Training Delivery Providers

VCFSE Sector Capacity Building Programme – Lancashire and South Cumbria

1. Background

Spring North is a charitable infrastructure organisation supporting a growing network of voluntary, community and social enterprise (VCFSE) organisations across Lancashire and South Cumbria. Our membership network currently consists of over 256 organisations delivering community-led services that support children, young people, families and communities.

As part of our membership offer, Spring North provides a programme of professional development and training opportunities designed to strengthen the capability, sustainability and professionalism of the VCFSE sector.

Many VCFSE community organisations face barriers to accessing high-quality training due to cost, capacity and time pressures. Through this programme, Spring North aims to ensure organisations across our network can access practical, relevant and high-quality training that supports good governance, effective service delivery and improved outcomes for the communities they serve.

Our ambition is to help develop and support the sector, build confidence within community organisations, and equip staff, volunteers and trustees with the knowledge, tools and skills they need to deliver safe, effective and impactful services.

Spring North is therefore seeking experienced training providers to submit quotations to deliver a series of workshops that will form part of our Spring North Membership Training Programme.

2. Programme Budget Guidance

Spring North has allocated an **indicative budget of up to £25,000** to deliver the full training programme across Lancashire and South Cumbria over the 12-month delivery cycle.

This budget is intended to cover the delivery of the full programme of workshops outlined in this specification, with each workshop delivered once in each of the four delivery areas:

- **South Cumbria & North Lancashire**
- **Central & West Lancashire**
- **Blackpool, Fylde & Wyre**
- **Pennine Lancashire**

Training providers are asked to submit their best value quotation for the workshops they wish to deliver. While the budget guidance is provided to support realistic pricing, Spring North

welcomes competitive proposals that demonstrate strong value for money while maintaining high-quality delivery.

Spring North anticipates that workshop delivery costs will generally fall within a reasonable range per workshop session, however providers should ensure their pricing reflects the quality of delivery, preparation, materials and expertise required.

3. Training Programme Overview

Spring North will deliver a structured training programme covering key operational, governance and service delivery topics relevant to VCFSE organisations.

Each workshop will:

- Be delivered as a 4-hour interactive session
- Be delivered once in each of the four Lancashire and South Cumbria areas
- Form part of a 12-month delivery cycle

This means each workshop topic will be delivered four times across the year.

Delivery locations include:

- South Cumbria & North Lancashire
- Central & West Lancashire
- Blackpool, Fylde & Wyre
- Pennine Lancashire

Over the course of the 12-month programme all four areas will receive delivery of each workshop package outlined in this specification.

Providers should therefore submit quotations based on:

- Delivery of one workshop topic
- Delivered four times across the year
- Delivered once in each geographical area listed above.

Spring North will coordinate scheduling and programme management.

Delivery Expectations

Training providers will be expected to:

- Deliver high-quality, engaging and practical workshops
- Tailor delivery to the VCFSE sector audience
- Use interactive and participatory approaches
- Provide practical tools and resources participants can apply within their organisations
- Ensure content reflects current legislation and best practice

Quotes submitted should include:

- Workshop preparation
- Delivery of the workshop four times

- Participant training materials
- Certificates of completion or accreditation (where appropriate)
- Any equipment required for delivery
- Administration relating to training materials

Spring North will provide:

- Venue hire
- Marketing and promotion
- Participant recruitment
- Booking administration through the Spring North booking system

4. Workshop Topics

Training providers may quote for one or multiple workshops, but this must be to deliver across all 4 geographic locations outlined above.

1. Safeguarding Children and Adults

This workshop should equip participants with the knowledge and confidence to recognise and respond appropriately to safeguarding concerns.

Topics should include:

- Safeguarding responsibilities and legislation
- Recognising signs of abuse and neglect
- Safeguarding policies and procedures
- Reporting concerns and escalation routes
- Safeguarding responsibilities within VCFSE organisations
- Creating a safeguarding culture

2. Health and Safety

This workshop should support organisations to understand their responsibilities in creating safe environments.

Topics should include:

- Health and safety responsibilities for charities and community groups
- Risk identification and mitigation
- Safe working environments
- Incident reporting procedures
- Health and safety policies
- Practical examples for community settings

3. Mental Health First Aid

Topics should include:

- Understanding mental health
- Recognising signs of distress

- Providing initial support
- Crisis response
- Boundaries and referral pathways
- Supporting wellbeing within organisations

4. EHCP (Education Health and Care Plan) Training

Topics should include:

- Understanding the EHCP process
- Roles of education, health and social care
- Supporting families navigating the system
- Advocacy and support approaches
- Working collaboratively with schools and professionals

5. Data Protection / GDPR

Topics should include:

- GDPR principles
- Lawful processing of data
- Data protection policies
- Handling sensitive information
- Consent and data storage
- Managing data breaches

6. Equality, Diversity and Inclusion (EDI)

Topics should include:

- Equality legislation
- Inclusive practice
- Unconscious bias
- Supporting diverse communities
- Creating inclusive organisational cultures

7. Impact Measurement and Evaluation

Topics should include:

- Why impact measurement matters
- Outputs vs outcomes
- Evaluation frameworks
- Collecting qualitative and quantitative data
- Using impact to strengthen funding applications

8. Tools and Methods for Measuring Outcomes

Topics should include:

- Outcome frameworks
- Surveys and feedback tools

- Theory of Change approaches
- Data collection methods
- Monitoring and reporting outcomes

9. Grant and Bid Writing Workshop

Topics should include:

- Understanding funder priorities
- Structuring strong applications
- Demonstrating need and impact
- Budget development
- Common mistakes in grant applications

10. Developing a Fundraising Plan

Topics should include:

- Diversifying income streams
- Community fundraising
- Grant fundraising
- Corporate partnerships
- Building a fundraising strategy

11. Understanding Trustee Roles and Responsibilities

Topics should include:

- Trustee legal duties
- Governance responsibilities
- Charity Commission expectations
- Managing conflicts of interest
- Supporting effective boards

12. Case Management & Recording and Report Writing Skills

Topics should include:

- Case recording systems
- Managing caseloads
- Confidentiality considerations
- Safeguarding responsibilities
- Monitoring service user progress
- Writing clear case notes
- Structuring reports
- Evidence-based reporting
- Confidentiality considerations
- Writing for different audiences

13. Risk Assessment

Topics should include:

- Identifying organisational risks
- Risk assessment tools
- Managing safeguarding and operational risks
- Developing risk registers
- Monitoring risk

14. Social Media and Marketing Essentials

Topics should include:

- Developing a communications strategy
- Using social media effectively
- Creating engaging content
- Promoting services
- Managing online reputation

15. Finance for Non-Financial People

Topics should include:

- Understanding financial reports
- Budget management
- Financial governance
- Reading accounts
- Financial decision making

16. Neurodiversity-Friendly Services: Creating ND-Appropriate and Accessible Support

Topics should include:

- Understanding neurodiversity and neurodivergent profiles
- The barriers neurodivergent individuals may experience when accessing services
- Creating neurodiversity-friendly environments
- Adapting communication and engagement approaches
- Sensory considerations in service delivery
- Supporting neurodivergent individuals within community services
- Practical adjustments organisations can make to improve accessibility
- Developing neurodiversity-informed service design

Workshop Content Guidance

The workshop topic areas outlined within this specification are intended as a guide to the core themes that Spring North would expect each session to cover. Training providers are encouraged to use their professional expertise and experience to expand on these areas where appropriate, incorporating additional content, practical tools or examples that enhance the quality and relevance of the training. Providers may also include elements they feel will add value to the workshop, particularly where this supports the needs of VCFSE organisations and strengthens the practical application of learning for participants.

5. Evaluation and Selection

Submissions will be evaluated using a best value approach, considering both quality and cost.

Assessment criteria will include:

Quality of Training Delivery

- Relevance and quality of workshop content
- Experience delivering training to the VCFSE sector
- Trainer expertise and qualifications
- Approach to interactive learning

Value for Money

- Competitive pricing
- Overall programme value relative to delivery

Delivery Capability

- Ability to deliver across the identified geographic areas
- Capacity to deliver within the 12-month programme

Programme Delivery Model

Spring North may appoint multiple training providers across the programme to ensure access to specialist expertise and maintain best value. Providers may therefore submit quotations for one or multiple workshops, and Spring North reserves the right to award delivery for individual workshops or groups of workshops to different providers.

Where appropriate, Spring North may also discuss opportunities with selected providers to deliver multiple workshops within the programme where this represents improved value and consistency of delivery.

Spring North may appoint multiple training providers to deliver different workshops as part of the programme in order to ensure access to specialist expertise across the training themes.