



SCHEDULE 3 - SPECIFICATION

FOR

**SINGLE HOMELESS
ACCOMMODATION PROGRAMME
(SHAP) - ADULTS**

Strategic Procurement Team

DN702368

Author: Strategic Procurement
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Agreement Period

This agreement commences June 2024 and will end May 2027 (three-year term) unless terminated in accordance with the terms and conditions.

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 a Single Homeless Accommodation Programme (SHAP) - Adults. The Service offers support for individuals who have a history of entrenched rough sleeping, who may have a history of failed accommodation placements and/or have struggled to engage with previous offers of support.

The principles are as follows:

- Adults have a right to a home
- Flexible support is required for as long as needed
- Housing and support are separated
- Individuals have choice and control
- An active engagement approach is used
- Individuals are supported to identify their strengths, goals and aspirations

The principles for England can be found here on the following website:

hfe.homeless.org.uk/principles-housing-first

- 1.2 The Service Model offers support to Clients to secure and maintain long term accommodation. The Service may commence working with a Client when they are in emergency accommodation or similar by arrangement, this is by exception and should be to help the transition to long term accommodation. Clients are not required to show capacity for tenancy readiness.
- 1.3 In order to facilitate the Service Provider to deliver the Single Homeless Accommodation Programme (SHAP) – Adults support , 37 units of accommodation will be sourced and secured by BCP Council in line with the minimum requirements of the Service Specification; twelve self-contained single units within two blocks; twenty-five single self-contained dispersed units, all of which will be managed by Seascope Homes & Property Limited (Seascope) being a Local Authority Trading Company (LATC) wholly owned by BCP Council. In line with Homeless Link guidance, “housing should avoid areas characterised by high crime rates, nuisance behaviour and low social cohesion/weak social capital and where the individual might be subject to bullying or persecution. There is clear evidence that the wrong location can inhibit or

undermine the recovery that the Single Homeless Accommodation Programme (SHAP) – Adults service seeks to promote.” – Appendix 1.

- 1.4 The Service Provider will have clearly stated organisational aims and objectives that demonstrate how it aligns to the [Bournemouth, Christchurch and Poole \(BCP\) Council Homelessness Rough Sleeping Strategy 2021-2025](#). The strategy sets out how the Council and its local partners plan to make it everyone’s business to contribute to the ending of homelessness and rough sleeping across the conurbation. This is in line with BCP Council’s Local Plan and overriding strategic aims – that “everyone deserves a good quality of life, to be healthy and safe and have somewhere they can call home, and this should not be dependent on status.”
- 1.5 At a strategic level the Service Provider will take an active role in local partnerships, and in maximising and facilitating the cooperation and assistance of relevant services to see the best possible collaboration and advocacy in line with the Single Homeless Accommodation Programme (SHAP) – Adults principals. At a delivery level, partnership working should help deliver coordinated and flexible support, in a multi-disciplinary manner, to promote effective and sustainable recovery.
- 1.6 The Service Provider will take part in any new learning and research trials and consider how this applies to the delivery of the service and any need or scope for adaptive practice. This may involve participating in pilot programmes or research opportunities, involving local or national partners.
- 1.7 The Service will provide intensive wrap-around support to individuals who have multiple complex needs, which may include substance or alcohol misuse, diagnosed or undiagnosed mental health issues, and anti-social behaviour/offending behaviour. (Please refer to Service Specification Clause 2.1)
- 1.8 Support will focus on maintaining accommodation, harm minimisation and engagement with substance misuse, mental health and/or other appropriate support agencies. It will be flexible and person-centred as well as being strength-based and not focused on deficits.
- 1.9 Support will be person centred and will end-when the support is assessed as being no longer required by the Client subject to consultation and agreement with partner agencies. When the Client no longer requires Single Homeless Accommodation Programme (SHAP) - Adults support, the Service Provider will develop an exit strategy to ensure that the Client can successfully move on to alternative accommodation or remain in the accommodation provided. BCP Council will be responsible for sourcing and securing accommodation for any additional Clients referred to and accepted to the Service.
- 1.10 The Single Homeless Accommodation Programme (SHAP) – Adults will operate on a Housing First model - as per Homeless Link guidance, “Housing First is the permanent offer of a home, not the offer of a single, permanent home. It is unrealistic to expect that the accommodation initially offered to an individual will be their home for life. Tenancy lengths, housing markets and individual circumstances may mean

that a person either loses or leaves their initial property. Where possible they should be supported to find new accommodation, and there should be flexibility within the system to allow them to refuse accommodation they do not think will suit their needs.”

2. Client Group

2.1 The Client Group eligible for this Service are:

- (i) Aged 26 years and over
- (ii) Requiring single and couples' occupancy accommodation.
- (iii) Experiencing chronic homelessness and rough sleeping.
- (iv) Where all alternative housing options have been explored.
- (v) Confirmed as having a local connection within Bournemouth, Christchurch and Poole Council, as defined by the Housing Act 1996 (as amended by the Homelessness Act 2002), or those to whom the Local Authority has a statutory duty to provide Housing and/or care and support.
- (vi) Entitled to UK benefits including Housing Benefit.
- (vii) Face multiple, complex challenges or barriers and fall into 3 or more of the following categories:
 - Severe mental health issues
 - Experience of past or current trauma
 - Learning difficulties
 - Problematic drug and/or alcohol use
 - Poor physical health, physical disability or limiting illness
 - High rates of contact with the criminal justice system
 - Not in education, employment or training
 - Poor social support networks, i.e. lack of friendships, a partner or contact with family members
 - Persistent exhibition of challenging behaviour
 - Locally connected at the point of referral according to the definition utilised by the Local Authority and Street Outreach Service.

2.2 In addition the Client might:

- (i) Experience dual or multiple mental health diagnoses
- (ii) Be known to have high and/or chaotic support needs
- (iii) Be subject to MAPPAs
- (iv) Be categorised as a Persistent & Prolific Offender
- (v) Be engaged with Probation Services
- (vi) Be known to engage in anti-social behaviour
- (vii) Be known to be LGBTQ

3. Exclusions

- 3.1 Access to the Service must be based on an individual risk and need assessment.
- 3.2 There are no exclusions for past behaviour or offending history,
- 3.3 There will be no blanket exclusions to accessing this Service or to individual referrals,
- 3.4 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, however consideration may be required to the type and location of accommodation due to the nature of a Client's history.
- 3.5 Exclusions may be considered where an individual is acutely mentally unwell and where a duty to accommodate and support lies with Mental Health Services or Learning Disability Services.
- 3.6 Exclusion may be considered when individuals do not have the mental capacity to make a Homeless application. In these situations, all alternative housing options must be explored to prevent rough sleeping.

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 Clients 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 Clients to acquire the necessary skills and confidence to manage their own affairs and financial wellbeing.
 - (vi) Effectively engage and empower Clients to recognise, understand and make changes to challenging behaviours and lifestyle choices.
 - (vii) Reduce incidents of anti-social and offending behaviour.
 - (viii) Reduce the risk of harm that may result from alcohol/substance misuse or use of new psychoactive substances.

- (ix) Improve and encourage the development of skills and confidence to negotiate safe and healthy relationships.
- (x) Support Clients to tackle issues affecting their physical, mental and sexual health and wellbeing, by promotion of self-care and by 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 activities.
- (xii) Ensure the quality of life for Clients is maintained and/or improved and reflects what is important to each individual.
- (xiii) Provide support to help overcome/address core issues/behaviours which lead to housing difficulty.
- (xiv) Ensure all support services are coordinated in their support plans utilising a multi-agency approach.
- (xv) Ensure Clients understand how to self-refer for support should problems arise.
- (xvi) Help Clients to develop their own recovery and crisis plans as needed, especially when they are not open to secondary services.
- (xvii) Reduce the numbers of individuals experiencing recurrent/long term episodes of rough sleeping.

5 Service Description

- 5.1 The Service will provide flexible availability to meet the needs of Clients 7 days a week.
- 5.2 The Service will also provide 24-hour on call support for those Clients accommodated in the dispersed units and a 24 hour 7 days per week staff presence in the block accommodation.
- 5.3 As the Service is person centred, the Service Provider will ensure there are sufficient staff available to carry out visits to Clients accommodated in the dispersed units outside of usual office hours, to accommodate individual client's needs.
- 5.4 The Service Provider will promote opportunities for engagement and access to support using multiple media platforms and communication methods such as telephone support and video messaging.
- 5.5 The focus of the Service is to provide high level and intensive outcome-based support via an outcome-based action plan, which will be tailored to the individual needs of the Client. The Client must be actively engaged on a regular basis.
- 5.6 The Service will be delivered with a flexible, person-centred, strength based and trauma informed approach with the focus on personalisation, independent living, ensuring Clients feel safe and can remain until they no longer need the Service. The Service will be delivered to offer the Client choice and control of their centre of support and involve different and innovate ways of working to engage Clients.
- 5.7 The Service will address the additional needs of Clients including but not limited to: substance misuse, harm minimisation, mental health and engagement with education, training, employment and health support agencies. The Service must be orientated towards recovery relevant to the individual Client.
- 5.8 Where appropriate, the Service Provider will liaise with the Specialist Mental Health Homeless Service Practitioner, any allocated Community Mental Health Team Social Worker and/or Community Mental Health Nurse. Staff will co-operate and work with Care Coordinators to ensure that care plans are followed and complemented and that they meet Clients' objectives.
- 5.9 Where appropriate, the Service Provider's staff will liaise with Drug and Alcohol Services and support Clients to follow a care or treatment plan if relevant.
- 5.10 The Service Provider will refer Clients to appropriate partner agencies and where appropriate will initiate and lead multi-agency approaches to support the Client, including convening and chairing Case Conferences.
- 5.11 Support will be delivered on a one-to-one basis except where a Client requests that another person such as their Social Worker be present.
- 5.12 It is expected that support will not be required beyond 24 months, but support will be available if required. Clients who are in service for 24 months or more will be required to step down to a lower level of support.

- 5.13 The level of support will vary according to the Clients' needs and there is an expectation support will decrease as the Clients' confidence increases.
- 5.14 When the Client no longer requires Single Homeless Accommodation Programme – Adults support, the Client may remain in the accommodation provided and any remaining support requirements may be transferred to an appropriate team as necessary.

6. Service Delivery

- 6.1 It is expected that a minimum of thirty-seven (37) Clients will be supported at any one time.
- 6.2 The Service Provider will employ sufficient and suitably skilled support staff as required to provide a consistent and quality service.
- 6.3 The Service Provider will have roles with specialist experience of mental health and substance misuse needs and will be expected to work in conjunction with partner agencies.
- 6.4 A significant element of this project is likely to involve lone working therefore the Service Provider will ensure staff are competent and confident in assessing risk, working independently and ensuring that all reasonable precautions to maintain safety are taken.
- 6.5 A wide range of engagement styles and innovative approaches will be utilised to maximise engagement with Clients.
- 6.6 The Service will focus on using appropriate and tailored approaches to assist the Client to make positive changes.
- 6.7 The Service Provider will have a clear understanding of the Clients' pathways to independent living.
- 6.8 Support should not be guided by prescribed hours of engagement; rather support hours should reflect the Clients' needs as they progress through the service.
- 6.9 The number of hours delivered to each Client will vary depending on the level of need based on an average of six (6) hours of support per week.
- 6.10 All Clients will develop a flexible, person-centred, strength based, trauma informed Action Plan. The Action Plan should be outcome-based and tailored to meet the needs of the Client and meet the aims of this specification. Action plans are to be shared with Housing Options on request.
- 6.11 An outcome monitoring tool should be used to monitor a Clients' journey throughout the action plan and support process.
- 6.12 The level of support will vary according to the Clients' need and decrease over the period of support.

- 6.13 This Service will be aligned to an assertive outreach model and will take place within the community.
- 6.14 The Service Provider will be required to periodically deliver briefings to relevant partners on the Single Homeless Accommodation Programme (SHAP) - Adults and its guiding principles.
- 6.15 The Service Provider will be required to participate in the Single Homeless Accommodation Programme (SHAP) Adults/Housing 1st Core Group and Multi-Disciplinary Team meetings to ensure all relevant partners are engaged in the delivery and support of the Housing First ethos.
- 6.16 The Service Provider will operate a process by which Clients, the Commissioner, or any other interested party can impartially feed back to the provider or BCP Council comments, suggestions, complaints or compliments about any of the services offered. The Service Provider will implement a system that ensures that such feedback is considered fairly and promptly acted upon where appropriate.
- 6.17 The Service Provider shall support Clients to ensure they are clear about their rights and responsibilities whilst being supported by the Service Provider.
- 6.18 The Service Provider shall ensure Clients are consulted on all significant proposals and changes which may affect their service and their views taken into account.
- 6.19 The Service Provider shall actively consult, discuss, meet with, research, involve, listen to and understand the views and opinions of as wide a range of people with lived experience when planning, developing and implementing services.
- 6.20 The Service Provider shall support Clients to:
- (i) Obtain white goods and furniture either prior to moving into the accommodation or within a short time period of moving in
 - (ii) apply for Universal Credit housing costs and request the Department for Work and Pensions (DWP) pay the housing element of Universal Credit directly to the landlord or housing management provider.
 - (iii) maintain benefits in order for the Client continues to pay rent
 - (iv) set up and maintain utility bills
 - (v) report any maintenance issues in a timely manner
 - (vi) facilitate Landlord visits or inspections to/of the accommodation
- 6.21 The Service Provider shall communicate with housing management provider any rent issues.
- 6.22 The Service Provider shall report all upcoming voids to the landlord and /or housing management provider as soon as aware of a move to avoid any properties sitting unused unnecessarily.

- 6.23 The Service Provider will provide the housing management provider with an update on a quarterly basis.
- 6.24 The Service Provider shall forward any reports of antisocial behaviour to the housing management provider within a timely manner and support the housing management provider in addressing those reports with the Clients being supported by them.

7. Access and Referral Routes

- 7.1 Anyone who is suitable for the Single Homeless Accommodation Programme (SHAP) - Adults will be referred to the service. Referrals will be prioritised in partnership with the Service Provider and Housing Options.
- 7.2 Referrals will be identified through the Single Homeless Accommodation Programme (SHAP) – Adults/Housing 1st Core Group, Housing Options and the Street Outreach Team.
- 7.3 Referrals must be made to the service and will be agreed based on discussion between relevant agencies and the Service Provider.
- 7.4 Once a referral has been deemed suitable for consideration the Service Provider will be expected to complete a comprehensive support plan and risk assessment and undertake preliminary work before the Client accesses the accommodation.

8. Client Assessment

- 8.1 Under the monitoring requirements of the Contracts Team, the Service Provider will have a Client Assessment Policy and related Procedures in place in respect of evaluating and determining risk.
- 8.2 The Service Provider shall undertake an initial assessment and outcome-based action plan of all Clients referred to the Service within 1 week to determine and plan for their needs. Assessments and support plans will be updated to reflect the Clients' aspirations and ambitions as they develop.
- 8.3 As part of their initial assessment, all Clients will have a Risk Assessment and Risk Management Plan (see section 13).
- 8.4 The Service Provider will work with the Clients to identify, agree and achieve individual outcomes and goals, with the ultimate aim of stabilising and maintaining their accommodation, employment, training, education, health, independence, behaviours and wellbeing.
- 8.5 The Service Provider shall carry out a review of the needs assessment in line with the Client's progress and support plan on a regular basis and as a change in circumstances occurs, to ensure that outcomes are being achieved and amended as the Clients progresses.

- 8.6 The Clients support plans will incorporate SMART objectives which have been identified by the Client and used as milestones towards achieving outcomes.
- 8.7 Support plans shall be held and can be accessed by the Service Provider and/or the Client.
- 8.8 Any additional support requirements of Clients that are identified during the Client Assessment shall be reported immediately to the relevant partner agencies.
- 8.9 The Service Provider shall ensure any ethnic, religious, cultural, racial, gender; sexual orientation or age-related needs are identified in the individual Clients Assessments/Plans as appropriate and determined by the Client.

9. Exiting Support and Move On Arrangements

- 9.1 The decision that the Client no longer requires support will be made in consultation with the Client, Housing Options and any other relevant agencies at the Single Homeless Accommodation Programme – Adults / Housing 1st Core Group.
- 9.2 The Service Provider is required to consult with BCP Housing Options and Landlord prior to exiting a Client in an emergency.
- 9.3 The withdrawal of support will be planned with the Client and a clear exit strategy agreed with all parties. This will include relevant information for the Client to continue to use when the Service withdraws.
- 9.4 The Service Provider will endeavour to ensure that the Client has information about, and is sign posted to alternative services and support, and this should build on the knowledge they have already acquired through their support plan.
- 9.5 It is expected that support will be required no longer than 24 months and support will be reduced over time as the Clients' confidence increases resulting in either support no longer required or where appropriate a planned move on.
- 9.6 The Service Provider will work with the Client to plan and document a clear exit strategy to withdraw the support once it is decided that the service is no longer required. When the Client no longer requires support, the Client may remain in the accommodation provided and the support may be transferred to an appropriate service as required.
- 9.7 The Service Provider will encourage Clients to complete an exit feedback questionnaire when the service ends.
- 9.8 When the support ceases, information relating to the Client will be held in accordance with the Service Provider's retention of information procedure in case further support is required.

10. Partnerships and Links to Local Agencies

- 10.1 The Service Provider will develop and maintain positive working partnerships with any agency that Clients may have been signposted to or have existing involvement with.
- 10.2 The Service Provider will develop Clients' 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 Client to develop their resilience and choose their own support and recovery options.
- 10.3 The Service Provider will develop and maintain relationships with Seascope and other local housing providers to facilitate successful, sustainable, long-term tenancies.
- 10.4 The Service Provider's responsibility is to promote the Service to services in Bournemouth, Christchurch and Poole including Bournemouth, Christchurch and Poole Council Housing Teams, the BCP Street Outreach Service, Housing Associations, Private Landlords, Hospitals, Community Mental Health Teams, Community Care Services, Advocacy Services and other Housing Related Support Providers, to ensure the service is well utilised and that people know how to access the service as appropriate.
- 10.5 The Service Provider will attend regular meetings with the Single Homeless Accommodation Programme – Adults / Housing 1st Core Group, Multi-Disciplinary Meetings and other partner agencies, for the purpose of discussing individual Client's needs 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 Bournemouth, Christchurch and Poole Council 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 operate and maintain the Service 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 may 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.
- (ii) 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 Clients with multiple high level support needs and complex or challenging behaviours.
- (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 one member of staff who has relevant experience supporting the Client Group.

11.4 Training and Development

- (i) The Service Provider must ensure that staff are properly supported, supervised and trained to deliver 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 and demonstrate a commitment to the continued professional development of staff in order to facilitate effective delivery of service.

11.5 Operational 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 sufficient levels of support and cover of a similar nature and to notify the Client of those arrangements.
- (ii) The Service Provider shall not change the staffing levels without prior discussion and agreement from the Service Commissioner.
- (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

The Service Provider will explore the use of volunteers to enhance the service provision, provide value for money and provide a mentoring role to Clients.

12. Safeguarding

- 12.1 The Service Provider will operate a proactive policy for ensuring that the welfare of Clients is safeguarded and have in place safe working practices, supervision arrangements and whistle-blowing procedures.
- 12.2 The Service Provider will work in partnership with the Contract Officers to ensure timely resolution of any safeguarding issues.
- 12.3 The Service Provider shall ensure the Clients 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.

- 12.4 The Service Provider shall comply with all requirements of Bournemouth, Christchurch and Poole Council's Safeguarding and Recruitment policies and shall ensure that all staff are aware of their role in complying with these policies.
- 12.5 The Service Provider will ensure that all staff attend Safeguarding and Sexual Exploitation training at least every 3 years.
- 12.6 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.
- 12.7 Any information given by the Client in confidence or provided about the Client and any access to the Client's personal file will be handled in accordance with Data Protection Act 2018, the services written policies and procedures and in the best interests of the Client.
- 12.8 Any incidence of serious illness, injury or death of a Client and any other serious incident or concern (issues likely to involve circumstances where a Client's Health or Safety appears to be at risk or because of the Client's actions, the Health or Safety of others are at risk) must be notified by the Service Provider in accordance with Section 27 of the contract terms and conditions.
- 12.9 The Service Provider shall notify the Contracts Manager of any occurrence of abuse safeguarding concerns or improper conduct coming to their notice in the provision of the Services.

13. Risk Management and Minimisation

- 13.1 Access to Services must be based on an individual risk and needs assessment.
- 13.2 The Service Provider must engage with partner agencies which were previously working with the Client i.e. multi-disciplinary teams, substance misuse, mental services education, training and employment support agencies, to ensure positive wrap around support and engagement continues and there is an effective handover of risk and risk management.
- 13.3 The Service Provider must be able to demonstrate an understanding of the level of risk posed to individuals in respect of the overall accommodation and environment.
- 13.4 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 Clients and others and to protect the health and well-being of all parties.
- 13.5 The Service Provider must have the ability to manage a Client group with a wide range of complex needs and chaotic behaviours and demonstrate a 'can do' attitude to Clients who may pose a risk.
- 13.6 The Service Provider shall have policy and procedures in place for managing risk within the Service.
- 13.7 The Service Provider shall ensure:

- (i) An initial assessment of risk is undertaken within 48 hours of all Clients being accepted to the Service.
- (ii) Each Client has a regular review and up to date, accurate risk assessment and risk management plan which comprehensively cover 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 Clients' mental, physical and emotional health needs and risk indicators.
- (v) The well-being of the Client is monitored 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 Client, staff and others. The Service Provider shall carry out timely reviews through risk management procedures.

14. Legal and Policy Framework

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

15. Contract Compliance and Performance Monitoring

- 15.1 Performance monitoring and contract compliance will be monitored throughout the duration of the contract using the methods specified in Section 18.
- 15.2 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.
- 15.3 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.

16. Client Outcomes

- 16.1 The outcomes and goals for each Client will be identified through comprehensive needs and risk assessments which are person centred, strength based and detailed in their personal support plan. These will be reviewed weekly by the Service Provider for progress and subject to inspection by the Commissioner.
- 16.2 Clients 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.
- 16.3 Expected Individual Client outcomes are categorised and identified in Table A

A: Individual Client Outcomes	
Aims Objectives	Outcome Measures
<p>4.1 (iv) Support Clients 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>The Client performs tasks for themselves which they were previously unable to do.</p> <p>The Client is demonstrating life skills including, but not limited to, cooking, cleaning, laundry, negotiation and assertiveness.</p> <p>The Client is increasing their skills, understanding, knowledge and ability to maintain and sustain a tenancy.</p> <p>The Client is able to understand and meet their tenancy requirements.</p> <p>The Client is able to use ICT in order to access key services online.</p> <p>The Client increases their understanding of the need to establish personal and dwelling safety and security.</p> <p>The Client increases their skills to manage difficulties in their life, including but not limited to, neighbour disputes or incidents of antisocial behaviour without the situation escalating into an immediate crisis.</p> <p>The Client's ability to recognise harassment and victimisation and to take appropriate action is increased.</p> <p>The Client is familiar with their accommodation and environment, including any possible risks or hazards.</p> <p>The Client's ability to understand how to manage issues within their home such as repairs to the dwelling or domestic equipment is increased.</p> <p>The Client 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 Clients to acquire the necessary skills and confidence to manage their own affairs and financial wellbeing.</p>	<p>The Client is increasing their understanding of how to claim any relevant benefits and ability to manage their on-going claim.</p> <p>The Client is able to demonstrate knowledge of budget planning.</p> <p>Where appropriate, the Client is reducing their dependency on benefits and increasing financial independence.</p> <p>The Client 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 Client is engaging with specialist debt management organisations, if appropriate.</p>
<p>4.1 (vi) Effectively engage and empower Clients to recognise, understand and make changes to challenging behaviours and lifestyle choices.</p>	<p>The Client is demonstrating an increased understanding of the impact and consequence of high-risk behaviours.</p> <p>The Client is taking steps to reduce or not engage in behaviours which may cause a risk to themselves or others.</p> <p>The Client is taking steps to mitigate the impact of high-risk behaviours.</p> <p>The Client is able to demonstrate positive changes they have made in their behaviours and lifestyle choices.</p>
<p>4.1 (vii) Reduce the risk of harm that may result from alcohol/substance misuse and/or new psychoactive substances.</p>	<p>The Client is demonstrating improved engagement with relevant substance misuse / alcohol agencies and treatment interventions.</p> <p>The Client is increasing their understanding and knowledge in respect of the risks and consequences of alcohol / substance misuse</p>
<p>4.1 (viii) Reduce the number of crisis presentations and hospital admissions.</p>	<p>The proportion of issues requiring crisis intervention has reduced throughout the Client's support period.</p>
<p>4.1 (ix) Improve and encourage the development of skills and confidence to negotiate safe</p>	<p>The Client is taking steps to develop safe, healthy relationships demonstrating a knowledge and appreciation of appropriate boundaries. The Client 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 Client.</p>

healthy relationships	
4.1 (x) Support Clients 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 Client is demonstrating their ability to self-manage their health and mental, physical and emotional wellbeing.</p> <p>The Client has registered with a GP, Dentist and other NHS / Health Services where appropriate.</p> <p>The Client 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 Client is establishing social contacts and contact with relatives where this is appropriate.</p> <p>The Client is participating in and contributing to social, voluntary, culturally specific or community activities.</p> <p>The Client is engaging with relevant providers and support agencies in respect of education, employment, training and volunteering.</p> <p>The Client has the ability to use ICT to facilitate job applications and other related activities.</p> <p>The Client is demonstrating increased self-esteem and self-determination.</p> <p>The Client is demonstrating social skills, behaviour management and strategies that enable them to maintain key relationships within the community and keep safe.</p>
4.1 (xii) Provide personal and emotional support to help overcome / address core issues / behaviours which lead to housing difficulty.	<p>The Client 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 Client is engaging with relevant support services, such as counselling, where appropriate.</p>

4.1 (xiii) Reduce the numbers of individuals experiencing recurrent episodes of rough sleeping	Incidences of rough sleeping are reducing throughout the Clients' support period.
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17. Service Outcomes

17.1 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 Clients have maintained accommodation identified for a minimum of six months.</p> <p>The numbers of Clients repeatedly presenting to Bournemouth, Christchurch and Poole Council Housing teams and other agencies are reduced.</p>
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 number of hospital admissions has reduced throughout the Clients' 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 presentations by Clients to the Bournemouth, Christchurch and Poole Council Housing teams 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 (xv) Ensure Clients understand how to self-refer for support should problems arise.	The Service Provider will demonstrate that Clients are able to communicate and self-refer for support when the need arises.
4.1 (xiv) Ensure all support services are coordinated in their support plan using a multi-agency approach.	The Service Provider will demonstrate that all Clients have a support plan which details coordinated involvement from other agencies, the support provided, and actions undertaken as a result.
4.1 (xii) Ensure the quality of life for Clients is maintained and / or improved and reflects what is important to each individual.	The Service Provider will demonstrate that all Clients have a support plan which is jointly developed with the Client and, using smart objectives, reflects their goals, aspirations and what is important to them.
4.1 (xi) Reduce social exclusion and isolation and increase involvement and participation in employment, training, education, community activities or other meaningful activities.	The Service Provider will demonstrate that they have provided focussed support to Clients who have expressed an aspiration to return to work.
4.1 (xvi) Help Clients 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 Clients have a recovery and crisis plan where required and will have had input into the development and ongoing review of the document.

18 Monitoring Methods

- 18.1 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) Client satisfaction surveys including questions relating to Clients' choice and control.
 - (vi) Client feedback
- 18.2 Client information will form an integral part of the monitoring process. Clients will therefore be required to complete a Data Protection Form detailing that their records and personal information will be shared with the Commissioner for the purpose of performance monitoring and that the Client may be contacted to gain further information and their feedback on services.
- 18.3 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.
- 18.4 Reports for quarterly and annual meetings will be sent to the Contracts Officer 7 working days before the meeting date.
- 18.5 At the monitoring meeting, action points will be identified relating to, for example, performance information, contract compliance, areas of development and sharing good practice.
- 18.6 The Service Provider will be expected to provide:
- (i) Annual management accounts and budget for the following financial year.
 - (ii) Access to the Commissioner's Officers to visit and inspect the Service and electronic and paper files, training, personnel and supervision records, forms, procedures and Client records.

19 Data Management

- 19.1 The Service Provider shall be responsible for sourcing, purchasing, hosting and maintaining a Data Management System (System).
- 19.2 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.

20 Equal Opportunities

- 20.1 The Service Provider shall ensure that the Service is provided in such a way as to recognise and maximise equal opportunities for all Clients.
- 20.2 The Service Provider shall ensure any ethnic, religious, cultural, racial, gender, sexual orientation or age-related needs are identified in the individual Client's plan/assessment as appropriate and determined by the Client.
- 20.3 Should the Service Provider be made aware of any incidents that unfairly discriminate against a Client 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 Bournemouth, Christchurch and Poole Council's Community Safety Team.

21 Service Development

- 21.1 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 Bournemouth, Christchurch and Poole Council 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.