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| **Document 03**  | **Schedule 1 - Employers Requirements (Specification)** |

**HAC5901 Sanctuary Scheme Project**

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# Background

This is a partnership initiative between the London Borough of Tower Hamlets Council and the successful Sanctuary installation company. The project offers victims of VAWG the option to remain safely and securely in their homes, through the installation of free, tailored home security.

The United Nations (UN) defines VAWG as "any act of gender-based violence that is directed at a woman because she is a woman, or acts of violence which are suffered disproportionally by women". The majority of VAWG is carried out by men against women and girls (although men and boys can also experience violence).

VAWG brings together 9 areas of gender-based violence:

1. Domestic abuse

2. Sexual abuse

3. Trafficking

4. Prostitution

5. Forced Marriage

6. Female Genital Mutilation

7. So-called ‘honour’ based violence

8. Dowry related abuse

9. Stalking and Harassment

The majority of our referrals for the Sanctuary Scheme are for families experiencing domestic abuse.

The Government defines domestic violence and abuse as:

“Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.”

Domestic abuse can be physical, sexual, emotional, economical or psychological and consists of a pattern of controlling behaviour which comes from an abuser’s desire to maintain power and control over their partner or family members. It is not caused by alcohol or anger issues.

VAWG can happen to anyone regardless of their social background, age, gender, faith, ethnicity or sexuality.

We are committed to delivering a trauma-informed approach to working with victims of VAWG, given that a high proportion of them will have experienced some degree of trauma during their lives. There are several principles that we would want to see implemented by the contractor to show that they are working in a trauma informed way:

* *Safety*: eye contact; consistency; explanations; procedure to report abuse
* *Trustworthiness*: following through on work; model trust; maintaining appropriate boundaries and making tasks clear
* *Choice*: emphasising individual choice and control; informed consent
* *Collaboration*: solicit input; explain options
* *Empowerment*: teaching skills so that they know how to use safety equipment.

# Experience

Service to provide increased security in the homes of VAWG victims and their families as part of a safety plan.

Every Sanctuary installation is assessed individually and tailored to the safety needs and circumstances of the individual and property involved by the Contractor and where required the Councils Protective Security Manager. The Sanctuary contractor will carry out these installations based on their recommendations and where required recommendations of the Protective Security Manager.

The contractor will be:

• An established provider of Sanctuary/ security installations

• Independent of any statutory services

• Able to deliver a service located within the borough which is accessible to all service users

• Knowledgeable about VAWG and the impact it can have on victims and families

• Able to work with a trauma informed approach

The contract provider needs to meet the following criteria:

* Evidence of compliance with the national standards and criteria for a security company including GDPR compliant
* Have experience of forming strong links with partner organisations to facilitate a coordinated community response to VAWG
* Have experience of working with people from different cultural backgrounds and across age groups, including clients whose second language is English
* Demonstrate understanding of risk in VAWG and safeguarding of children and vulnerable adults
* Demonstrate understanding and application of how to work in a trauma informed approach
* Utilise PPE equipment where required

# Service Objectives

The overall aims of the service are to:

* Increase the immediate and long-term safety of adults and children at risk due to VAWG.
* Support those affected by VAWG to remain living in their homes
* Reduce the number of homeless VAWG victims
* Reduce the number of children who are made homeless due to the impact of VAWG
* Provide additional support to victims who have acquired civil orders against the perpetrator (For example, a non-molestation order)
* Contribute to providing a multi-agency co-ordinated response to adult and child safeguarding concerns

# Scope of the Work

The service will be available to all those (both male and female) aged 18 years and above that live in the London Borough of Tower Hamlets and who are or have been victims of VAWG (Violence against Women and Girls).

This includes domestic abuse, sexual abuse, forced marriage, so called ‘honour’ based violence, female genital mutilation, dowry related abuse, stalking and harassment, prostitution and trafficking.

Applicants need to be resident in permanent or long-term temporary accommodation and require the permission of their property owner/landlord if this is applicable and NOT be in direct contact with the perpetrator of abuse.

If a victim is not eligible for the service, for example if they do not live or work in the borough or if they are seeking support that cannot be provided by the service (such as counselling), then the service will undertake signposting to other relevant services.

Victims of VAWG under the age of 18 will be referred to relevant age appropriate services and a child protection referral will be made to Children’s Social Care services in line with London Child Protection Guidelines.

Although the service will offer support to all victims of VAWG, particular priority will be given to those that are assessed to be at high risk and where the installation would not put the victim at greater risk of domestic abuse/violence.

# Delivery of Services

Role of the security installation company

1. To provide specialist knowledge and the installation of window grills, letter boxes, locks, and safety reinforcements that conforms to all the relevant British Standards.
2. To work with the Protective Security Manager to deliver their recommended Sanctuary works to each property.
3. All staff who work on the Sanctuary Project are to have an enhanced DBS. If any staff member knows either the victim or perpetrator, they should disclose this to their line manager who must disclose it to The Sanctuary Project Officer. In these circumstances, the staff member involved SHOULD NOT be allocated this installation to work on.
4. Upon receipt of a referral from the Sanctuary Project Officer, the contractor will contact the client and arrange a convenient time for the work to be undertaken.
5. The successful agency will attempt to install as much as the agreed works on the referral as quickly as possible on a first visit basis and take steps to ensure all required work is completed. First contact with the householder should be made within 48 hours of receiving the referral.
6. If contact is unable to be established, then the Sanctuary Project Officer should be informed asap. If contact has been successful then the installation works should be completed within 2-5 working days, from the date the contact was made. This is with the exception of works that require specific measurement and to be ordered to fit e.g. grilles, security film. Where possible emergency lock changes will be carried out the same day.
7. The contractor will work directly with the client within the specified timescale and inform the Sanctuary Project Officer of the cost of the works carried out. If the contractor anticipates any delay, they should contact the Sanctuary Project Officer.
8. The contractor will visit the property and complete recommendations made. Should any recommendations be considered to be either not feasible or appropriate, they should liaise with the Protective Security Manager to agree an alternative. They should also inform the Sanctuary Project Officer.
9. The contractor MUST notify the Sanctuary Project Officer immediately if they have concerns that the perpetrator is residing at the address or is visiting the address. If this situation occurs, the contractor should suspend any planned work at the address and wait until the Sanctuary Project Officer has explored this with the victim concerned, discussed it with the LBTH Senior VAWG & Hate Crime Manager and the manager of the contracted provider.
10. The successful contractor will be required to attend quarterly contract monitoring meetings convened by the Tower Hamlets VAWG Team to discuss operational issues and feedback from clients and to feedback on the agreed performance indicators that have been agreed.
11. The contractor will ensure all correspondence is emailed to the VAWG team.
12. The contractor will email their itemised invoice at the end of each quarter.
13. The contractor will ensure all information is kept in accordance with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR).
14. The contractor will ensure that all staff have basic VAWG awareness and work in a trauma informed way.

# Health and Safety requirements

All the Contractor’s personnel have been checked and have been cleared by the Disclosure and Barring Service (DBS) and have received an enhanced disclosure.

The Contractor has clear transparent and accessible employment policies which have been received and checked, including:

* An Equal Opportunities Policy
* A Domestic Abuse Policy that addresses the situation of employees as victims or perpetrators of domestic violence
* Health and safety policies to include policies on lone working and risk management
* A policy on building standards and safety
* Evidence on how the contractor will be providing training on basic VAWG awareness to their contractors
* Evidence on how the contractor will work in a trauma informed way

# Safeguarding practice

Victims of VAWG are amongst some of the most vulnerable individuals in the community. We are committed to protecting children and vulnerable adults. The commissioned service will act in line with procedures for safeguarding vulnerable adults and children.

The Contractor has in place relevant policies relating to the protection of children and vulnerable adults. All staff engaged in the performance of the service undergo an enhanced DBS check. All staff have completed child and adult protection training and reference to responsibilities for protecting children and vulnerable adults should be included within job descriptions for the service.

Where there are concerns about risks to a child or vulnerable adult, they would refer these through relevant safeguarding procedures. In certain cases, the Contractor may be required to contribute further information to the assessment process or to attend child or adult protection strategy meetings.

# Emergency processes

Any emergencies in terms of client safety will be referred to Police. Any emergency issues within the Contractors Company, internal policies will apply.

# Information sharing and data protection

The contractor will be required to comply with relevant national standards for the sharing of information, including the Data Protection Act 1998 and the GDPR and to sign up to any local information sharing protocols. In particular, the contractor will ensure that:

* All information relating to service users is kept in a secure environment
* All information sharing is undertaken in accordance with the principles of the Data Protection Act and GDPR

# Diversity and equality

Research on VAWG indicates that it is prevalent across all communities and demographic groups. However, different groups or communities may experience very different sorts of abuse or may experience additional barriers to accessing services. Current legislation recognises equality target groups, which are central to the equality agenda: sex, religion, sexuality, ethnicity, age, disability. The Contractor has demonstrated how it is meeting the needs of these groups and ensure their access to the Service is monitored through contract reporting.

The Contractor has in place an Equality Policy and to comply with all relevant equalities legislation, including but not limited to:

* Race Relations Act 1976 and Race Relations (Amendment) Act 2000
* Disability Discrimination Act 1995 and Disability Discrimination (Amendment) Act 2005
* Gender Recognition Act 2004
* Equality Act (2010)

The Contractor will ensure that the service is accessible to all service users and will, where required provide additional services, such as translation and interpreting to ensure access to the service. Where translation and interpreting services are provided the contractor will ensure that these operate in line with national guidelines for ensuring the safety of VAWG victims, especially concerning provision of services to victims of honour-based violence and forced marriage.

The Contractor shall wherever possible provide a service that is accessible to all those who live and work in the borough in terms of its location and times of provision.

# Complaints and notifiable incidents

The Contractor has in place a robust complaints procedure for individual service users. If a service user’s complaint is not resolved to his or her satisfaction by the Contractor, they may then raise the matter with the Council’s Representative and the Contractor shall make it clear to service users that this option is available.

If a client is unable to make a complaint with the provider or if the complaint being made is at a serious or significant level, then the council must be informed.

The contractor will be required to have a notifiable incidents procedure in place, which will cover the organisation’s incident reporting procedures. This policy should include but not be limited to assaults on staff, death or serious injury of clients, near misses, and serious failing in the delivery of the service.

# Deliverables

The awarded contractor will be paid in arrears. The annual target is to support 60 households costing no more than £75,000. This may include and not limited to items installed within the last year listed below:

2\* Star Security Handle Set

3 Star Euro Cylinder

Anti Thrust Plate

Birmingham Bar

BS Rim Cylinder

BS3621 5 Lever Deadlock

CCTV Door Viewer to Front Door

Door Chain

Fire blanket

Fire Extinguisher CE Unit

Fireproof Letterbox

Handle Set

Hinge Bolts

Letterbox Guard Visor

London Bar

Pay as you go Mobile Phone for Sanctuary Room

Security Escutheon Set

Spy Hole

Tower Hamlets BS3621 Nightlatch

Tower Hamlets Door

Window Restrictor

Window Shock Alarm

Additional items could include:

Battery operated alarms which connect directly to the police where there is no landline

Hard wired smoke alarms

Intercom systems and video entry systems.

Panic alarms which alert neighbours

Reinforced double glazed windows

Smoke detectors

Window alarms

Window grilles

External measures might include:

Anti-climb topping for fences, walls, gates and flat roofs

Security Light

Cutting back hedges/removing branches

Erecting fences and gates

Securing shared entrances (for example; fixing communal doors so that they close automatically)

# Services

An overall target of 60 households receiving security installations will be agreed. However, this may be subject to change as more or fewer installations are required.

# Period of the Agreement

The agreement will be in place for two years subject to performance. Tower Hamlets may, at its absolute discretion, enter into arrangements with third party providers to provide the services or any services connected with the agreement.

# Monitoring Performance

**Performance management, monitoring and review**

The London borough of Tower Hamlets will monitor the performance of the contract through quarterly reports and meetings, feedback from service users and evaluation of the Contractors performance against agreed performance indicators (PI’s).

| **Indicator** | **Measure** | **Evidence** |
| --- | --- | --- |
| Referrals | Number of referrals received and referral sources  | Monitoring, meeting and reports |
| Clients successfully contacted by service  | % of clients contacted within 24 hours% of clients the service was able to successfully contact  | Monitoring, meeting and reports |
| Clients engaging with service  | % of clients taking up the service when offeredReasons for no take up of service when offered  | Monitoring, meeting and reports |
| Level of contact with clients  | Level and numbers of contacts with victims taking up service (telephone, face to face, letter, other) | Monitoring, meeting and reports |
| Victim demographics  | Age, sex, ethnicity, faith, disability, sexuality and language support needs of those taking up the service | Monitoring, meeting and reports |
| Clients with children in household  | Number of clients with children living in household and total number of children  | Monitoring, meeting and reports |
| Safety outcomes for clients at point of case closure  | Evidence of how the installation has made the client safer | Monitoring, meeting and reports |
| Complaints and incidents  | Number received and number resolved in accordance with complaints procedure and notifiable incidents procedure  | Monitoring, meeting and reports |
| Staffing arrangements  | Evidence of staff having received VAWG trainingRecord of staff employed to deliver the service, with any changes  | Record of training completed by each advocate, Monitoring, meeting and reports  |
| Client satisfaction with the service  | % of clients offered opportunity to feedback No of Feedback forms completed with clients % of clients providing feedback reporting satisfied or very satisfied with service  | Report showing analysis of feedback obtained from service users with an action plan showing How any issues raised will be addressed  |

These Performance Indicators will be reviewed at each quarterly meeting with the LBTH Senior VAWG & Hate Crime Manager. Any proposed changes and/or additions to the schedule of PI’s will be agreed at the quarterly meeting between both parties.