

Quotation invite: We Feel Safe 2 programme

The International Community Organisation of Sunderland (ICOS) would like to invite quotations from suitably experienced and qualified consultants to conduct the evaluation of the We Feel Safe (WFS) programme, which is funded by the National Lottery Community Fund until 01 December 2029.

This project will provide intensive, holistic one-to-one support for at least 100 migrant people affected by modern-day slavery and labour exploitation in Sunderland, helping them move from crisis and vulnerability towards safety, stability, and long-term empowerment. Delivered by a migrant-led charity with experienced staff and an established track record, the programme will act as a single, trusted point of contact where survivors do not have to repeatedly retell traumatic experiences to access help. It will particularly focus on those who have fallen through gaps in mainstream provision or exited existing schemes.

WFS will deliver practical support across the wider determinants of health, including immigration advice at OISC Level 1, housing applications, benefit and entitlement claims, and tailored employability support to identify strengths, access training, and progress into work. Alongside this, specialist counselling and group wellbeing activities delivered with Revivor will address trauma, mental health and emotional resilience, ensuring survivors can begin to recover rather than simply cope. Most clients are expected to receive 20–40 hours of support and to engage in more than one strand of provision, enabling holistic plans that recognise how issues such as immigration status, housing, income, and wellbeing are interdependent.

WFS will also create meaningful opportunities for survivors to influence systems and services through an active Project Steering Group (PSG) of people with lived experience, and through co-produced research and advocacy. At least 30 clients will be supported to identify problems in the systems that affect them, develop solutions, and share these with local and regional stakeholders such as the Integrated Care Board, the Mayoral Combined Authority, and migration networks. Survivors will help shape the project itself, contribute to external evaluations, and participate in wider influencing work such as consultations and public events, strengthening their confidence, skills and civic participation.

As a result, the programme expects 78 survivors to report improved circumstances across the wider determinants of health, including better wellbeing, finances, housing, and immigration security, with at least 20 progressing into training or education and 15 into paid work. Survivors will report feeling safer, more in control of their lives, and better able to navigate complex systems, building on current evidence where clients have already shown improved wellbeing, financial stability, housing, and reduced risk of further exploitation through ICOS' approach. At community level, the project will increase migrant-led voice, reduce destitution and homelessness risk, and contribute to more responsive local services for people affected by modern slavery and labour exploitation.

1. WFS outcomes as agreed with the funder:

Programme Outcomes, Interventions and Measurement

Programme outcome	Interventions / activities	How this will be measured
78 clients will report an improved situation based on wider determinants of health (overall)	<ul style="list-style-type: none"> - Intensive one-to-one support (rights/entitlements, housing, benefits, immigration, wellbeing, employability) - Practical support (budgeting, accessing benefits, debt advice, housing applications, immigration advice) - Referrals to specialist partners (e.g., North East Law Centre, Step Change, Revivor) 	<ul style="list-style-type: none"> - Programme-specific outcome questionnaires completed at start and end of support - Contact logs in Lamplight CRM capturing each client's journey and changes in circumstances - Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) at start and end - 4 case studies per year showing changes in wellbeing and wider determinants
55 clients will report improved wellbeing	<ul style="list-style-type: none"> - One-to-one counselling (for at least 25% of clients, via Revivor) - Group therapeutic activities (e.g., mindfulness, relaxation) - Holistic support addressing trauma, housing, finances and immigration - Key worker support to access mainstream services at the right time 	<ul style="list-style-type: none"> - Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) at start and end of support - Client self-report in outcome questionnaires (Likert scale on mental health and general wellbeing) - Qualitative feedback in case studies and interviews with the external evaluator

Programme outcome	Interventions / activities	How this will be measured
45 clients will report improved financial situation	<ul style="list-style-type: none"> - Benefits advice and support (Universal Credit, PIP, DLA, Council Tax Support, Discretionary Housing Payments) - Budgeting support and money management - Debt advice and referrals (e.g., to Step Change) - Support to access emergency funds and grants (e.g., Budgeting Advances, discretionary grants) 	<ul style="list-style-type: none"> - Client self-rating of financial situation in outcome questionnaires (Likert scale) - Contact logs showing changes in income, benefits received, and reduction in debt - Evidence of successful benefit claims, grants obtained, and debt solutions
25 clients will report improved housing	<ul style="list-style-type: none"> - Housing advice and support (applying for social housing, private rentals, allocations) - Support with housing applications, tenancy sustainment and disputes - Help accessing emergency accommodation and temporary housing - Referrals to specialist housing services and landlords 	<ul style="list-style-type: none"> - Client self-rating of housing situation in outcome questionnaires (Likert scale) - Contact logs showing changes in housing status (e.g., move to safer accommodation, successful tenancy) - Case studies and interviews highlighting housing improvements
20 clients will have a more secure immigration situation	<ul style="list-style-type: none"> - Level 1 immigration advice (status, documentation, applications) - Support with asylum and NRM processes - Referrals to specialist immigration services (e.g., North East Law Centre) for complex cases - Help with travel documents and proof of status 	<ul style="list-style-type: none"> - Client self-report in outcome questionnaires on immigration security - Contact logs showing changes in immigration status (e.g., new leave to remain, successful applications) - Case studies and external evaluation data on immigration outcomes

Programme outcome	Interventions / activities	How this will be measured
20 clients will progress into training/education	<ul style="list-style-type: none"> - Employability support (CV writing, job search, interview preparation) - Support to access training courses and education providers - Help with childcare, transport and other barriers to participation - Referrals to training and education partners 	<ul style="list-style-type: none"> - Client self-report in outcome questionnaires on progress into training/education - Contact logs showing enrolment on courses, training programmes or education - Case studies and external evaluation data on training/education outcomes
15 clients will attain employment	<ul style="list-style-type: none"> - Job search support (job portals, applications, interviews) - Support with work-related issues (contracts, rights, exploitation) - Help with childcare, transport and confidence-building - Referrals to employment and skills partners 	<ul style="list-style-type: none"> - Client self-report in outcome questionnaires on employment status - Contact logs showing job offers, starts and sustained employment - Case studies and external evaluation data on employment outcomes
At least 30 clients will be supported to influence systems that affect them (including health)	<ul style="list-style-type: none"> - Project Steering Group (PSG) with client involvement - Training and mentoring for PSG members (presentation skills, public speaking, patient and public involvement) - Involvement in briefings and presentations to decision makers (e.g., NHS ICB, local authority, VONNE, NEMP, NECA) 	<ul style="list-style-type: none"> - Number of clients involved in the PSG and wider involvement work (tracked in Lamplight) - Number of briefings, presentations and events where clients speak to decision makers - Feedback from briefings and external evaluation on client influence - Case studies and interviews highlighting client involvement and impact on systems

Programme outcome	Interventions / activities	How this will be measured
	<ul style="list-style-type: none"> - Community organising with Tyne and Wear Citizens (listening sessions, accountability assemblies) 	

Notes on Measurement

- **Primary tools:**
- **Programme specific outcome questionnaires (start and end)**
- **Warwick Edinburgh Mental Wellbeing Scale (WEMWBS)**
- **Contact logs in Lamplight CRM**
- **Case studies (4 per year)**

2. Main tasks:

- An evaluation of the achievements of the outputs and outcomes
- Identify additional indicators that demonstrate the value of the programme
- Analyse participant data collected during the programme
- Produce reports on a regular basis (at least annually) to inform the development of the project and identify good practice and areas for improvement
- Identify any benchmarking material that will be used for the programme
- Working closely with the Project Steering Group

- Analysing data sources including registration and exit forms, contact logs and case studies
- Timely production of two interim reports and the final project report

3. Selection criteria:

1. Evidence of previous evaluation work with community and voluntary sector organisations
2. Experience of community development work and an understanding of how to apply community development principles and values to work within communities
3. Evidence of working effectively with excluded and vulnerable communities and people, especially from minority ethnic backgrounds
4. Knowledge and understanding of measuring outcomes and understanding of quantitative and qualitative research methods
5. Suggested approach and methodology to completing the work
6. Value for money
7. Adherence to legislation and commitment best practice, including GDPR and trauma informed work

4. Application process

To apply for this opportunity, please send your CV, with a covering letter outlining your approach to the project (no more than 4 sides of A4, excluding the front cover in 12 point font) and the costs (inclusive of VAT and other costs, such as travel), along with the names and contact details of two referees to:

Michał Chantkowski, Development and Services Manager at ICOS, michal@icos.org.uk

Applications must be received by 5pm on Monday 02/02/2025

The covering letter should include a quotation based on the cost of providing the support required, and the preferred payment arrangements.

All applicants are expected to be fully covered by the relevant professional indemnity insurance. All applicants are also expected to be aware of relevant legislation around data and information security. All applicants are expected to be aware of, and to comply with, the requirements of equality legislation.

Selection of the successful candidate will be undertaken by representatives of ICOS in accordance with the good practice represented by Sunderland City Council's Procurement Policy for contracts valued between £5,000 and £75,000. The fees available for this project will not exceed **£14,000** (inclusive of VAT).