**Blackpool Council**

**Universal Resilience Programme Service Specification**

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| Headstart Blackpool - Mission Statement  A resilient Blackpool – where young people see the difference, feel the difference and are the difference |
| *We will focus on developing resilient environments in both our schools and our community and harness the social capital that young people and parents/carers offer to help us succeed.*  *We will use digital solutions within our programme to both enhance access to support and provide learning environments, but we will promote safety online, in what can sometimes be a dangerous and unpredictable world.*  *We will support the workforce in building their own resilience and mental wellbeing to ensure they are able to support our young people to flourish and succeed.*  *We will embed the practice of co-production and aspire to become a co-produced investment.*  *Through delivering HeadStart, we will inspire other services to embrace a new way of working that focuses on people’s assets, on building their resilience and will transform the systems they work in to ensure that young people get the support they need early.* |

**Background**

HeadStart Blackpool is an innovative new 5 year strategic programme, with £10,000,000 in total invested by the Big Lottery to build the resilience of young people aged 10-16 and therefore reduce the number that go on to develop mental health conditions in the future.

Blackpool Council, the lead organisation for the investment, has an existing 5 year Council Plan with just 2 objectives, achieving economic re generation and building resilient communities. Therefore, the HeadStart investment will form part of the whole town strategy and take a collaborative approach to transforming systems for young people, in both our schools and the community, to ensure they grow up in environments that actively promote their resilience and allow them to flourish and succeed in life (whatever that may mean for them)

HeadStart Blackpool in now in phase 3 of the investment, this phased approach, which began in 2014, has enabled all 12 of the HeadStart partnerships to pilot new and innovative activities to evaluate their impact and to develop the bid for phase 3 ( see attached) . The bid document will have all the information you require in order to develop your application, however we would ask you to give particular attention to the phase 3 strategy chapter that outlines the delivery framework for the programme.

Young people in the town have clearly articulated to the HeadStart partnership the adversity that they face on a daily basis and in response to this we have adopted a social justice approach to the investment by actively working towards reducing the adversity that exists in the town and to level out the playing field for our more disadvantaged young people. Young people are at the heart of this investment and will continue to drive forward the development of the programme to ensure that meeting the needs of young people is always our ultimate priority.

The investment will fund a number of traineeships and apprentice roles across the programme that will be prioritised to Blackpool young people who have experienced disadvantage and there is a clear expectation that any successful providers will provide a minimum of one apprenticeship within their commission. Applicants will also need to clearly demonstrate how young people have influenced their applications.

1. **Aims of the Service**

The aim of the service is to develop a whole classroom approach to promote the building of resilience in young people in preparation for their transition to secondary school.

1. **Expected outcomes of the service**

Young people will:

* understand the importance of having their basic needs met
* have the ability to problem solve
* understand the importance of feeling safe in school and at home
* be confident and resilient
* have a sense of future
* have the ability to support other young people
* have been engaged in and have experienced an appropriate range of activities
* have learnt strategies and have the ability to use them in relation to moving on to secondary school
* Have appropriate life skills
* Have self-soothing and coping skills
* an understanding of inequalities and how resilience building relates to inequalities

1. **Values , Beliefs and Principles**

The service provider must reflect the following values, beliefs and standards:

* Young people and their families are at the heart of service delivery and the social capital that they bring is harnessed to support successful outcomes
* Learning is shared through collaboration and partnership working , inspiring others to embrace new ways of working and transforming systems across the town
* Young people work alongside professionals to shape and influence effective service delivery embedding the principles of co-production
* Resilient practice is embedded across all aspects of the service creating a resilient environment
* A workforce supported to build their own resilience and mental wellbeing

1. **Location of the service**

This service will be delivered in the primary school environment where the school is engaged in the Headstart programme.

There is also an expectation that the service will work closely with the planned Young People’s Hub: a one stop shop model bringing services together to work in an integrated way.

1. **Details Of The Service**

**The service will be provided through a range of interventions such as, but not limited to:-**

* Provision of a time limited weekly programme that provides a broad spectrum of age appropriate activities to promote resilience, differentiated as required.
* Support for parents and carers
* Signposting to additional services where required
* Liaison with school staff – providing regular updates and sharing best practice around resilience based interventions
* Support young people to attend and engage with universal transition programmes when appropriate
* Brief interventions
* Attend school multi agency case work meetings where appropriate
* Capacity building in the school workforce to support sustainability of the programme

1. **Performance Monitoring**

6.1 The Service Provider will provide and submit Key Performance Information (KPI) quarterly in a format agreed by the Authority. Performance monitoring meetings will take place quarterly. Two case studies per quarter will also be required.

6.2 Key Performance Information (KPIs) and required monitoring will be agreed post contract award and reflected within a contract variation once finalised. The Key Performance Information (KPIs) and required monitoring will be in line with the requirements of the contract/service delivery and will evidence the required outcomes.

6.3 Where the Authority has concerns about the performance of the Service Provider, the Authority will act in accordance with the Authority’s procedures.

6.4 Where the Authority has concerns about the performance of the Service Provider, the Service Provider will facilitate access to service users and their documentation for the purposes of ensuring their safety, health, and wellbeing. Failure to provide such access shall be considered by the Authority to be a fundamental breach of contract.

1. **Eligilbity and Access Criteria**

All young people who are in year 5 of their primary school are eligible for the service.

1. **Service Delivery**

The service will be supported by Headstart to coordinate the delivery of the programme to the appropriate schools. There will be an estimated expectation that the following number of programmes:

* Year 1 12 schools
* Year 2 36 schools
* Year 3 to be confirmed

The number of programmes will depend on how many year 5 classes are in each school. Some schools are one form entry and others up to 3 form entry. It will also depend on uptake from the targeted schools.

The service will be expected: -

* to build capacity in the school workforce upskilling relevant staff to be able to continue with the programme beyond the contract period.
* To be willing to work with the HeadStart evaluators where needed to support  local or national evaluation requirements.

1. **Days and Hours of Operation**

The service will be offered during school hours on a term time only basis.

1. **Workforce Skills**

**The service will:-**

10.1 Have a strong policy framework which reflects the specific challenges of working with young people. They will employ qualified, competent and well supported staff, recruit them in a safe and considered way and provide them with opportunities for continuous professional development (CPD).

10.2 Ensure that the workforce adhere to all safeguarding children and child protection legislation, national Working Together guidelines and the Blackpool Safeguarding Children procedures.

10.3 Ensure that frontline practitioners have the relevant level, for their role, of safeguarding training as identified by the Blackpool Safeguarding Children's Board (LSCB).

10.4Comply with any future amendments/additions to such legislation and/or guidelines

10.5 Ensure all staff will fully trained on the use of the Resilient Therapy and the Resilient Framework developed by Boing Boing.

1. **Partnership Work**

The service will develop a good knowledge of and work collaboratively with a wide range of organisations and stakeholders that can help young people achieve their individual outcomes. This will include but not be limited to:

* School teaching and pastoral staff
* Voluntary and community organisations
* CAMHS
* Children’s Social Care
* Integrated Teams in Young People’s Hub
* Headstart Programme Lead
* Boingboing

1. **Support Planning**

The service will:-

* deliver an evidence based intervention which is age appropriate for young people alongside the Resilient Therapy Framework developed by Boing Boing
* maintain clear and detailed records of discussions with school staff regarding individual young people
* be required to record and share information about participants in their programme, adhering to national frameworks or legislation around data collection where relevant e.g. obtaining consent.