

SCHEDULE A: Specification

BATH AND NORTH EAST SOMERSET
SPECIFICATION FOR EARLY HELP TARGETED SUPPORT MENTORING
SERVICE
2021 – 2024

1. Introduction, strategic context and background

Bath and North East Somerset require a mentoring service to be a key part of the local Early Help and Intervention offer providing support for young people as soon as needs are identified offering the right help at the right time to improve young people's outcomes and to prevent them escalating and requiring statutory intervention. The Service will also be a member of the Early Help Allocation Panel which considers referrals that have not met the threshold for social care intervention but, without early help support, may escalate.

2. Estimation of need

The recent [Bath and North East Somerset Early Help Needs Assessment](#) confirmed that “there is clear need and demand for early help”. Key areas of need relating to children and young people included themes around behaviour, mental health, safeguarding, parenting and speech and language. The needs assessment included a survey completed by 93 respondents, and out of 15 who answered a question regarding what services they had recently referred children to for support, 7 had referred to local mentoring services.

The range of needs prompting referrals to early help services is complex and wide ranging but includes behaviour, mental health and safeguarding issues. Issues experienced by young people are likely to increase due to the current COVID-19 pandemic. Whilst the impact of this will be under review, already national trends are emerging which will affect young people including an increase in domestic violence, increased food insecurity, increased family tensions and an adverse impact on education. Young people accessing support from early help services have told us they value a mentoring service that allows them to talk to positive role models who listen without judgement, are approachable, friendly, kind, understanding and “put themselves in young people’s shoes”. Young people also need a safe space where they feel comfortable to discuss things that matter to them where their opinions are respected and valued and can get help and advice in managing situations. They also need to be supported to try new things that they otherwise wouldn’t be able to and encouraged to achieve their goals whatever they may be.

Core data received through the contract management process confirms that demand for targeted youth support and mentoring remains high and the need for mentoring is likely to increase due to the following factors in Bath and North East Somerset:

- Estimated 12% of children living in poverty
- Performance is worse than regional and national rates for persistent absenteeism (secondary school), hospital admissions as a result of self-harm and mental health and admissions for alcohol specific conditions.

The Early Help Needs Assessment also confirmed that agencies refer to mentoring, alongside other early help support, to help reduce risk taking behaviour and address emotional dysregulation which results in behavioural problems.

3. Description of the Service

The mentoring service will deliver targeted support for young people who are assessed as being at risk of experiencing poor social, health and wellbeing outcomes (caused by factors

listed in the eligibility criteria)	
	<p>Aim of the Service: The aim of the Service is to provide good quality mentoring for young people, so they feel empowered, develop resilience, believe in themselves and have confidence to engage with their community and the support provided for them.</p>
	<p>Service Outcomes</p> <ul style="list-style-type: none"> • Young people are safer • Young people have increased confidence and self-esteem • Young people have improved physical wellbeing • Young people have improved emotional wellbeing • Young people feel more valued and part of their community • Young people have higher aspirations for their future and engage positively with education, employment or training • Young people have increased communication and social skills
	<p>Details of the service</p> <p><i>“Mentoring is to support and encourage people in order that they may maximise their potential, develop their skills, improve their performance and become the person they want to be” (Eric Parsloe, The Oxford School of Coaching and Mentoring).</i></p> <p>The Service will provide a good quality mentoring service which builds on the strengths and aspirations of the young person through listening, being reliable and consistent, engaging with them and providing their full attention, respecting their opinions, goals and aspirations and motivating them to try new things.</p> <p>The Service will enable and support young people in achieving their full potential by identifying any appropriate additional local support available from partner agencies and empowering them with the skills to access it. The service will be accessible, approachable and non-judgemental to enable young people to feel comfortable to talk through any issues as they arise and to provide a problem free space when required.</p> <p>The Service will provide regular (i.e. weekly), reliable, one to one mentoring for up to 12 months to provide the opportunity to build a positive, trusting relationship which focuses on the young person’s needs and wishes and enables them to choose how they use the time with their mentor and what activities they would like to engage in. The Service will provide a robust and intensive training programme for all mentors who will build on their own understanding and experiences of young people and receive training to enhance this and increase their awareness of the challenges encountered by vulnerable young people so they are able to equip them to develop resilience to positively manage such challenges and become confident to eventually deal with them independently. Mentors will be matched according to the needs, aspirations and experiences of young people.</p>

	<p>The Service will support young people who have an identified need, as described in Working Together to Safeguard Children 2018, and will be a key delivery partner of the Early Help and Intervention Strategy providing targeted early help at Levels 2, 3 and 4 (additional and complex needs) as described in the B&NES Threshold for Assessment document. Whilst the Service is predominantly a targeted Early Help Service working across Levels 2/3 and 4, it will also contribute to support plans led by Social Care and other specialist services at Level 5 where the Service can provide support and interventions to help meet the needs of the young person as part of a statutory plan or Step Down process and to prevent needs escalating or re escalating.</p> <p>The Bath and North East Somerset “Threshold for Assessment” document explains the levels described in further detail.</p>
	<p>Service Capacity</p> <p>The Service will be supporting a minimum of 30 young people at any one time.</p>
	<p>Client and eligibility criteria</p> <p>The Service will be for young people aged 11-21 (up to 25 with SEND) who are affected by two or more of the following and have discussed and identified they would welcome support from a mentoring programme:</p> <ul style="list-style-type: none"> • Young people experiencing emotional problems following issues including bullying, bereavement, family issues, including a culture of offending within the family*, domestic abuse, poor mental health*, substance misuse* • Young people disengaged, struggling, missing or at risk of exclusion from school • Young people displaying challenging or withdrawal behaviour and affected by social and cultural isolation • Young people in or leaving care (up to age 21) • Young carers* • Young people with no positive role models in their life <p>* please note that there are organisations who can support these specific issues and the mentoring service may work either alongside these or provide mentoring where these issues are historic or where young people are stepping down from this support and there is an identified need for mentoring.</p>
	<p>Geographical area covered by this Service</p> <p>Bath and North East Somerset.</p>
	<p>Referrals and access</p> <p>The Service will accept referrals from schools, school nurses, self-referrals, Social Care and other early help and intervention agencies as well as the Early Help</p>

	<p>Allocation Panel. Referrals from partner organisation should be the result of an Early Help assessment (or equivalent quality agency assessment or similar statutory assessment such as a Pathway Plan Review) which has identified that a mentoring service is best placed to meet the young person's needs. The Service will therefore strongly advocate, and recommend, that young people being referred have an existing assessment which identifies the need for a mentoring service (with permission from the young person/family to share the assessment prior to making the referral).</p> <p>If, for any reason, an assessment has not been undertaken, or if a young person or their parent/ carer is referring directly, the service will undertake the assessment process and ensure that the young person's needs are identified and that relevant partner organisation are involved in the planning of support required.</p> <p>The Service will effectively identify and engage with vulnerable young people and have an understanding of local communities across Bath and North East Somerset, the impact of inequalities and will have the ability to deal with the impact to ensure the service is accessible to all.</p> <p>Young people should find it easy to access and engage with the Service irrespective of their needs or where they live in Bath and North East Somerset.</p> <p>The Service will ensure immediate acknowledgement of the referral and confirm the next steps with the referrer. Once a referral is accepted, the assessment process, which includes reviewing any existing assessment in place, will be initiated within 10 working days of referral. The referral agency and young person will be notified of the outcome and timeframe for the start of the service. Where a referral is not accepted a clear explanation of the reasons will be given and recorded.</p>
	<p>Assessment, support planning, risk assessment and reviews</p> <ul style="list-style-type: none"> • The majority of young people referred should already have an Early Help Assessment, own agency or similar statutory assessment, including a Pathway Plan Review or Looked after Children (LAC) Review in place. The service will strongly encourage those agencies already working with young people, and wishing to refer, to complete an appropriate assessment beforehand to be shared which clearly identifies the need for mentoring and the young person's desire to engage. • The assessment and support planning process should be undertaken with the full engagement of the young person, and their parents or carers and other relevant organisations/agencies i.e. schools where appropriate. • Through this process the service will help the young person to reflect on their circumstances, and help them identify and recognise their needs, talents and interests. The process should be enabling and increase the confidence and resilience of the young person. • Following the assessment, an outcome focused support and risk management plan will be co-produced and completed jointly with the young person, and their parents/carers and/or other partners where appropriate. This should be undertaken within 3 months of the young person being accepted into the service.

	<ul style="list-style-type: none"> • The support plan should set out clear / SMART early intervention and prevention outcomes which address the risks and needs of the young person. identified by the assessment process • The Service will provide regular (i.e. weekly) one to one mentoring support for up to 12 months and will review the support plan and needs assessment jointly with the young person every three months or following a significant change in need or risk and contribute to any team around the child reviews. • The provider should use an outcome measure tool agreed with the commissioner to capture progress against individually agreed outcomes. • Where appropriate, and to avoid duplication, support plans should be shared or developed jointly with parents/carers or other partner agencies, for instance as part of a team around the family. • The assessment and support planning process should have a clear exit plan which should include supporting any transitional arrangements back into universal services or another service where appropriate. • The Service will have, or develop within the first quarter of the contract, a written needs and risk assessment policy and procedure to ensure the needs of young people, and any inherent risks are assessed on a consistent and comprehensive basis as part of the assessment process. The procedure should state how young people will be involved in the process. • Any needs and risk assessment, support planning and reviews involve young people and take full account of their views, preferences and aspirations. • The Service will ensure that staff/ volunteers carrying out needs and risk assessment, negotiating support and risk management plans are competent to do so by accessing appropriate training and support and all assessments and plans will adhere to local quality standards (see Schedule B).
	<p>Preventative work</p> <p>The Service will:</p> <ul style="list-style-type: none"> • Offer a range of accessible and young people friendly early support interventions, which have a strong evidence base as to their efficacy. • Enable young people to easily engage with the support, along with their parents / carers where appropriate. • Support and challenge young people to build on their strengths and foster a sense of responsibility. <p>Tailor their support to meet the needs of the young person to ensure that support interventions are timely, appropriate, flexible, and meet changing needs and risks of the young people supported. This should include timely support to young people at times that suit them.</p> <ul style="list-style-type: none"> • Provide service delivery methods in settings which best support access by, and engagement with young people, that suit their preferences. • Develop innovative ways of engaging and supporting young people, using opportunities through interactive and social media. • The Service will promote the social functioning and wellbeing of young people it supports, taking opportunities to promote and encourage healthy lifestyles.

Multi agency working

The Service will:

- Develop strong links and joint working relationships with partner organisations to coordinate service delivery where relevant including:
 - Social Care
 - Child & Adolescent Mental Health Service (CAMHS)
 - Early Help Allocation Panel and members
 - Adult Services (particularly drug/alcohol/mental health/domestic abuse services)
 - School Nursing Service
 - Project 28
- Actively promote their provision to young people, their families, schools, Social Care, and any other potential referring agencies.
- Be aware of the needs of parents, carers or any other significant others especially those affected by drugs/alcohol/mental health and domestic abuse issues and the impact these have on young people. The service will deliver a joined-up approach with commissioned Adult Services and signpost adults effectively to appropriate local support.
- The Service will share information with Connecting Families about individual cases to track and monitor progress and family outcomes.
- Provide information, support and advice to parents of young people
- Support young people to access additional support services, where they have additional difficulties/needs which cannot be met by this service. An Early Help Assessment and lead professional and team around the child / young person approach should be used to initiate this.
- Provide joined up packages of support as part of the integrated pathway for vulnerable young people where required.
- Participate in any relevant forums and case conferences with the voluntary and statutory sector in Bath and North East Somerset to facilitate joint working and support the delivery of outcomes for young people.
- Establish close links with local community groups and businesses and actively explore opportunities for young people
- Promote young people's positive sexual health and comply with the local sexual health (SAFE) branding scheme and sexual health policy.

Education, Employment and Training

The Service will;

- Work in partnership with key agencies and local organisations that can support young people to realise their aspirations and prepare for engaging in appropriate education, employment or training opportunities.
- Assist young people to access the range of training and employment opportunities available through relevant local services that are delivered locally as appropriate.
- Develop an understanding of the young person's support needs and work required to prepare them for training, further education or employment in order to make appropriate referrals, identifying and overcoming any barriers for

	<p>engagement.</p> <ul style="list-style-type: none"> Support young people to participate in, or sustain, training and employment and skills provision (including informal learning activities and volunteering) and develop links with agencies to facilitate this.
	<p>Participation and involvement of children and young people</p> <ul style="list-style-type: none"> The Service will ensure that young people are consulted on all significant proposals which may affect their service and their views will be continually considered The Service will encourage and enable young people to make choices and decisions Young people will be involved in the Service, its' planning and evaluation and particularly how the service communicates with them between visits Young people will be actively encouraged to consider ways in which they can participate in the wider community Routinely record service user feedback and level of satisfaction with the Service
	<p>Quality Standards</p> <ul style="list-style-type: none"> The Service will undertake the Early Help Quality Assurance Framework annually to evidence that local quality standards around access, assessment, support planning, reviews and outcomes are adhered to The Service will undertake an annual Safeguarding Audit to ensure they are meeting safeguarding standards developed by the Bath and North East Somerset Community Safety and Safeguarding Partnership The Service will submit local Participation Standards evidence annually
	<p>Equality and diversity</p> <ul style="list-style-type: none"> The Service will be accessible to and responsive to the needs of all and deliver excellent outcomes irrespective of gender, sexuality, disability, age, HIV status, ethnic origin, or cultural and religious beliefs. Bath and North East Somerset has an increasingly diverse population with young people from a range of cultural and ethnic backgrounds including Eastern European nationals and refugees. The Service will ensure fair access, diversity and inclusion is embedded within the culture of the service.
	<p>Safeguarding and Early Help</p> <ul style="list-style-type: none"> All organisations commissioned by Bath and North East Somerset Children's Services to deliver services on their behalf, are required to adhere to the Council's safeguarding procedures and are in line with the Bath and North East

	<p>Somerset Community Safety and Safeguarding Partnership. Further information regarding Safeguarding and Child Protection can be found at: Safeguarding for Commissioned Services Bathnes</p>
	<p>Quality Assurance and Contract Management</p> <ol style="list-style-type: none"> 1. The Service will have in place, internal quality assurance systems to ensure robust policies and systems are in place to assess, plan and meet the needs of children and young people as specified, ensure their support practice is delivered to the highest standard. The Council will validate the quality of the service periodically through the contract management process. 2. The Service will also have in place systems to collect information to enable the service to be performance managed and drive continuous improvement. The performance monitoring framework is contained in Schedule B of this specification. The Service will be subject to quarterly performance review. 3. Any key changes to the Service, including temporary changes or change of location must be discussed and agreed with the local authority commissioner as part of this specification.
	<p>Publicity</p> <p>All publicity materials detailing the service offer (e.g. contact details and activity provided by the service) need to be notified to the local authority, using the People and Communities Communications (P&C Comms) Team as a point of contact. Please email P_C_Comms@bathnes.gov.uk</p> <p>The provider is responsible for including and updating relevant information on the Bathnes 1 Big Database website (www.bathnes1bd.org.uk) and, for services for children and young people with SEND, the Rainbow Resource website (www.rainbowresource.org.uk). The P&C Comms team will also include the information on the Wellbeing Options website (www.wellbeingoptions.co.uk) where appropriate.</p> <p>All publicity materials are to include acknowledgement of B&NES funding.</p>

SCHEDULE B: Performance Monitoring and Review

Early Help Targeted Support Mentoring for Young People
2021– 2024

Monitoring Data to be provided – the provider will be expected to report on the following information within their monitoring form (templates provided by the Contract Manager) every quarter

Quantity of Service	Quality Standards	Service Outcomes
<p>In this monitoring period;</p> <p>Referrals (number received, number accepted and starting to receive a service, number accepted but pending, number of repeat referrals, number rejected)</p> <p>Referral sources</p> <p>Number of cases assessed and in receipt of targeted support</p> <p>Number of young people supported (including age, gender, ethnicity breakdown)</p> <p>Type of assessment in place and level of integrated working</p> <p>Referrals to safeguarding</p> <p>Interventions delivered</p>	<p>Case studies for every case closed (using the Early Help Quality Assurance Framework case study template) which demonstrate level of need, intervention/activities undertaken and service outcomes achieved</p> <p>There are sufficient numbers of staff/volunteers in place to deliver the service to the standards of the contract.</p> <p>Staff/volunteers have the opportunity to access training to improve their performance, skills and knowledge base and add to their continuing professional development.</p>	<p>Service outcomes achieved will be measured through the assessment process and a distance travelled tool as well as reported through case studies for cases closed. A quarterly summary of numbers achieving progress against the following outcomes</p> <ul style="list-style-type: none"> • Young people are safer • Young people have increased confidence and self-esteem • Young people have improved physical wellbeing • Young people have improved emotional wellbeing • Young people feel more valued and part of their community • Young people have higher aspirations for their future and engage positively with education, employment or training

Number of staff/volunteers delivering services		<ul style="list-style-type: none"> Young people have increased communication and social skills
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Annually

Quality Assurance Framework (to include safeguarding self-assessment, Local Safeguarding Children's Board training standards - Key Performance Indicators, Participation Standards and other quality standards against service specification).

In addition to the above the provider is also expected to provide the following:

- Weekly case load data showing the name, postcode and DoB for all service users accessing the service via the free and secure file transfer website GlobalSCAPE.
- A breakdown of actual expenditure for each monitoring period.
- Evidence of advertisement of the service that is accessible and in a variety of venues, forms (if needed) and locations (quarterly).
- Number of requests for the service not actioned due to oversubscription (or other reasons, please specify).
- Evidence of an annual collation of service user satisfaction feedback highlighting learning for future service improvement and development.

The following should be retained for inspection by the Contract Manager on request:

- DBS Single Central Record for all staff working within the service.
- The Safeguarding Self-Audit (to be completed at least annually).
- Copies of any evaluation forms completed by relevant stakeholders evidencing achievement of the outcomes listed in the table above.
- Evidence that demonstrates that the service is being delivered in line with the quality standards listed in the table above.
- Details of feedback from stakeholders, including service users from specific groups and evidence of how this has been used to inform planning for service delivery.

MONITORING SCHEDULE

2021 – 2022	Q1	Q2	Q3	Q4
The provider is to ensure all caseload data has been sent to Preventative Services:	Weekly	Weekly	Weekly	Weekly
Pre-populated monitoring forms sent out to provider:		1 st July 2021	1 st October 2021	1 st January 2022
Monitoring forms due back by:		14 th July 2021	14 th October 2021	14 th January 2022

2022 - 2023	Q1	Q2	Q3	Q4
The provider is to ensure all caseload data has been sent to Preventative Services:	Weekly	Weekly	Weekly	Weekly
Pre-populated monitoring forms sent out to provider:	1 st April 2022	1 st July 2022	1 st October 2022	1 st January 2023
Monitoring forms due back by:	14 th April 2022	14 th July 2022	14 th October 2022	14 th January 2023

2023 - 2024				
The provider is to ensure all caseload data has been sent to Preventative Services:	Weekly	Weekly	Weekly	Weekly
Pre-populated monitoring forms sent out to provider:	1 st April 2023	1 st July 2023	1 st October 2023	1 st January 2024
Monitoring forms due back by:	14 th April 2023	14 th July 2023	14 th October 2023	14 th January 2024

The Nominated Representative(s) of the Commissioner and the Provider will discuss the level and standard of Service(s) provided at least once each monitoring period.

Monitoring to be sent to: the **monitoring team** at cs_monitoring@bathnes.gov.uk

Bath & North East
Somerset Council
