Invitation to tender

To whom it may concern,

Today, we launch an open call for a Research Partner to support us to deliver our transformation of 1:1 psychosocial support for people with a visible difference.

This invitation is an opportunity to support the research, redesign, delivery and evaluation of a new 1:1 psychosocial intervention for adults with a visible difference, working alongside Changing Faces staff and volunteers.

The principle objective of the invitation is to recruit a Research Partner to conduct a robust external evaluation of the revised 1:1 psychosocial intervention, and support the Changing Faces team to disseminate our findings.

Changing Faces Psychosocial Support Service

Changing Faces is the UK’s leading charity for everyone with a scar, mark or condition that makes them look different.

Our 1:1 adult psychosocial service for people with a visible difference is the cornerstone of our Wellbeing Programme, a tiered set of psychosocial support interventions for children, young people and adults with a visible difference that includes a support and information line, online self-help guides and an informal face-to-face peer group support. Our 1:1 adult psychosocial service is an intervention aimed at adults aged 18+ with a visible difference who have identified as needing more structured help and support as a result of their visible difference.

People accessing the service provide positive feedback with 85% of our adult 1:1 service users last year reporting improvement against self-defined outcomes. Whilst highly regarded by those that use it, our intervention has had limited formal evaluation to date. There is a need to establish what elements of the current provision are effective and what may need to be reviewed and redesigned based on the current evidence base.

People want to access 1:1 support through a range of delivery methods: Our clients are clear about the value of our psychosocial work – and the need for its reach to be extended. We currently offer a face to face and telephone service which addresses this to some extent, however, we need to explore and expand the ways in which we can deliver a 1:1 psychosocial service, including digital options.

What are our objectives?

Changing Faces has identified a need to develop a structured, contemporary and evidenced based psychosocial intervention for people experiencing distress associated with visible difference. Our experience of working with adult clients delivering one to one psychosocial interventions and the research conducted in this area highlights several key areas to target:

- Appearance related anxiety
- Managing social situations and comments from others
- Building confidence and self esteem
Dealing with reactive depression arising as a result of living with an appearance altering condition

Our aim is for people with a visible difference to access an effective, contemporary and appropriate psychosocial intervention which will enable them to better manage their appearance-related concerns, with an:

- increased ability to cope with difficult feelings, or emotions
- increased resilience and confidence in public and social settings
- increased ability to deal with responses from others
- increased psychological flexibility to better manage their appearance-related anxiety/depression.

Supporting Changing Faces: Application to tender

We are looking for people with experience, expertise and commitment to working to support people with a visible difference, above all else our goal is to improve the lives of people with visible difference by ensuring the highest standard of support is available.

We are interested in seeing applications that consider and demonstrate experience in the application of third wave behavioural therapies. We are also interested in submissions that would enable us to have constructive dialogue with commissioners and funders about the cost effectiveness of the intervention.

Changing Faces has written a preliminary outline to support us in developing the timescale for the project and key outcomes. Please consider the following guidance notes when writing your application:

Overall guidance notes

- The project is for 3.5 years with an expected start date of early 2020
- In line with Medical Research Council recommendations on the development of interventions applicants should consider how their proposal incorporates all stages of the process (Development, Feasibility, Evaluation and Implementation)
- There will be a steering group to appointed to oversee the research programme.
- We anticipate proposals in the range of £200,000-£300,000 (excl. VAT)

The guidance notes below are intended to support you in writing your application; however, they are a guide only, and we welcome further ideas.

Year 1

- We anticipate during Year 1 the research partner will work in collaboration with Changing Faces to conduct a review of psychological interventions currently used to support people with a visible difference (both in academic research and clinical practice) and support the development of the intervention.
- It is vital to Changing Faces that we involve our service users within all aspects of our work. Please consider how you will involve users in the development and evaluation process.
- Changing Faces has outlined a number of key targets for intervention including; social anxiety, anxiety, appearance concern, and depression; however, we invite
applicants to specify the outcomes which will be measured to determine the effectiveness of the intervention. In addition, a justification for the outcome measures used should be provided.

Year 2/3

- Applicants should provide details of any preliminary testing/pilot work that may be undertaken prior to the intervention being ‘launched’.
- Applicants should provide a clear, detailed plan of the proposed evaluation. This should include the study design and analysis methods.

Implementation

- Applicants should provide a brief summary of how they can support Changing Faces to disseminate the project findings.

Scoring criteria

Applications submitted by **9am on Friday 8th November 2019** will be considered by our Project Committee which includes Changing Faces staff and external experts, who will review the scientific merit of the work. Applications will be scored based on the following:

- Scientific merit
- Feasibility
- Applicant/s experience and expertise to deliver the project as specified
- Budget – is the project appropriately costed?

Conflict of interest

All applicants are requested to disclose any potential conflict of interest and clearly explain how they would manage any conflict of interest if it arose. This includes any previous or current work with Changing Faces and any relationship with the charity or charity employees.

Questions

Questions arising from this document should be directed to Pippa Donovan, Director of Services and Innovation by emailing Giuliettad@changingfaces.org.uk

Submission of tenders

Tenders must be submitted by email to Giuliettad@changingfaces.org.uk by **9am on Friday 8th November 2019**. Please note we cannot accept submissions after this time.

Tenderers must ensure that all relevant information is submitted within their tender document and by the deadline. Your tender will be judged on the merit of the submission and any missing information may influence the scoring of submissions.

You will be informed of the outcome by **5pm Tuesday 12th November**.
Tender specification

Please include **ALL** of the following in your submission

- **Project title**

- **Lay Summary**

Please provide a brief outline of your proposed plan of investigation (250 words maximum)

- **Lead applicant** Please attach a C.V of no more than 2 A4 pages

The lead applicant will have overall responsibility for the project. Please provide a summary of the lead applicants experience, expertise and role within the project considering the following:

- Experience of managing and delivering projects comparative in size and nature of the current tender
- Experience and knowledge in the field of visible difference
- Experience of service evaluation
- Relevant expertise which highlights that the lead applicant can successfully deliver the project

- **Co-applicants**

Please provide details of any co-applicants including a brief summary of their relevant experience, expertise and role within the project. **Please provide a C.V of no more than 2 A4 pages for each co-applicant.**

Please note, if you intend to recruit staff for the project please provide details of the roles and skills you will need to recruit for.

- **Conflict of interest**

Please disclose any potential conflict of interest. This includes any previous or current work with Changing Faces and any relationship with the charity or charity employees.

- **Project outline**

The project outline should clearly state the project aims your planned approach. The method should clearly outline the outcome measures you intend to use, including rationale for specific measures. Please include references where appropriate.

The project outline should include:

- Aims/ Research Question
- Method
- Planned analysis - Please include the number of participants you expect to recruit, a rationale for sample size, and the statistical tests you propose

**Please note:** This project will engage adults who access the Changing Faces wellbeing service. In 2019, our target is for 100 adults to have completed 1:1 treatment with a Changing Faces practitioner. Any planned analysis needs to be feasible based on the number of people who access our service and recognise our aim through this project to increase the number and diversity of adults we support through this service.
• **Implementation and dissemination**

Please provide details of any plans for dissemination and implementation. You may wish to include details of any system change or change in service delivery arising from research you have previously conducted.

• **Project timeline**

Please provide a clear timeline for the project. Please include timings for any recruitment of staff, ethical approval from your institution and recruitment of participants.

• **Involving people with experience of visible difference**

Please provide an outline of how your project involves people with visible difference and how the project ensures individual’s voices are heard and help shape what we offer.

• **Ethical considerations**

Please outline the steps you will take to ensure the project is carried out in accordance with ethical standards. Outline any ethical considerations and how these will be addressed.

• **Budget**

Please provide a budget that is fully costed. In addition to staff costs, please consider additional costs such as travel, room bookings, administration costs, costs of dissemination. The budget will be viewed as the final amount required to conduct the project and no additional funds will be allocated.