



Bidding for a brighter future Augmentas helps St Giles Trust and the Wise Group Consortium win transformational Ministry of Justice contracts

- **Augmentas brought in to help win 16 governmental contracts for St Giles Trust and the Wise Group Consortium worth over thirteen million pounds**
- **Charity now able to bring its Peer Advisor model more widely to the justice system**
- **Consistent service and continuity of care now provided to vulnerable women in more areas of the UK including Wales, Norfolk and Cambridge**

St Giles Trust and the Wise Group Consortium (referred to throughout this document as SGW) knows that when a person turns their life around everybody benefits, including families, children, communities and the wider society. Through support, advice and training, the award-winning charity helps 25,000 people each year overcome adversity and get their lives back on track.

Through its pioneering work, SGW recognised that being helped by someone who has 'been there' is extremely powerful. That's why it uses the expertise and lived experience of those who have been in similar circumstances to support and empower people going through it now. Equating to fifty per cent of employees, this Peer Advisor model underpins all the charity's projects.

One of the areas SGW focuses on is Women's Services, where the number of women supported by the organisation has been steadily increasing over the past few years. Support is provided to address the specific issues faced by women who are involved in, or at risk of involvement in, the criminal justice system. Many of the women are extremely vulnerable to exploitation, facing issues around homelessness, mental health, hidden

disabilities such as autism, substance misuse, domestic abuse and poverty.

The Women's Services team was keen to bring its Peer Advisor model more widely to the justice system, building its reputation for delivering effective programmes and becoming a national organisation with a footprint in large areas of the UK. To realise this goal, it needed to win more government tenders that would enable it to provide support to even more women across further areas of the country.

Winning governmental contracts, however, is an increasingly challenging endeavour. Mike Coveney, Head of Business Transformation at Augmentas, explained: "The capabilities required of bid teams includes everything from project management, concept design and process engineering to procurement knowledge, graphic design and commercial modelling. When also adding in the skills needed to engage with buyers during the process, there are competency needs that we see even the largest companies struggle to fulfil."

T: 0208 154 4057

E: info@augmentasgroup.com

W: augmentasgroup.com



Maximising the chance of success for the SGW team

SGW realised early on that they would need help with their bids. Nicky Park, Head of Prisons and Women's Services at SGW, said: "The government's tenders are incredibly in-depth and require extensive work. Unlike competitor organisations, we don't have a bid writing team inhouse. We're a charity with a small team and working on tenders like this alongside the day job is tough. We quickly recognised that we didn't have the time, capability or capacity to win."

The answer was to bring in Augmentas, a management consultancy firm helping organisations win work from the public sector. With an enviable track record of results - almost nine in ten organisations win tenders with their support - the Augmentas team is made up of public sector procurement specialists and ex-buyers who have managed companies, worked in governmental departments and have decades of practice in winning tenders. This means they can call upon extensive knowledge of the buying experience to provide buyer-centric bidding.

With any contract bidding process, there is plenty of documentation and paperwork involved. Nicky continued: "We had a tendency to throw the kitchen sink in with our responses. With its specialist knowledge, Augmentas organised us, helping to shape and streamline our bids. The team challenged us to communicate effectively and include only what was necessary. The team provided us with a framework, which we were then able to adapt each time, making the process quicker. Augmentas reassured us and gave us the confidence in what we were doing.

"As we hadn't worked together before, I thought it might be awkward. However, the partnership was collaborative and cohesive - it felt like Augmentas was an extension of my team. Communication was open and responsive, they were adaptable, explained things thoroughly and took my feedback onboard - I provided the knowledge and understanding of the sector and Augmentas offered the practical expertise. It worked extremely well."

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St Giles Trust
Representative

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Representative

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W: augmentasgroup.com



A life-changing achievement for charity, St Giles Trust and the Wise Group Consortium

As a result of Augmentas's support, SGW won 16 governmental contracts, including Women's and Personal Wellbeing Services, worth £13,306,000 in total. An incredible achievement, it will have a transformational impact on the charity and the work it carries out. For example, a consistent service can now be provided to women who might be coming out of prison in Peterborough and heading home to Suffolk. Those women can now expect the same service and continuity of care, making all the difference to their future progress.

In addition, the multiple contracts covering large areas of the country such as North Yorkshire, Norfolk and Cambridge mean that resources can be pooled, making the programmes more viable, cost-effective and future-proofed. And in practical terms, the outcome has also had a positive impact on SGW's employees. The charity has been able to retain staff who have built up extensive and valuable local knowledge and experience, enabling them to continue the work they had started and provide ongoing support to those that need it.

Following the contract wins, SGW was given only eight weeks to implement its programmes. In that short time period, it was able to mobilise the staff required, retaining the employees it was currently working with, transferring others over and recruiting the remainder. Nicky concludes: "The Ministry of Justice contracts won with the help of Augmentas have been transformational for SGW and have secured our future, along with the future of those we support." Hamish Roberston of The Wise Group also made a statement "Augmentas helped us to communicate our proposition in a way that we would not have done on our own. We enjoyed working with them, and were delighted to secure contracts that will make a positive impact in thousands of people's lives as a result".

At Augmentas, we help organisations across a range of industries win contracts from the public sector. We offer a complete suite of services from providing guidance to improve a completed response, to restructuring process and procedures. Made up of procurement specialists and ex-buyers, our team offers valuable support, knowledge and experience that will help strengthen processes, skillsets and overall effectiveness.

If you are looking for tendering support, procurement consultancy or delivery support, get in touch at info@augmentasgroup.com



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Representative

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W: augmentasgroup.com