

**Countering Hate, Cultivating Hope  
Social Cohesion Impact Tool Development Tender**

## **1. Introduction**

### **Who we are**

Together Liverpool supports faith communities to develop their social justice work through project development, networking, training, learning and support. We work with churches and faith groups to help them respond to local need, strengthen communities and make a bigger impact in the places they serve.

Together Liverpool has developed an impact assessment tool to help churches and faith-based projects measure, understand and report on the difference they are making. The tool is currently in the testing phase with local groups and is designed to support a wide range of church-based social action projects.

Together Liverpool is now seeking a developer to extend the existing tool by developing a social cohesion impact module. This work forms part of *Countering Hate, Cultivating Hope*, a three-year project funded by the Church of England Racial Justice Unit.

The development will be proportionate to the available budget and focused on strengthening the existing tool so that churches can better understand and report on their contribution to social cohesion, community resilience and church health.

## **2. Project Overview**

*Countering Hate, Cultivating Hope* is a three-year project delivered across Liverpool and Chelmsford Dioceses. It supports churches and partners to strengthen social cohesion, build trust, reduce isolation and support community resilience.

The project also wants to understand whether this kind of work contributes to church health and growth, including diversity, participation, leadership, discipleship, missional confidence and new engagement with church life.

The existing impact assessment tool already helps churches measure and report on social action. This development will extend the tool so churches can plan, capture and report on social cohesion, community resilience and church health in a simple and proportionate way.

The new module will be shaped through *Countering Hate, Cultivating Hope*, but should be usable by any church or faith-based project working in these areas.

## **3. Development Purpose**

Together Liverpool is seeking a developer to build an integrated social cohesion module within the existing impact assessment tool.

The supplier will be responsible for the technical development of the module and for strengthening relevant areas of the wider tool. Together Liverpool and the project's

independent evaluator will define the indicators, questions and measurement approach. The supplier will be expected to translate this into a clear user journey, data structure, reporting process and in-tool guidance.

The development should enable local churches and project leads to:

- work through a step-by-step impact planning process
- identify what they are trying to change
- select or amend recommended indicators and questions
- generate an editable measurement plan
- collect quantitative and qualitative evidence
- tag qualitative evidence against relevant outcomes and themes
- generate simple qualitative summaries within existing reports
- understand how their project contributes to social cohesion, community resilience and church health, and increasing local people's sense of agency as well as connection

Together Liverpool should also be able to use the tool to access and understand data centrally, including generating combined admin-only reports across networks, denominations, local groupings or cohorts.

#### **4. Development Scope**

The work should be an integrated extension of the existing Together Liverpool impact assessment tool, not a standalone platform.

The existing tool was developed by Kaleidoscope. The successful supplier will be given appropriate access to the existing platform/codebase and will be expected to work within the current technical architecture. Together Liverpool is re-tendering this development work in line with its financial controls policy.

Applicants should explain how they would approach development within an existing platform/codebase, including how they would familiarise themselves with the current architecture, manage technical risk, avoid unnecessary rebuild and ensure continuity for current users.

The development should cover four main areas.

##### **4.1 Social cohesion impact planning**

The supplier should develop a social cohesion impact planning journey within the existing tool. This should help churches think through what they are trying to change, choose or

amend relevant indicators/questions, and generate an editable and downloadable measurement plan.

Together Liverpool and the independent evaluator will define the core indicators, questions and measurement approach. The supplier will translate this into a clear and usable tool journey.

#### **4.2 Qualitative evidence and reporting**

The existing tool already supports quantitative and qualitative data capture. This development should strengthen how qualitative evidence is captured, organised and reported.

This should include structured prompts, free-text responses, simple tagging against outcomes/themes, consent options, and a qualitative summary within the existing impact report.

#### **4.3 Central reporting**

The tool should enable Together Liverpool/admin users to generate combined reports across selected networks, denominations, local groupings or cohorts.

These reports should bring together relevant quantitative data, qualitative summaries and project evidence from multiple churches/projects. They should be visible to Together Liverpool/admin users only.

#### **4.4 Wider tool strengthening**

The supplier should strengthen the wider tool where needed to support the new module, improve the user journey, support mobile use, and make the reporting process clearer and more useful.

### **5. User Testing and Development Approach**

The development should be practical, proportionate and user-centred.

Together Liverpool will convene participating churches and project users for testing and feedback. The supplier should design and facilitate proportionate user testing, such as focus groups, prototype review or usability testing, and use the findings to refine the module before final handover.

A full discovery phase has already taken place, so applicants are not expected to propose a lengthy standalone discovery process. However, they should outline proportionate scoping and design work at the start of the commission, including how they would map and agree the new areas of the tool before build begins.

### **6. Key Deliverables**

The successful developer will be expected to provide:

- proportionate scoping/design confirmation for the new areas of the tool
- an integrated social cohesion module within the existing impact assessment tool
- a step-by-step impact planning journey that produces an editable and downloadable measurement plan
- strengthened qualitative evidence capture and reporting, including simple consent options and qualitative summaries within existing reports
- admin-only combined reporting across selected networks, denominations, local groupings or cohorts
- appropriate wider strengthening of the existing tool to support the new module, user journey, reporting and mobile usability
- two rounds of user testing with churches/project users and Together Liverpool/admin users
- a public-facing training video giving an overview of the tool and how to use it
- training for the Together Liverpool team
- technical handover and documentation sufficient for Together Liverpool to manage and maintain the tool
- time-limited post-launch support to resolve issues arising from implementation

The training video should be clear, accessible and suitable for use in onboarding, training sessions and follow-up support. Applicants should propose an appropriate length and format based on the final user journey.

## **7. Budget and Timeline**

The maximum available budget is £15,000 inclusive of VAT, expenses and all costs.

Applicants should provide a detailed budget breakdown, including day rates, estimated days by activity, expenses, VAT status and total cost.

The tender is primarily for development, integration and handover. Applicants should also include a short, time-limited post-launch support period within the available budget. This should cover issues arising from implementation and ensure the new module and wider tool developments are working as intended.

## **8. Required Experience and Assessment Criteria**

Applicants should demonstrate that they have the technical skills and relevant experience to deliver this work proportionately within the available budget.

Proposals will be assessed against:

- relevant experience developing digital tools, platforms or modules within existing systems
- ability to work within an existing platform/codebase and manage technical risk
- quality and clarity of the proposed development approach
- ability to create clear, accessible user journeys for non-technical users
- experience developing data capture and reporting functionality
- understanding of impact measurement, monitoring or evaluation tools
- ability to translate indicators, questions and evidence requirements into usable digital workflows
- approach to strengthening qualitative evidence capture and reporting
- approach to user testing, accessibility and mobile usability
- ability to produce user training materials, including a public-facing training video
- realistic use of the available budget, demonstrating best value for money
- alignment with Together Liverpool's values and objectives

Experience of working with charities, churches, faith-based organisations or community projects would be welcome.

Applicants do not need to define the social cohesion or church health indicators themselves. These will be developed by Together Liverpool and the independent evaluator. However, applicants must be able to translate this content into a tool that is clear, accessible and practical for local churches to use.

## **9. Submission Instructions**

Submit your proposal to Merab Gill by 7th<sup>th</sup> June 11:59pm.

Proposals will be evaluated and a decision made by 1<sup>st</sup> July.

For any questions about this tender, please contact:

Merab Gill

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LIVERPOOL** ⊕

Network of  
*Kindness*