



Part 2 Specification

Contract Reference

TCS1120

Contract Title

Edge of Care and Fostering Training

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1. Overall Scope and Nature of the Requirement

- 1.1 The Edge of Care service will support children and their families where the child is aged between 10 and 17. The Edge of Care service seeks to resist all admissions to care for children in this age group. However, there will be particular focus on those aged 13+ years in recognition of compelling research that care solutions do not positively impact upon this cohort unless there are significant and critical child protection issues to address. The service will work tenaciously and creatively with families to address any issues which ordinarily would result in children coming into care.
- 1.2 There is a requirement to train up to 15 edge of care team members in facilitation of non-violent resistance (NVR) and Dyadic Developmental Psychotherapy (DDP) approaches. In addition a 3 months period of time to support the team to embed the learning with service users will be required. As part of the support element of this Contract, it is expected that the Provider will shadow the trained staff member in their direct work which will involve their visits to families.
- 1.3 We also intend to train 'resilience foster carers' and supervising social workers in the same approach and we require the same training to be provided for up to 20 individuals. In addition a 3 months period of time to support the team to embed the learning with service users will be required.

2. Minimum Requirements

This section sets out the Authority's minimum requirements for this Contract.

In order to achieve any threshold set in relation to award evaluation criteria Applicants are required to establish within the relevant responses how they will meet these requirements.

- 2.1 The Authority is looking for an accredited training provider to deliver Edge of Care training sessions of up to 15 Edge of Care Team members.
- 2.2 It is expected that the provider will deliver 2 days of training in the facilitation of Dyadic Developmental Psychotherapy (DDP) and will also deliver 2 days of training in the facilitation of Non-Violent Resistance (NVR). Both of which must include Applied Therapy Skills.
- 2.3 It is expected that the provider will be able to provide an additional one day of delivery support to help embed the training per month, for a period of three months to facilitate the learning for the teams with the service users.
- 2.4 In the Part 5 Pricing Submission, all costs submitted must be inclusive of all handout materials, training preparation, travel expenses and the accreditation of the training.
- 2.5 To provide a level of flexibility to the delivery of training during Covid-19 or other circumstances which would require training to be postponed, e.g. where lockdown restrictions or further restrictions are imposed, the training would be rearranged without cost.
- 2.6 It is expected that the provider will be able to deliver all aspects of the training during the course of the contract.
- 2.7 The provider will, at the request of the Authority share their Safeguarding Policy. The Policy should cover, but not be limited to, effective procedures that are in place for reporting safeguarding concerns and how on an ongoing basis awareness and commitment to safeguarding across the organisation is increased.
- 2.8 The provider will, at the request of the Authority, provide evidence that their proposed trainers (and any associates) have undertaken Safeguarding Training within the past three years.
- 2.9 The provider will, at the request of the Authority, share their Equality and Diversity procedures. The procedures should cover, but not be limited to, a set code for acceptable standards of behaviour for all staff, an effective procedure for handling

complaints around equality and diversity and as an ongoing basis, increase the awareness and commitment to equality and diversity.

- 2.10 The provider will, at the request of the Authority, provide evidence that their proposed trainers (and any associates) have undertaken Equality and Diversity Training within the past three years.
- 2.11 It is required that all personnel identified to provide the training and support the facilitation requirements must have enhanced Disclosure and Barring Service (DBS) checks and will be able to provide evidence of this to the Authority upon request.
- 2.12 It is required that all personnel identified to provide the training must be professionally accredited and registered with the relevant regulatory and will be able to provide evidence of this to the Authority upon request.
- 2.13 The Provider must ensure that all proposed trainers for this Contract (and any associates) can provide evidence, when requested by the Authority) of Continuous Personal Development of the past three years. The provider must be able to demonstrate that their proposed trainers for this Contract (and any associates) are able to continue their Continuous Personal Development throughout the period of the Contract.
- 2.14 The provider must be able to demonstrate, upon the Authority's request, that organisationally, a code of acceptable standards of behaviour for all staff has been embedded and that this is effectively and communication to the organisation's staff.
- 2.15 The provider must be able to evidence, upon the Authority's request, that there is a robust and effective complaints procedure in place.

3. Specific Requirements

- 3.1 Torbay will host the training event locally and the provider will need to travel in order to facilitate.
- 3.2 We require the training to be delivered within 6 months', the dates of which are to be agreed between Torbay and the successful provider.
- 3.3 The provider should take participant feedback following each training session and at the end of the provision, in order that a report can be provided.
- 3.4 The provider should make themselves available to support the implementation of the training, in accordance with the specification, for one day per month for 3 consecutive month's following the training.
- 3.5 It is anticipated that the support provided to ensure that the training is effectively embedded within working practice will constitute of:
 - Undertake preparation discussion with the worker
 - Shadow their direct work
 - Undertake reflective discussion
- 3.6 The provider will have a complaints procedure in place and will be able to share this with the Authority upon request.
- 3.7 If, due to unforeseen circumstances, the trainer is unable to attend the training course on the day, they must notify the Authority of this and what arrangements they will put in place.
- 3.8 The provider will be expected to provide their own training resources and materials, however they should notify the Authority at least 28 days in advance of the training day of any specific equipment or venue requirements. Such as ground floor venues, provision of a laptop, OHP facilities, flip chart stands etc. including any specific seating arrangements required at the training venue.
- 3.9 The provider would be required to notify the Authority with at least 72 hours' notice of any changes to timings or running order of the day that had previously been agreed.
- 3.10 Delegates attending the training will be identified by the Authority who will then provide the trainer with the relevant sign in sheet.
- 3.11 As part of the Part 5 Pricing Submission, the training provider must ensure that the costings provided are inclusive of all handout materials, travel expenses, the accreditation of the training and course preparation.
- 3.12 For the avoidance of any doubt, it is expected that the timescale for a full days' worth of training will be from 0930-1630, with up to 30 minutes for lunch and additional comfort breaks at the trainer's discretion throughout the day.
- 3.13 For the avoidance of any doubt a full days' worth of delivery support as outlined in 3.5 above will be from 0930-16.30.
- 3.14 The provider should ensure that the training reflects individual learning styles and

be made accessible to for people with specific needs. The training should encourage the transfer of learning into practices and the materials and content of the training should be reflective of latest practice.

4. Contract and Performance Review Requirements

- 4.1 The Contract will be reviewed and monitored at monthly intervals, either face to face or via a virtual meeting.
- 4.2 The following information will be provided by the provider at least 1 week in advance of the scheduled Review Meeting:
- Dates of training sessions;
 - Attendance of training;
 - Date of facilitation with workers; and
 - Service user feedback (where appropriate and as outlined in 3.1 of the Specific Requirements).

5. Staffing

5.1 Safer Recruitment

5.1.1 To ensure the Service creates a safer recruitment culture for clients and staff, the following are mandatory requirements:

- At least one member of each interview panel must have undertaken safer recruitment training;
- The Provider must have effective procedures in place, that are regularly updated and communicated to staff;
- The Provider must set a code for acceptable standards of behaviour for all staff and ensure this is effectively communicated to staff;
- The Provider must take seriously all concerns that are raised;
- The Provider must, on an ongoing basis, increase awareness and commitment to safeguarding across its organisation.
- All personnel contracted to provide direct work with staff and service users must have evidence of enhanced DBS checks.

6. Data Protection, Information Sharing and Information Security

- 6.1 The applicant must, as part of their tender submission, provide a copy of their Data Protection Policy and where applicable applicants should provide a copy of proof of their registration with the Information Commissioner's Office and provide details of their Data Protection Officer.
- 6.2 The applicant must, as part of their tender submission, demonstrate that all systems and process are compliant with current data protection legislation such as the General Data Protection Regulation and the Data Protection Act 2018 in relation to the data processing that will be carried out.
- 6.3 The Provider must ensure that the above compliance indemnifies the Council against all actions, costs, expenses, claims, proceedings and demands which may be made or brought against the Council for breach of statutory duty under the Act which arises from the use, disclosure, transfer or breach of personal data by the provider, their staff or agents.
- 6.4 The Provider must ensure that all proposed trainers for this Contract (and any associates) will sign a Confidentiality Agreement, to agree not to share confidential information regarding Torbay Council, it's clients or any confidential information shared as part of the training.
- 6.5 It is expected that the Provider securely stores all information in relation to the training and support element of the Contract for the maximum period of the Contract (two years). Once the full two years of the Contract period has concluded, it is expected that the Provider deletes all data associated with the Contract. Where the Contract is terminated early or terminated after the initial term (one year), it is expected that the Provider deletes all data associated with the Contract.
- 6.6 It is expected that the Provider monitors and evaluates the training provided and how well it has been embedded within working practices, this information will be shared with the Contract Manager as part of the Contract Performance Monitoring process.

7. Health & Safety

- 7.1 It is expected that you are able to show that you have a general, periodically reviewed, Health and Safety Policy in place which allows for effective Health and Safety management.
- 7.2 Your employees should have ready access to competent Health and Safety advice and assistance, covering but not limited to, general Health and Safety advice and specific advice for occupational health.
- 7.3 You must be able to demonstrate that you have a process in place for providing your employees and other workforce with training and other information appropriate to the activities that your organisation is likely to undertake.
- 7.4 It's expected that you routinely record and review accidents/incidents and undertake any required follow-up action.
- 7.5 If your trainers are designated as lone workers, you should be able to demonstrate that you have an effective reporting regime in place to enable personnel to seek support in the event of an arising dangerous situation.

8. Invoicing

- 8.1 All payments will be made in arrears upon receipt of a valid invoice.
- 8.2 The successful Applicant must make all invoices payable by Torbay Council with Torbay Council's name and address and marked with senders name and address.
- 8.3 You should provide your invoice for the identified training and support (at one sessions per month) at the commencement of the Contract.
- 8.4 Any subsequent or additional work should be invoiced monthly for payment.
- 8.5 The Authority's settlement terms are 30 days from receipt of the goods and services or the invoice, whichever is the later.
- 8.6 The successful Applicant must always obtain an official Torbay Council Purchase Order number and quote the corresponding number on all invoices.
- 8.7 Invoices must be emailed to the Payments Section directly (in a PDF format). The Payments Section email address is: Payments.Section@torbay.gov.uk
- 8.8 Disputed parts of invoices and invoices not bearing Purchase Order Numbers will not be paid and a corrected invoice will be requested.
- 8.9 Payment will be by BACS and remittance advices will be transmitted to the successful Applicant by email.

9. Added Value

9.1 Further Services Offered

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

10. Scope and Nature of Possible Modifications or Options

- 10.1 We may increase the number of delivery days to support the team or children and young people by up to 30 days for the NVR element and 30 days for the DDP element as per Section 3, 3.5 of the Specification.
- 10.2 The pricing for these additional days will be based on the submitted Part 5 Pricing Submission, where the price quoted for the maximum of 30 days for the NVR element goes beyond the allocated budget of £25,000 and the 30 days for the DDP element goes beyond the allocated budget of £25,000, no additional days will be permissible under this agreement.
- 10.3 We may request an additional up to 10 NVR training days and 10 DDP training days as per Section 2, 2.1 and 2.2 and in addition to 2.3 of the Specification.
- 10.4 The pricing for these additional days will be based on the submitted Part 5 Pricing Submission, where the price quoted for the maximum of 10 days for the NVR training goes beyond the allocated budget of £8,000 and the 10 days for the DDP training goes beyond the allocated budget of £8,000, no additional days will be permissible under this agreement.
- 10.5 If it has been identified and agreed by the Authority through the decision making process that further training and support days are required, two examples of how the Authority would identify why further training and/or support may be required are listed below:
 - More teams have been identified to undertake the training as it will be beneficial to them in their work and therefore will also need support days to help embed the learning; or
 - The teams who have received the training feel it beneficial to have additional support days to enable them to effectively embed the training in their job.
- 10.6 Any changes in line with Section 10 of the Specification will be agreed by the Authority and winning Provider by writing.
- 10.7 Additional training days over and above those already set out in this Specification may be purchased by the Authority on behalf of residential placement providers as set out in 11.2 below

11. Awarding the Contract on Behalf of Other Contracting Authorities

- 11.1 The Authority is not purchasing on behalf of other contracting authorities.
- 11.2 The Authority will be contracting with one or more external providers to deliver care within a number of Authority owned children's homes. This Contract will be available for those providers to purchase additional training over and above the levels set out in these tender documents. Any requirements of this nature will be put in place through the Authority and will not be a direct arrangement between the training Provider and the care provider(s).