

Service Specification

Tender for

**DORSET FAMILIES MATTER
DYNAMIC PURCHASING SYSTEM (DPS)
FOR
FAMILY SUPPORT PACKAGES**

Reference DN631713

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Layout of Specification

1. Introduction Family Support Packages - Our Requirements

- 1.1. Children’s Services work in broad partnerships and are committed to promoting and embedding whole family working as business as usual across early help and statutory services.
- 1.2. Dorset Council is seeking a broad and diverse range of suitably qualified and experienced service providers to provide:
 - a service
 - an intervention and /or

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- an activity

that can be termed a **family support package** and can contribute to the delivery of positive outcomes in line with those set out in the document [Annex A: National Supporting Families Outcome Framework \(publishing.service.gov.uk\)](#)

2. Supporting Families – Overview of the national programme

- 2.1 Supporting Families is a national government initiative that is now into its tenth year which aims to help thousands of families across England each year to get the help they need to address multiple disadvantages. This is achieved using combined data sets to proactively identify families who are at risk of needing longer term statutory intervention and intervening early to prevent this. At the heart of the programme is the principle that front line staff in a multitude of agencies take a whole family approach in their work to support these identified families.
- 2.2 Locally we call this programme Dorset Families Matter and children's services are committed to delivering this agenda in Dorset. The foundation principles remain the same:
 - Using data to identify vulnerable families.
 - Building the functioning and resilience of those families, by intervening early and taking a whole family approach to support.
 - Driving system change across all public service agencies so that every we have joined up, efficient local services which are able to identify families in need and provide the right support at the right time.
- 2.3 At a local level in Dorset we do this by deploying the financial resources provided through the programme to provide front line staff in a range of different service areas and agencies (both within and external to the council) access to a mix of additional resources to help build that family resilience. We work with a broad spectrum of partners to help drive the system changes required. This includes (but is not limited to) staff in schools, health visiting, our own early help and social care teams, child and adult mental health services, drug and alcohol treatment services, Dorset Police, and our local housing providers, etc.

3. Dorset's strategic and policy context

- 3.1 In Dorset, a wide range of services have a role to play in supporting families and building resilience in the longer term. In September 2020 Dorset Council's children's services developed a new integrated service delivery model and introduced locality working, which has been recognised by Ofsted as making a difference to the lives of our children, young people, and their families. The strategic context is set out in [Dorset Council Plan 2020-2024](#) and [Children, Young People and Families Plan 2020-2023](#). Our practice model – [Dorset Children Thrive](#) is a strengths-based approach with restorative practice at its heart, enabling practitioners to prioritise relationships, and utilise various tools and interventions to deliver positive impact and change.

4. Dorset's geography and environment

- 4.1 Over half of the Dorset Council area is covered by the Area of Outstanding Natural Beauty (AONB) designation and 7% of Dorset is protected as a Site of Special Scientific Interest (SSSI). The Dorset rural idyll can conceal hidden deprivation, there are pockets of deprivation, mostly in urban areas. But there is also some rural deprivation due to isolation and difficulty accessing housing, transport, and essential services. Dorset has no motorway. Earnings are below average and house prices are high. Dorset has relatively low birth rates and younger people often move away from the area. The total population of Dorset is 378,508 (2019 mid-year estimate). For detailed information about the Dorset area and specific area profiles in terms of its size demographics, economy and communities go to [Dorset Insight](#)

5. Whole Family Working & Children's Services operating model

- 5.1 The national Troubled Families initiative began in April 2012 with the aim of supporting families to improve their well-being and reduce dependence on public sector organisations. The national programme has now been renamed the Supporting Families Programme.
- 5.2 Since 2012 the operating context has changed considerably. The national programme has now been funded for a further 3 years (i.e. until 31 March 2025).
- 5.3 Children's Services, use the framework of the "Think Family Model" (see illustration Appendix 1.) and use a proactive Early Help approach to have conversations with partner organisations. This helps to identify the most appropriate agency or professional to deliver support that will deliver sustainable change and independence for the family.
- 5.4 Through joined up partnership working Lead Professionals who are engaged with supporting families can access a mix of resources, including enhanced support, that is funded through Dorset Families Matter. The additional resources offer (see Appendix 2 for graphic representation) is graduated so that the intensity of the resources made available depends on a family's needs. Enhanced resources include:
- Employment Advisors (seconded from Dept of Work and Pensions (DWP))
 - Family Link Workers (a commissioned service offering short term intensive hands-on support)
 - **Family Support Packages (commissioned via a Dynamic Purchasing System) a variety of family / individual, short-term support, and therapeutic interventions (and the subject of this tender)**
 - Pre-payment cash cards (available for our early help family workers and commissioned Family Link Workers and Employment Advisors)
 - Signposting to relationship support for parents (digital and face to face programmes)
 - Signposting to housing and homelessness prevention advice
- 5.5 Key to this is that all services adopt a whole family approach to their support work and there are several key principles that underpin this:

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- Families are identified on a household basis
- All families must have a dependent child/child (i.e. household with a child or young person aged 0-15 or aged 16-18 in full time education or training or seeking employment, education and training and living with his or her parents)
- Families are prioritised based on need.
- The intensity of the service or the resources made available is dependent on the needs of each family.
- Families not currently subject to statutory Children's Services' support must have signed a specific whole family working consent with their Lead Professional to be considered for the enhanced support resources.

6. Service requirements

6.1 Family Support Packages - Definition

Family Support Packages are one optional element of the enhanced *Whole Family support and resources* that professionals can access on behalf of the families they are supporting. They can be defined as a variety of small-scale services, activities, or interventions which practitioners can utilise quickly and easily.

Examples of packages include, but are not limited to: Individual Mentoring / Support for lesbian, gay, bisexual, transgender, queer (or questioning), and intersex young people and their families / Interactive Therapeutic Approaches / Mediation /Counselling / Relationship Support / Family Support Services / Introducing the idea of positive activities for families and/ or individuals and encouraging participation/ Household Management etc.

A Family Support Package will contribute to the Lead Professional's family action or delivery plan - it will not be a stand-alone piece of work.

6.2 Family Support Packages - Purpose

The purpose of using a Family Support Package is to support a family or an individual within a family to make lasting change. The focus of this change will be about building independence, improved functioning, and resilience either at an individual or family level. The family support package service / intervention and/ or activity needs to contribute to at least one of the outcomes in the document [Annex A: National Supporting Families Outcome Framework \(publishing.service.gov.uk\)](#) . Family Support Packages need to either directly deliver or contribute to the achievement of outcomes for whole families; the individuals or groupings within a family they are provided to.

6.3 The Definition of Family

The definition of "family" in reference to this service specification means family or household unit as defined under the Supporting Families national guidance that have been identified with multiple and complex needs.

6.5 Geography of Service Delivery

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Family Support Packages shall operate as part of a co-ordinated range of enhanced provision for eligible families and be available to families across all of Dorset's six Children’s Services

Localities namely:

- Chesil (Weymouth and Portland)
- West Dorset (not including Sherborne or Dorchester)
- Dorchester
- North Dorset (including Sherborne)
- East Dorset and
- Purbeck

As far as possible the service is delivered in accessible places that work for families. Alternatively, provision needs to be made for families to access the service by other means. Locations should be convenient, safe, and private and enable the best possible use of time and resources. Where a provider does not serve a particular locality any provision for access that can be made for people who live within that locality would be welcomed, so they too can access the provision. For example, offering a service for families outside a locality’s geography by including a contribution to travel costs for service users within their pricing schedule. Providers are encouraged to utilise any opportunities presented through the co-location of service provision such as, but not limited to, the use of family hubs as they develop or similar, to ensure accessibility for families.

6.7 Previous Experience

The Provider will have proven experience in delivering relevant family support services that can deliver positive outcomes and engender change for children, young people, adults, and families.

6.8 Adaptability

Covid-19 pandemic has highlighted the need for providers to be adaptable and flexible and be able to deliver, if necessary, some elements of support virtually, or in a Covid- safe way in line with any public health national and / or local guidance or regulations.

6.9 The Scope of service provision across the Framework

For the purposes of the Family Support Packages Dynamic Purchasing System the range of services, interventions and/or activities required have been grouped under 3 broad overarching outcome focus areas, namely:

- **Building Family Stability**
- **Building Personal and Family Strengths**
- **Building Family and Community Safety and Security**

A service provider should be able to deliver a Family Support Package(s) that contributes to meeting needs under one or more of the defined outcome focus areas. We recognise that many services have impacts across a number or all of these.

Building Family Stability	
Under this outcome we would expect to find	Typically, packages would engage people in interventions or activities to improve the stability of the relationships that matter to

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<p>packages that contribute to meeting outcomes around:</p> <ul style="list-style-type: none"> • Improved family relationships • Secure Housing • Financial Stability 	<p>them and impact on their children’s long-term future such as positive and collaborative parenting between separated partners. Similarly, interventions that empower people to provide financial stability for their family through employability or support for them to return to work through developing learning and personal development skills as well as packages that help people manage their finances so that they are not in debt or are managing their debt so that they are not under threat of eviction or having to use food banks due to poor money management.</p>
<p>Building Personal and family Strengths</p>	
<p>Under this outcome we would expect to find packages that contribute to meeting outcomes around:</p> <ul style="list-style-type: none"> • Good early years development for their children • Ensuring good education for their children • Improved mental and/ or physical health for themselves and/or their children • Better managed substance misuse for themselves and / or their children. 	<p>Typically, these packages would engage with people and help empower them to manage their mental and physical health and allow them to engage in support where available and appropriate. Packages may offer more in-depth help to overcome specific barriers that preventing engagement with mainstream services. In addition, packages that help parents (and parents to be) being capable and confident in promoting and supporting their child’s learning, meeting their needs, leading by example, setting boundaries, and managing behaviour, as well as taking action to help their children develop healthy lifestyles</p> <p>Under this outcome we would expect to find packages that foster independence of either children or their adult carers. We would also expect packages under this outcome to enable parents to encourage older children/young people to be individuals and to follow their own choices in life</p>
<p>Building Family and Community Safety and Security</p>	
<p>Under this outcome we would typically expect to find packages that contribute to meeting outcomes around:</p> <ul style="list-style-type: none"> • Keeping children safe from abuse and exploitation • Keeping families safe from domestic abuse • Keeping families diverted from crime and anti-social behaviour 	<p>Typically, these packages would help people around their ability to parent and keep themselves and their children safe, provide positive activities that can divert from anti-social behaviour and crime. We would also want to see packages that help families develop and maintain a supportive, kind, loving and safe home environment as well as those directed at vulnerable children and young people that seek to develop personal resilience, so those children and young people are able to cope and recognise when to seek help, support, advice, and guidance (e.g. young carers, children of offenders, those living within the context of domestic abuse)</p>

6.10 Broad types of services in which we are interested

Listed below is a broad, but not exhaustive, list of the types of services we are interested in. There may be others which are as valuable which are not specifically listed but can contribute the meeting the outcomes set out in [Annex A: National Supporting Families Outcome Framework \(publishing.service.gov.uk\)](#)

Individual Mentoring	Provide one to one mentoring which enables children and young people the opportunity to engage regularly with a positive adult mentor. The mentor offers a range of support and positive challenge to improve self-confidence, behaviour and develop positive relationships with others as well as finding positive activities and healthy pursuits that engage, motivate, and can provide a sense of purpose, encourage healthy lifestyle, and give pleasure.
Support for lesbian, gay, bisexual, transgender, queer (or questioning), and intersex.	<p>One to one support for LGBTQI+ young people who are discovering, exploring and / or questioning their sexuality and / or the gender with which they were assigned at birth. Tailored individual support where there is a recognised gap in the support options available within our support package framework.</p> <p>Tailored individual support can be key to ensuring what a child / young person is experiencing / exploring during their development is appropriately supported, validated and normalised. During this time, it is also recognised that parents / carers sometimes seek support as well.</p>
Interactive Therapeutic Approaches	<p>Interactive short term therapeutic approaches help children, young people, or their adult parents / carers to “tell” their story, solve problems, and build resilience in a safe and supported environment. This could be through talking but creative approaches can create an opportunity that allows the child, young person, or adult a space in which to indirectly explore the issues that challenge them or their reaction / behaviours towards those challenges and in doing so develop more positive strategies moving forward.</p> <p>A broad range of activities can be classed within this category ranging from</p> <ul style="list-style-type: none"> • Talking therapies, • Creative drama or arts-based therapy • Animal and / or farm / outdoors based activities • Play therapy – particularly for younger children. <p>All interactive therapeutic approaches need to be safe, non-judgemental, accessible, culturally aware, and confidential and the skills and characteristics of those delivering the approach are especially important to successful outcomes.</p>

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Mediation	Mediation can be an effective way of dealing with conflict. It is where somebody is helping to end a dispute by working with both sides to help them reach an agreement. These disputes can occur anywhere, for example at work, in the community and in the family. Mediation has a clear structure, timetable, and approach. It is a system that helps participants to have a control over the outcome. It is likely to produce a result that is agreeable to both parties, so solutions are often sustained.
Counselling	Counselling services use accredited and trained counsellors to assist children, young people, adults, and whole families focus on what matters and to find a way through difficulties. Services are aimed at helping children, young people, and adults overcome difficult and challenging situations and life events, improve relations and provide support for people to manage more effectively changes in their inter-personal and family life such as separation, divorce/remarriage, new families coming together or there may be worries about how to support a troubled adolescent, a child experiencing bullying or child or young person in the family finding it hard to make friends or become more independent.
Relationship Support	These services are <u>not</u> counselling based programmes, but other interventions or programmes aimed at strengthening relationships within a family be that between the adults in a family or between an adult and any children or siblings so that the family functions more effectively, conflict is reduced, and relationships are more positive.
Family Support Services	<p>Family is of lifelong importance, and it is extremely significant for children. Strong families give children love, identity, a personal history and secure base from which to explore and enjoy life. Sometimes parents/ carers need some help in understanding their children’s needs particularly where there is stress due to a sudden change in family relationships / circumstances, behavioural problems or parents/ carers struggle with their own self-esteem and confidence in their parenting role.</p> <p>Family Support options are often provided at a group level but for this DPS we are looking for services that provide support for an individual or for a single-family unit. Numbers over the last year have been lower than expected which we believe to be a combination of factors – partly related to Covid and partly due to only one provider (working in part of Dorset only) tendering for a place on the DPS on the last occasion we went to the market.</p>
Introducing the idea of positive activities for families and/ or individuals to	Individuals can develop self-esteem and enjoy better mental health and wellbeing from participating in positive activities and develop an understanding of their place in enriching family life. Family based activities can help build and strengthen family relationships and improve

<p>encourage participation</p>	<p>family functioning. Activities need to be interesting, inspiring, interactive, and safe. They can be for individual children, young people, adults, or families.</p> <p>Barriers to participation need to be considered such as cost, transport, and long-term sustainability. They can also act as diversionary activities for those children and young people who are vulnerable to exploitation or becoming involved in anti-social behaviour and crime. Many activities can be badged as positive including community-based activities such as volunteering through to recreational or sporting activities, cultural or life enriching experiences, but they <u>must</u> be affordable for the individual or the family in the long-term.</p>
<p>Household Management</p>	<p>Sometimes people need some specific additional help for a brief period around coping with a particular aspect of their home life or to manage a change in their circumstances, particularly around substantial personal debts or day to day household management, hoarding/ decluttering. Opportunities need to be tailored to the needs of a household to overcome specific and often complex circumstances and contribute to the building up basic skills to give confidence and motivation to manage in the long term.</p> <p>In the past these packages have not been well utilised, as we believe families are supported in these areas by the general availability of universal services.</p>
<p>Employability related opportunities</p>	<p>These interventions and opportunities can support people looking for, securing, and then staying in employment. Opportunities need to be tailored to the needs of the individual to overcome specific and often complex barriers to employment such as enhancing basic skills or simply giving people confidence and motivation to get them back into the employment process. For example, employability mentoring, CV (Curriculum Vitae) guidance, advice on interview techniques, coaching sessions, skills analysis, or self-employment advice.</p>

6.11 Call-off Process

- Following receipt of requests from lead professionals (processed in accordance with the referral pathway set out in section 6.12 below) the call-off process begins and is run by the Dorset Families Matter central programme support team. Call-off are usually a direct award because of the very individual nature of support packages.
- The first part of the decision-making process involves matching the needs of the young person and or their family as detailed in the whole family assessment with the most appropriate package that will support the Lead Professional in addressing those needs.

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- The DFM team will discuss on an individual case by case basis with Lead Professional supporting the family the availability of alternative low/no cost and universal services. If no such alternative can be found, they will:
 - search for the Family Support Package provision that will best meet the identified goals and outcomes of the family as set out in the family plan,
 - consider the provider's current capacity to deliver within agreed time scales
 - assess the accessibility of the package in terms of the geographical location of the provider's delivery venue in relation to the family's home location.
- Following successful entry on to the DPS providers will be requested to submit the DFM Family Support Packages DPS – Pricing Detail spreadsheet within which they are asked to identify the cost of a package, the number of sessions per package, the price bracket into which each of their interventions fit (High >£1000, Medium >£500< £1000, Low < £500) and a price for a block of 10 packages. Prices submitted are fixed for a twelve-month period.
- The team will always start with trying to match a package from the lowest cost group and work through to the highest cost group, until a suitable package match can be found. Furthermore, within a cost grouping the price of an individual package will be considered.
- Where two packages offering very similar provision (although historically this has been rare) are identified the decision as to which is selected will be made based on a judgement that considers: price, the geographical location of the provision in relation to the family and the capacity of the provider to deliver in the desired time frame.
- The Council retain the option to undertake a direct call-off on a block basis (rather than the more usual individual basis) to block purchase a set volume of packages, based on previous levels of provision (Dorset Families Matter) family support package data.
- Tenderers will therefore be required to submit both a standard and block purchase rate for each intervention they list in their pricing detail spreadsheet, in the hope that some economies of scale are achieved.
- We are seeking to have a DPS that will make available to the workforce supporting families a broad and rich mix of support interventions from a diverse mix of service providers that have the skill mix and capability to:
 - deliver the required level of support to children, young people and their families with complex needs with whom they engage, and
 - deliver positive outcomes and engender change.

6.11 Referral pathway for accessing the Family Support Packages

- Each family identified for additional support shall be open to an identified and active Lead Professional, who coordinates a whole family approach.

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- The Lead Professional shall coordinate all services to each family via an effective family action or delivery plan, co-produced with the family. This document will define the goals (or outcomes) that the family wishes to achieve and seek to address at least one of the outcomes as set out in [Annex A: National Supporting Families Outcome Framework \(publishing.service.gov.uk\)](http://publishing.service.gov.uk) .
- Any Family Support Package specified within this document shall be an optional additional element of service delivery (subject to allocation approval) that the Lead Professional considers will either contribute to the family, or individual(s) within it making progress towards their goals. **Families cannot self-refer for packages**
- Family Support Packages are aimed at those families with the most complex needs to complement and enhance the work of the Lead Professional, not to replace the Lead Professional. The Lead Professional must keep the case open all the time a Family Support Package is in delivery.
- Lead Professionals are encouraged to have a preliminary, but non-committal, discussion with the relevant Family Support Package service provider about the additional support/ intervention/ activity they can offer and the outcome(s) that the family are wanting to achieve through participating in that service/ intervention/ activity.
- The Lead Professional shall submit a request for a Family Support Package via an online form on the Dorset Families Matter Professionals SharePoint page. Approval of requests will be based on the needs and priority of each family, as identified within a family's action or delivery plan, as well the consideration of any previous interventions, or availability of other low cost, no cost options that could contribute to the overarching desired outcomes. If the request is approved the call-off process (set out in 6.11 above) commences.
- The call-off process will identify whether a suitable package has been identified and the provider can deliver it.
- The Dorset Families Matter central team will notify the relevant provider and the relevant Lead Professional. Work must not start by the provider until this confirmation has been communicated to the family support package service provider by email from the Dorset Families Matter team.
- The relevant Lead Professional will be expected to liaise with the provider about the provision of the service for the relevant family/adult/young person/child and co-ordinate and support access to the service for the family.
- Due to the rurality of Dorset transport can pose a big problem for some families accessing provision and Dorset Council does not have a fund to help with this. Any assistance a provider can offer to enhance the accessibility of their provision (e.g. multiple sites, delivery via outreach approaches, or provided transport option etc) should be considered by family support package providers in their pricing of support options.

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6.13 Requests for extensions / repeat delivery

- As Family Support Packages are designed to be short-term pieces of work requests for a repeat or an extension of the provision are expected to be the exception rather than the rule.
- Providers, based on their knowledge and experience, must indicate the anticipated length of a package to achieve the identified outcomes in their pricing schedule.
- Any requests for an extension or a repeat of the intervention will be treated like a new request and will require prior approval as set out in the referral pathway section above. If the Lead Professional's rationale for an extension is that the family require longer term ongoing support, then it is unlikely an extension will be approved as this would indicate that a different longer-term method of support is required, not available under this framework.

6.14 Communication - General

- The provider shall maintain effective and regular communication with relevant Lead Professionals and/or Children's Services point of contact, as necessary.
- The provider will attend local and countywide forums, groups, or meetings with regard whole family approaches /Children's Services.
- To attend any specialist or bespoke learning and development opportunities that might be facilitated by Children's Services.

6.15 Communication - Case Specific

- The Provider will give clear information about what a Family Support Package can and cannot provide to relevant Lead Professionals and the families they are supporting.
- The Provider shall maintain effective and regular communication with the relevant Lead Professional throughout the period in which a family is accessing a Family Support Package, particularly notifying the Lead Professional about any non-attendance/non-engagement by the family or individual family member expected to attend/engage.
- When a Provider identifies that a family with multiple or complex needs has a requirement for more specialist advice and support, that is beyond the scope of their provision, this will be sought as early as possible and any issues or risks regarding any family or the constituent part of any family will be raised with the relevant Lead Professional who made the original package funding request and/or children's safeguarding body if appropriate.

7. Pricing Considerations

- 7.1 Total Package cost will be categorised as one of three cost brackets (below). Providers are therefore advised that providing a competitive price is an important consideration and may affect whether work comes to a provider through this framework:
- High (>£1000)

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- Medium (>£500 <£1000)
- Low (<£500).

7.2 Total spend under the DPS (for lead professionals across all partner organisations and all six localities) has been set at £250,000 per annum.

Dorset Council intend to spend against each of the three (high/medium/low) intervention cost brackets.

7.3 The price of packages will be considered by the Dorset Families Matter central programme support team for every requested piece of work. Part of the decision-making process involves considering the most appropriate offer, taking into consideration price, to meet the family's needs (including the availability of alternative low/no cost and universal services).

7.4 The Dorset Families Matter central programme support team is required to actively manage the budget allocated for Family Support Packages and will need to balance the investment against anticipated impact / outcome when deciding which funding requests to approve.

8. Business Model / Sustainability

8.1 Being on the DPS of Family Support Packages provides no guarantee of funding or referrals and cannot be relied on therefore a provider's business model must be robust and without any financial reliance on workflow through this route.

8.2 The Council retain the option to undertake a direct call-off on a block contract basis (rather than the more usual individual basis) and/or do further (mini) competitions to request a specific volume /some block purchase of packages, based on previous (Dorset Families Matter) family support package data. Providers are therefore asked to quote both a standard and block purchase rate for each intervention they list in their pricing schedule. As a result, a decision *may* be taken to allocate a proportion of the budget committed to block purchasing some interventions. Any allocation for block purchased interventions will be based on demand and funding projections within any given fiscal year.

9. Data Sharing

9.1 Effective data sharing is central to whole family working & Children's Services, both in terms of identifying eligible families and monitoring the impact of service intervention. All service delivery providers must sign any Personal Information Sharing Agreement that is in place during the contract term. Currently this includes registration under the Digital Economy Act.

9.2 It will be expected that certain information will be recorded and shared for the purposes of evidencing positive outcomes of the service, activity or intervention provided so that payment by result claims can be drawn down, under the Supporting Families funding mechanism.

- 9.3 The Provider's policies concerning record keeping, information sharing, confidentiality and complaints must be explained to families and the constituent parts of families and must be in line with those of Dorset Council's Children's Services.

10. Safeguarding

- 10.1 The service/ intervention/ activities provider shall be responsible for all operational matters including, supervision, management and statutory and other training of staff and monitoring and evaluation of the service, meeting [Dorset Council's safeguarding standards for contracted services](#)
- 10.2 All safeguarding policies and procedures will be in line with [Pan-Dorset Safeguarding Children Partnership - Pan-Dorset Safeguarding Children Partnership \(pdscp.co.uk\)](#). Providers shall incorporate into their policy and procedures any updates to guidance and must register to receive updates on the PDSCP (Pan Dorset Safeguarding Children Partnership) policies and procedures [Register for Updates \(proceduresonline.com\)](#) and it is recommended that providers also sign up for the [PDSCP newsletter](#)
- 10.3 All staff delivering a support package shall successfully complete approved training at the appropriate level in relation to the safeguarding of children, young people, and adults. This shall include both initial training and updates within mandated timescales.
- 10.4 The provider will be required to complete and return to Dorset Council Children's Services an annual safeguarding audit (self-assessment).

11. Staffing, Business Continuity and Transport

- 11.1 The Provider shall ensure that all staff who work with eligible families, shall have the relevant and appropriate skills and qualifications to ensure they are credible and able to engage fully, effectively, and safely with each family, its individual family members and the range of agencies supporting that family, including but not limited to, the Lead Professional
- 11.2 The Provider may recruit and train volunteers if appropriate in relation to the service being delivered.
- 11.3 The Provider shall have in place arrangements to ensure continuity of the Service which must include planned mechanisms to provide cover for staff/volunteer sickness, turnover and any other absence.
- 11.4 The service shall ensure that where transport is used in provision of the service/ intervention or activity it is appropriate to the needs of the child, young person, adult, or family and adheres to all the legal and insurance requirements and all drivers hold a full valid driving licence.

12. Anticipated Demand

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12.1 The Supporting Families programme in Dorset has been allocated to work with the following number of families over the lifetime of Phase 3 of the programme. The shaded boxes indicate the numbers over the proposed contractual period.

	2021/22	2022/23	2023/24	2024/25	Total for Phase 3
Phase of programme	Phase 2	Phase 3			
Number of families against which outcomes must be delivered	327	262	424	525	1211

12.2 The number of families supported by Family Support Packages over the last three years is as set out in the table below, however, this provision has been based on a framework contract with an annual budget attached of £200,000, unlike the proposed Dynamic Purchasing System with an increased annual budget of £250,000.

12.3 It should also be noted that the Covid-19 pandemic did impact on the delivery of packages for some providers during certain periods and led to some reduction in numbers, most notably during 2019/20 and 2020/21.

12.4 There was also a surge in requests, which has been attributed to a period of “catch up”, during 2021/22 as circumstances returned to a more normal position. It has been estimated that, one third of the packages approved and confirmed for delivery in 2021/22 could be considered to be this Covid-19 related catch up.

12.5 The distribution of requests by locality and by package type has remained fairly consistent over the last four years.

12.4 It is suggested that providers should assume estimated overall activity will be in the region of 300 requests being approved for delivery each year (+ / - 10%) within the financial envelope of £250,000 being made available.

Total Family Support Package activity April 2018 and March 2022

Year	Total Requests	Request Approved and provider confirmed for delivery	Request Approved but delivery cancelled or did not proceed for another reason
2018/19	298	235	63
2019/20	189	122	67
2020/21	272	221	51
2021/22	488	356	132

Family Support Package activity in 2021/2022 by locality

Locality	Total Requests Approved and confirmed for delivery	% Split
Chesil	120	34%
Dorchester	43	12%

Reference DN631713

East	27	8%
North	69	19%
Purbeck	65	18%
West	32	9%
Total	356	100%

Family Support Package activity 2021/2022 by package type grouping

By Package Type	Total Requests Approved and confirmed for delivery	% Split
Mentoring / Youth Interventions	17	5%
Household management / Financial exclusion	4	1%
Therapeutic approaches – Equine / Animal or Farm	142	40%
Therapeutic approaches – Creative/Arts/Drama/ Play	98	28%
Family Support	4	1%
Counselling – General / specific	91	26%
Total	356	100%

13. Outcomes

- 13.1 The new Supporting Families Outcomes Framework sets out ten headline outcomes [Annex A: National Supporting Families Outcome Framework \(publishing.service.gov.uk\)](#). Below these outcomes sit descriptors of the family needs that make up the eligibility criteria for the Supporting Families programme. Each family must demonstrate a minimum of three eligibility criteria or family needs as set out in the national Outcomes Framework.
- 13.2 The framework also includes predetermined outcomes that must be achieved with all families before a successful payment by results, for a family outcome, is submitted to the government by the local authority.
- 13.3 Evidence that quantifies future savings achieved by Supporting Families to improve family well-being and reduce future demand on public services, will be crucial to Dorset Council’s ongoing investment in this DPS of Family Support Packages for a potential extension year beyond 31 March 2025.
- 13.4 Family Support Package providers must deliver, through their services /interventions/ activities a contribution to an individual and / or their family making significant and sustained progress against at least one of the headline areas, as set out in [Annex A: National Supporting Families Outcome Framework \(publishing.service.gov.uk\)](#).
- 13.5 Providers are expected to pro-actively seek, record, and collate feedback from both the referring lead professional as well as the individual and / or family in receipt of the provider’s service / intervention / activity.

14. Monitoring Arrangements

- 14.1. The Council and the Provider have the responsibility to monitor the effectiveness and quality of the services provided by the Provider in accordance with the DPS Terms and Conditions and this service specification.
- 14.2 The effectiveness of each support package shall be measured through biannual contract monitoring reports and by exception, when necessary, review meetings.
- 14.3 Attendance at additional meetings may also be required when given reasonable notice, at the request of either the Council or the Family Support Package provider.
- 14.4 The service will be monitored using an Outcomes Based Accountability approach and ask three essential questions:
- How much did we do? (Quantity)
 - How well did we do it? (Quality)
 - Is anyone better off? (Impact)
- 14.5 The exact format of the monitoring report will be agreed between the Council and the Provider during the implementation phase of the contract. Likely measures include but may not be limited to:
- How much did we do? (Quantity)** (These indicators will be pre-populated on the reporting spreadsheet by the DFM (Dorset Families Matter) central support team for the programme)
- Number of individual Family Support Packages provided in the monitoring period and cumulatively since the commencement of the Framework
 - Referral source / named Lead Professional.
- How well did we do it? (Quality)**
- Average Time (in working days) from formal approval (i.e. notified when funding approved) and commencement of the support package.
 - % of packages where time (in working days) from formal approval (i.e. notified when funding approved) and commencement was within four weeks or less
 - Where formal approval to commencement exceeds four weeks – reasons
 - % of support recipient remaining engaged for the duration of the whole package
 - Where recipient does not engage or drops out of engaging – reasons
 - Details of any staffing issues such as disciplinary action.
 - Notification of any complaints, including actions taken to remedy and responses
 - Notification of any safeguarding incidents reported and responses
 - Notification of any data breaches or other reportable incidents such as Health and Safety etc action taken and responses

Is anyone better off? (Impact)

- Outcome achieved / progress towards outcomes in relation to the document [Annex A: National Supporting Families Outcome Framework \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)
- Providers are expected to seek feedback from relevant Lead Professionals
- Were the number of sessions within the package sufficient or were further sessions requested?
- If additional sessions requested, was it provider or lead professional who instigated this
- How were outcomes reported to the relevant lead professional on a case-by-case basis.
- The providers own assessment of the impact of their work 3-6 months after the service / intervention / activity concluded. (There is an expectation that providers will check back with all those individuals and families who engage with them to collect and collate their feedback)

14.6 Monitoring reports will be issued by the Council bi-annually and submitted by the Provider to the relevant Childrens Services point of contact on or before the deadline specified.

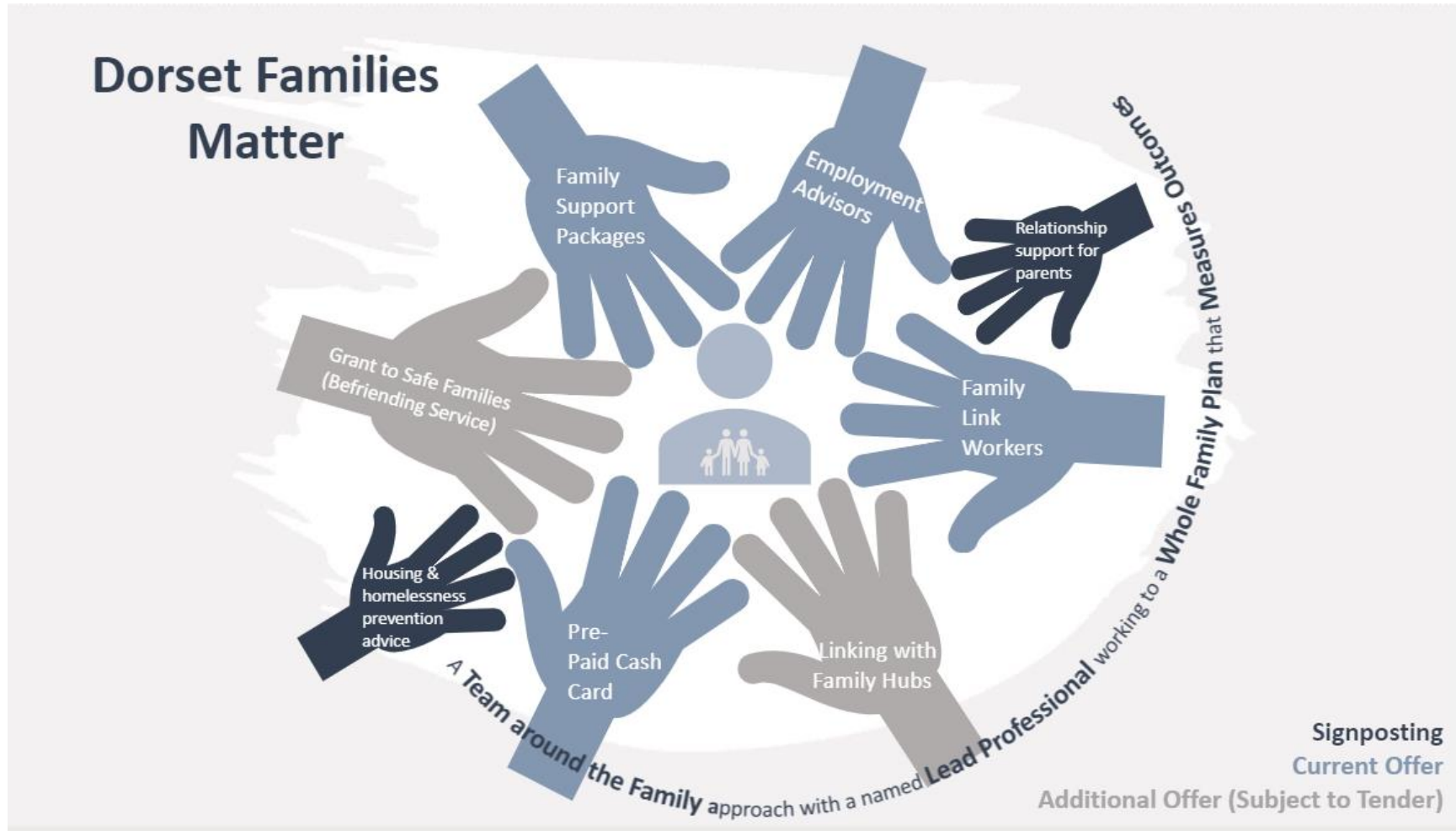
APPENDIX 1. THINK FAMILY MODEL



Reference DN631713

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APPENDIX 2 – ADDITIONAL RESOURCES OFFER VIA DORSET FAMILIES MATTER



Reference DN631713

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