



## **Volume Three (3) - Specification**

**Contract Reference**

**T00115PCT**

**Contract Title**

**Engagement and Resettlement Service**

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## 1. About the Specification

This Specification has been developed after consultation with stakeholders and service users. The specification is not prescriptive about the shape of the Service. Providers are invited to suggest the best possible delivery model within the available budget. The building lends itself to a notional two stages (without physically dividing it in two) due to its layout. This is indicated as an option and not the preferred method of delivery.

The Service at Leonard Stocks is high profile, and situated in the town centre. The Service forms a major part of the provision for single homeless people and rough sleepers, and the successful Provider will need to maintain and improve its position as a visible and key service in Torbay, integrated into statutory, community and voluntary provision.

## 2. Outcomes to be Delivered

The Service will contribute to the following strategic outcomes from the Evaluation framework for the integrated care system at Torbay and South Devon:

Domain	Outcome
Health and Wellbeing	Improved population health Improved quality of life Reduction in inequalities
Quality of Care	Consistent high levels of safety People always have an excellent experience of care Workforce always has an excellent experience in providing care Increased effectiveness & efficiency
Value and Sustainability	System demonstrating sustainability and resilience, staying within allocated resources Reduced 'waste' through system efficiencies Shift in resource allocation to achieve the integrated model of care
Transformed services	System where providers and communities are working together as an improving integrated system demonstrating: <ul style="list-style-type: none"><li>• <i>person centred care</i></li><li>• <i>shared decision making</i></li><li>• <i>community resourcefulness</i></li><li>• <i>focus on prevention and early intervention</i></li></ul>

Contribution to these outcomes will be measured through performance indicators – please see Appendix A.

Within these outcomes, the Service will contribute to achieving the following:

- Reducing rough sleeping;
- Prevention of homelessness;
- Reduction of Anti Social Behaviour;
- Safeguarding of vulnerable individuals;
- Prevention/reduction in Re-Offending;
- Independence and potential are maximised;
- Reduction in repeat presentations to service.

### 3. Service Purpose

- 3.1 The primary purpose of the Service is to engage individuals in breaking their cycle of homelessness and exclusion through the provision of person centred, recovery focused support with the ultimate aim of an individual moving to, and maintaining their own tenancy, engaging in community activities, and employment, training or education.
- 3.2 The Service forms a central part of the Council's available service offer to single homeless people. The Service will therefore assist the Council's Housing Options Service to fulfil its statutory duty by providing temporary accommodation under Section 188/193 of the Housing Act.

### 4. Service to be Delivered

#### 4.1 Nature of the Service

- 4.1.1 The successful organisation will deliver a support and housing management service to 24 people in the Leonard Stocks building. The client group will be adults who are homeless and have a support need and a local connection.
- 4.1.2 There is no prescribed model for the Service; we welcome the ideas of providers who we recognise have the experience to suggest best ways of working. Providers are invited to suggest the best possible delivery model within the available budget. The building lends itself to a notional two stages (without physically dividing it in two) due to its layout. This is indicated as an option and not the preferred method of delivery.
- 4.1.3 There is a clinic room within the building where a GP service for residents and rough sleepers is held weekly; the successful Provider will continue to enable this Service to take place.
- 4.1.4 The rough sleepers outreach worker is funded by Friends of Factory Row (a voluntary group who fundraise for the Leonard Stocks Centre) and is currently employed by Shekinah Mission. This post is currently based at the Leonard Stocks building. The successful organisation will enable the work of the Outreach worker, and will negotiate a successful balance at the building of work with residents, and work with rough sleepers.
- 4.1.5 Rough sleepers should as a minimum be offered a daily slot to come to the Leonard Stocks building to meet with the Rough Sleepers Outreach worker, have showers, and do laundry.

- 4.1.6 The Service will deliver Severe Weather Watch on behalf of the Local Authority from the building. The Council's Severe Weather Watch forms one part of the local response to offering shelter to rough sleepers in winter; the Service will work in partnership with local church groups and the Council to deliver a joined up winter service.
- 4.1.7 The building has 1 kennel and can accommodate dogs. The successful Provider will, in partnership with the Local Authority, draw up a policy/procedure for resident's dogs.

## 4.2 Delivery Sites and Times

- 4.2.1 The Service will be delivered from the Leonard Stocks Centre, a 24 bed purpose built building located on Factory Row, Torquay. At least 2 of the units must be maintained as meeting the requirements of people with disabilities.
- 4.2.2 The Service will be offered 24 hour a day, 7 days a week, and 365 days a year.
- 4.2.3 Tenancy Agreements/Licence Agreements must meet current legislation and be appropriate to the requirements of the Service and the needs of the person. This includes the provision of Easy Read tenancies/licence agreements to be offered as an alternative to standard documents
- 4.2.4 Torbay Council reserves the right to move the delivery site of the Service.

## 4.3 Eligibility for the Service

- 4.3.1 To be eligible for the Service an individual must:
  - Be an adult aged 18-65 years;

(It will not be usual practice to accommodate 18-21 years old (or very vulnerable under 24's) at Leonard Stocks, as first choice would always be a specific young people's service. However, there may be times when there is no alternative, and it is necessary to accommodate a young person. In these circumstances, the Youth Homelessness Prevention Panel will work to quickly find a more appropriate solution.)

  - Be in need of accommodation and support;
  - Have a local connection to Torbay (see Appendix C)
- 4.3.2 Service provision for people with no recourse to public funds but meeting other eligibility criteria and entry requirements for the Service must be discussed and agreed with the contract manager prior to service start
- 4.3.3 Any individual on licence should not be placed unless agreed with local probation services

## 4.4 Referrals to the Service

- 4.4.1 All referrals to the Service will come via the Housing Options Service at Torbay Council. This will enable the Service to be integrated into the Housing pathway, and for individuals to make homeless applications.

- 4.4.2 The Service is expected to confirm acceptance or decline a referral within 3 working days of receipt of a referral, including notification to the client and to Housing Options Service.
- 4.4.3 Acceptance into the Service will be negotiated between Housing Options Service and the Provider. The Provider shall have the right to refuse referrals with justification.

## 4.5 Support Levels

- 4.5.1 The Service is expected to deliver a base level of service to all i.e. regular link work sessions and work to achieve the outcomes specified in the individuals support plan. However, the Service is expected to deliver a flexible service that delivers variable amount of support to individuals over time, dependent on need.
- 4.5.2 Support should be available at varying times and agreed between service users and support workers.
- 4.5.3 Female service users should be offered the option of a female support worker
- 4.5.4 Support will focus on preparing people to sustain a tenancy, and will engage with individuals to identify and address the issues that contributed to their homelessness. In addition, the Service will support people to identify their goals in life, and engage with activities in the community, and education, training and employment.
- 4.5.5 The Service will support people to engage with statutory agencies such as Drug/Alcohol treatment, mental health services etc.
- 4.5.6 The Service will maintain a good up to date knowledge of community, voluntary and statutory services available in Torbay and how to refer into/access these services.
- 4.5.7 The Service will work closely with statutory agencies working with individuals e.g. mental health services, probation, drug and alcohol treatment, in order to provide a holistic service to the individual. Joint support planning should happen if possible.
- 4.5.8 The Service sits alongside other resources such as the MEAM (Making Every Adult Matter) worker, Vulnerable and Complex Needs Officer, the outreach worker and Housing Options Workers. Some or all of these workers may be working with residents of Leonard Stocks in addition to staff within the Service. The Service will work to maximise this resource by joint support planning and joint working where possible

## 4.6 Length of Stay

- 4.6.1 The maximum length of stay for the Service will be 6 months. This may be configured in stages if the Provider wishes, but the entire length of stay should not exceed 6 months.
- 4.6.2 Exceptions to this maximum length of stay must be negotiated with the Contract Manager

## 4.7 Staffing

- 4.7.1 The successful Provider will recruit and at all times maintain sufficient staff with the
- 4.7.2 appropriate skills and knowledge required in the contract.

- 4.7.3 The Provider will ensure and evidence that staff have the appropriate ability, skills, knowledge, training and experience to work with people with complex needs and/ or who demonstrate behaviour that challenges.
- 4.7.4 Staff will demonstrate a general understanding of issues such as substance misuse issues, mental health issues, the criminal justice system, domestic abuse, and welfare benefits, and the knowledge of how to access specialist support in these areas.
- 4.7.5 Staff will demonstrate an understanding of, and commitment to person centred support and the recovery ethos and be able to explain how these principles are implemented through their case work.
- 4.7.6 Staff will have an awareness of modern slavery and sexual exploitation.
- 4.7.7 All staff must have enhanced DBS checks that are carried out on commencement of employment and at least every 2 years following the initial check
- 4.7.8 All staff must be trained in Safeguarding Adults at a level appropriate to their job role.
- 4.7.9 The Provider will ensure and evidence that appropriate mechanisms are in place to effectively communicate policies, procedures and relevant strategic information to staff.
- 4.7.10 The Provider will ensure and evidence strong management and support of staff.

## 4.8 Values

- 4.8.1 The Service will be person centred; the service user will be at the centre of, and in control of their support. The Provider will ensure and evidence that service users have some choice of key worker (in particular around gender) and that the timing of support sessions is negotiated with service users. Above all, staff will demonstrate a commitment to, and belief in the concept of self determined support, and be able to explain how they deliver support based upon this concept.
- 4.8.2 The Service should demonstrate a 'recovery ethos'; that is to demonstrate a belief in people's ability to recover from mental ill health, substance misuse, and other issues that led to their homelessness, and make positive changes in their lives. The belief that individuals make these changes, but services can support them by providing the right environment to make this possible. Staff will be able to explain how the support they deliver reflects these values.
- 4.8.3 The Service will have regard to the 'I' statements within the Narrative developed by National Voices, (commissioned by the NHS commissioning board, now NHS England) The 'I statements' express what integration of care and support looks like from the perspective of a person using a service.

## 4.9 Staff/Service User Relationship

- 4.9.1 Staff/service user relationships should be based on respect, trust and boundaries.

## 4.10 Service Improvement

- 4.10.1 The Provider will demonstrate that they have effective mechanisms to achieve service improvement. This may include systems such as (but not limited to) a

mechanism to use complaints to drive service improvement, service user and staff satisfaction surveys that are used to drive service improvement etc.

## 5. Safeguarding

- 5.1 The Service(s) will work to Torbay Council's Adults Safeguarding Policies<sup>1</sup>.
- 5.2 The Services will have robust Safeguarding Policies, including Safer Recruitment.
- 5.3 The Service will have a nominated Safeguarding Lead who is responsible for sign off (through supervision) of compliance to the Safeguarding process.
- 5.4 The Provider will ensure that staff receive Safeguarding training as part of their induction programme and that training is refreshed at regular intervals and monitored through supervision.
- 5.5 The Service will keep an incident log with regard to safeguarding issues.
- 5.6 The Service will inform the Contract Manager within the Local Authority of any safeguarding issues. This will include any allegations relating to staff, and referrals of service users.
- 5.7 The Provider will have organisational frameworks in place to modify service delivery as a result of a review or following an incident.

## 6. Partnership Working

- 6.1 The Provider will need to form a good working relationship with Langley House Trust, the owners of the Leonard Stocks building, and carry out Housing Management duties on their behalf. A draft management agreement supplied by Langley House Trust is attached at Appendix E for information.
- 6.2 The Provider will actively promote the Service to ensure all community, voluntary and statutory agencies are aware of the Service, eligibility criteria, and referral mechanisms.
- 6.3 The Service will ensure an appropriate representative is made available to attend and actively participate in partnership meetings such as the Move on meeting and the Homelessness Strategy Group.
- 6.4 The Provider will contribute to the delivery of Torbay Council's homelessness strategy.
- 6.5 The Provider will work closely with Devon and Cornwall police, and the Community Safety partnership to manage the area around the Leonard Stocks building.
- 6.6 The Service is expected to build strong working relationships with partner agencies at both a strategic level, and at operational staff level. This will include joint working with (but not exclusively): The Local Authority Housing Options Service, Substance Misuse Services, Mental Health teams, the Turnaround Team, Community Rehabilitation Company (Working Links) Devon and Cornwall Police, and a wide range of community and voluntary agencies.

## 7. Management of Contract

- 7.1 Prior to commencement of delivery the Authority's Contract Manager will arrange to meet with the successful Applicant(s) to discuss and agree key performance and mandatory training requirements and implementation of the Contract.

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<sup>1</sup> [www.torbaycaretrust.nhs.uk/ourservices/SafeguardingAdults/Pages/Default.aspx](http://www.torbaycaretrust.nhs.uk/ourservices/SafeguardingAdults/Pages/Default.aspx)

- 7.2 The Provider will supply an implementation plan, and attend regular implementation meetings (frequency to be agreed between the successful applicant and the Local Authority contract manager).
- 7.3 The following must be in place prior to the contract start date:
- All staff. In addition there must be plans in place to mitigate for delays due to TUPE (if applicable), staff absence and/or vacant posts.
  - Appropriate and up to date DBS Checks for all staff working in the Service
  - Safeguarding Policies and procedures
  - Risk management policies/procedures and internal governance
  - Case management system
  - System to capture and report performance information
- 7.4 The Provider will attend quarterly contract review meetings with representatives of the Local Authority.
- 7.5 The Provider will ensure that they provide local representation of their organisation or a robust method of communication if there is no local representation.
- 7.6 The Provider will submit quarterly performance information returns electronically.
- 7.7 The Provider must be able to demonstrate compliance to the following legislation:
- **Health and Safety and Health and Safety at Work Act 1974<sup>2</sup>** - There will be an effective health and safety policy in use which has been reviewed in the last two years and complies with current legislation.
  - **Human Rights Act 1998<sup>3</sup>** – The Provider will promote and protect the human rights of clients and have policies and procedures in place to ensure staff understand their responsibilities under the legislation.
  - **Data Protection Act 1998<sup>4</sup>** - The Provider will have clear policies and procedures in place to maintain confidentiality and the security of personal data held by them. The Provider will have robust policies and procedures in place to manage disclosure of information in the event that confidentiality needs to be broken in order to protect the client.
  - **Safeguarding and Protection of Adults and Children from Abuse** – the Provider will have clear policies and procedures in place with regard to safeguarding. This will include adherence to Torbay's Safeguarding Adults Policy<sup>5</sup> and the requirements of the Torbay Safeguarding Children Board.
  - **Equality and Diversity** - The Provider will have clear policies and procedures in place to ensure compliance with the Equality Act 2010<sup>6</sup> and subsequent legislation. Providers will demonstrate a commitment to fair access, fair exit, diversity and inclusion, and will ensure clients are well-informed about their

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<sup>2</sup> <http://www.hse.gov.uk/legislation/hswa.htm>

<sup>3</sup> <http://www.legislation.gov.uk/ukpga/1998/42/contents>

<sup>4</sup> <http://www.legislation.gov.uk/ukpga/1998/29/contents>

<sup>5</sup> <http://www.torbaycaretrust.nhs.uk/publications/tsdhc/safeguarding%20adults%20policy.pdf>

<sup>6</sup> <http://www.legislation.gov.uk/ukpga/2010/15/contents>



rights and responsibilities. Fair access, fair exit, diversity and inclusion will be embedded within the culture of the Provider.

- **Employment Legislation including the Employment Act 2002<sup>7</sup>** and Transfer of Undertaking (Protection of Employment) Regulations 2006 (TUPE)<sup>8</sup>. Applicants should refer to the relevant sections within this Volume and Volume Two (2) Information.
- **Freedom of Information Act 2000<sup>9</sup>** – The Provider will have clear policies and procedures in place to ensure that it can co-operate with Freedom of Information requests made by commissioners, to enable the Local Authority to comply with its statutory duty under this legislation

## 8. Performance Monitoring

- 8.1 Performance indicators and outcome measures for this contract are set out at Appendix A.
- 8.2 The Provider will submit performance information quarterly and electronically.
- 8.3 The Local Authority will conduct a Quality Assessment Review of the Service after one year of the contract. The Provider will actively engage with this process.
- 8.4 Torbay Voice is a group of people who use, or have used support services in Torbay, and are supported by the Local Authority. As part of the contract review process, Torbay Voice will carry out service user surveys.

## 9. Business Continuity Plan

In accordance with the Civil Contingencies Act Two Thousand and Four (2004) the Contractor shall:

- 9.1 Maintain a written Business Continuity Plan;
- 9.2 Review the Plan annually;
- 9.3 Provide the Authority's Authorised Representative with a copy of the Plan within 4 weeks of the Service Start Date;
- 9.4 Provide the Authority's Authorised Representative with a copy of any revised Plan within 4 weeks of the date it is amended.

## 10. Exit Management Plan

No later than three (3) months after the Service Start Date, and thereafter as specified in paragraph Error! Reference source not found. of Appendix 7 to the Contract, the successful Applicant shall prepare an Exit Management Plan for review by the Authority.

## 11. Other Information/Services Offered

- 11.1 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

<sup>7</sup> <http://www.legislation.gov.uk/ukpga/2002/22/contents>

<sup>8</sup> <http://www.legislation.gov.uk/ukxi/2006/246/contents/made>

<sup>9</sup> <http://www.legislation.gov.uk/ukpga/2000/36/contents>

questions are asked along these lines or not.

- 11.2 The Authority may wish to add further services to this contract in negotiation with the Service Provider(s) and commissioning partners.