

Living Well with Psychosis Community fund Learning & Support Partner tender FAQs

Q. Does the objective “assess the customer experience” refer to the grant holders or another group?

A. Grant holders.

Q. Does Maudsley Charity have a standard approach towards paying participant expenses?

A. We don't currently have a standardised approach but our involvement policy is in development. Our programmes are quite varied in design and in who is engaged with them. We take advice from the provider on the appropriate approach and rates for the programme being delivered.

Q. Is there a reporting requirement for grant holders? And if so, would a feature of the evaluation be analysis of grant reports?

A. There will be a very light touch reporting requirement for grant holders (see appendix 1 of the tender briefing). We don't want to overburden grant holders with too much additional written reporting beyond this requirement. There isn't an expectation that there will be additional separate analysis of progress reports by the Partner, but this will feed into the learning process.

Q. Will the Learning & Support Partner be expected to chase for these reports?

A. We will work with the Partner to divide tasks like this once we get a sense of the grant holders' support needs and learning/evaluation/reporting activities have been finalised. It's expected that the Partner would be the first point of contact for learning and evaluation activities, and the Charity would act as a point of escalation if reporting falls below a reasonable standard.

Q. Is there any flexibility on the budget?

A. We'd like to see what you could deliver within the current budget. If you think additional work would be required, please add it clearly as an extra module along with your rationale.

Q. What are the expectations of the relationship management side of the role?

A. We're a very small team so we're looking for someone to be the first line of contact for grant holders, acting as an intermediary. We want to create an environment where grant holders have a trusted name at the end of the phone or email who they can flag things with and receive some reassurance. Any serious incidents, concerns about performance or anything related to governance would be escalated to the Charity.

We also feel that the relationship management part of the role complements the learning part because the Partner may discover that a number of grant holders are experiencing the same challenges or raising the same issues, and hearing this directly is a lot more powerful than second-hand. We want the grant holders to have a supportive and open relationship with the intermediary, which may help surface any issues that they may find harder to raise directly with the funder.

We don't expect that the Partner will be "on call" to grant holders; they could specify times or days when they will be available. We expect relationship management activities to involve genuinely light touch contact and will look different for different grant holders and be proportionate for their size and context, e.g. smaller organisations may require more support than established ones. We would like prospective partners to give us a sense of how they would manage responsive and proactive contact across a cohort, drawing on their past experience of doing this intermediary work.

Q. Is the half a day per year estimate of support for grant holders based on any experience with these particular organisations?

A. We previously had a funding programme called Community & Connection. There wasn't a specific focus on psychosis, but it was not dissimilar to the type of organisation that we'll be funding through this programme.

Taking advantage of the support will not be mandatory for the grant holders and some may require more than half a day, so it will balance out.

Some organisations may have similar requirements, e.g. strategy session, fundraising support, evaluation planning, so the Partner may wish to hold a group session. However, we don't expect the Partner to deliver all of the support that grant holders request – we can pull in provision from elsewhere when required.

Q. How might the relationship management activities shift as you go into phase two?

A. We expect the second phase to be similar to the first, but with extra support as defined by the learning from the first phase. The provision of this support would be discussed with the Learning & Support Partner and, if not possible for them to provide, (if, for example, it was particularly specialist), we would create a plan together on how best to deliver it.

Q. What is the expectation around participant expenses, venue hire, catering and subsistence in the budget; would this be entirely covered by the Partner and would there be an expectation around the number of participants per grant holder organisation?

A. Participant expenses, venue hire, catering and subsistence should be covered by the Partner for the learning events they will carry out.

Regarding numbers, the estimate would be 2 places per organisation. However, in reality that this tends to vary between 1-3 people. It would be helpful to hear from

the Partner how they have managed this kind of learning event attendance in the past, and what experience they would therefore bring to this programme.

Q. Were the grant applicants asked about their support needs in their applications?

A. We didn't specifically ask about support needs in the very brief expression of interest, although they may have come through in some of the answers, and they may also come through during our site visits which are taking place now. However, we expect this to be drawn out once the funding starts and once the cohort come together and start learning from each other and identifying what their support needs may be.

Q. Would there be scope to add a diagnostic question about support needs in your baseline monitoring questionnaire?

A. There is scope to add questions to our questionnaires.

Q. Are you seeing a high level of response to this tender opportunity?

A. We have tried to disseminate the tender opportunity widely to reach a diverse group of potential applicants, especially to organisations that have cultural competency as a priority. We're pleased to see that there has been interest from a wide variety of organisations.

Q. What are the psychosis-themed learning events?

A. These will be delivered by Maudsley Charity. Each one will focus on a specific psychosis-themed topic and relevant people from our various funding calls and, where appropriate, the wider mental health network, will be invited. If the session is relevant to the Living Well with Psychosis Community funding call, the Learning & Support Partner will be invited to attend.

Q. In terms of the ongoing community of learning, is there a desire to bring in the lived experience voice?

A. Yes, that is key to our grant-making approach, but it must be done in a sensitive way without overburdening participants. We also want to be cautious about setting up a group without a clear purpose, so we are unlikely to have a general steering/advisory group. We imagine that front line workers will be important in terms of surfacing experiences to inform learning.

Q. What will the partner's engagement with Maudsley Charity be like?

A. We would like to receive (informal) updates throughout the partnership via emails and meetings, and more formal reports at key touchpoints.

Q. Do some tender application questions hold greater weighting?

A. Yes, 'experience and expertise', 'approach, methodology and capacity', and 'budget and value for money' have more weighting than the other sections of the application form.

Q. How significant will Maudsley Charity's funding be for the grant holder organisations?

A. Our funding will be reasonably significant to very significant for the size and type of organisations that are through to the next assessment round (site visits). This funding will make a huge difference to some of the smaller organisations.

We're aware that we may fund organisations that have traditionally been regarded as "higher-risk" by funders because of financial insecurity or less embedded governance processes. We didn't ask for a detailed budget at application; instead we asked how they plan to spend the money, with a note saying we expect more detailed costings from the larger, more established organisations.

Q. Is the intention to keep funding all phase one organisations in phase two?

A. The second phase of the funding call will be designed once learning has been generated from phase one. However, our expectation is that the majority of phase one grant holders will continue to receive funding in phase two. It may be that a couple of additional grant holders will be included in phase two if we feel that some focus areas, e.g. care, are not covered by the existing cohort.

We will start designing the second phase of funding, with insights collected by the Partner, around Q3/Q4 2025/26.

Q. Is it ok for the learning and support partner to use equitable evaluation approaches?

A. Yes. We are aware that this can take more time (and budget) but we are committed to delivering inclusive and equitable approaches across the grant-making journey.

Q. Should the partner budget for alternative languages in materials and at events?

A. None of the grant applicants have requested alternative languages so far. If this is required for evaluative purposes, Maudsley Charity will cover this cost.

Q. From the grant holders' perspective, how visible will Maudsley Charity be?

A. We would like the Learning & Support Partner to act as an intermediary between the grant holders and the Charity. We do expect to be known to the grant holders as we think there will be benefits to them of being connected to the wider healthcare and research networks that the Charity is part of.

Q. What methods of delivery would you expect the Partner to deliver for the cohort learning?

A. A mixture of online, phone and face-to-face.

When we designed the funding call, we did some research with community organisations and one of the things we found was that there was a real sense that organisations were not networked with each other, so supporting with that connection is very important, and in the method that makes sense for the individual organisations and cohort.

Q. Would Maudsley Charity be happy for the Partner to upskill the community organisations regardless of who they are reaching, i.e. not all service users will be people with severe and enduring mental illness?

A. We made the decision to support organisations who carry out this work very deliberately, knowing that not all of their work will benefit people with severe and enduring mental illness. We want to support these organisations to be as strong and resilient as they can be and see that as a way of benefitting people with severe and enduring mental illness.