



Appendix One

SERVICE SPECIFICATION FOR THE PROVISION OF

**High Support and Training Supported Accommodation
For Young People Aged 16-25 years**

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1. Introduction

- 1.1 This Service Specification outlines the principles upon which the Service is to be provided and the standards which apply to the provision of High Support and Training Supported Accommodation for Young People aged 16 to 25 years.
- 1.2 The accommodation schemes will be for young adults with a specific focus on 18 to 21 year old care leavers and although the Service is not primarily for the 16 to 17 age group as there are other suitable provisions for this age range, there may be occasions where a 16 or 17 year old has needs which would be well met within the accommodation offers.
- 1.3 The High Support accommodation scheme will be for young adults with a range of medium to high support needs and/or behaviours that challenge, who are assessed as being vulnerable and in housing need under children and homelessness legislation; they are vulnerable because they have a significant difficulty accessing existing accommodation based services because of the level of support they require to meet their complex needs and/or challenging behaviour.
- 1.4 The Training Supported accommodation scheme will be for young adults with low intensity support needs, who are transitioning from High Support Accommodation or require time limited and low intensity support to assist the Service User in managing settled accommodation.
- 1.5 Service Users will have a local connection to the Borough of Poole as defined by the Housing Act 1996, (as amended by the Homeless Act 2002) or those to whom the Local Authority has a statutory duty to provide Housing and or/care and support.
- 1.6 This specification is for the delivery of support services to assist Service Users to develop or maintain their independence within the community; thus preventing loss of their home or tenancy and/or the unnecessary use of more institutional forms of care or temporary accommodation.
- 1.7 The Service will support Borough of Poole's Children's Services in carrying out their duties under the Children Act 1989 and Housing Act 1996 as amended by the Homelessness Act 2002 and reflects the Children (Leaving Care) Act 2000 and Children Act 2004 requirements to promote the well-being of care leavers and children in need. In addition it will meet the Borough of Poole's priorities as determined by the Local Area Agreement (LAA) and the Children and Mental Health Services/Mental Health and Wellbeing Group (CAMHS/MHEEWG whose commissioning priority is "housing issues for young people 16+ with mental health problems".
- 1.8 The Service will focus on providing: tenancy sustainment, supporting sustainment of Service User health and wellbeing, assistance in accessing other appropriate support services, personal and emotional support, assistance to engage in employment, education and training and will enable vulnerable young people to make effective transitions to live independently within the community and avoid unnecessary use of more intensive forms of care and support. It is expected that opportunities will be maximised for young people by the Service Provider working in partnership with specialist agencies.
- 1.9 This specification is outcomes based and expects Service Providers to offer innovative and creative solutions to meet young people's accommodation and support needs. Meeting young people's needs and ensuring they achieve all

possible outcomes is a priority, but we are also seeking value for money and expecting innovative and creative suggestions from Service Providers for packages of support that can offer efficiency savings over a long period of time.

- 1.10. Where Young People become more independent and need less support, it would be expected that where appropriate a package of support may taper down in order to reflect their increased independence and therefore reduced need for support, and this is likely to be reflected in the cost of the service.

2. Service User Group

- 2.1. The Service User Group eligible for this Service are Care Leavers or young people and adults aged between 16 and 25 years (primarily 18 to 25 year olds) needing single occupancy accommodation presenting as Homeless or at risk of Homelessness.
- 2.2. The High Support Services Users will have medium to high and/or chaotic, complex support needs and the service will be particularly focused on those with dual or multiple diagnoses.
- 2.3. The Training Supported Accommodation Service Users may have previously had high and/or chaotic complex support needs and demonstrated that they have developed skills and knowledge to successfully transition to independent and settled accommodation.
- 2.4. Potential Service Users might include:
 - (i) Young People and Adults under MAPPA or the Forensic Team
 - (ii) Young People and Adult Persistent Prolific Offenders.
 - (iii) Young People and Adults subject to Probation Licence.
 - (iv) Young People and Adults known to engage in anti-social behaviour
 - (v) Young People and Adults who have not previously held a tenancy.

3. Exclusions

- 3.1 Access to the Service must be based on an individual risk and need assessment.
- 3.2 There will be no blanket exclusions to accessing this Service or to individual referrals.
- 3.3 Promotional/Information literature about the Service will not give or imply that there is a blanket exclusion, e.g. to those with convictions of arson or of a sexual nature.
- 3.4 The Service Provider will not withdraw the Service from a Service User, without following the HCS Eviction Policy.

4. Service Aims and Objectives

- 4.1 The Service Provider will work with the Commissioner to effectively and efficiently achieve the following aims and objectives:

- (i) Reduce and prevent homelessness, repeated homelessness and the use of Bed and Breakfast, temporary accommodation or reliance on more institutional forms of care.
- (ii) Reduce the number of crisis presentations and hospital admissions.
- (iii) Reduce the number of emergencies amongst people living independently that might result in more intensive services being required.
- (iv) Support Service Users to achieve a more stable lifestyle and empower them to develop the necessary skills, knowledge and confidence to live independently and sustain accommodation on a long term basis.
- (v) Support Service Users to acquire the necessary skills and confidence to manage their own affairs and financial wellbeing.
- (vi) Effectively engage and empower Service Users to recognise, understand and make changes to behaviours that challenge and lifestyle choices.
- (vii) Reduce incidence of antisocial and offending behaviour.
- (viii) Reduce the risk of harm that may result from alcohol/substance misuse and use of new psychoactive substances.
- (ix) Improve and encourage the development of skills and confidence to negotiate safe healthy relationships.
- (x) Support Service Users to tackle issues affecting their physical, mental and sexual health and wellbeing by promotion of self care and facilitating engagement with appropriate support services.
- (xi) Reduce social exclusion and isolation and increase involvement and participation in employment, training, education, community activities or other meaningful activity.
- (xii) Ensure the quality of life for Service Users is maintained and / or improved and reflects what is important to each individual.
- (xiii) Provide personal and emotional support to help overcome/address core issues/behaviours which lead to housing difficulty.
- (xiv) Support the delivery of the No Second Night Out Agenda.
- (xv) In collaboration with Housing and Community Services, Children and Young People's Social Care and other relevant partner agencies, assist Service Users to move on to appropriate accommodation including within the Private Rented Sector and ensure they have the skills to sustain their housing in a safe environment.
- (xvi) Ensure Service Users understand how to self refer for support should problems arise.
- (xvii) Ensure all support services are coordinated in their support plans utilising a multiagency approach.
- (xviii) Ensure continuity of support for Service Users moving from High Support to Training Accommodation by enabling contact with previous Key Workers.
- (xix) Help Service Users develop their own recovery and crisis plans as needed especially when they are not open to secondary services.
- (xx) Reduce the numbers of individuals experiencing recurrent episodes of rough sleeping.
- (xxi) Prevent 16/17 year olds being placed in Bed and Breakfast and temporary accommodation.
- (xxii) Enable and increase the number of young people, with a specific focus on care leavers, to develop independent living skills and sustain independent long term accommodation within the community.

5. Service Description

5.1 The High Support Accommodation Service will provide:

- (i) A minimum of 6 units of accommodation for single occupancy with shared communal areas for those accepted as needing accommodation at the scheme.
- (ii) Access to a communal garden or other private outdoor space.
- (iii) A central location to the Borough of Poole or on a bus route and close to amenities.
- (iv) Core on site staffing between 8 am and 10pm**
- (v) An Overnight Concierge Service outside of core hours.
- (vi) Waking Night Support Provision.
- (vii) A safe environment which incorporates risk management on a 12 hour basis.

5.2. The Training Supported Accommodation Service will provide:

- (i) An agreed number of units of accommodation for single occupancy with access to a shared communal area; ideally these units should not be situated within a large supported housing scheme.
- (ii) A central location to the Borough of Poole or on a bus route and close to amenities.
- (iii) An available emergency contact over a 24 hour period, 7 day a week contactable by telephone.
- (iv) A member of staff with the ability to attend, in person, to the accommodation, in the case of emergency.
- (v) Opportunities for engagement and access to support utilising multiple media platforms and communication methods such as telephone support and video messaging.
- (vi) A safe environment which incorporates risk management on a 24 hour basis.

6. Service Delivery

- 6.1. All units will be let on a Licence Agreement which will specify the terms and conditions for residency.
- 6.2 The Service Provider will work with the Service Commissioner and other relevant partner agencies in order to make reasonable adjustments to the accommodation to ensure it is accessible for Service Users, inclusive of those with physical disabilities.
- 6.3 The Service Provider shall ensure that the building complies with Health and Safety Regulations and Housing Standards Legislation.
- 6.4 The Service Provider will ensure that there are smoke alarms in all Service Users rooms and communal areas.
- 6.5 The Service Provider will be responsible for ensuring the building(s) is/are maintained to a good standard of repair and cleanliness.

- 6.6 The Service Provider shall ensure all premises are always heated at an appropriate level and that hot water is available to Service Users at all times.
- 6.7 In circumstances where the Service Provider is also the Landlord of the premises, the Service Provider shall undertake a rolling programme of internal decoration and maintenance to ensure that the building is maintained to a high standard.
- 6.8 If the Service Provider is not the landlord of the premises the Service Provider shall promptly notify the landlord of any repairs or maintenance of the premises or fixtures and fittings.
- 6.9 The accommodation will be furnished and decorated to a good standard.
- 6.10 All Service Users must have their own accommodation with a lockable door, to which they have the key. The Service Provider shall hold a set of keys for all accommodation.
- 6.11 The Service Provider shall ensure that the following facilities are available:
- (i) Sufficient bathrooms and toilet facilities for the number of Service Users accommodated.
 - (ii) Kitchen facilities that Service Users can access and use.
 - (iii) Communal fridge in communal kitchen
 - (iv) Lockable storage units for Service Users food
 - (v) Access to WIFI or a computer room
- 6.12 The High Support Accommodation must provide all young people with healthy eating support and promote young people to cater for themselves which may include but not limited to:- assistance with purchasing, preparation and cooking with meals planned in advance and weekly budgeting.
- 6.13 The Training Supported Accommodation Service will focus on supporting and empowering the Service User to change their behaviour, enabling the Service User to live independently on a long term basis.
- 6.14 A wide range of engagement styles and innovative approaches will be utilised to maximise engagement with Service Users.
- 6.15. The Service shall develop individual packages of support to match the needs of each Service Users. Support should not be guided by prescribed hours of engagement, support hours should reflect the Service Users need as they progress through the service.
- 6.16. The Service shall develop a flexible rent model to ensure the accommodation is affordable to young people entering work.
- 6.17. All Service Users will develop a flexible person centred Action Plan. Action Plans should be outcome based and tailored to meet the need of the Service User. Actions should also meet the aims of this specification.
- 6.18. Outcome Stars should be used to monitor a Service Users journey throughout the action plan and support process.

6.19. The service must:

- (i) Provide key worker sessions
- (ii) Provide group support sessions
- (iii) Coaching session to empower the Service Users
- (iv) In partnership with Housing and Community Services and other Housing Related Support Providers, provide a tenancy training programme resulting in a portfolio of references, qualifications, achievements and other relevant documentation that would support the Service User in accessing independent or private rented sector accommodation
- (v) Facilitate access to services which support employment, training, education, community activities or other meaningful activity including CV writing, completing application forms, interview techniques etc.

7. Access and Referral Routes

- 7.1. Referrals to the High Support and Training Supported Accommodation schemes will be determined via the Housing Support Panel.
- 7.2. In the event that extenuating circumstances identify the need to extend the maximum stay period, the Service Provider would need to submit a request to the Housing Support Panel.
- 7.3. Where the Service is oversubscribed, priority will be given to Care Leavers/Service Users with Dual Diagnosis and immediately threatened with Homelessness or for those ready to move on from High Support Accommodation.
- 7.4. It is acknowledged that there could be instances where the circumstances in the Service may affect whether the acceptance of a Service User would be appropriate at that time. Concerns should be voiced and discussed during the Panel and a multi-agency approach undertaken in respect of the decision.
- 7.5. In the case of an emergency the Service Provider may directly allocate a property to a Service User who needs to urgently move from either the linked High Support or Training Supported Accommodation. In these circumstances a referral must be jointly agreed by Housing and Community Services.

7.2 High Support Accommodation

- 7.2.1. Upon referral to the scheme an initial assessment will be completed within 6 weeks which will determine whether placement within the high support accommodation scheme is the most appropriate for the Service User. The outcome should be discussed with the referrer and Housing Support Panel.
- 7.2.2. If it is agreed that High Support Accommodation is the most appropriate accommodation for the Service User, the Service User will remain in the accommodation for a maximum of 18 months.
- 7.2.3. If the assessment identifies alternative accommodation as more suitable for the Service User, the Service Provider will, in partnership with the Housing Support Panel and all other relevant services and agencies, proactively source an appropriate provision and prioritise the Service User's transition to this accommodation. Service

Users identified as requiring alternative accommodation should be transitioned as soon as possible, but no later than 6 months following the assessment.

- 7.2.4. The Service Provider will be required to accept direct referrals from Housing and Community Services in the event of a crisis presentation. This could include referrals via the Out of Hours Housing Options Service and this should in no circumstances form the basis for refusal. There will be no upper limit on the number of direct or out of hours emergency referrals to be made in any given period.

7.3 Training Supported Accommodation

- 7.3.1. The Scheme will be for Young People who are transitioning from High Support Accommodation or require time limited and low intensity support to assist the Service User in managing settled accommodation.
- 7.3.2. Service Users will have made significant progress and have demonstrated that they may be ready for independent living before being considered for referral to the Training Supported Accommodation.
- 7.3.3. For Service Users not moving on from High Support Accommodation, an initial assessment of suitability will be completed within 6 weeks which will determine whether placement within the scheme is the most appropriate for the Service User. The outcome should be discussed with the referrer and the Housing Support Panel.
- 7.3.4. The expected timeline for residing in the Training Supported Accommodation Service shall depend on the assessed need of individual Service Users with a maximum duration of 12 months.

8.0 Service User Assessment

- 8.1 Under the monitoring requirements of the Commissioner, the Service Provider shall have a Service User Assessment Policy and Procedure in place in respect of evaluating and determining risk.
- 8.2 The Service Providers shall undertake an initial assessment with all Service Users referred to the Service within 1 week, utilising assessment and support plans from the linked High Support Accommodation, or information contained within the Housing Panel Referral to determine their needs. Assessments and support plans will be updated to reflect the Service Users aspirations and ambitions as they develop.
- 8.3 All Services Users as part of their initial assessment shall have a Risk Assessment (see section 14).
- 8.4 The Service Provider will work with the Service Users to identify, agree and achieve individual outcomes and goals with the ultimate aim of stabilising their health, behaviours and wellbeing and developing options for access to appropriate longer-term accommodation.
- 8.5 The Service Provider shall carry out a review of the needs assessment in line with the Service User's progress at least every 3 months but sooner should a change in circumstance occur, to ensure that goals are being achieved and amended as the Service User progresses. Service User reviews will inform move on planning.

- 8.6 The Service Provider's support plans will incorporate SMART objectives which have been identified by the Service User and used as milestones towards achieving outcomes.
- 8.7 With permission of Service Users, assessments and support plans will be shared with other Service Providers on moving to alternative supported accommodation.
- 8.8 Support plans shall be held and can be accessed by the Service Provider and/or the Service User.
- 8.9 If a Service User has either 'Looked After Child' (LAC) or Care Leaver status, the Service Provider will ensure that the support plan is aligned to the Service Users care plan and maintain regular contact with the assigned Social Worker.
- 8.10 All additional support requirements of Service Users that are identified during the Assessment shall be reported immediately to the relevant partner agencies.
- 8.11 The Service Provider shall ensure any ethnic, religious, cultural, racial, gender; sexual orientation or age related needs are identified in the individual Service Users plan/assessment as appropriate and determined by the Service User.

9. Exiting Support and Move On Arrangements

- 9.1 The Service Provider will work with Service Users to develop a 'move on' plan, which will include options for other appropriate accommodation. For those Service Users in High Support Accommodation this might include any of the three options below:
 - (i) Move on to Training Supported Accommodation
 - (ii) Move on to Independent Accommodation with Outreach Support
 - (iii) Move on to Alternative Supported Housing Provision
- 9.2 The Service Provider will work with Housing and Community Services, Children and Young People's Social Care, Registered Social Landlords, the Private Sector and other local Service Providers to help maximise opportunities for move-on to the next level of independence, including permanent tenancies.
- 9.3 The Service Provider will provide support through the move on process and will also work with other support services to identify and facilitate ongoing support.
- 9.4 The Service Provider will adhere to the Housing and Community Services Move On Protocol.
- 9.5 In the event the Service User incurs significant set backs in their progress towards independent accommodation, or extenuating circumstances identify the need to extend the maximum stay period, or it is identified that a move to alternative supported accommodation is appropriate, the Service Provider would need to submit a request to the Housing Support Panel.
- 9.6 Should it be necessary to terminate residency the Service Provider should follow the HCS Eviction Policy.

10. Partnerships and Links to Local Agencies

- 10.1 The Service Provider will develop and maintain positive working partnerships with any agency Service Users may have been signposted to, need to link in with, or have existing involvement with.
- 10.2 The Service Provider will develop Service Users' knowledge and confidence to approach local agencies as appropriate and to build upon their own networks within the Community so that they will be able to seek assistance and support as and when required independently when the service is withdrawn. The purpose of this is to enable the Service User to develop their resilience and choose their own support options.
- 10.3 The Service Provider will develop and maintain relationships with local private landlords to facilitate successful, sustainable, long term tenancies in the private rental sector.
- 10.4 The Service Provider will have a responsibility to promote the Service to Housing Options and Landlord Services in Poole, Housing Associations, Private Landlords, Hospitals, Community Mental Health Teams, Community Care Services, Advocacy Services and other Housing Related Support Service Providers, to ensure the service is well utilised and that people know how to access the service as required.
- 10.5 The Service Provider will attend regular Link meetings with the Service Commissioner, Commissioners and other partner agencies, for the purpose of discussing individual Service Users need and to review the suitability of referrals to allocated services.
- 10.6 The Service Provider will ensure that all staff maintain a good working knowledge of relevant local and national strategies and over time develop their working practices and service delivery as required to achieve the service objectives.
- 10.7 The Service Provider will work in partnership with the Borough of Poole External Funding Team and other relevant Service Units or commissioners to identify, develop and apply for additional grants that add value to the contracted service.

11. Staffing Requirements

- 11.1 The Service Provider shall employ a sufficient number of suitably trained and qualified staff with the skills and abilities to provide the Services in a manner acceptable to the Commissioner. In order to achieve this, the Service Provider will ensure the following:

11.2 Recruitment

- (i) The Service Provider shall involve the Commissioners in the recruitment and selection of new Staff members to ensure that this Service has the right people employed to meet the needs of the Service.
- (ii) The Service Provider shall recruit staff specifically for these Services and shall not recruit staff using general recruitment pools.
- (iii) The Service Provider shall ensure that all staff have Enhanced Disclosure and Barring Service (DBS) clearance before they commence employment and that all staff DBS checks are reviewed at least every three years.

11.3 Skills / Experience

- (i) It shall be the responsibility of the Service Provider to ensure that Staff members have the relevant skills, knowledge and experience of managing Service Users with multiple high level support needs and complex or behaviours that challenge.
- (ii) The Service Provider shall ensure that all staff employed to deliver the Service have an appropriate level of English language both verbal and written necessary to deliver the Service effectively.
- (iii) The Service Provider shall ensure that all staff employed are committed to Person centred working and providing a sensitive, non judgemental and non oppressive welfare service.
- (iv) The Service Provider shall be required to employ at least 2 members of staff who have relevant experience supporting Service Users.

11.4 Training and Development

- (i) The Service Provider must ensure that staff are properly supported, supervised and trained to undertake the Service.
- (ii) The Service Provider is responsible for regular documented monitoring/supervisions, full record keeping and keeping staff updated in training competencies.
- (iii) The Service Provider shall ensure that all staff receive regular training as appropriate to their needs, in order to facilitate effective delivery of service.

11.5 Service Delivery

- (i) If sickness or other events prevent the usual support worker from delivering the Service it is the responsibility of the Service Provider to make appropriate arrangements to provide support cover of a similar nature and to notify the Service User of those arrangements.
- (ii) The Service Provider shall not change the staffing levels without prior discussion and agreement from the Service Commissioner's Commissioners.
- (iii) The Service Provider shall ensure that the Staff team has the appropriate facilities to enable them to carry out their duties including, without limitation, access to office and sleep in facilities, enough IT equipment, IT support and a personalised email address for each worker.

11.6 Added Value

- (i) The Service Provider will explore the use of volunteers to enhance the service provision, provide value for money and provide a mentoring role to residents.

12. **Health and Safety**

- 12.1 The Service Provider shall ensure that the building and environment is maintained in such a manner so as to ensure compliance with Health and Safety.

- 12.2 The Service Provider shall ensure that the Service User's accommodation is safe for both the Service User and others and this requires that the Service Provider carry out formal Health and Safety inspections of the Service User's accommodation and general inspections of communal areas.
- 12.3 The Service Provider shall encourage and support Service Users to report repairs, however ultimately the Service Provider remains responsible for ensuring these have been reported and that deadlines for completion are obtained and recorded.
- 12.4 The Service Provider shall keep a repair log in order to ensure that repairs are carried out to a high standard and in a timely fashion.
- 12.5 The Service Provider will liaise with relevant partners to ensure that these standards are maintained.
- 12.6 The Service Provider shall ensure that in the High Support Accommodation Scheme room checks are carried out daily to ensure that Service Users are well and are seen on a daily basis.
- 12.7 The Service Provider shall ensure that in the Training Supported Accommodation Scheme accommodation checks are carried out weekly at a minimum to ensure that Service Users are well and to ensure that all Service Users are seen on a weekly basis or more frequently if a Support Plan indicates this as necessary.
- 12.8 The Service Provider shall ensure that all Service Users' accommodation are Health and Safety checked weekly at a minimum or more frequently if a Support Plan indicates this as necessary. Communal areas are to be checked on a weekly basis to ensure that an acceptable standard of cleanliness is maintained.
- 12.9 The Service Provider will fund housing management and housing services, including cleaning, through the rent and service charge.

13. Safeguarding

- 13.1 Section 11 of the Children Act 2004 requires the Service Commissioner to ensure that any commissioned services will be 'discharged' 'having regard to the need to safeguard and promote the welfare of children'.
- 13.2 The Service Provider will operate a proactive policy for ensuring that the welfare of Service Users is safeguarded and have in place safe working practices, supervision arrangements and whistle-blowing procedures.
- 13.3 The Service Provider will work in partnership with the Commissioner to ensure timely resolution of any safeguarding issues.
- 13.4 The Service Provider shall ensure the Service Users are safeguarded from any form of abuse or exploitation including physical, verbal, financial, psychological, sexual abuse, neglect, discriminatory abuse or self-harm or inhuman or degrading treatment through deliberate intent, negligence or ignorance in accordance with written policies and procedures.

- 13.5 The Service Provider shall comply with all requirements of Borough of Poole's safeguarding and safe recruiting policies and shall ensure that all staff are aware of their role in complying with these policies.
- 13.6 The Service Provider will ensure that all staff attend Safeguarding and Sexual Exploitation training every 3 years.
- 13.7 The Service Provider will produce clear guidance about the way in which safeguarding concerns identified in work with children, young people, adults, families and communities is shared appropriately.
- 13.8 The Service Provider shall comply with the requirements of the Bournemouth and Poole Safeguarding Children's Board (LSCB) with regard to the protocols relating to Children in Vulnerable Circumstances and Children Missing from Care and Care Leavers.
- 13.9 Any information given by the Service User in confidence or provided about Service Users and any access to Service User's personal file will be handled in accordance with Data Protection Act 1988, the services written policies and procedures and in the best interests of the Service User.
- 13.10 Any incidence of serious illness, serious injury or death of a Service User must be notified by the Service Provider to the Service Commissioner immediately by telephone, and in writing within 24 hours.
- 13.11 Any other serious incident or serious concern must be notified by the Service Provider to the Service Commissioner immediately by telephone and in writing within 48 hours. These concerns are likely to involve circumstances where a Service User's Health or Safety appears to be at risk or because of the Service User's actions, the health or safety of others are at risk.
- 13.12 The Service Provider shall notify the Service Commissioner of any occurrence of abuse safeguarding concerns or improper conduct coming to their notice in the provision of the Services.

14. Risk Management and Minimisation

- 14.1 Access to Services must be based on an individual risk and need assessment.
- 14.2 The Service Provider must be able to demonstrate an understanding of the level of risk posed across the entirety of the scheme both to individuals and in respect of the overall accommodation and environment.
- 14.3 The Service Provider must be able to demonstrate effective risk management and provide the Service in such a way as to minimise the risk of injury or harm to Service Users and others and to protect the health and well-being of all parties.
- 14.4 The Service Provider must have the ability to manage a Service User Group with a wide range of complex needs and chaotic behaviours and demonstrate a 'can do' attitude to Service Users who may pose a risk.
- 14.5 The Service Provider shall have policy and procedures in place for managing risk within the Service.

14.6 The Service Provider shall ensure:

- (i) An initial assessment of risk is undertaken within 48 hours of all Service Users being referred to the Service.
- (ii) Each Service User has a regular review and up to date, accurate risk assessment that comprehensively covers all areas of risk and details appropriate actions, mitigations and interventions.
- (iii) There is effective liaison in place between the Service Provider and other relevant services.
- (iv) There is a clear understanding of the individual Service User's mental, physical and emotional health needs and risk indicators.
- (v) The well-being of the Service User is monitored in order to reduce any known risk and reduce the likelihood of risky behaviour escalating.
- (vi) Risk assessments should be reviewed at least every three months, but sooner should a change in circumstance or level of risk occur
- (vii) Where risk is identified, the Service Provider shall immediately put risk management measures in place to ensure the safety of the Service User, staff and other Service Users. The Service Provider shall carry out timely reviews through risk management procedures.
- (viii) Engage in risk management meetings to reduce risks.

15. Legal and Policy Framework

- 15.1 The Service Provider shall be aware of the relevant legislation and strategies listed in Appendix A, and ensure that, where it is applicable, the Organisation has in place policies, procedures and practices that meet these legislative requirements and service standards. Service Providers shall be prepared to provide evidence of their use as part of the monitoring processes associated with the agreement.

16. Contract Compliance and Performance Monitoring

- 16.1 Performance monitoring and contract compliance will be monitored throughout the duration of the contract using the methods specified in Section 18.
- 16.2 The purpose of the monitoring will be to ensure that the Service Provider is meeting the aims and objectives of the service and to gain insight into trends, demands and future needs.
- 16.3 The Service Provider will also be expected to undertake a self assessment of their ability to meet the aims and objectives and provide examples of successes and improvements if identified.

17. Individual Service User Outcomes

- 17.1 The outcomes and goals for each Service User will be identified through comprehensive needs and risk assessments which are person centred and detailed in their personal support plan. These will be reviewed weekly for progress and subject to inspection by Housing and Community Services.

17.2 Service Users will receive concentrated, intensive support which meets their level of need enabling them to progress towards and meet the Service Aims and Objectives as described in Section 4.

17.3 Expected Individual Service User outcomes are categorised and Identified in Table A.

A: Individual Service User Outcomes	
Aims / Objectives	Outcome Measures
<p>4.1 (iv) Support Service Users to achieve a more stable lifestyle and empower them to develop the necessary skills, knowledge and confidence to live independently and sustain accommodation on a long term basis.</p> <p>4.1 (xxii) Enable and increase the number of young people, with a specific focus on care leavers, to develop independent living skills and sustain independent long term accommodation within the community.</p>	<p>The Service User performs tasks for themselves which they were previously unable to do.</p> <p>The Service User is demonstrating life skills including, but not limited to, cooking and cleaning.</p> <p>The Service User is increasing their skills, understanding, knowledge and ability to maintain and sustain a tenancy.</p> <p>The Service User is able to understand their tenancy requirements.</p> <p>The Service User is able to use ICT in order to access key services online.</p> <p>The Service User is increasing their understanding of the need to establish personal and dwelling safety and security.</p> <p>The Service User is increasing their skills to manage any difficulty in their life, including but not limited to, neighbour disputes or incidents of anti-social behaviour without the situation escalating into an immediate crisis.</p> <p>The Service User's ability to recognise harassment and victimisation and take appropriate action will be increased.</p> <p>The Service User is familiar with their accommodation and environment, including any possible risks or hazards.</p> <p>The Service User's ability to understand how to manage issues within their home such as repairs to the dwelling or domestic equipment will be increased.</p> <p>The Service User has met any moving in requirements such as, but not limited to, setting up rent payment methods, connecting to utilities and setting up council tax payments.</p>
<p>4.1 (v) Support Service Users to acquire the necessary skills and</p>	<p>The Service User is increasing their understanding of how to claim any relevant benefits and ability to manage their on-going claim.</p>

confidence to manage their own affairs and financial wellbeing.	<p>The Service User is able to demonstrate knowledge of budget planning.</p> <p>The Service User is demonstrating skills and confidence in managing their own affairs in relation to paying bills, dealing with correspondence and other administrative tasks.</p> <p>The Service User is engaging with specialist debt management organisations, if appropriate.</p>
4.1 (vi) Effectively engage and empower Service Users to recognise, understand and make changes to behaviours that challenge and lifestyle choices.	<p>The Service User is demonstrating an increased understanding of the impact and consequence of high risk behaviours.</p> <p>The Service User is taking steps to reduce or not engage in behaviours which may cause a risk to themselves or others.</p> <p>The Service User is taking steps to mitigate the impact of high risk behaviours.</p> <p>The Service User is able to demonstrate positive changes they have made in their behaviours and lifestyle choices.</p>
4.1 (viii) Reduce the risk of harm that may result from alcohol/substance misuse and new psychoactive substances.	<p>The Service User is demonstrating improved engagement with relevant substance misuse / alcohol agencies and treatment interventions.</p> <p>The Service User is increasing their understanding and knowledge in respect of the risks and consequences of alcohol / substance misuse.</p>
4.1 (ix) Improve and encourage the development of skills and confidence to negotiate safe healthy relationships.	<p>The Service User is taking steps to develop safe, healthy relationships demonstrating a knowledge and appreciation of appropriate boundaries.</p> <p>The Service User is taking steps to distance themselves from relationships which impact negatively on their mental, emotional or physical health and which may pose a risk to the Service User.</p>
4.1 (x) Support Service Users to tackle issues affecting their physical, mental and sexual health and wellbeing by promotions of self care and facilitating engagement with appropriate support services.	<p>The Service User is demonstrating their ability to self manage their health and mental, physical and emotional wellbeing.</p> <p>The Service User has registered with a GP, Dentist and other NHS / Health Services where appropriate.</p> <p>The Service User is able to access general medical services.</p>

4.1 (xi) Reduce social exclusion and isolation and increase involvement and participation in employment, training, education, community activities or other meaningful activity.	<p>The Service User is establishing social contacts and contact with relatives where this is appropriate.</p> <p>The Service User is participating in and contributing to social, voluntary, culturally specific or community activities.</p> <p>The Service User is engaging with relevant providers and support agencies in respect of employment, training and volunteering.</p> <p>The Service User has the ability to use ICT to facilitate job applications and other related activities.</p> <p>The Service User is demonstrating increased self esteem and self determination.</p> <p>The Service User is demonstrating social skills, behaviour management and strategies that enable them to maintain key relationships within the community and keep safe.</p>
4.1 (xiii) Provide personal and emotional support to help overcome / address core issues / behaviours which lead to housing difficulty.	<p>The Service User is, through Key Work / Support sessions, increasing their focus on understanding and addressing core issues and behaviours which impact on their ability to live independently.</p> <p>The Service User is engaging with relevant support services, such as counselling, where appropriate.</p>

18. Service Outcomes

- 18.1 The Service Provider will also be expected to monitor the overall success of the service in relation to the specification and contract. Data will therefore be collected to demonstrate the outcomes described in table B.

B: Service Outcomes	
Aims / Objectives	Outcome Measures
4.1 (i) Reduce and prevent homelessness, repeated homelessness and the use of Bed and Breakfast, temporary accommodation or reliance on more institutional forms of care.	<p>A high proportion of Service Users have maintained accommodation identified for a minimum of six months.</p> <p>The numbers of service users repeatedly presenting to Housing and Community Services and other agencies are reduced.</p>
4.1 (xxi) Prevent 16/17 year	

olds being placed in Bed and Breakfast and temporary accommodation.	
4.1 (iv) Support Service Users to achieve a more stable lifestyle and empower them to develop the necessary skills and knowledge to live independently and sustain accommodation on a long term basis.	The Service Provider will demonstrate a coaching based approach to support.
4.1 (ii) Reduce the number of crisis presentations and hospital admissions. 4.1 (iii) Reduce the number of emergencies amongst people living independently that might result in more intensive services being required.	<p>The numbers of hospital admissions has reduced throughout the Service User's support period.</p> <p>The proportion of issues requiring crisis intervention or requiring referral / support from more intensive services such as the Crisis Team will reduce throughout the monitoring period.</p> <p>The number of Service Users presenting to HCS or other agencies due to crisis will reduce throughout the monitoring period.</p>
4.1 (vii) Reduce incidence of anti social and offending behaviour.	The number of incidents of anti-social and offending behaviours will be reduced throughout the monitoring period.
4.1 (xiv) Support the delivery of the No Second Night Out Agenda.	The Service Provider will accept those referred under the No Second Night Agenda within the defined timescales where there is appropriate accommodation available.
4.1 (xv) In collaboration with Housing and Community Services and other relevant partner agencies, assist Service Users to move on to appropriate	<p>The Service Provider will demonstrate joint working with relevant partner agencies in sourcing appropriate move-on accommodation.</p> <p>The Service Provider will evidence the support undertaken to move Service Users on to settled accommodation which they can sustain.</p>

accommodation including within the Private Rented Sector and ensure they have the skills to sustain their housing in a safe environment.	
4.1 (xvi) Ensure Service Users understand how to self refer for support should problems arise.	The Service Provider will demonstrate that Service Users are able to communicate and self refer for support when the need arises.
4.1 (xvii) Ensure all support services are coordinated in their support plan utilising a multi agency approach. 4.1 (xii) Ensure the quality of life for Service Users is maintained and / or improved and reflects what is important to each individual.	<p>The Service Provider will demonstrate that all Service Users have a support plan which details involvement from other agencies, the support provided and actions undertaken as a result.</p> <p>The Service Provider will demonstrate that all Service Users have a support plan which is jointly developed with the Service User and, using smart objectives, reflects their goals, aspirations and what is important to them.</p>
4.1 (xviii) Ensure continuity of support for Service Users moving from High Support to Training Accommodation by enabling contact with previous Key Workers.	The Service Provider will demonstrate continuity of service through support planning, key work sessions and partnership working.
4.1 (xix) Help Service Users develop their own recovery and crisis plans as needed especially when they are not open to secondary services.	The Service Provider will demonstrate that all Services Users have a recovery and crisis plan where required and will have had input into the development and ongoing review of the document.

19. Monitoring Methods

19.1 In order to monitor compliance with the specification and contract and the success of the service in relation to the aims and objectives, a variety of data collection methods will be used and will include but will not be limited to the following;

- (i) Inspection visits, both planned and unannounced.
- (ii) Provision of data returns.
- (iii) Provision of demographic information.
- (iv) File checks.
- (v) Service User satisfaction surveys including questions relating to Service Users' choice and control.
- (vi) Service User feedback.

19.2 Service User information will form an integral part of the monitoring process. Service Users will therefore be required to complete a Data Protection Form detailing that their records and personal information will be shared with the Performance Monitoring Officer for the purpose of performance monitoring and that the Service User may be contacted to gain further information and their feedback on services.

19.3 The Service Provider will be expected to attend:

- (i) Quarterly Performance monitoring meetings to take place within 6 weeks of the end of each quarter, unless there are exceptional circumstances.
- (ii) Annual Contract Review Meeting.

19.4 Reports for quarterly and annual meetings will be sent to the Service Commissioner 7 working days before the meeting date.

19.5 At the monitoring meeting, action points will be identified relating to, for example, performance information, contract compliance, areas of development and sharing good practice.

19.6 The Service Provider will be expected to provide:

- (i) Annual management accounts and budget for the following financial year.
- (ii) Access to the Commissioners Officers to visit and inspect the Service and electronic and paper files, training, personnel and supervision records, forms, procedures and Service User records.

19.7 The Mental Health Contract monitoring procedures shall be developed to include the Service Provider's regular liaison with the CMHT and Service Managers and will include Service User feedback.

20. Data Management

20.1 The Service Provider shall be responsible for sourcing, purchasing, hosting and maintaining a Data Management System (System).

20.2 As a minimum the System shall:

- (i) Provide case management software.

- (ii) Be web based on a secure server accessible at a variety of sites by named staff e.g. Service Managers and Commissioners (on a read only basis).
- (iii) Have a degree of flexibility and be able to respond to changes in monitoring data requests from Commissioners.
- (iv) Produce quarterly/annual reports.

21. Equal Opportunities

- 21.1 The Service Provider shall ensure that the Service is provided in such a way as to recognise and maximise equal opportunities for all Service Users.
- 21.2 The Service Provider shall ensure any ethnic, religious, cultural, racial, gender, sexual orientation or age related needs are identified in the individual Service Users plan/assessment as appropriate and determined by the Service User.
- 21.3 Should the provider be made aware of any incidents that unfairly discriminate against a Service User or other individual/s because of their age, belief, disability, gender, gender identity, race, religion, sex or sexual orientation, this may constitute a "Prejudice Incident" and should be reported to the Borough of Poole's Safer Communities Team.

22. Service Development

- 22.1 During the period of this Agreement, the Service Commissioner and Service Provider shall work together to reshape the nature and delivery of the Service to reflect the agreed strategic priorities for the Borough of Poole as these emerge and evolve. Any changes to Services or how they are delivered shall be negotiated between the parties, including any associated changes to the price.

Appendix A

Legal and Policy Framework

Equality and Employment

- (i) Employment Equality (Religion or Belief) Regulations, 2003
- (ii) Employment Equality (Sexual Orientation) Regulations, 2003
- (iii) Employment Rights Act, 1996 (as amended by the Growth and Infrastructure Act, 2013)
- (iv) Equality Act, 2010
- (v) Management of Health and Safety at Work Regulations, 1999 (as amended by the Health and Safety (Miscellaneous Amendments) Regulations, 2002)
- (vi) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, 2013 (RIDDOR)
- (vii) Working Time Regulations, 1998

Health, Care and Disability

- (i) AIDS Control Act, 1987
- (ii) Care Act 2014
- (iii) Dangerous Drugs Act, 1920
- (iv) Health Act, 1999 (as amended by the Health and Social Care Acts, 2008, 2012)
- (v) Health and Safety at Work Act, 1974
- (vi) Health and Social Care Acts, 2008, 2012
- (vii) Medicines Act, 1968 (as amended by the Health Act, 2009)
- (viii) Mental Capacity Act, 2005
- (ix) Misuse of Drugs Act, 1971 (as amended by the Police Reform and Social Responsibility Act, 2011; Drugs Act, 2005; Policing and Crime Act, 2009)

Local Government

- (i) Local Authority Social Services Act, 1970
- (ii) Local Authority Social Services and National Health Service Complaints (England) Regulations, 2009
- (iii) Local Government Act, 2000

Miscellaneous

- (i) Adoption and Children's Act 2002
- (ii) Anti-social Behaviour, Crime and Policing Act, 2014
- (iii) Borough of Poole Private Sector Enforcement Policy
- (iv) Children Act, 1989, 2004
- (v) Children and Young Persons Act, 2008
- (vi) Contracts (Rights of Third Parties) Act, 1999
- (vii) Control of Substances Hazardous to Health Regulations, 2002 (COSHH) (as amended by the Control of Substances Hazardous to Health (Amendment) Regulations, 2004)
- (viii) Data Protection Act, 1998
- (ix) Every Child Matters: Children for Change, 2003
- (x) Food Safety Act, 1990
- (xi) Fraud Act, 2006
- (xii) Freedom of Information Act, 2000

- (xiii) Housing Act, 1996 (as amended by the Homelessness Act, 2002; Anti-Social Behaviour Act, 2003; Housing Act, 2004; Police and Justice Act, 2006; Housing and Regeneration Act, 2008; Localism Act, 2011)
- (xiv) Human Rights Act, 1998
- (xv) Leaving Care Act 2000
- (xvi) Prevention of Social Housing Fraud Act, 2013
- (xvii) Protection of Children Act, 1999
- (xviii) Race Relations Act, 1976 (as amended by the Race Relations Amendment Act, 2000)
- (xix) Rehabilitation of Offenders Act, 1974 (as amended by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order, 2013).
- (xx) Safeguarding Vulnerable Groups Act, 2006
- (xxi) Sex Discrimination (Gender Reassignment)
- (xxii) UN Convention on the Rights of a Child, 1989
- (xxiii) Working Together to Safeguard Children, 2006, 2010