

TORBAY COUNCIL

Part 2 Specification

Contract Reference

TCS2420

Contract Title

**Accommodation and Support Services
for 16 to 25 year olds: Young People
Looked After, Care Leavers, Young
Homeless People and Young Parents**

Contents

A	Overall Scope and Nature of the Requirements.....	6
A1	Purpose and Expectation.....	6
A2	Block Contracts to be Awarded.....	6
A3	Clarification of the Nature of Provision Required.....	9
A4	Corporate Parenting Responsibilities.....	10
B	Service Requirements Applicable to All Four Lots	12
B1	Principles.....	12
B2	Equal Opportunities and Anti-Discriminatory Practice	13
B3	Confidentiality and Information Sharing Policy	14
B4	Service Standards	14
B5	Safeguarding	15
B6	Risk and Needs Assessment and Support planning	16
B7	Participation.....	17
B8	Partnership Working	17
B9	Escalation and Issues Resolution	18
B10	Compliments and Complaints	18
C	Specific Requirements for Lot One: The Provision of Supported Lodgings for Young People 20	
C1	Introduction.....	20
C2	Objectives of the Service	20
C3	Service Outcomes	21
C4	Recruitment and Management of Hosts.....	22
C5	Recruitment, assessment and approval of Host Households	22
C6	Delivery Sites	24
C7	Host Premises and Health and Safety Checks	24

C8	Service Model.....	24
C9	Eligibility, Referrals Procedure and Admissions	25
C10	Matching and Impact Risk Assessment	26
C11	The Provider Reporting and Reviewing Responsibilities	27
C12	Contact and Communication in a Crisis	27
C13	Warning and Notice	27
C14	Transition and Move-on	28
D	Specific Requirements for Lot Two and Lot Four: The Provision of Semi-Independent Accommodation for Young People	29
D1	Introduction.....	29
D2	Accommodation and Housing Management Standards	30
D3	Objectives of the Service	32
D4	Service Outcomes	32
D5	Service Description.....	33
D6	Eligibility, Referrals Procedure and Admissions	34
D7	Matching and Impact Risk Assessment	35
D8	The Provider Reporting and Reviewing Responsibilities	36
D9	Contact and Communication in a Crisis	36
D10	Warnings and Notice	36
D11	Transition and Move-on	37
E	Specific Requirements for Lot Three: The Provision of Supported Accommodation and Support for Young Parents.....	38
E1	Introduction.....	38
E2	Resettlement Support.....	38
E3	Objectives of the Service	40
E4	Service Outcomes	41
E5	Service Description.....	42

E6	Outreach and Resettlement Support.....	42
E7	Eligibility, Referrals Procedure and Admissions	43
E8	Matching and Impact Risk Assessment	43
E9	The Provider Reporting and Reviewing Responsibilities	44
E10	Contact and Communication in a Crisis	45
E11	Warnings and Evictions	45
E12	Transition and Move-on	45
F	Staffing	47
F1	Safer Recruitment.....	47
F2	Provider’s Staff to Deliver the Service.....	47
F3	Staff Training and Development	48
F4	TUPE – Applicable to Lot One, Lot Two and Lot Three Only	52
G	Data Protection, Information Sharing and Information Security	53
G1	Data Protection.....	53
H	Contract and Performance Review Requirements	54
H1	Quality Assurance – Leadership and Governance	54
H2	Contract Management and Monitoring Review Meetings	54
H3	Performance Monitoring, Key Performance Indicators and Outcomes	54
H4	Lot Four Contract and Performance Review Requirements	55
I	Health & Safety.....	56
J	Invoicing	58
K	Added Value.....	59
K1	Further Services Offered	59
K2	Social Value, Sustainability, Environmental Considerations.....	59
L	Awarding the Contract on Behalf of Other Contracting Authorities	60
M	Scope and Nature of Possible Modifications or Options.....	61

A Overall Scope and Nature of the Requirements

A1 Purpose and Expectation

- A1.1 This specification is for supported lodgings and semi-independent supported residential accommodation for Torbay Children Looked After and Care Leavers aged 16-21 and up to 25 years (if in full-time education); and for homeless or at risk of homeless young people aged 16-25. It is also for accommodation and support services for young parents.
- *See Torbay Children Services On-Line procedures 4.7.1 Leaving Care and Transition for the three categories of those leaving care all of whom are entitled to support after their 16th birthday. The categories are Eligible, Relevant, and Former Relevant Care Leavers: <https://torbaychildcare.proceduresonline.com/>
- A1.2 Services will need to be located within and operate across Torbay or no more than a 10 mile geographical radius of Torbay Local Authority administrative boundary. This supports our Sufficiency Duty and Statement to enable Torbay Young People to remain within their relevant local authority boundary as far as possible, and to support those who are placed outside their home area to safely return including those leaving full-time residential placements.
- A1.3 In reference to A1.2 and in relation to Lot Four, it is the Authority's preference for those services under Lot Four to be in Torbay or within a 10 mile geographical radius. However, it is recognised that it may be in the best interest of the Young Person to be placed outside of the geographical radius and therefore there are flexibilities around this specifically for Lot Four.
- A1.4 The Sufficiency Duty also requires the Authority to have regard to the benefits of having a range of accommodation Providers in the area and a range of accommodation capable of meeting different needs and age group.
- A1.5 Throughout this document and in the interest of brevity we use the term Young People. This though recognises the age range is 16- 25 and as such many users of the services will be Young Adults.

A2 Block Contracts to be Awarded

Block Contracts for Semi-independent Accommodation and Support

Lot Number	Description of Service	Information on Units	Spot Purchasing Information
Lot One	Supported Lodgings Services for young people aged 16 -21 who are Children Looked After and/or Care leavers (up	24 Units, this encompasses 19 Units will be ring fenced for standard support needs	The Council may wish to spot-purchase additional units at the contract value price and/or spot-purchase additional time-limited

	<p>to 25 if in education)) and homeless or at risk of homeless young people aged 16 – 25</p> <p>Please see Section C for the Specification of the services under this Lot.</p>	<p>and 5 Units will be ring fenced for enhanced support needs</p>	<p>support over and above the contract staffing support levels if necessary to meet either future demand; and/or to meet specific Young People's complex needs to support them and the Host to sustain the accommodation placement.</p>
Lot Two	<p>Semi-independent Accommodation and Support Services for young people aged 16 - 21 who are Children Looked After and/or Care leavers (up to 25 if in education and homeless or at risk of homeless young people aged 16 – 25. This Lot is comprised of the following 2 sub-lots</p>	<p>Total Number of Units 29</p>	
Lot Two A	<p>Please see Section D for the Specification of the services under this Lot.</p>	<p>Multi-occupancy units for Looked After and/or /Care leavers with more complex needs aged 16-18 *</p> <p>Total Number of units 9</p> <p>* this may on exceptional circumstances be agreed by the Authority to be extended to after a Young Person's 18 birthday to ensure successful transition takes place</p>	<p>The Council may wish to spot-purchase additional units at the contract value price and/or spot-purchase additional support over and above the contract staffing support levels if necessary to meet any changes to future demand and/or to meet changes to Young People's needs in order to sustain their accommodation/placement.</p>
Lot Two B	<p>Please see Section D for the Specification of the services under this Lot.</p>	<p>Multi-occupancy Units for Looked After and/or Care leavers as part of a step-down from care and/or step-down from more intensive post 16 accommodation provision.</p> <p>And Units for other Young People (16-25) homeless or at risk of becoming</p>	<p>The Council may wish to spot-purchase additional units at the contract value price and/or spot-purchase additional support over and above the contract staffing support levels if necessary to meet any changes to future demand and/or to meet changes to Young People's needs in order</p>

		homelessness. Total number of Units 20	to sustain their accommodation/placement.
Lot Three	<p>Semi-independent Accommodation and Support for Young Parents who are aged 16-24 years old</p> <p>Please see Section E for the Specification of the services under this Lot.</p>	<p>12 units of supported accommodation for Young Parent. A unit of support is a household, so may include both parents and their children.</p> <p>The Service will offer flexible resettlement support for up to four weeks after the Young Parent(s) have left the Service if required. Up to 4 one hour sessions per family. Any additional sessions will be agreed by the Commissioner</p>	The Council may wish to spot-purchase additional units and/or outreach support over and above the contract levels if necessary to support effective resettlement.
Lot Four	<p>Framework for Semi-independent Accommodation and Support Services for young people aged 16 - 21 who are Children Looked After and/or Care leavers (up to 25 if in education and homeless or at risk of homeless young people aged 16 – 25. This Lot is comprised of the following 2 sub-lots</p>		
Lot Four A	Please see Section D for the Specification of the services under this Lot.	<p>Multi-occupancy units for Looked After and/or /Care leavers with more complex needs aged 16-18 *</p> <p>* this may on exceptional circumstances be agreed by the Authority to be extended to after a Young Person's 18 birthday to ensure successful</p>	All placements under Lot Four A will be on a spot purchase basis.

		transition takes place	
Lot Four B	Please see Section D for the Specification of the services under this Lot.	Multi-occupancy Units for Looked After and/or Care leavers as part of a step-down from care and/or step-down from more intensive post 16 accommodation provision. And Units for other Young People (16-25) homeless or at risk of becoming homelessness.	All placements under Lot Four B will be on a spot purchase basis.

A2.1 Background information informing this specification including the local context and needs analysis can be found in Part 1 Information.

A3 **Clarification of the Nature of Provision Required**

- A3.1 The nature of semi -independent accommodation for Children Looked After, Care Leavers and homeless Young People that we are seeking to procure is likely to be unregulated provision; that is not registered with Ofsted or the Care Quality Commission (CQC). Unregulated Provision is allowed in law. This is when children (usually over the age of 16) need support to live independently rather than needing full-time 'care'. Ofsted or CQC do not regulate this type of provision.
- A3.2 What does 'care' mean? It is not currently defined in law. Ofsted guidance tells us it is not just about the age of the child, although that is a factor. It is about a child's or Young Person's vulnerability and the level of help that they need. If a Child or Young person does need care, then the service they are receiving is very likely to need registration and to be regulated by Ofsted or CQC accordingly. If Children or Young People are needing to be under constant supervision then this is likely to be 'care' and must be registered accordingly.
- A3.3 This means that certain activities **must not** be undertaken by staff in unregulated provisions, including:
- a) Delivering any personal care
 - b) Administration of medication (to be clear this includes prompting, storage of medication, handling medication, logging whether medication has been taken, collecting or in any way handling prescription medication)
 - c) Undertaking activities on behalf of the young person for example cooking, cleaning, shopping, paying bills and other tasks associated with living independently.

- A3.4 The purpose of the support to be delivered in the provision is to enable and facilitate the young person to undertake tasks themselves so that they are able to effectively manage their life and home when they leave the service.
- A3.5 Therefore Providers will work in ways that promote self- direction and independence, avoiding the creation of dependency; acknowledging that young people will take risks, and supporting them to understand and learn from the consequences of decisions that they make.
- A3.6 Please refer to Ofsted Introduction to children's homes: A children's social care guide to registration 2018 page 12 and 13:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/726907/Introduction_to_childrens_homes_180718.pdf
- A3.7 There is currently a Department of Education review and consultation into unregulated 16 Plus Accommodation provision including whether unregulated provisions should be subject to some form of future legislative regulation and/or national minimum standards. The outcome of this review may result in necessary contract variation and/or changes to Service level Agreement to ensure any legislative changes and/or future best practice guidance are met accordingly by the Council and Service Provider.

A4 **Corporate Parenting Responsibilities**

- A4.1 Corporate parenting relates to the collective responsibility of the Council, elected members, employees, and other statutory partner agencies, for providing the best possible care and safeguarding for the Children and Young People who are looked after by the Council. A whole system approach to Corporate Parenting is required whereby the Council works alongside its partners in order to safeguard but also improve the life chances and opportunities for Children who are Looked After and Care Leavers.
- A4.2 The Seven Corporate Parenting Principles:
- a) To act in the best interests, and promote the physical and mental health and well-being, of those Young People;
 - b) To encourage those Young People to express their views, wishes and feelings;
 - c) To take into account the views, wishes and feelings of those Young People;
 - d) To help those Young People gain access to, and make the best use of, services provided by the Council and its relevant partners;
 - e) To promote high aspirations, and seek to secure the best outcomes, for those Young People;
 - f) For those Young People to be safe, and for stability in their home lives, relationships and education or work; and
 - g) To prepare those Young People for adulthood and independent living.

- A4.3 The Provider, whilst not holding statutory Corporate Parenting Responsibilities, must be aware of the Council Corporate Parenting Responsibilities for Young People they support.
- A4.4 See also Appendix G: Torbay Council Children Looked After Pledge (July 2020).

B Service Requirements Applicable to All Four Lots

This Section sets out the Authority's specific 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 response how they will meet these requirements.

B1 Principles

B1.1 Providers and their staff team are required to adopt the following service principles:

Young People are:

- B.1.1 **At the Centre and Always Come First:** Given as much information, choice, control and opportunities as possible
- B.1.2 **Provided with supportive relationships** by people who understand their needs, strengths, challenges and aspirations
- B.1.3 **Able to make mistakes**, learn from them and never fall out of the 'system'
- B.1.4 **Helped to succeed** in all aspects of their lives and to have great futures
- B.1.5 **Offered flexible and responsive support** that adapts to meet their changing needs, is strength based and helps to builds their resilience
- B.1.6 **Supported and prepared well to move on**, in the right way, and at the right time, to maximise their independence and ensure successful transition into independent living

'My support worker understands and knows me well '

'Nothing about me, without me'

'I want to live on my own but need support to make this happen'

Service Providers will evidence above by:

- B.1.7 **Being Ambitious** for each and every young person and their futures
- B.1.8 **Treating Young People as Individuals** and promote each Young Person's dignity, privacy, independence and strengths
- B.1.9 **Keeping Young people safe** and support Young People to keep themselves safe
- B.1.10 **Working in partnership and in collaboration** with the young person, their families and/or circles of support and with relevant partner agencies and community and/or voluntary sector groups and assets
- B.1.11 **Acknowledging and respecting** the gender identity, sexual orientation, age, ability, race, religious practice and culture of each and every young person
- B.1.12 **Supporting Young People to understand that they have the right to take risks in their lives** and support them how to manage those risks
- B.1.13 **Being Outcome focused:** Using Outcome distance travelled type tools to work with and support young people to demonstrate and celebrate progress towards achieving independent living, their individual outcomes and their aspirations for the future
- B.1.14 **Ensuring Best practices:** Signed up to delivering evidence-informed practice to meet the diverse needs of young people using their services
- B.1.15 **Commitment** to the principles of Psychologically Informed Environments, Restorative and Trauma Informed Practice with a view to improving the psychological and emotional well-being of people accessing, or working in, their services
- B.1.16 **Flexibility and responsiveness:** to meet the changing needs of young people and to ensure successful transition and successful 'move-on'

B2 **Equal Opportunities and Anti-Discriminatory Practice**

- B2.1 Torbay contains diverse communities and the Provider is required to ensure that the service they provide is open and accessible to all Young People referred to the service.
 - B2.2 Equality of opportunity is vital to give individuals fair and equal chance to develop their abilities and realise their full potential. The Council is opposed to any form of discrimination and recognises its impediment to good practice and the Provider is required to:
 - a) Have a policy (or policies) in place in accordance with current legislation that cover equal opportunity, diversity, anti-discriminatory practice and promote community cohesion and social inclusion;
 - b) Ensure their recruitment and selection policy aims to eliminate discrimination in the recruitment process;
-

- c) Equality and diversity policies and procedures are covered in staff induction and training programmes, and are integrated into staff management practices so that staff understand and are sensitive to the diverse needs of Young People;
- d) Ensure their staff team is committed to offering a good level of young people centred practice in a non-discriminatory environment whereby all people are valued as individuals; and
- e) Aim to meet the needs of Young People arising from their race, gender identity, sexual orientation, disability, religion and culture.

B3 Confidentiality and Information Sharing Policy

- B3.1 It is recognised that the staff work as a team and therefore need to share information relating to the Young People with each other. The Provider is required to ensure information is only shared on a professional basis and need to know basis and that the Young People are aware of this and the Provider has an Information Sharing policy and procedures in place including a Young Person's version.
- B3.2 All Young People have the right of access to personal information. If a Young Person requests to see their individual file the Provider is required to ensure access is arranged accordingly. If they are a Child Looked After or Care Leaver and they request to see their main file held by the Council, access will be arranged by the allocated social worker and/or Personal Advisor.

B4 Service Standards

- B4.1 The Service must be of a high quality, best value and deliver best outcomes for Young People. A commitment to continuously improve the standard of service delivery should be demonstrated by the Provider and will be monitored as part of Contract Management Processes.
 - B4.2 The Service will work together with the Authority via Contract Review Meetings to ensure compliance with the legislation, regulations and guidance, ensuring monitoring of standards; and work towards continuous improvement.
 - B4.3 Torbay Children and Adult safeguarding and Social Care Procedures can be found on-line at: **<https://torbaychildcare.proceduresonline.com/>** and **Torbay and South Devon Adult Safeguarding Procedure**
 - B4.4 Service Standard legislation and policies that relate to this tender, as a minimum, can be found in Appendix F.
 - B4.5 It is an overall requirement that the Provider shall review its policies and procedures on a regular basis. Reviews should include partner agencies and/or Young People wherever it is possible and appropriate to do so. Policies and procedures shall be updated in response to reviews and to reflect changes in legislation and/or to the Councils policies and procedures.
-

B5 **Safeguarding**

- B5.1 The Provider will work to Torbay Council Children Safeguarding Partnership **<https://torbaychildcare.proceduresonline.com/>** arrangements and Adult Safeguarding Board policies and Procedures **Torbay and South Devon Adult Safeguarding Procedure**.
 - B5.2 The Provider will have robust, up-to-date Safeguarding Policies including Safer Recruitment and will demonstrate compliance.
 - B5.3 The Provider must ensure that all staff must are aware of their roles and responsibilities in relation to their safeguarding policy and there is a formal process for recording and reporting incidents and escalating concerns.
 - B5.4 Induction for new staff must include safeguarding training to the appropriate level and in compliance with Torbay Council Children Safeguarding Partnership arrangements and Torbay Adults Safeguarding Board procedures. Refresher training must be undertaken at appropriate times/intervals.
 - B5.5 The Provider will have a whistleblowing policy that is covered as part of the induction process.
 - B5.6 An anti-bullying and harassment policy for staff is available and is covered as part of the induction process
 - B5.7 A Young Person's anti-bullying and harassment policy is in place and is included in a welcome pack for Young People.
 - B5.8 The Provider will have specific safeguarding policies and procedures in place for responding to cases of Missing Young People, Exploitation and Radicalisation. These must adhere to the Council's own policy and procedures for such Young People including timescales for notifications and expected record keeping practices.
 - B5.9 For Young People subject to, or at risk of Exploitation or Radicalisation, the Provider shall work closely with the Council who will coordinate a multi-agency response in relation to the assessment of risk and required interventions and support to help mitigate such risks.
 - B5.10 The Provider will ensure staff are trained and supported to meet the emotional and physical needs of Young People subject to, or at risk of all types of exploitation. The Provider will ensure staff are trained and equipped to identify the signs of abuse, exploitation and radicalisation.
 - B5.11 The Provider shall establish a clear pathway of communication between the Council Social Workers and/or Personal Advisor's (PA) and others to ensure information relevant to the exploitation surrounding the Young Person is regularly shared and updated.
 - B5.12 The Service will support Return Home Interviews to be carried out, by enabling access to the Service provided.
 - B5.13 The Provider shall assist the Police and the Council in building intelligence relative to exploitation risks.
-

- B5.14 Safeguarding training records are kept, including planned refresher training.
- B5.15 Safeguarding training is delivered by a suitably qualified person or organisation.
- B5.16 The Provider will demonstrate an organisational commitment to ensuring best safeguarding practices are maintained at all times and will ensure lessons learnt and examples of good practice are identified and shared at Young People's reviews and Contract Management Meetings.

B6 Risk and Needs Assessment and Support planning

- B6.1 All Young People will have individual, strength based and outcome-focused support and risk management plans that address their needs, risks, aspirations and potential and are regularly reviewed and updated with a view to reducing support over time.
- B6.2 Reviews should be undertaken as agreed within the Care or Pathway Plan if this is a Child Looked After or a Care Leaver or as agreed for other Young People placed and their needs. Additional reviews should take place in response to any significant change in the Young Person's circumstances, needs or risks.
- B6.3 For Children Looked After and Care Leaver's reviews should wherever appropriate include the Young Person's Social Worker or Personal Advisor .All assessments, support and risk planning and reviews must involve the Young Person and take full account of their views, preferences and aspirations.
- B6.4 Staff carrying out assessments, support and risk planning and Young People's reviews are trained and competent to do so.
- B6.5 Every statutory Care Plan or Pathway Plan must incorporate a contingency plan in the event that the identified agreed accommodation is no longer suitable or available. Contingency plans will ensure that the Young Person has access to suitable emergency, or respite accommodation whenever this is required. The responsible Social Worker or Personal Advisor must lead this in consultation with the Provider to ensure a contingency plan is in place.
- B6.6 Young people moving into permanent accommodation receive the appropriate support and guidance to sustain independent living.

B7 Participation

- B7.1 The Provider shall promote Young People involvement and empowerment in the development of policies and services that they receive
- B7.2 Young People are consulted on all significant proposals that affect their service, and their views are taken into account.
- B7.3 Young People are encouraged to consider ways in which they can participate in the wider community.
- B7.4 Young People are consulted and encouraged to participate in planning of service delivery including if appropriate house living rules, and the decoration of their personal space and/or any communal areas and outside space if possible
- B7.5 Young People are encouraged and supported to complete a 'living independently' course or maintaining a tenancy course as appropriate to their needs and requirements
- B7.6 Young People are encouraged to attend relevant participation groups (e.g. if a Child is Looked after the Authority's Children in Care Forum)
- B7.7 Young People are encouraged and supported to participate in staff recruitment processes

B8 Partnership Working

- B8.1 The safety and well-being of the Young Person is at all times paramount. All agencies, organisations and individuals working with the Young Person work together in partnership, maintain good working relationships and co-ordinate their activities to achieve the best outcomes for the Young Person.
- B8.2 The Provider will work collaboratively with a wide range of organisations and stakeholders (including children and adult services, Housing Options, advocacy groups, community groups and other Provider organisations) to promote the on-going development of high quality services and ensure that Young People can be signposted to appropriate services and/or community resources.
- B8.3 The Provider has in place a policy of partnership working with other agencies which promotes the rights and entitlements of Young People to education, housing, health, training, employment and finances.
- B8.4 The Provider will engage with other agencies in order to support Young People to access services to meet any additional needs.

B9 Escalation and Issues Resolution

- B9.1 The Provider is required to work with the referring agency and other professional supporting the Young Person in partnership ensuring that communication is consistent.
- B9.2 Any professional differences with other professionals working with Young Person are to be resolved so as not to disadvantage the Young Person or cause delay to the implementation of their support plan.
- B9.3 The names and contact information of the supervising social worker, their manager, a senior manager and the Independent Reviewing Officer (IRO) will be provided to the Provider by the Council if a Young Person is Looked After or a Care Leaver.
- B9.4 Either party may formally challenge the other if a sufficient response or information is not received from the Provider or Council to enable the Provider to support safely the Young Person.
- B9.5 Any Issues or concerns will be emailed to the placing social worker or Personal Advisor and team manager in the first instance. If an appropriate reply is not received within three working days, the Provider or Council will email the senior manager. If the unresolved issues relate to a Young Person's statutory Care Plan or Pathway Plan the IRO will be contacted by the Provider.
- B9.6 If an appropriate reply is not received from the senior manager or IRO within a further three (3) working days, the issue will be raised by the Provider via email with the Council's authorised officer for the Contract.

B10 Compliments and Complaints

The Provider is required to:

- B10.1 Have a compliments and complaints procedure for the service, in line with statutory requirements and departmental arrangements;
- B10.2 Ensure every complaint is taken seriously and acted upon;
- B10.3 Ensure Young People are encouraged to discuss issues they are not happy with and to resolve the majority of complaints through good restorative practice without recourse to formal procedures;
- B10.4 Ensure the person receiving the complaint records the information accurately and escalates the matter to the Manager of the Service;
- B10.5 Ensure the Manager, assuming that they are not implicated, makes every attempt to resolve the complaint informally, through:
 - a) discussion with all relevant parties initially on an individual basis; and
 - b) then bringing both parties together; and
 - c) recording the process and how the complaint was resolved;

- B10.6 Ensure, if the complaint cannot be resolved at the informal stage or the person making the complaint remains dissatisfied with the decisions, they have the option to insist that the complaint is handled formally and coordinated within the formal complaints process;
- B10.7 Ensure the implications of all complaints are discussed at the next Young Person's review to establish whether there is any impact upon the plans for the Young Person;
- B10.8 Ensure key /support workers thoroughly and proactively check whether the Young Person has concerns and ensure they understand how to make a complaint if necessary;
- B10.9 Ensure staff are aware of the complaints procedure and are comfortable and competent in encouraging Young People to use it.
- B10.10 The Provider is required to deal with any complaint that involves alleged abuse by a member of staff in line with Torbay's Child Protection Procedures.

C Specific Requirements for Lot One: The Provision of Supported Lodgings for Young People

C1 Introduction

- C1.1 Supported Lodgings is recognised through research as being an effective 'Community Hosting' model that utilises community assets to provide young people in need of accommodation with a home to live in and with support to develop and achieve independent living skills. Supported Lodgings schemes provide young people with a room of their own in the home of a vetted and trained private household, with support to the 'host' household (ers) and young person provided by a specialist organisation.
- C1.2 The Provider recruit, train and support appropriate supported lodging hosts who in turn will provide suitable, safe and supported accommodation to young people aged 16-21 and up to 25 if an eligible Care leaver or other Young People homeless or at risk of becoming homeless.
- C1.3 A key and unique feature of Supported Lodgings is the nature of the support available to young people, combining professional and specialist support from the Provider organisation and the more informal, day-to-day, and 'within-home' support provided by the host. Placements will tend to last from six months to two years, depending upon need.

C2 Objectives of the Service

The Overall objectives of the services are:

- C2.1 To enable and support Young People, Children Looked After and Care Leavers to transition well into adulthood, move on and be able to live independently, and to achieve their optimal potential;
- C2.2 To prevent homelessness for Looked after Children, Care leavers and other vulnerable Young People;
- C2.3 To enable the Young people to access services close enough to maintain links with family, friends and education;
- C2.4 To support Young people to gain access to services at the point of need and support them to move through services at the right time in accordance with their needs and circumstances;
- C2.5 To improve the health and well-being of Children Looked After, Care Leavers and Young People homeless or at risk of becoming homeless and ensure they are able to access relevant universal and targeted services as and when needed and required; and

- C2.6 To ensure staffing levels and the staff skill base within the services are appropriate to meet the needs of the intended client group
- C2.7 To ensure that services deliver value for money and the efficient use of limited resources.

C3 **Service Outcomes**

- C3.1 The Key focus of the services must be on supporting and preparing the Young People to transition successfully to independence. In addition to specific needs identified in any Young person's individual Care or Pathway Plan, the Young Person will have a strength and asset based support and independent living training plan based upon their needs, risks and aspirations. Underpinning this will be the seven themes of Citizenship and connecting Young People to their communities. In addition to any specific needs identified the Provider will work to achieve the following outcomes for the Young Person and will use Outcome type tools that evidence progress, distance travelled and success :
- C3.2 **Staying Safe.** Young People:
- a) Are living in a physically safe environment with appropriate support network to meet their individual needs.
 - b) Have access to information that helps them to make informed decisions to keep themselves safe.
- C3.3 **Promoting health and Well-being.** The Young Person:
- a) Enjoys good physical, emotional, mental and sexual health.
 - b) Accesses information about health issues and universal health services that allows them to make informed choice.
 - c) Has and maintains a healthy lifestyle and will be registered with a GP and dentist.
- C3.4 **Enjoy, Learn and Achieve.** The Young Person:
- a) Has access to and takes up employment, education or training opportunities
 - b) Participates in social, cultural and leisure activities
- C3.5 **Develop Positive Relationships**
- a) Young People are supported to develop peer, family and working relationships to aid their development and promote emotional well-being.
- C3.6 **Promoting Independence.** The Young Person:
- a) Develops daily living skills to be able to live independently, for example shopping, cooking, laundry, cleaning.
 - b) Understand how to budget and manage their money and bills.
 - c) Will become tenancy ready.
-

C3.7 Promoting Participation: The Young Person:

- a) Positively participates in their local community and activities
- b) Is actively involved in making decisions about their future
- c) Develops self-confidence and resilience to deal with change and life challenges

C4 Recruitment and Management of Hosts

- C4.1 The Provider will be required to ensure hosts are appropriately selected, approved, trained, supported and supervised.
- C4.2 The Provider will ensure that host landlords have the skills, commitment and aptitude and experience to work with Young People. The Provider will be expected to ensure that hosts will have an understanding of the impact that homelessness has on Young People. Approved Hosts will be expected to sign up to the key principles for Young People and Providers as set out in Section A.
- C4.3 The Service is expected to work with and support a range of individual need as set out in Section C2.

C5 Recruitment, assessment and approval of Host Households

- C5.1 The Provider will endeavour, to match the needs and interests of the Young People with the skills and interests of the host(s) landlords Young People must be given the opportunity to meet their prospective host and view the accommodation prior to placing them.
- C5.2 Host landlords will be available overnight to provide appropriate oversight and ensure the safety of Young People staying in their home. Host landlords should not be recruited if they work night shifts or are away for extended periods.
- C5.3 The Provider will have policies and procedures for de-registering hosts which are clearly defined in the agreement with the host.
- C5.4 Recruitment, assessment and approval of host households will, as far as is reasonably practicable, mirror the National Minimum Standards for Fostering and ensure that the households have the necessary skills, attitudes and commitment to be able to provide supported lodgings by following the principles below:
 - a) Risk assessment of the household environment;
 - b) Interviews with members of the host household;
 - c) Medical and enhanced DBS checks for host household members and regular visitors;
 - d) Interviews with referees and adult children no longer living within the household; and
 - e) A workshop to include placement scenarios and policies and procedures.

- C5.5 Assessment by the Provider will require visits to the household depending on the number of people resident within a host household. During these visits all householders will be interviewed separately, including any children living in the property to ascertain their individual needs, concerns, abilities and commitment to the scheme.
- C5.6 Assessment will include consideration of the life experiences of members of the host household and their relevance to working with the Young People, often presenting with complex needs.
- C5.7 As part of the assessment process, the Provider will ensure that the potential host household understand their obligations and responsibilities to the Young People, the Provider and the Authority.
- C5.8 The Provider will approve potential host households through a Panel process. The Panel will need to be chaired by an independent and suitably qualified Person. The Panel members will hold experience relevant to supported lodgings and/or meeting the needs of vulnerable Young People.
- C5.9 The Provider will re-approve host households annually; as part of this process it is expected that the Provider will seek information from placing agencies, other agencies (as appropriate) and Young People who were resident during the year.
- C5.10 The Provider will ensure that hosts understand and report changes in household circumstances to them within twenty four (24) hours and that risk assessments are updated when this happens.
- C5.11 The Provider should have a clear supervision policy for hosts which links to the organisation's staff recruitment policy and demonstrates timescales for informal and formal supervision and contact with the Provider.
- C5.12 The Provider will provide host households with induction and ongoing training and support. This will include opportunities to develop their skills in working with and supporting Young People, in particular around issues such as encouraging independence and resilience, dealing with challenge and conflict, welfare benefits and encouraging equal opportunity and diversity.
- C5.13 The Provider will be expected to ensure hosts are trained to have an awareness of and the skills to support Young People who may be vulnerable to Child Sexual and Criminal Exploitation, Radicalisation and/or who demonstrate Sexually Harmful Behaviour.
- C5.14 The Provider will ensure that all host households attend induction training and within three months of their approval by panel relevant training and learning activities. Training may include but is not limited to:
- a) Basic information on the Provider organisation (Policies and procedures);
 - b) Safety and Security of the Hosts property and security;
 - c) Information on why the particular client group needs accommodation (e.g. the causes and effects of homelessness and why Young People may become a Looked After Child);

- d) Children and Adult Safeguarding including Young People at risk of sexual and criminal exploitation and radicalisation;
- e) Missing Person's protocol;
- f) First Aid;
- g) Self-Harm;
- h) Sexual Health;
- i) Managing behaviours that may challenge;
- j) Life and Independent Living Skills for Young People;
- k) Equal Opportunities and Anti-Discriminatory Practice;
- l) Mental health;
- m) Confidentiality and data protection;
- n) Complaints;
- o) Drug and alcohol misuse; and
- p) Brief intervention training around issues such as smoking, healthy eating etc.

C6 **Delivery Sites**

- C6.1 Host Accommodation will be located within or no more than 10 miles of the Authority's administrative boundaries unless agreed due to Host and Young People Matching.
- C6.2 Accommodation will be located to support access to community facilities, education, employment and training, and family / social networks and take into account proximity to schools, further education establishments, and public transport links.

C7 **Host Premises and Health and Safety Checks**

- C7.1 In addition to evidencing appropriate compliance with Section I Health and Safety, the Provider will conduct a health and safety audit on the Hosts property as part of the approval process. Accommodation used in the provision of this Service must meet the standards as set out in Appendix H. The checks must be completed on an annual basis.

C8 **Service Model**

- C8.1 The Service shall operate every day of the year and will deliver support in accordance with the criteria set out in the Specification, Contract and the Young Person's Care or Pathway plan.

- C8.2 The Provider(s) will deploy staff resources efficiently and effectively to ensure Young people's needs are met and that all known risks or potential risks are managed.
- C8.3 The Provider will actively promote and contribute as appropriate to the Young Person's Care Plan or Pathway Plan if a Looked after Child or Care Leaver and will be responsible for delivery of the Service, the day to day monitoring of the Young Person's wellbeing and provide regular updates and attend statutory reviews or non-statutory team around the Young Person reviews when required.
- C8.4 The Service should at all times accommodate and support Young People in accordance with their level of need. There will be an expectation that the level of support provided should ultimately reduce as the Young Person develops the skills and confidence to be able to live independently.
- C8.5 The Council recognises needs can and do change and in order to either facilitate a move-on, an appropriate step-down or to maintain an existing placement the Provider should ensure that an assessment of the Young Person's needs is undertaken to determine whether less or more support is required. If agreed that more support is required to maintain a placement the authority will either agree to fund additional support from the Provider or separately commission additional support services for a defined time-limited period on a spot-purchase basis or this will be provided from the Council in-house services or partner agencies. Any additional support services will be subject to regular review(s).
- C8.6 The Provider will work in collaboration with the Council to ensure that utilisation of the block purchased provision is maximised and that unnecessary voids are minimised. The Provider must give priority to a Torbay Young person placed by the Council in the event of a breakdown in relations or matching issues with any future young person placed.

C9 Eligibility, Referrals Procedure and Admissions

Services provided will be for:

- C9.1 Torbay Young People Looked After or Leaving Care under the Children Act 1989;
 - C9.2 Torbay Young People aged 16 or 17 who are homeless and require accommodation under Section 20 of the Children Act 1989;
 - C9.3 Other Torbay Young People aged 16-25 who are homeless or at risk of homelessness and who are assessed as requiring support for independent living; or
 - C9.4 The Young People may have a range of needs including, but not restricted to having experienced:
 - a) Childhood Trauma or Adverse Childhood Experiences (ACE's);
 - b) Not in Education, Employment or Training (NEET);
 - c) Substance misuse;
 - d) Low to moderate level of learning disability or mental health problems;
-

- e) Known to the criminal justice system; and
- f) At risk of Exploitation and/or Radicalisation.

C10 Matching and Impact Risk Assessment

- C10.1 The Provider will have arrangements to receive referrals from Torbay Councils Placement and Brokerage team and Torbay Councils Youth Homeless Prevention and Mediation Service, Targeted help Panel and Housing Options Team (referral source and process will depend upon the provision required for the Young person being placed and their legal status and age) The detailed referral process will be confirmed and agreed with the successful applicant prior to contract commencement.
- C10.2 The relevant Council department will carry out an assessment prior to referring into the service and endeavour to ensure that referrals made include all relevant information to enable the Provider to assess suitability, risk and placement match. The decision to accept the Young person ultimately lies with the Provider and referral outcomes and reasons for refusal will be monitored as part of the contract monitoring process.
- C10.3 The Provider will work closely with the Council to ensure that utilisation of units is maximised, so as to prevent unnecessary voids that would adversely impact on the financial viability of the service.
- C10.4 The Provider shall respond to any weekly requests from the Council for details of current and expected vacancies, and inform the Council as and when unplanned vacancies arise.
- C10.5 Additional information regarding this, specifically where it leads to any voids within the Service, can be found in Section M.
- C10.6 The Provider will respond to referrals within 72 hours or sooner where ever possible. The Provider is expected to complete an Impact Risk Assessment to determine the Young Person's suitability for the Service taking into account of a range of factors including other Young People accommodated, and location of the setting.
- C10.7 There may be on occasions a request for a same day placement and if so, the Provider shall use all reasonable endeavours to respond to the referral and complete an Impact Risk Assessment accordingly.
- C10.8 The Providers general referral and admission procedures shall incorporate as a minimum the following:
 - a) Supported lodgers should be made aware at the referral stage that information about themselves will be shared between the Lodgings Host and the Provider appropriate staff. They must also maintain confidentiality regarding the Lodgings Host and their Household;
 - b) Opportunity for at least one introductory visit by the Young Person to the Host accommodation during which the Young Person is introduced to the

Hosts) and any family members living there and their allocated key/support worker, to be familiarised with the home, their own personal space within it, and the surrounding community; and

- c) Provide each Young Person with a 'welcome pack' and any other information held about the provision and Service including the Young People's Rights and Responsibilities; and
- d) Any tenancy agreements/licences must meet current legislation and be appropriate to the requirements of the Service and the needs of the Young People.

C11 The Provider Reporting and Reviewing Responsibilities

- C11.1 The Provider will contribute information to Children Looked after Reviews, Pathway Plans and Pathway Plan review processes as appropriate, including the completion of any Council documentation and will attend relevant professional meetings as required.
- C11.2 In addition to quarterly KPI data requirements set out in Appendix J reporting and reviewing responsibilities may include (but not limited to):
 - a) Preparation of reports for meetings and reviews;
 - b) An end of Placement report;
 - c) Evidence of consultation with Young People;
 - d) General Service feedback from Young People; and
 - e) Issues of any complaints and actions undertaken as a result.
- C11.3 The guidance within Appendix J will be subject to confirmation between both Parties at Contract Award.

C12 Contact and Communication in a Crisis

- C12.1 In the event of an emergency /crisis situation the Provider will assess the urgency of the situation and determine an appropriate response. If out of hours this may require a referral to the Councils Emergency Duty Team and/or contact with the police <https://www.torbayandsouthdevon.nhs.uk/services/emergency-duty-service/>
- C12.2 All Providers must have out of hours staffing arrangements in place suitable to meeting the needs of the Young people accommodated at the provision.
- C12.3 All Providers must have a Missing Policy and comply with the Council policies and procedures for Children and Young People who go Missing.

C13 Warning and Notice

- C13.1 The Provider will notify the Council of any instances and provide reasons where a warning is issued to a Young Person.
-

- C13.2 The Provider must report to the Council where contact and/or communication with the Young Person is significantly breaking down and may lead to notice being served unless action is taken.
- C13.3 In order to avoid eviction and placement breakdown, it is expected that the Provider will notify the Council as soon as it becomes apparent that there is a risk to the placement. This will ensure that the Council, Provider and Partners can work collaboratively to avoid placement breakdown or evictions where it is in the best interest of the Young Person to remain in their placement.

C14 Transition and Move-on

- C14.1 The Provider must promote independent living skills to ensure that Young people move on from the service as soon as they are ready to do so, in order to meet the needs of the Young person and to ensure the Service is utilised effectively.
- C14.2 From service commencement the Provider will work collaboratively with the Council and all relevant parties including other supported and semi-independent accommodation Service Providers commissioned by the Council to achieve a planned exit for the Young Person at an appropriate time. A Planned exit may include (but is not limited to):
- a) Return home, where it is safe and appropriate to do so;
 - b) Move on to alternative appropriate supported or semi-independent accommodation with less support;
 - c) Move to private, Local Authority or Registered Social landlord accommodation; and
 - d) Where the Young person is ready and able to live independently, the Provider will work in conjunction with Housing Options and private or Registered Social Landlords to support the Young Person in finding suitable independent or shared accommodation.
 - e) The provider will conduct an exit interview with the Young Person when a service ends and will retain a record that can be reviewed by the Council at their request

D Specific Requirements for Lot Two and Lot Four: The Provision of Semi-Independent Accommodation for Young People

D1 Introduction

D1.1 Lot Two and Lot Four are each comprised of two sub-lots, these are:

- a) Lot Two A: the provision of small multi-occupancy units for Young People with complex needs aged 16-18. In exceptional circumstances to meet need and ensure effective transition, a Young Person may remain in placement after their 18th birthday subject to the Authority's approval;
- b) Lot Two B: the provision of small multi-occupancy units for Young People Looked After and Care leavers as part of a step-down from care and/or step-down from more intensive post 16 accommodation provision and support; as well as the provision of Units for other Young People (16-25) homeless or at risk of becoming homelessness;
- c) Lot Four A: the provision accommodation and support for Young People with complex needs aged 16-18. In exceptional circumstances to meet need and ensure effective transition, a Young Person may remain in placement after their 18th birthday subject to the Authority's approval;
- d) Lot Four B: the provision of accommodation and support for Young People Looked After and Care leavers as part of a step-down from care and/or step-down from more intensive post 16 accommodation provision and support; as well as the provision of Units for other Young People (16-25) homeless or at risk of becoming homelessness

D1.2 This has been structured to ensure that the diverse needs of the cohort group are met effectively.

D1.3 Unless explicitly stated, all headings under Section D are applicable across both Lots and their associated sub-lots.

D1.4 Torbay Council is to commission services that deliver high quality accommodation and support to meet the needs of children looked after and care leavers aged 16 – 21 or up to 25 (if meeting eligibility criteria) and homeless young people aged 16-25. Flexibility and a multi-agency collaborative working approach will be key to ensuring that Young People with a range of needs acquire the necessary skills to move on successfully at the right time to more independent living, developing the responsibilities and skills associated with adulthood and achieving the best possible outcomes.

D1.5 Applicable only to Lot Two A and B, the Authority will block purchase mixed Multi-occupancy supported and semi-independent accommodation in accordance with identified need and age range. An individual block contract will specify certain criteria under which the service must be delivered. This could include, but is not limited to the age range, size of the setting and number of units to be

commissioned under a block contract, and/or the minimum staffing level required to deliver the service. Specific staffing requirements will be subject to the level of support needs of the young people: This may include but is not limited to:

- a) Staff on site 24/7;
- b) Staff on site during week days and/or evenings and/or on site at weekends;
- c) A member of staff sleeping on site or waking night if required; and
- d) 24/7 On-call and Out-of-hours management contact arrangements must be in place.

D1.6 A specific or average number of direct delivered support hours to an individual Young Person in a specified time period.

D2 Accommodation and Housing Management Standards

- D2.1 The Provider must provide details of the properties it intends to use as part of Service delivery as part of its tender submission and specify the maximum occupancy and number of bedrooms for occupation by Young People. A Locality Assessment must be provided as part of the tender submission to evidence suitable location of the property. Where a Provider does not have a current property within Torbay or within the administrative boundary however intends to have a property available for use under this Contract by April 2021, the Provider will need to specify this within their tender submission.
- D2.2 All properties included under Lot Two will be located within or no more than 10 miles of the Authority's administrative boundaries.
- D2.3 Where a successful Provider wishes to add a new property to the Service, it shall notify the Council in writing. The Authority shall review the suitability of the accommodation, taking account of the Locality Assessment completed by the Provider and will notify the Provider in writing as to whether or not it approves the new property within 14 days.
- D2.4 The accommodation shall be accessible to Young People in placement, including those who are not in employment, education or training, at all times of the day and night.
- D2.5 Any Tenancy agreements/licences must meet current legislation and be appropriate to the requirements of the Service and the needs of the Young People.
- D2.6 The Provider must ensure that the accommodation meets the standards required under current relevant Housing and Health and Safety legislation and criteria listed in Appendix I Accommodation Suitability Checklist.
- D2.7 The accommodation must be well-designed, safe and pleasant and of a design and size in keeping with the purpose and function of supporting Young People. The accommodation shall be in a suitable location that is safe, easily accessible by public transport and have access to local amenities to enable Young People to access education, employment and training opportunities, health services and community leisure activities.

- D2.8 The Provider will ensure that the accommodation used for provision of the Service is maintained to a high standard and that buildings are furnished in a non-institutional manner, with Young People being involved in the choice of décor and new furnishings wherever possible.
- D2.9 Where the accommodation is not owned by the Provider, the Provider shall set up a Service Level Agreement/Housing Management Agreement with the Landlord(s) which will specify the terms of the relationship between the Provider and Landlord including with respect to ensuring the continued availability of the accommodation. The Service Level Agreement/Housing Management Agreement shall include conditions of occupation of the property, legal liabilities, financial arrangements, maintenance (including repairs protocol and issues relating to permitted alterations to the property), new tenancies, legal action against tenants, health and safety, termination of relationship and any other issues that the Landlord and the Provider consider to be pertinent. All risks, liabilities or costs associated with the Service Level or Housing Management Arrangement lies with the Provider.
- Accommodation used in the provision of this service must meet the standards set within the Housing Health and Safety Rating System (HHSRS) and show compliance with the Housing Act 2004 and any other relevant legislation, such as that concerning Houses in Multiple Occupation (HMOs).
- The Service must have a contingency plan in place in the event the accommodation is unavailable due to an emergency situation.
- D2.10 There is a clear policy/procedure on fire risk assessments that identifies roles and responsibilities.
- D2.11 An up to date annual fire risk assessment is in place for the provision and the person undertaking fire risk assessments must have relevant knowledge, experience and training.
- D2.12 The accommodation must provide fire safety equipment.
- D2.13 Accommodation must have smoke alarms and carbon monoxide alarms. If this equipment is not fitted the fire risk assessment must be explicit with the reasons as to why they are not fitted.
- D2.14 The following records must be kept:
- a) Up to date regular Health and Safety checks of the accommodation;
 - b) Up to date log of repairs for each property/ accommodation unit;
 - c) Up to date fire safety and fire equipment checks;
 - d) Health and Safety advice received from external agencies; and
 - e) Fire Safety advice received from external agencies.
- D2.15 The Authority will block purchase a total number of bed-nights per annum to be fulfilled by the respective Provider(s) in any of the properties that have met the accommodation suitability minimum standards and are named within the contract. Any additional properties will be named under the contract, through a contract
-

variation, provided it is evidenced that the Accommodation Suitability checklist have been met (Appendix I).

D3 **Objectives of the Service**

The Overall objectives of the services are:

- D3.1 To enable and support Young People, Children Looked After and Care Leavers to transition well into adulthood, move on and be able to live independently, and to achieve their optimal potential;
- D3.2 To prevent homelessness for Looked after Children, Care leavers and other vulnerable Young People;
- D3.3 To enable the Young people to access services close enough to maintain links with family, friends and education;
- D3.4 To support Young people to gain access to services at the point of need and support them to move through services at the right time in accordance with their needs and circumstances;
- D3.5 To improve the health and well-being of Children Looked After, Care Leavers and Young People at risk of homelessness and ensure they are able to access relevant universal and targeted services as and when required;
- D3.6 To ensure that homeless Young People are supported to achieve sustainable accommodation and avoid a cycle of repeat homelessness;
- D3.7 To ensure staffing levels and the staff skill base within the services are appropriate to meet the needs of the intended client group; and
- D3.8 To ensure that services deliver value for money and the efficient use of limited resources.

D4 **Service Outcomes**

- D4.1 The Key focus of the services must be on supporting and preparing the Young People to transition successfully to independence. In addition to specific needs identified in any Young person's individual Care or Pathway Plan, the Young Person will have a strength and asset based support and independent living training plan based upon their needs, risks and aspirations. Underpinning this will be the seven themes of Citizenship and connecting Young People to their communities. In addition to any specific needs identified the Provider will work to achieve the following outcomes for the Young Person and will use Outcome type tools that evidence progress, distance travelled and success :
 - D4.2 **Staying Safe:** Young People:
 - a) Are living in a physically safe environment with appropriate support network to meet their individual needs; and
 - b) Have access to information that helps them to make informed decisions, to keep themselves safe.
-

- D4.3 **Promoting health and Well-being:** The Young Person:
- a) Enjoys good physical, emotional, mental and sexual health;
 - b) Accesses information about health issues and universal health services that allows them to make informed choice; and
 - c) Has and maintains a healthy lifestyle and will be registered with a GP and dentist.
- D4.4 **Enjoy, Learn and Achieve:** The Young Person:
- a) Has access to and takes up employment, education or training opportunities; and
 - b) Participates in social, cultural and leisure activities.
- D4.5 **Develop Positive Relationships**
- a) Young People are supported to develop peer, family and working relationships to aid their development and promote emotional well-being.
- D4.6 **Promoting Independence:** The Young Person:
- a) Develops daily living skills to be able to live independently, for example shopping, cooking, laundry, cleaning;
 - b) Understand how to budget and manage their money and bills; and
 - c) Will become tenancy ready.
- D4.7 **Promoting Participation:** The Young Person:
- a) Positively participates in their local community and activities;
 - b) Is actively involved in making decisions about their future; and
 - c) Develops self-confidence and resilience to deal with change and life challenges.

D5 **Service Description**

Service Model

- D5.1 The Service shall operate every day of the year and will deliver support in accordance with the criteria set out in the Specification, Contract and the Young Person's Care or Pathway plan.
- D5.2 The Provider(s) will deploy staff resources efficiently and effectively to ensure Young people's needs are met and that all known risks or potential risks are managed. The Council's expectation with regard to staffing are set out in Section F.
- D5.3 The Provider will actively promote and contribute as appropriate to the Young Person's Care Plan or Pathway Plan if a Looked after Child or Care Leaver and will be responsible for delivery of the Service, the day to day monitoring of the Young Person's wellbeing and provide regular updates and attend statutory

reviews or non-statutory team around the Young Person reviews as and when required.

- D5.4 The Service should at all times accommodate and support Young people in accordance with their level of need. There will be an expectation that the level of support provided should ultimately reduce as the Young Person develops the skills and confidence to be able to live independently.
- D5.5 The Council recognises needs can and do change and in order to either facilitate a move-on, an appropriate step-down or to maintain an existing placement the Provider should ensure that an assessment of the Young person's needs is undertaken to determine whether less or more support is required. If agreed that more support is required to maintain a placement the Authority will either agree to fund additional support from the Provider or separately commission additional support services for a defined time-limited period on a spot-purchase basis or this will be provided from the Council in-house services or partner agencies. Any additional support services will be subject to regular review(s).
- D5.6 The Provider will work in collaboration with the Council to ensure that utilisation of the block purchased provision is maximised and that unnecessary voids are minimised. The Provider must give priority to a Torbay Young person placed by the Council in the event of a breakdown in relations or matching issues with any future young person placed.

D6 Eligibility, Referrals Procedure and Admissions

Services provided will be for:

- D6.1 Torbay Young People Looked after or Leaving Care under the Children Act 1989.
- D6.2 Torbay Young People aged 16 or 17 who are homeless and require accommodation under Section 20 of the Children Act 1989.
- D6.3 Torbay Young People aged 16-25 who are homeless or threatened with homelessness and who are assessed as requiring support for independent living.
- D6.4 The Young People may have a range of needs including, but not restricted to having experienced:
 - g) Childhood Trauma or Adverse Childhood Experiences (ACE's);
 - h) Not in Education, Employment or Training (NEET);
 - i) Substance misuse;
 - j) Low to moderate level of learning disability or mental health problems;
 - k) Known to the criminal justice system; and
 - l) At risk of Exploitation and/or Radicalisation.

D7 **Matching and Impact Risk Assessment**

- D7.1 The Provider will have arrangements to receive referrals from Torbay Councils Placement and Brokerage team and Torbay Councils Youth Homeless Prevention and Mediation Service and Housing Options Team (referral source and process will depend upon the provision required for the Young person being placed and their legal status and age). This may also include for some accommodation services processes encouraging self-referral and as such the detailed referral process will be confirmed and agreed with the respective Provider(s) and the provision provided.
- D7.2 When appropriate the relevant Council department will carry out an assessment prior to referring into the service and endeavour to ensure that referrals made include all relevant information to enable the Provider to assess suitability, risk and placement match. The decision to accept the Young person ultimately lies with the Provider and referral outcomes and reasons for refusal will be monitored as part of the contract monitoring process.
- D7.3 The Provider will work closely with the Council to ensure that utilisation of units is maximised, so as to prevent unnecessary voids that would adversely impact on the financial viability of the service.
- D7.4 The Provider shall respond to any weekly requests from the Council for details of current and expected vacancies, and inform the Council as and when unplanned vacancies arise.
- D7.5 Additional information regarding this, specifically where it leads to any voids within the Service, can be found in Section M.
- D7.6 The Provider will respond to referrals within 72 hours or sooner where ever possible and the Provider is expected to complete an Impact Risk Assessment to determine the Young Person's suitability for the Service taking into account of a range of factors including other Young People accommodated, and location of the setting.
- D7.7 There may be on occasions a request for a same day placement and if so, the Provider shall use all reasonable endeavours to respond to the referral and complete an Impact Risk Assessment accordingly.
- D7.8 The Providers general referral and admission procedures shall incorporate as a minimum the following:
- a) Opportunity for at least one introductory visit by the Young Person to the accommodation setting during which the Young Person is introduced to staff and/or any allocated key/support worker, be familiarised with the setting, their own personal space within it, any communal areas and the surrounding community; and
 - b) Provide each Young Person with a 'welcome pack' and any other information held about the provision and Service including the Young People's Rights and Responsibilities.

D8 **The Provider Reporting and Reviewing Responsibilities**

- D8.1 The Provider will contribute information to Children Looked after Reviews, Pathway Plans and Pathway Plan review processes as appropriate, including the completion of any Council documentation and will attend relevant professional meetings as required.
- D8.2 In addition to quarterly KPI data requirements set out in Appendix K, reporting and reviewing responsibilities may include (but not limited to):
- f) Preparation of reports for meetings and reviews;
 - g) An end of Placement report;
 - h) Evidence of consultation with Young People;
 - i) General Service feedback from Young People; and
 - j) Issues of any complaints and actions undertaken as a result.
- D8.3 The guidance within Appendix K will be subject to confirmation between both Parties at Contract Award.

D9 **Contact and Communication in a Crisis**

- D9.1 In the event of an emergency /crisis situation the Provider will assess the urgency of the situation and determine an appropriate response. If out of hours this may require a referral to the Councils Emergency Duty Team and/or contact with the police insert <https://www.torbayandsouthdevon.nhs.uk/services/emergency-duty-service/>
- D9.2 All Providers must have out of hours staffing arrangements in place suitable to meeting the needs of the Young people accommodated at the provision.
- D9.3 All Providers must have a Missing Policy and comply with the Council policies and procedures for Children and Young People who go Missing.

D10 **Warnings and Notice**

- D10.1 The Provider will notify the Council of any instances and provide reasons where a warning is issued to a Young Person.
- D10.2 The Provider must report to the Council where contact and/or communication with the Young Person is significantly breaking down and may lead to notice being served unless action is taken.
- D10.3 In order to avoid eviction and placement breakdown, it is expected that the Provide will notify the Council as soon as it becomes apparent that there is a risk to the placement. This will ensure that the Council, Provider and Partners can work collaboratively to avoid placement breakdown or evictions where it is in the best interest of the Young Person to remain in their placement.

D11 **Transition and Move-on**

- D11.1 The Provider must promote independent living skills to ensure that Young people move on from service as soon as they are ready to do so in order to meet the needs of the Young person and to ensure the Service is utilised effectively.
- D11.2 From service commencement the Provider will work collaboratively with the Council and all relevant parties including other supported and semi-independent accommodation Service Providers commissioned by the Council to achieve a planned exit for the Young Person at an appropriate time. A Planned exit may include (but is not limited to):
- a) Return home, where it is safe and appropriate to do so;
 - b) Move on to alternative appropriate supported or 'step-down' to semi-independent accommodation with less support;
 - c) Move to private, Local Authority or Registered Social landlord accommodation; and
 - d) Where the Young person is ready and able to live independently the Provider will work in conjunction with Housing Options and private or Registered Social Landlords to support the Young Person in finding suitable independent or shared accommodation.
 - e) The provider will conduct an exit interview with the Young Person and will retain a record that can be reviewed by the Council at their request.

E Specific Requirements for Lot Three: The Provision of Supported Accommodation and Support for Young Parents

E1 Introduction

Accommodation and Support Service

- E1.1 Torbay Council is to commission a service that delivers high quality accommodation-based support for vulnerable young parents and expectant mothers who require support to develop their parenting skills and competence; and the skills to develop and sustain independent living for themselves and their child (ren).
- E1.2 The Service will provide support and advice to enable Young Parents to develop the responsibilities associated with adulthood and parenting and to ensure both the Young Parent can keep themselves and their child (ren) safe. Flexibility and a multi-agency collaborative working approach will be key to ensuring that Young Parents and their child (ren) achieve the best possible outcomes.
- E1.3 The Service will provide flexible day time and early evening staff service at the accommodation in response to the differing support needs of the Young Parents. There will be a 24 hour on-call system in place for this service.

E2 Resettlement Support

- E2.1 Outreach resettlement support will be delivered at a range of locations across Torbay, including individual's homes and/or appropriate community venues.
- E2.2 The Service will deliver outreach resettlement support to young parents and their children to sustain independent living (including within their own parents and extended family homes) if required.

Accommodation and Housing Management

- E2.3 The service will provide twelve (12) units of self-contained accommodation.
 - E2.4 The maximum length of stay will not exceed 12 months unless agreed by the Commissioner
 - E2.5 The Provider must provide a list of the property (ies) it intends to use as part of its tender submission, and specify the maximum occupancy (number of bedrooms within each unit for occupation by Young Parents and their child(ren). A Locality Assessment must be provided at the point of tender submission to evidence suitable location of the property.
 - E2.6 The Service and units will be based in Torbay and located to support access to community facilities, universal services, education, employment and training, and family/social networks and take into account proximity to schools, further education establishments, and easily accessible by public transport.
-

- E2.7 Where the Provider wishes to add a new property to the Service, it shall notify the Council in writing. The Authority shall review the suitability of the accommodation, taking account of the Location Assessment completed by the Provider and will notify the Provider in writing as to whether or not it approves the new property within 14 days.
- E2.8 The accommodation shall be accessible to Young Parent's, including those who are not in employment, education or training, at all times of the day and night.
- E2.9 Tenancy agreements/licences must meet current legislation and be appropriate to the requirements of the Service and the needs of the Young Parent.
- E2.10 The Service will have CCTV in communal areas to facilitate monitoring of activity that may pose a safeguarding risk to the child/children.
- E2.11 The Provider must ensure that the accommodation meets the standards required under current relevant legislation and all of the criteria listed in Appendix I Accommodation Suitability Checklist.
- E2.12 The accommodation must be well-designed, safe and pleasant and of a design and size in keeping with the purpose and function of supporting Young Parents and their child(ren). The Provider will ensure that the accommodation used for provision of the Service is maintained to a high standard and that buildings are furnished in a non-institutional manner, with Young Parents being involved in the choice of décor and new furnishings wherever possible.
- E2.13 Where the accommodation is not owned by the Provider, the Provider shall set up a Service Level Agreement/Housing Management Agreement with the Landlord(s) which will specify the terms of the relationship between the Provider and Landlord including with respect to ensuring the continued availability of the accommodation.
- E2.14 The Service Level Agreement/Housing Management Agreement shall include conditions of occupation of the property, legal liabilities, financial arrangements, maintenance (including repairs protocol and issues relating to permitted alterations to the property), new tenancies, legal action against tenants, health and safety, termination of relationship and any other issues that the Landlord and the Provider consider to be pertinent. All risks, liabilities or costs associated with the Service Level or Housing Management Arrangement lies with the Provider.
- E2.15 Accommodation used in the provision of this service must meet the standards set within Housing Health and Safety Rating system (HHSRs) and show compliance with the Housing Act 2004 and other relevant legislation such as that concerning Houses in Multiple Occupation (HMOs).
- E2.16 The service must have a contingency plan in place in the event the accommodation is unavailable due to an emergency situation.
- E2.17 There is a clear policy/procedure on fire risk assessments that identifies roles and responsibilities.
- E2.18 An up to date annual fire risk assessment is in place for the provision and the person undertaking fire risk assessments must have relevant knowledge, experience and training.

- E2.19 The accommodation must provide fire safety equipment.
- E2.20 Accommodation must have smoke alarms and carbon monoxide alarms. If this equipment is not fitted the fire risk assessment must be explicit with the reasons as to why they are not fitted.
- E2.21 The following records must be kept:
- a) Up to date regular Health and Safety checks of the accommodation;
 - b) Up to date log of repairs for each property/ accommodation unit;
 - c) Up to date fire safety and fire equipment checks;
 - d) Health and Safety advice received from external agencies; and
 - e) Fire Safety advice received from external agencies.
- E2.22 The Authority will block purchase a total number of bed-nights per annum to be fulfilled by the respective Provider(s) in any of the properties that have met the accommodation suitability minimum standards and are named within the contract. Any additional properties will be named under the contract, through a contract variation, provided it is evidenced that the Accommodation Suitability Minimum Standards checklist have been met.

E3 **Objectives of the Service**

The overarching objectives of the Service are:

- E3.1 To prevent homelessness for Torbay Young Parents who are Looked After and/or Care Leavers or Young Parents who are homeless or at risk of becoming homeless.
- E3.2 To enable Young Parents to access services close enough to maintain links with family, friends and education.
- E3.3 To ensure that services are available for expectant young females and teenage parents with a range of needs including Complex Needs and Young People who do not have positive family networks.
- E3.4 Keep Young Parents and their child(ren) safe.
- E3.5 To ensure that staffing levels within services are appropriate to meet the needs of the Young Parents.
- E3.6 To ensure that staff have the appropriate skills and knowledge to work with Young Parents and knowledge of child development to ensure the effective care and wellbeing of babies/children.
- E3.7 To support Young Parents in maintaining or accessing universal services, such as GPs, and Dentist, Antenatal and Health Visiting Services.
- E3.8 To support Young Parents to access parent and baby groups and attend parenting programmes at the point of need and support them to move through services at the right time in accordance with their own and child's needs and circumstances.

- E3.9 To support Young Parent's in maintaining or accessing education, training and employment whilst also being able to care for their child and to access childcare accordingly
- E3.10 Young Parents and their child(ren) are supported to move on at the right time. The key focus of the Service must be on supporting and preparing the Young Parent to transition successfully to independence, developing the skills associated with both adulthood and parenthood.
- E3.11 To ensure that services deliver value for money and the efficient use of limited resources.

E4 **Service Outcomes**

- E4.1 Each Young Parent will have a strength and asset based individual support plan based upon their needs, risks and aspirations. Underpinning this will be the seven themes of Citizenship and connecting people to their local communities. In addition to any specific needs identified in the Young Parents individual Support Plan, the Provider will work to achieve the following outcomes using Outcome type tools that measure progress, distance travelled and success:
- E4.2 **Staying Safe.** The Young Parent:
- a) Are living in a physically safe environment with appropriate support network to meet their individual needs and their unborn child and/or child(ren).
 - b) Has access to information that helps them to make informed decisions, to keep themselves and their unborn child and/or child(ren) safe.
- E4.3 **Promoting Parenting Support.** The Young Parent:
- a) Accesses specialist health advice about pregnancy and engages well in universal services such as ante-natal, maternity and health visiting services in order to inform their parenting understanding, knowledge, skills and competence; and
 - b) Is encouraged to access and complete a recognised Parenting Courses such as Solihull antenatal and postnatal learning programmes.
- E4.4 **Promoting Health and Wellbeing.** The Young Parent:
- a) Enjoys good physical, emotional, mental and sexual health;
 - b) Has and maintains a healthy lifestyle; and
 - c) Has access to information about health issues that allows them to make informed choices as they move to independence including accessing services that promotes the health and well-being needs of themselves and their child(ren).
- E4.5 **Develop Positive Relationships.** Young Parent:
- a) Are supported in developing peer, family and working relationships to aid their development and promote theirs and their child(ren's) emotional and physical well-being.
-

- E4.6 **Enjoy and Achieve.** The Young Parent:
- a) Has access to and takes up employment, training or education opportunities; and
 - b) Participates in social, cultural and leisure activities.
- E4.7 **Promoting Participation.** The Young Parent:
- a) Positively participates in their local community;
 - b) Is actively involved in making decisions about their and their child(ren's) future; and
 - c) Develops self-confidence and is able to deal with change and other life challenges.
- E4.8 **Promoting Independence.** The Young Parent:
- a) Develops daily living skills to be able to live independently and with their child(ren), for example shopping, cooking, laundry and cleaning;
 - b) Understand how to manage their money and bills; and
 - c) Will become tenancy ready.

E5 **Service Description**

Service Model

- E5.1 The Service will operate flexibly and deliver interventions at appropriate times to best meet the needs of individual Young Parents and their children. Support hours should not be restricted to Monday to Friday nine (9) am to five (5) pm.

E6 **Outreach and Resettlement Support**

- E6.1 Outreach will be delivered at a range of locations across Torbay, including individual's homes and appropriate community venues.
- E6.2
- E6.3 The Service will deliver outreach resettlement support to Young Parents and their Children to sustain independent living (including within their own parents and extended family homes) if required.
- E6.4 The weekly support hours contracted shall be deliverable hours. Direct keyworker support and management oversight must ensure that the needs of individuals are met and that risks are managed effectively. The Council's expectations with regard to staffing requirements are set out in Section F.
- E6.5 The Young Parent will have access to their accommodation at all times of the day and night.
- E6.6 The Provider will ensure that staff have the skills and knowledge to provide support to expectant Young Parent's and post-birth and that Young Parents have consistency of staff in order to build positive relationships.
-

- E6.7 The Provider will actively promote the Young Parent's Care/Pathway/Support Plan and will be responsible for delivery of the Service, the day to day monitoring of the Young Parent's wellbeing and for providing regular updates to support the statutory or non-statutory review processes.
- E6.8 The Service should at all times accommodate and support Young Parents to meet their needs.
- E6.9 To meet individual needs, either to facilitate a move-on or to maintain an existing placement, the Provider may request that an assessment of the Young Parent's needs is undertaken by the Council to determine whether additional support is required. Where agreed to be appropriate and necessary the Council will either agree to fund additional support from a) the Provider, b) an alternative support Provider or c) from the Council's and partners in-house service(s). Additional support services will be subject to regular review(s).

E7 Eligibility, Referrals Procedure and Admissions

- E7.1 The Service shall be accessed by Young Parents who have the main responsibility for the child, and young pregnant females, primarily aged 16-21 but in some instances up to age 24.
- E7.2 The target group will include: Young Parents who are Looked After or a Care Leaver and vulnerable Young Parents at risk of becoming homeless.
- E7.3 The Young Parent may have a range of needs including, but not restricted to having experienced:
- a) Childhood Trauma or Adverse Childhood Experiences (ACE's);
 - b) Not in Education, Employment or Training (NEET);
 - c) Substance misuse;
 - d) Low to moderate level of learning disability or mental health problems;
 - e) Known to the criminal justice system; and
 - f) At risk of Exploitation and/or Radicalisation.
- E7.4 The Service shall be accessed by young expectant mothers at all stages of pregnancy and shall be available post-birth to avoid loss of support when newly-parenting.
- E7.5 The Service will be available to people of all genders and will be required to provide support to couples as well as to individuals.

E8 Matching and Impact Risk Assessment

- E8.1 The Provider will have arrangements to receive referrals from Torbay Councils Children Services Targeted Help Panel and will endeavour to ensure that referrals made include all relevant information to enable the Provider to assess suitability, risk and placement match. The detailed referral process will be confirmed and agreed with the successful Provider. The decision to accept the Young Parent
-

ultimately lies with the Provider, referral outcomes and reasons for refusal will be monitored as part of the contract monitoring process.

- E8.2 The Provider will work closely with the Council to ensure that utilisation of units is maximised, so as to prevent unnecessary voids that would adversely impact on the financial viability of the service.
- E8.3 The Provider shall respond to any weekly requests from the Council for details of current and expected vacancies, and inform the Council as and when unplanned vacancies arise.
- E8.4 Additional information regarding this, specifically where it leads to any voids within the Service, can be found in Section M.
- E8.5 The Provider will respond to referrals within 72 hours or sooner where ever possible. The Provider is expected to complete an Impact Risk Assessment to determine the Young Parent(s) suitability for the Service taking into account of a range of factors including other Young Parents accommodated and location of the setting.
- E8.6 The Provider shall respond to any weekly requests from the Council for details of current and expected vacancies, and inform the Council as and when unplanned vacancies arise.

The Providers general referral and admission procedures shall incorporate as a minimum the following:

- E8.7 Opportunity for at least one introductory visit by the Young Parent(s) to the accommodation setting during which the Young Person is introduced to staff and/or any allocated key/support worker, be familiarised with the setting, their own accommodation unit within it, any communal areas and the surrounding community.
- E8.8 Provide each Young Parent with a 'welcome pack' and any other information held about the provision and Service including the Young People's Rights and Responsibilities.
- E8.9 The Provider will work closely with the Council to ensure that utilisation of units is maximised, so as to prevent unnecessary voids that would adversely impact on the financial viability of the scheme.
- E8.10 The Provider shall respond to any weekly requests from the Council for details of current and expected vacancies, and inform the Council as and when unplanned vacancies arise.

E9 The Provider Reporting and Reviewing Responsibilities

- E9.1 The Provider will contribute information to Children Looked after Reviews, Pathway Plans and Pathway Plan review processes as appropriate, including the completion of any Council documentation and will attend relevant professional meetings as required.

- E9.2 In addition to quarterly KPI data requirements set out in Appendix L reporting and reviewing responsibilities may include (but not limited to):
- a) Preparation of reports for meetings and reviews;
 - b) An end of Placement report;
 - c) Evidence of consultation with Young People;
 - d) General Service feedback from Young People; and
 - e) Issues of any complaints and actions undertaken as a result.
- E9.3 The guidance within Appendix L will be subject to confirmation between both Parties at Contract Award.

E10 Contact and Communication in a Crisis

- E10.1 In the event of an emergency /crisis situation the Provider will assess the urgency of the situation and determine an appropriate response. If out of hours this may require a referral to the Councils Emergency Duty Team and/or contact with the police <https://www.torbayandsouthdevon.nhs.uk/services/emergency-duty-service/>
- E10.2 All Providers must have out of hours staffing arrangements in place suitable to meeting the needs of the Young people accommodated at the provision.
- E10.3 All Providers must have a Missing Policy and comply with the Council policies and procedures for Children and Young People who go Missing.

E11 Warnings and Evictions

- E11.1 The Provider will notify the Council of any instances and provide reasons where a warning is issued to a Young Parent.
- E11.2 The Provider must report to the Council where contact and communication with the Young Parent is significantly breaking down and the Provider is concerned that the breakdown will lead to eviction unless action is taken.
- E11.3 In order to avoid eviction and placement breakdown, it is expected that the Provider will notify the Council as soon as it becomes apparent that there is a risk to the placement. This will ensure that the Council, Provider and Partners can work collaboratively to avoid placement breakdown or evictions where it is in the best interest of the Young Parents to remain in their placement.

E12 Transition and Move-on

- E12.1 The Provider must promote independent living and Parenting skills to ensure that Young Parent move on from the service as soon as they are ready and safe to do so in order to ensure the Service is utilised effectively

- E12.2 From service commencement the Provider will work collaboratively with the relevant Council Departments and all relevant parties to achieve a planned exit for the Young Parent and their child(ren) at an appropriate time.
- E12.3 A Planned exit may include (but is not limited to):
- a) Return home or to extended family , where it is safe and appropriate to do so; and
 - b) Move to private, Local Authority or Registered Social landlord accommodation.
- E12.4 The Provider shall support the Resettlement of the Young Parent for a maximum of 4 weeks and will remain available as a point of contact for the Young Parent who have moved on. On occasions this resettlement support may be extended if there is a risk of accommodation breakdown and if so then the council will spot-purchase from the Provider additional time-limited hours.
- E12.5 The Council and the Provider will jointly monitor and assess the needs of the Young Parent throughout the duration of placement and will jointly manage the Young Parent's move on expectations.
- E12.6 The Provider shall conduct an exit interview with the Young Parent when a Service ends and retain a record that can be reviewed by Council at their request.

F Staffing

Please Note: These requirements are specific to all Four Lots, unless explicitly stated otherwise within the requirements

F1 Safer Recruitment

- F1.1 To ensure the Service creates a safer recruitment culture for clients and staff, the following are mandatory requirements:
- a) at least one member of each interview panel must have undertaken safer recruitment training;
 - b) the Provider must have effective procedures in place including recruitment and vetting checks, that are regularly reviewed, updated and communicated to staff;
 - c) the Provider must set a code for acceptable standards of behaviour for all staff and ensure this is effectively communicated to staff;
 - d) the Provider must take seriously all concerns that are raised;
 - e) the Provider must, on an ongoing basis, increase awareness and commitment to safeguarding across its organisation; and
 - f) Where practical, Young People are engaged in the recruitment of staff.

F2 Provider's Staff to Deliver the Service

- F2.1 The Provider is required to ensure that all staff and people engaged by them in supplying the Services:
- a) do so with all due skill, care and diligence;
 - b) possess the qualifications, skills and experience necessary for the proper supply of the services;
 - c) are tenacious, robust and confident in engaging with Young People with a wide range of needs;
 - d) are capable of responding in a sensitive and caring way to the needs of the individual Young People; and
 - e) deliver the highest standards of service.
- F2.2 Key Personnel are essential to the quality and safe care of residential provision of services to the Council. The Provider's Key Personnel shall include the Provision Manager and skilled / experienced core support team.

- F2.3 Adequate cover must be in place for staff absences to ensure Young People receive a consistent service. Records of staff working within the service must demonstrate the agreed staffing level.
- F2.4 The Provider will endeavour to match staff skills, knowledge and other attributes to the Young person's needs and preferences. This will include a range of skills relevant to engaging with Young People from different backgrounds and circumstances.
- F2.5 Staff members who are placed in charge of the provision have substantial relevant experience of working in such a provision and have the relevant management and leadership skills and/or qualifications
- F2.6 The Council may require the Provider to remove or procure the removal of any of its Key Personnel whom it considers, in its reasonable opinion, to be unsatisfactory for any reason which has a material impact on the individual's responsibilities or their ability to carry them out. If the Provider replaces the Key Personnel as a result of this requirement the cost of effecting the replacement shall be borne by the Provider.
- F2.7 The Provider is required to use its best endeavours to ensure continuity of personnel and to ensure that turnover rate of its staff engaged in the provision of the Service is at least as good as the prevailing industry norm for similar services, locations and environments.

F3 Staff Training and Development

- F3.1 The Provider is required to ensure staff are skilled in supporting Young People on their journey to sustaining and maintaining independent living and citizenship.
- F3.2 The Council is committed to ensuring that staff working directly with vulnerable young people are trauma informed and therefore able to work with Young People in a way which is therapeutic in nature. The Provider is required to ensure staff undertake appropriate ACE's and trauma informed training and well as Positive Behaviour Support.
- F3.3 The Provider is required to ensure staff have access to relevant training and development opportunities and to ensure staff avail themselves of and make best use of the opportunities available to them.
- F3.4 The Provider is required to ensure that training is provided using an appropriate mix of internal / external and face-to-face / on-line provision and pay particular attention to how training in areas related to safeguarding is delivered and in compliance with Torbay Council Children Safeguarding Partnership arrangements and Adult Safeguarding Board policies and Procedures.
- F3.5 The Provider is required to ensure all staff have up-to-date knowledge to meet the needs of the target groups and keep them up-to-date with professional, legal and

practice developments and reflects the policies, legal obligations and business needs of the service.

F3.6 The Provider is required to ensure all new members of staff:

- a) are subject to a probationary period of an appropriate length, with regular reviews;
- b) complete a full programme of induction training; and
- c) assessed in respect of further training needs taking into account the interests of the member of staff and the views of other staff as appropriate.

F3.7 The Provider's training offer is required, as a minimum to encompass the following areas of core and additional / specialist training:

Training	Frequency	Core	Additional / Specialist
Safeguarding as appropriate to role and in accordance with prevailing Safeguarding Children's Board requirements, South West Child Protection Procedures and Adult Safeguarding Training (will be required as part of induction training package)	At least three yearly or Refresher training as appropriate	✓	
Understanding attachment and unresolved trauma (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Adverse Childhood Experiences (ACE) (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Child and youth development (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Positive behaviour support (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Managing risk taking behaviour (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Online safety (will be required as part of induction training package)	At least three yearly or Refresher training as appropriate	✓	
MCA and Deprivation of Liberty Safeguards (will be required as part of probationary training package)	At least three yearly or	✓	

	Refresher training as appropriate		
Nutrition (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Equality and diversity (will be required as part of induction training package)	At least three yearly or Refresher training as appropriate	✓	
Mental health and emotional wellbeing (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Managing self-harm (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Eating disorders (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
PREVENT (will be required as part of induction training package)	At least three yearly or Refresher training as appropriate	✓	
First aid (as required)	At least three yearly or Refresher training as appropriate	✓	
Sexual health and wellbeing (will be required as part of probationary training package)	At least three yearly or Refresher training as appropriate	✓	
Child and young people sexual and criminal exploitation (will be required as part of induction training package)	At least three yearly or Refresher training as appropriate	✓	
Record Keeping, Data Protection and Information Sharing and Security (will be required as part of induction training package)	At least three yearly or Refresher training as appropriate	✓	
Health and Safety (will be required as part of induction training package)	At least three yearly or Refresher training as appropriate	✓	
Unaccompanied asylum seeking children and young people	As required		✓

Working with young offenders	As required		✓
------------------------------	-------------	--	---

Additional Knowledge and Training Applicable to Lot Three Only

F3.8 The Provider's staff training offer must include staff developing knowledge of pregnancy, the care of babies/children, and child protection procedures for the unborn child. The training programme must also include:

Training for LOT 3 Services	Frequency	Core	Additional/ specialist
Knowledge of the Solihull Approach 2 day Foundation Course and/or recognised parenting programmes	At least 3 yearly or Refresher training as appropriate	✓	

Supervisory and/or Management Training

F3.9 For those staff who supervise and/or manage other, the additional training is applicable across all Lots:

Training	Frequency	Core	Additional/ specialist
Supervision training	At least 3 yearly or Refresher training as appropriate	✓	
Performance management and appraisal	At least 3 yearly or Refresher training as appropriate	✓	
Recruitment and selection	At least 3 yearly or Refresher training as appropriate	✓	
Appropriate management and leadership training	At least 3 yearly or Refresher training as appropriate	✓	

- F3.10 Additional specialist training should be provided where this is relevant to meeting the specific needs of the Young People within the Service.
- F3.11 The Provider is required to ensure the training and developments needs of staff are reviewed at least annually and new training identified and attended to support continuous professional development and evidenced informed practice.
- F3.12 The Provider is required to ensure all staff have access to professional management and reflective supervision at a frequency appropriate to the nature and requirements of their role:
- a) this supervision enables staff to share thoughts, feeling and anxieties about their role and be offered support in applying coping strategies which improve the support or Young Person;
 - b) supervision meetings are properly recorded and the notes kept on file.

F4 TUPE – Applicable to Lot One, Lot Two and Lot Three Only

- F4.1 The Authority highlights that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) will apply in relation to the Authority's staff and may apply in relation to the current external Provider's staff.
- F4.2 In order to obtain the base data of staff who will or may transfer under TUPE (Appendix C Base Data of Staff) Applicants are required to complete and return a Confidentiality Agreement (Appendix B) through the e-tendering portal's messaging facility, at Stage Two of the tender process.
- F4.3 The Provider shall indemnify the Authority against all expenses arising out of any claim made by any employee or former employee of the Authority or existing Provider (who, as a result of the operation of TUPE, or subsequent amendments, transferred to the employment of the Provider) or by the existing Provider itself, which results from any act or omission of the Provider.
- F4.4 The Provider shall not bring any claim against the Authority in connection with TUPE or any subsequent amendments to such regulations.
- F4.5 Should TUPE apply to this Contract:
- a) The successful Applicant should be mindful of the uncertainty of the situation for the staff who may transfer and that any anxiety from staff can be transferred to the people who are in the Service.
 - b) Depending on the details of the transfer, all or only part of a team may be transferring. To alleviate anxiety the successful Applicant is required to clarify as soon as possible who is transferring. Consideration should also be given to any volunteers within the Service and separate discussions held about their position.
 - c) The successful Applicant should ensure communications and transfer of information are accurate, open and as timely as possible, so the transfer process is smooth and transparent for staff.
-

G Data Protection, Information Sharing and Information Security

Please Note: These requirements are specific to all Four Lots

G1 Data Protection

- G1.1 The Provider will be the data controller for personal data they process for the purpose of providing services under this contract.
- G1.2 the Provider will be able to demonstrate that the processing of personal data special category data will be processed in accordance with the requirements under the General Data Protection Regulation (GDPR) and Data Protection Act 2018.
- G1.3 The Provider will ensure that any systems used to hold personal and special category data will be secure and that appropriate data protection impact assessments have been carried out where required.
- G1.4 The Provider will ensure that they are able to comply with any rights requests made to them under Articles 12 to 22 of the GDPR.
- G1.5 The Provider will ensure and be able to demonstrate that they have a records management policy in place which includes information regarding its retention schedule and secure deletion / destruction of data.
- G1.6 Only information required to provide the service will be collected and stored in a manner that is compliant with Article 32 (Security of Processing) of the GDPR.
- G1.7 It is the Provider's responsibility to ensure that all information held by them remains up to date and accurate and will ensure that mechanisms are in place to rectify any data established to be inaccurate upon a valid request or where it has been identified as inaccurate.
- G1.8 Information will be shared via a secure email or telephone between Torbay Council and the Provider. It is expected that the Provider has a secure and encrypted system in place.
- G1.9 The Provider will ensure that their retention period for the data that they hold is compliant with current legislation.

H Contract and Performance Review Requirements

Please Note: These requirements are specific to Lot One, Two and Three

H1 Quality Assurance – Leadership and Governance

- H1.1 The Provider is required to have a robust, effective quality and performance management system and processes in place. The information collected through this process is required to evidence and meet the applicable Service Specification and Key Performance Indicators and Outcomes. It is expected that the Provider and Authority in partnership will use the information gathered to inform review of service provision, recognise excellence and any development and improvement plans or activities.
- H1.2 The information will triangulate a picture of Provider performance in relation to Quality Assurance, Outcomes and Commercial Sustainability and will be shared with the Authority as required.

H2 Contract Management and Monitoring Review Meetings

- H2.1 When the Service commences contract management meetings will take place with the Provider, as a minimum, on a quarterly basis.
- H2.2 The contract review meetings will be chaired by the Authorities' Strategic Commissioning Officer – Children Services or nominated representative in his/her absence.
- H2.3 The Provider will cooperate with any Quality Assurance activities including site visits and interviews with Young People and staff.

H3 Performance Monitoring, Key Performance Indicators and Outcomes

- H3.1 The Authority will be using a Performance and Outcomes Monitoring Framework. This may be amended following the Ofsted review of unregulated provision and any future legislative requirements and/or minimum standards.
- H3.2 The KPI's and Outcome reporting requirements as set out in the respective service appendix will be confirmed and agreed with the Provider prior to contract start date.

H4 **Lot Four Contract and Performance Review Requirements**

- H4.1 Individual spot purchased placements will be subject to the Authority's:
- a) Placement and Review Procedures for Children Looked After and Care Leavers
 - b) Quality Assurance Procedures for unregulated 16 Plus Supported Semi-Independent Accommodation

I Health & Safety

Please Note: These requirements are specific to all Four Lots, unless explicitly stated otherwise within the requirements

- 11.1 The Provider is required to fully comply with their legal duties under health, safety and welfare legislation to ensure the health and safety of themselves and others that may be affected by their acts or omissions.
- 11.2 The Provider is required to:
- a) ensure they have the health and safety policies and plans for the service being provided which are necessary and up to date;
 - b) applicable to Lot Two, Lot Three and Lot Four there must be a completed Accommodation Suitability Check List and if leasing any property a Service Level Agreement /Housing Management agreement in place prior to commencement of the contract. See Appendix I.
 - c) applicable to Lot One Supported Lodging Services the Provider will need to conduct a Health and safety Host premises check-list. See Appendix H.
 - d) identify a nominated and trained competent person who is responsible for health and safety for the service;
 - e) provide adequate first aid facilities in the Accommodation
 - f) undertake specific risk assessments for activities carried out under this Contract;
 - g) have a formal process to record and track corrective action or risk reduction actions from risk assessments;
 - h) maintain a risk register at all times which are updates on a regular basis, and which may be requested by the Authority at any time;
 - i) ensure that any Control of Hazardous Substances to Health (COSHH) data and assessment documentation on any relevant chemicals used is completed and that chemicals are stored safely and adequate Personal Protection Equipment (PPE) is available;
 - j) have a suitable process for recording and investigating accidents and incidents and that staff understand the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations' 1995 (RIDDOR);
 - k) ensure that accidents and incidents are reported correctly and that the Authority is notified in a timely manner should any incidents occur;
 - l) ensure that appropriate checks and inspections are carried out on electrical portable appliances such as user checks, visual inspections and portable appliance testing (PAT);

- m) ensure that equipment is serviced in line with legislation and manufacturer's instructions;
- n) have and regularly update policies that protect children, young people and vulnerable adults in accordance with legal and regulatory requirements. This will include Disclosure Barring Service (DBS) checks on all persons employed or who work on behalf of the Provider in the delivery of this Contract. All staff working in this capacity will be appropriately trained in protection issues; and
- o) ensure that there are clear procedures in place to deal with an evacuation or emergency situation that may arise in the Accommodation and/or Supported Lodgings.

J Invoicing

Please Note: These requirements are specific to Lot One, Lot Two and Lot Three only

- J1.1 The Authority will make payments to the Provider monthly in advance.
- J1.2 Invoices must be submitted monthly to the Authority's Payments Team.
- J1.3 Invoices must be submitted by e-mail (in a PDF Format) to:
payments.section@torbay.gov.uk
- J1.4 All submitted invoices must include the Authority's official purchase order number;
- J1.5 Any information specific to the invoice and the provision of services, must be attached to the invoice, to enable prompt processing / payment;
- J1.6 Payment terms will be 28 days from receipt of the Provider's invoice;
- J1.7 Payment will be made to the successful Provider by BACS;
- J1.8 Remittance advices will be transmitted to the Provider by email (the Provider's appropriate email address must be supplied).

Please Note: These requirements are specific to Lot Four only

- J1.9 The Authority will make payments to the Provider once a spot purchase placement has been agreed by the Authority.
- J1.10 Invoices must be submitted monthly to the Authority's Payments Team.
- J1.11 Invoices must be submitted by e-mail (in a PDF Format) to:
payments.section@torbay.gov.uk
- J1.12 All submitted invoices must include the Authority's official purchase order number;
- J1.13 Any information specific to the invoice and the provision of services, must be attached to the invoice, to enable prompt processing / payment;
- J1.14 Payment terms will be 28 days from receipt of the Provider's invoice;
- J1.15 Payment will be made to the successful Provider by BACS;
- J1.16 Remittance advices will be transmitted to the Provider by email (the Provider's appropriate email address must be supplied).

K Added Value

Please Note: These requirements are specific to all Four Lots

K1 Further Services Offered

- K1.1 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.

K2 Social Value, Sustainability, Environmental Considerations

- K2.1 The Authority is seeking a Provider who will add value to the Contract by providing additional community benefits which support the Council's ambitions for a prosperous and healthy Torbay, as identified in the **Community and Corporate Plan**.
- K2.2 Applicants should take into account at least two of the following key areas in formulating their response including such key areas for Children Looked After; Care leavers and Young People at risk of becoming homeless:
- a) creating employment and/or volunteering opportunities;
 - b) promoting healthy lifestyles and reducing health inequalities;
 - c) supporting the provision of attractive and safe open spaces and encouraging communities to make the most of where they live; and
 - d) energy and resource use efficiency.

L Awarding the Contract on Behalf of Other Contracting Authorities

Please Note: These requirements are specific to all Four Lots

The Authority is not purchasing on behalf of other contracting authorities.

M Scope and Nature of Possible Modifications or Options

Please Note: These requirements are specific to all Four Lots

- M1.1 It is recognised that in order to provide the best service to Young People, changes to the specification, service delivery model, key performance indicators and/or service outcomes may be required in order to facilitate new ways of working or responding to any changes in statutory guidance in legislation or best practice guidance. For example, there is currently a Department of Education review and consultation into unregulated 16 Plus Supported Semi-Independent Accommodation provision including whether such unregulated provisions should be subject to some form of future legislative regulation and/or national minimum standards. The outcome of this review may result in necessary contract variation and/or changes to Service level Agreement to ensure any legislative changes and/or future best practice guidance are met accordingly by the Council and Service Provider.

Please note: These requirements are specific to Lots One, Two and Three

- M1.2 During the term of the Contract the Authority and the Provider will need to ensure that changes (when required) are made to both the Key Performance Indicators and outcomes measures so that they are responsive to the needs of the system. These changes may be mandated by the Authority where change in guidelines or policy indicates a requirement to change a reporting measure or in other circumstances will be negotiated between the Authority and Provider.
- M1.3 The Authority and the Provider will work together to maximise utilisation of the service and limit the number of voids. Utilisation will be monitored on a monthly basis and where required a remedial action plan will be put in place to address the cause of any voids. Where an agreed plan fails to reduce the level of voids or a plan cannot be established the Authority reserves the right to reduce the capacity within the Service. The Authority will give the Provider a minimum of three months' notice of reduction in Service capacity.
- M1.4 It is a possibility that the Authority may receive additional funding to allow for the inclusion of Training Flats within the Contract. In addition to this, we may reduce capacity within the Service to accommodate this requirement if it becomes apparent that is needed.
- M1.5 Where additional capacity is required and not able to be delivered within the Block Contracts, the Authority reserves the right to spot purchase additional unit(s) outside of the Block Contract Arrangements.

- M1.6 Where increased spot purchases take place due to the lack of capacity within the Block Contract Arrangements, the Authority may look to increase the capacity in the Block Contracts to respond to increased demand in the Service.
- M1.7 Where the specific needs of a Young Person may require them to be placed out of County or fall outside of scope of the Block Contract Arrangements, the Authority reserves the right to purchase a unit(s) for those Young People outside of this Arrangement.
- M1.8 **Only applicable to Lot Two:** It is a possibility that the Authority may receive additional funding to allow for the inclusion of Solo Units within the Contract. In addition to this, we may reduce capacity within the Service to accommodate this requirement if it becomes apparent that is needed.