**Service Specification: SEND Short Break and Community Hub**

**1.0 Context:**

1.1 The Royal Borough of Greenwich commission short breaks for children and young people with SEND. It is our aim to have a diverse range of high quality, age and need appropriate provision that families want to access; helps children to achieve their full potential and improves outcomes for children and their families. Our Short Breaks Strategy sets out how we intend to develop short break provision between 2019 – 2022 to achieve this aim. See attached.

1.2 In our testing of the market through the Short Break commissioning for 2019-22, providers told us that their ability to run short break provision in Greenwich was limited by the limited physical space available for providers. This was a barrier in attracting new providers in to our community. It became apparent that there is a gap in the market around affordable and accessible community space for SEND specific short break provision to be based.

1.3 It is our intention to develop a local community space to act as a Short Break and SEND Community Hub in order to increase the offer to families of children and young people with SEND. The Hub will provide a central place for families and children and young people with SEND to access provision, build community links and access information, advice and guidance on provision in the borough.

**2.0 Vision for the SEND Short Break and Community Hub**

2.1 Our vision for The Hub is a community facility, which brings together a range of services for children and families in the borough. Providing access to…

**3.0 Service delivery:**

3.1 The Hub will provide and maintains a community space to meet the needs of a wide variety of children and young people with SEND and their families.

3.2 We are looking for a provider who will;

* Provide day to day management of the SEND Short Break and Community Hub, including coordinating bookings, usage and services from the hub.
* Manage a booking system that allows a shared use of space for the community providers, maximizing the variety and level of provision available.
* Ensure the hub prioritises access for a variety of commissioned and community providers to deliver short break services directly to children and young people with SEND at an affordable rate. Commissioned providers are given priority access/bookings during set times such as Saturdays and school holidays when the provision is required most.
* Deliver their own service and deliver provision directly from the site, making the best use of the facility to support the needs of children, young people and families.
* Manage the hub in order to facilitate a mix of public, private and commissioned services to make use of the site.
* Ensures priority access for the Parent Carer Forum and other parent groups in Greenwich at a highly subsidized or no cost (to be agreed in discussion with RBG).
* Develop proposals (in partnership with RBG) for income generation for the Hub, through renting of the space for private bookings such as to schools, private organisations or community members for social events.
* Manage and maintain the Sensory Room, to ensure it is accessible for families or providers to make use of. There is a coordinated booking system maintained by the Hub.
* Develop and manage a suitable online presence to promote the Hub

**4.0 Service outcomes**

4.1 This section sets out the outcomes that The Service will be expected to achieve.

* More families accessing activities
* Families develop a connection to the local community, experiencing a sense of belonging, contributing and participating in the local community

## **5.0 Premises**

5.1 The Appendix includes the draft lease to be signed with the Provider.

5.2 Services should be delivered in additional local venues particularly to support the engagement of children, young people and their families’ borough wide.

5.3 In respect of the delivery of clinical care and treatment any premises used must:

* clean,
* secure,
* suitable for the purpose for which they are being used,
* properly used
* properly maintained, and
* appropriately located for the purpose for which they are being used.

## **6.0 Operating hours**

6.1 The Hub should be available for 52 weeks a year, excluding Bank Holidays. Timetables and frequency of group activities may change throughout the year but should be delivered no less than 50 weeks a year.

6.2 In order to maximise use of the facilities the Service should encourage the use of the building by organisations delivering provision that supports the outcomes of the Service.

6.3 During periods where activity in Hubs is limited (e.g. school hours), the Provider should consider:

* The use by schools for their children
* The use by parents/carers to receive support around parenting
* Income generation opportunities, in the line with the draft Lease

6.4 Planned closures of the Hubs for more than 3 consecutive working days must be approved by the Local Authority.

6.5 The Local Authority must be advised of any emergency closures.

## **7.0 Health and Safety**

7.1 The Provider will ensure that all premises and equipment used for the provision of the Service are at all times suitable for its delivery and sufficient to meet the reasonable needs of clients.

## **8.0 Environmental Standards**

8.1 The Provider will maintain a strong commitment to supporting a reduction in their own and partners carbon emissions. This includes the use of Travel Plans (formerly Green Travel Plans) in order to encourage alternatives to single occupancy car use.

**9.0 Safeguarding**

9.1 The provider will be required to have in place safeguarding arrangements that reflect the importance of safeguarding and promote the welfare of children and vulnerable adults, including:

* A clear line of accountability for the provision of services designed to safeguard and promote the welfare of children.
* A culture of listening to children and parents taking account of their wishes and feelings, both in individual decisions and the development of services.
* Clear whistleblowing procedures which are regularly reviewed as well as a culture that enables issues about safeguarding and promoting the welfare of children and vulnerable adults to be addressed.
* Arrangements which set out clearly the processes for sharing information, with other professionals in compliance with Working Together, London Child Protection procedures and Greenwich Safeguarding Children Partnership guidance and procedures.
* A designated named person / s for safeguarding. Their role is to support other professionals in the Service to recognise the needs of children and they should be given sufficient time, supervision and support to fulfil their responsibilities effectively.
* Safe recruitment practices for any individuals (e.g. staff and volunteers) whom the organisation will permit to work regularly with children and vulnerable adults.
* New staff should receive a comprehensive induction to the Service which has a safeguarding focus and all staff to take part in safeguarding training that is appropriate to their role, this include volunteers.

9.2 The Provider will ensure that all staff are aware of their responsibilities to take action to keep children and adults safe. This includes carrying out their duties in a way that is consistent with legislation, national guidance and the Greenwich Safeguarding Children Partnership and Safeguarding Adults Board Procedures.

9.3 The Provider will ensure all relevant staff are able to participate fully in safeguarding meetings, protection planning and core groups.

9.4 The Provider will ensure all staff are kept informed of the outcomes of Serious Case Reviews and Learning Reviews and will implement recommendations as required.

9.5 The Provider will undertake yearly safeguarding audits to demonstrate that they comply with the arrangements set out above.

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## **10.0 Performance Management**

10.1 Provider will be expected to demonstrate how the voice of the child and the voice of the parent and carer inform their quality improvement

10.2 Providers will be expected to submit:

* Quarterly reports on finance and outputs
* Quarterly returns on complaints, compliments, suggestions for changes in services from service users and responses made to these
* Quarterly returns on premises management activities including compliance with Health and Safety Executive requirement as well as repairs and other maintenance

10.3 The Local Authority will conduct at least 1 site visit a year. Commissioners will undertake case audits and safeguarding audits annually.

## **11.0 Risk Management**

11.1 The Provider will ensure that there are robust processes, working practices and systematic activities that prevent or reduce the risk of harm to service users and staff. The Provider will, as a minimum, ensure that:

* They adhere to the Greenwich Safeguarding Children Partnership procedures for the Reporting and Management of Serious Incidents and have robust processes in place to support the reporting and review of all incidents at the earliest opportunity. This will include the documentation, investigation and follow up with appropriate action of all incidents.
* There are robust policies, processes, working practices and systematic activities that prevent or reduce the risk of harm to clients and staff.
* There is a robust risk assessment process in place for clients which is regularly reviewed and updated. Any identified risk will inform risk management plans which will contain clear and appropriate actions to minimise risk.
* Processes are in place for any staff member to raise concerns in a confidential and structured way
* That an effective complaints procedure for service users is in place, in line with the current Complaints Procedure guidance, to deal with any complaints in relation to the provision of the system, which is available for audit.
* The system participates in any multi agency investigations into incidents and/ or serious case reviews and develops the Service to incorporate lessons from serious case reviews in Royal Greenwich and other areas
* When venues other than schools or youth hubs are used, risk assessments are undertaken before the commencement of any activity.

11.2 Self-audit around internal risk management and safeguarding processes are performed at least annually

11.3 Lone working policies are in place and regularly reviewed to ensure they are supportive for staff and being implemented.

## **12.0 Data Collection**

12.1 Commissioners will have access to all data collected by the provider in line with GDPR, service user consent and any other relevant data protection legislation to allow discussions regarding service developments and performance.

12.2 Data pertaining to demographics (ethnicity, age, gender, post code, religion) and protected characteristics will be collected and shared with the commissioner.

12.3 The provider will have agreed data sharing protocols with partner agencies, including healthcare providers, children’s social care and the police to enable effective holistic services to be provided to children and their families.

12.4 The provider should ensure that all necessary consent forms are completed in order to share information with the commissioner.

## **13.0 Information Governance**

13.1 Data will be obtained, stored, shared and processed in accordance with the General Data Protection Regulation 2018.

13.2 Information sharing protocols are consistent with guidance from the local Caldicott Guardian.

13.3 The Provider will have a clear confidentiality/data handling policy, which is understood by all members of staff. The policy should be presented and clearly explained to all clients both verbally and in writing.

13.4 The Provider will develop clear information sharing protocols with partner agencies and robust case management and information management tools to enable the wide sharing of information. The Provider will ensure that data which is collected is accurate, reliable and able to support performance management and the assessment of need in the borough.

13.5 The Provider will ensure that all processes and systems for information processing and sharing are informed by the NHS information governance requirements.

## **14.0 Social Value[[1]](#footnote-1)**

14.1The Royal Borough is utilising the Public Services (Social Value) Act 2012 to deliver on its commitment to making the most out of every ‘Greenwich Pound’ spent and also, improve the wellbeing of its residents. As such, we are embedding a social value approach to our commissioning and procurement activities. Social value can mean different things/outcomes to many organisations, but here in Greenwich, our definition of social value is- outcomes offered by a contractor as additional benefits over and above the core requirements. This means a social value offer from a potential supplier should not add cost to the tender price. To ensure the social value delivered through our commissioning and procurement activities addresses the real economic, social and environmental wellbeing needs of the residents, the social value outcomes sought in contracts are intrinsically linked to the 8 corporate themes of the council as listed below:

1. a healthier Greenwich
2. a safer Greenwich
3. a great place to grow up
4. delivering homes through economic growth
5. a cleaner, greener Greenwich
6. economic prosperity for all
7. a great place to be
8. a strong, vibrant and well-run borough.

## **Tender timeline**

**tbc**

## **Service Budget and Payment Schedule**

tbc

1. Social Value Act: Information and Resources https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources [↑](#footnote-ref-1)