

**Opportunity for
Tender:**

**Service User
Experience During
Lockdown**



Contents	Pg.
1. Background	3
2. Purposes of Project	4
3. Consultant/Researcher Specification	4
4. Contract Terms	4
5. Methodology	5
6. Format of Response	5
7. Selection Criteria	5
8. Selection and Management Process	6
9. Deadline for Responses	6

1. Background

The Northern Ireland Alcohol and Drugs Alliance (NIADA) is a membership group. It facilitates co-operation and collaboration among the voluntary and community sector organisations who provide services for, and/or support, those affected by alcohol and drug use.

NIADA's key purposes are to:

- Provide a cohesive voice for members;
- Advocate and influence policy, practice and service delivery;
- Campaign for the voluntary and community sector to be involved in the development, design and delivery of alcohol and drug services;
- Provide members with direct access to the Public Health Agency (PHA), the Health & Social Care Board (HSCB) and the Department of Health (DoH) decision making processes; and
- Provide members with networking, information sharing and publicity opportunities.

The Alliance has worked in partnership with Queens University Belfast (QUB) on two pieces of research – Drug and Alcohol Use in the Workplace and Drug & Alcohol Trends during Covid-19.

It has also represented Northern Ireland at the UK Drug Summit 2020 and more recently briefed the Health Committee at Stormont. NIADA is secretariat for the Executive's All Party Group (APG) on Dual Diagnosis and Addiction.

NIADA has formed a number of subgroups to assist in meeting its key purposes:

- Communications & Policy;
- Young Person's Transitional Residential Facility;
- Minimum Unit Pricing & Licensing Laws;
- Opioid Substitute Prescribing;
- Supervision & Management; and
- Governance.

2. Purpose of Project

NIADA seek to commission a Consultant/Researcher to follow up on an initial survey undertaken in 2020. The initial survey looked at how Covid-19 impacted on service user's behaviours and experiences with alcohol and/or drug use during lockdown (see link).

<https://www.niada.net/wp-content/uploads/Service-user-experience-during-lockdown.pdf>

A further snapshot and a deeper analysis are now required to gain a greater understanding of how Covid-19 has impacted on experiences, behaviours, and trends, nearly a year down the line. An evaluation of the implications of this on service user's needs and subsequent future service delivery is essential.

This should include:

- Survey;
- Journal entries;
- Interviews with service users, service providers (to include voluntary, community, public and private), families, and other relevant stakeholders;
- Comparisons with previous data;
- Inclusion of comparative quantitative data such as referral numbers, access to services, waiting lists
- Impact assessment of remote working and/or blended approach compared to face to face service delivery.

3. Consultant/Researcher Specification

The consultant/researcher will be able to demonstrate the following:

- experience of at least one resea research project similar to these requirements;
- an awareness of the alcohol and drug issues across all sectors;
- excellent oral and written communication skills;
- the ability to work in a structured manner to tight deadlines;
- experience of writing strategic documents.

4. Contract Terms

The consultant/researcher is required to provide NIADA with a completed report by 31st July 2021. The total sum available for this piece of work is **£5,000** inclusive of VAT.

5. Methodology

Respondents to this tender will be able to propose their own methodology for conducting this exercise within **the following limitations**:

- It is anticipated the consultant/researcher will access the very broad range of information and statistics available both within NIADAs membership and held by various linked Departments/Agencies;
- It is essential to include a component that will secure the views of all NIADA's stakeholders. It is open to respondents to propose how they would achieve this through survey, focus groups or some other format;
- On certain issues there is a paucity of published or supporting data. Respondents will need to address how they intend to make up for this without undertaking further primary collection of statistics such as how they will confirm or otherwise anecdotal evidence.

6. Format of Responses

Respondents are required to provide a response in **no more than 5 pages of A4** plus essential appendices. They should include the following details:

- Proposed methodology taking account of the limitations outlined above and explaining the precise approach proposed;
- CV's of research staff; experience of previous similar or relevant research projects including the names of two referees for whom you have completed work of a similar nature (can be placed in appendix);
- Proposed timetable for the project showing how the different elements of the data collection, analysis and report writing will be scheduled, allowing also for interim reporting;
- Costs of the project which should be identified separately under the following headings, showing separately staff time (and daily rates) and other costs:
 - Administration, Travel and expenses, Data Collection of published statistics, Surveys, Structured interviews, Analysis, Report Writing, Presentation of Report.

NB The ownership of the research will rest with NIADA as the commissioning body.

7. Selection Criteria

Proposals will be assessed against the following criteria:

- Previous experience and expertise of the respondent in relevant comparable projects in the field of Alcohol and Drugs;
- Effectiveness of the proposed methodology in securing the desired outcome, especially in securing stakeholder's input;
- Evidence of ability to manage and deliver the project on time and to budget;
- Cost-effectiveness – securing the best report for the most cost-effective price.

8. Selection and Management Process

This project will be overseen by a small steering group made up of Anne-Marie McClure; Chair, Pauline Campbell; Vice Chair, and Andrea Traino; Support Officer. This steering group will be responsible for short listing respondents, selecting the successful candidate and monitoring the projects progress.

9. Deadline for Responses

Respondents are required to submit their submission by **4pm on 26th February 2012** by e-mail to Andrea Trainor at info@niada.net