

Appendix 1
Accommodation and Support for Young
People aged 16 – 25 years

SERVICE GENERAL
SPECIFICATION

Introduction

The Service Specification forms an integral part of the contractual arrangements of Rotherham's 16+ Framework and sets out the Services to be provided within an outcomes framework.

The service specification is divided into four sections:

Section	Heading	Description
Section 1	Background	Overview of the specification and information on demand in Rotherham for 16+ services
Section 2	Service Outcomes	The outcomes that placements will be seeking to achieve for the Young Person. Due to different ages and levels of development, not every outcome will be relevant to each Young Person placed. Nevertheless, the outcome statements describe what the Provider, working with the Council should be seeking to achieve for Young Persons placed with them.
Section 3	Service Specification	A detailed breakdown of the service and support required when delivering services through this framework
Section 4	Service Categories	The service specification in relation to each category
Section 5	Support	Support requirements
Section 6	Accommodation	Accommodation requirements
Section 7	Contractual Specification	A detailed breakdown of the wider contractual specification required when delivering services through this framework
Section 8	Service Category Overviews	<p>The Category Overview for each Service Category:</p> <ul style="list-style-type: none"> • Service Category 1 –Group Living (including block booking mini competition) • Service Category 2 –Supported Tenancy (Floating Support and Accommodation) • Service Category 3 - Floating Support Only • Service Category 4 – Family Based Accommodation and Support

1. Background

- 1.1 This contract is to provide a range of accommodation and support packages for young people aged 16 to 25 years of age who are looked after or who have left care and have identified support needs.
- 1.2 The services in this specification will be person centred delivered by Providers who are values led and have young people at the heart of their service.
- 1.3 The main aims of these services are that young people safe and secure, are prepared and ready for adulthood and independence, and supported to develop resilience and the ability to make good decisions.
- 1.4 This contract will be for Rotherham young people and will be managed by Rotherham Metropolitan Borough Council's Children and Young People's Services (CYPS) Commissioning Service.
- 1.5 Rotherham Children and Young People's Commissioning Service
- 1.6 The approach to Commissioning in Rotherham Council's Children and Young People's Service (CYPS) is:
- 1.7 The **voice and influence** of children and young people, is at the heart of service planning and delivery. We ask all our Providers to demonstrate how they involve young people who access their services in the design, delivery and continuous improvement of their offer.
- 1.8 Our **Quality Assurance (QA) Framework** is the bedrock of our relationship with our providers. We aim to develop a good understanding of who, where and what is involved in the delivery of the services we commission through QA visits. We will develop market intelligence and an awareness of those Providers who work hard to deliver good outcomes for young people. We will develop strong channels of communication, so that our priorities are clear and the direction of travel is widely understood by Providers. We will work innovatively with Providers to ensure that the market is able to deliver for the needs of the borough, demonstrating excellent value for money and maximum use of the Rotherham pound.
- 1.9 We will **focus on outcomes** for our children and young people. We have an expectation that services will deliver against care plans and work collaboratively with social care and other agencies and services to ensure that support plans are rigorous, appropriate and successful. We will commission services that work in partnership to prepare our young people for the day they leave the provision, whether this is a move towards independence, back to a family setting or transition to adult services.
- 1.10 Providers are encouraged to work in a **sustainable** way through maximising opportunities to access local services to augment their own offer and / or attracting and securing other sources of funding to provide added value to the service.

1.11 Rotherham Leaving Care Service

1.12 In Rotherham, the Leaving Care Service was recognised by Ofsted as Outstanding. Care Leavers have access to a dedicated drop-in centre called The Journey, based in the centre of Rotherham. It offers an excellent range of facilities, including a recreational area, training rooms, a kitchen, and washing and showering facilities. Sessions are run at The Journey on practical budgeting and basic cooking skills. Personal advisers use the space for one-to-one meetings with young people and for group work. It represents a safe place in which they can relax with their friends and call their own, and ensures that they always have somewhere to go and someone to turn to.

1.13 Hollowgate is the Council's in-house support and accommodation provision for care leavers who are eligible; care leavers in the Hollowgate provision must be in education, employment and training. The provision is a purpose built block of ten self-contained flats with one and two bed flats, set over three floors. Hollowgate provides temporary supported accommodation for care leavers aged 16 – 21 years old. It aims to support Young People to develop independent living skills to be ready to live in the community in their own homes within 12 months.

1.14 In October 2018 Rotherham's House Project was launched. The House Project builds sustainable homes and a community of support with young people leaving care that enables them to have a positive future. Through the House Project young people are involved in managing the refurbishment of properties which became their homes and building a community of support to overcome the loneliness and fear that young people leaving care have described. The process focuses on maximising young people's ownership of all aspects of the project, so they can feel proud of what they develop and have confidence in themselves and their futures. Ten young people are selected for the house project and form a co-operative and become board members. They spend six months being supported by house project Personnel to be ready to move into independence. The idea is they create a community to get support from and the opportunity to take ownership over decisions affecting their life, like where they live. Rotherham's House Project lease 10 properties. The project supports them in that flat and once they are ready it transfers back to Housing and they become a council tenant.

1.15 Rotherham Virtual School:

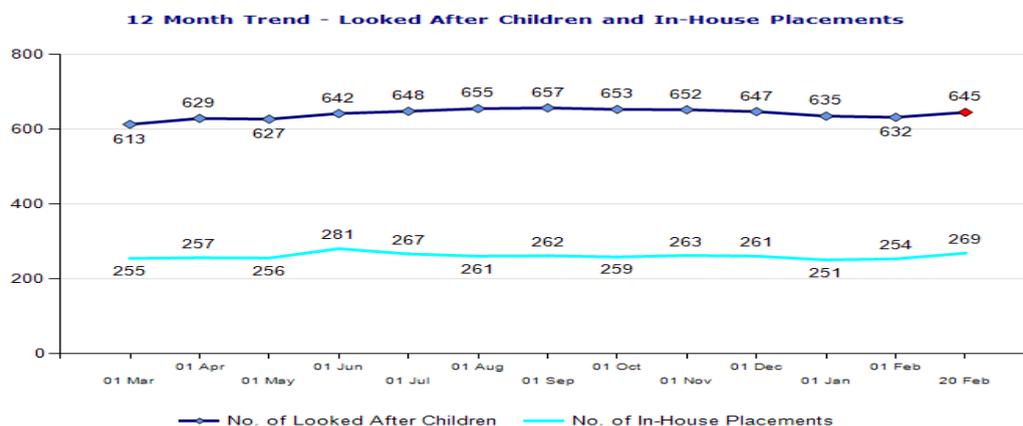
1.16 The Virtual School supports all 16+ looked after children in accessing appropriate education, employment and training opportunities. 16+ Advisers are present at termly PEP meetings that ensure the provision in place understands and is meeting the needs of our learners. VS advisers work together with a range of professionals to agree detailed plans that aim to:

- support all learners onto an appropriate course
- secure the programme of study at the correct level
- ensure 16+ learners are making progress
- listen to and act on the wishes and feelings of our young people.

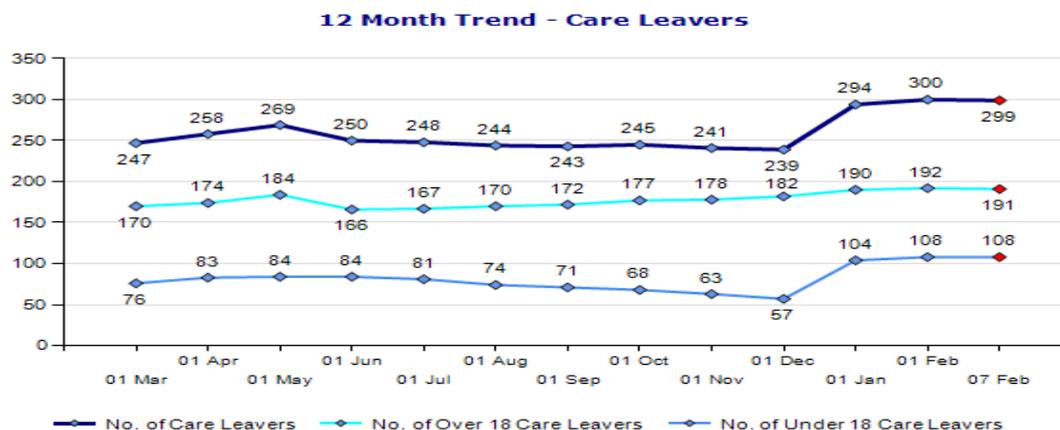
1.17 The Virtual School tracks and monitors engagement in education, employment and training and the academic achievement and progress of all learners and will support and challenge professionals to guarantee that our young people have the best possible opportunities and outcomes.

1.18 Demand for 16+ Services in Rotherham

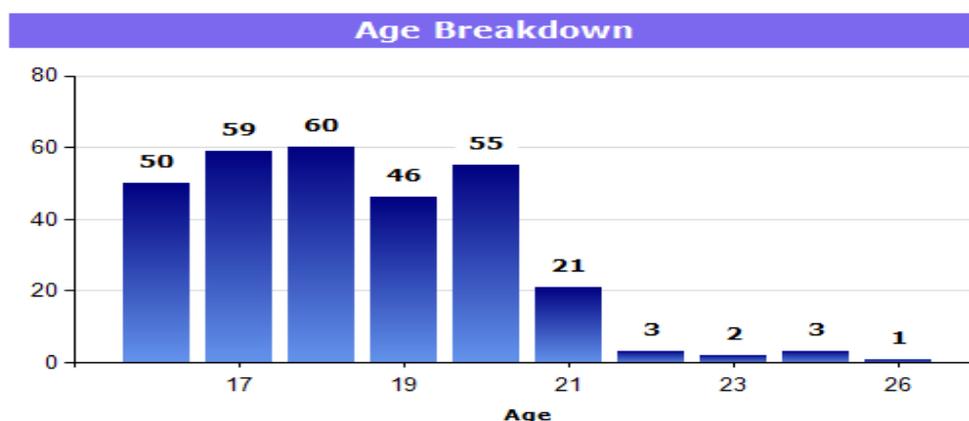
1.19 The table below sets out the number of looked after children in Rotherham 12 months to February 2019. Of the 645 looked after children on 20th February 2019, 199 of these were over 14 years of age.



1.20 The table below sets out the number of Rotherham Care Leavers 12 months to February 2019



1.21 The table below sets out the age profile of Care Leavers in Rotherham as of February 2019



1.22 19.7% of Rotherham’s current care leavers are in independent living. 17.7% are in semi-independent transitional settings and 10.7% are in group living type settings. 14% have returned to family and 8% are with former foster carers (information taken from records February 2019). The remaining care leavers are in other types of accommodation.

1.23 As of February 2019, 53% of care leavers were in education and 14% were in training or employment. The Local Authority’s Virtual School and Care Leaver Service actively identify those at risk of NEET (not in education, employment or training) and works to place a focus on efforts to further support care leavers to engage.

1.24 During engagement with care leavers they told us:

- “I want to be near my family. I want to see my family every week”
- “I want to have driving lessons when I am 17”
- “I want to share a house with people who have the same hobbies as me”
- “I want to be near shops and a bus stop”
- “I want a safe place to live”
- “I want a widescreen TV and internet”
- “I do not want to live in a place where people sell drugs”
- “I would like my independence but I will still like it if someone who is my support worker checks in on me just to make sure I am ok”
- “For family to be able to come and visit you but to have a personal space area just for us”

1.25 **Coming Home:** Many care leavers have told us that they want to be in or close to Rotherham so wherever possible, and where it is safe and appropriate, Rotherham Council will try to achieve that. Rotherham Council’s CYPS has adopted a “Coming Home” Strategy which has been in operation since May 2018. This is where professionals actively identify young people in residential settings that are out of borough and work with their current carers to ensure that they are supported to develop the necessary skills and behaviours to enable them to smoothly transition to local 16+ provision. The strategy follows the general principle that young people should not stay in residential care beyond their 17th birthday. This is actively managed and tracked by the Social Care led Residential Panel which has a 16+ focus every 3 weeks.

- 1.26 **Trauma Informed Practice:** Young People have told us that they want to be supported by workers who have an understanding of how their experiences have affected them and influence their actions. Psychologically Informed Environments and Trauma Informed Practice are related and complimentary approaches to service delivery for young people and individuals with complex needs. It is an approach which should be adopted by Providers in order to ensure that the workers are able to effectively support and respond to young people who have been affected by adverse childhood experiences.

2. **Service Outcomes**

- 2.1 Rotherham Council and the Provider agree to adopt and promote values and principles which place young people at the center of their service provision. The welfare of the Young Person is paramount; this is the foremost principle and supersedes all others as a foundation for care planning and service delivery. The Young Person's experience should be that their individual best interests are the primary concern of all parties to this framework.
- 2.2 The Council, in partnership with the Providers, will be committed to delivering positive outcomes for the Young People in order to meet the objectives of the placement. In addition to any specific needs identified in the Young Person's individual care plan and IPA, the Provider will work to achieve the following outcomes for the Young Person:

2.3 **Be Healthy**

The Young Person enjoys good physical, emotional, mental and sexual health; has a healthy lifestyle, and has access to information about health issues that allows them to make informed choices as they move to independence

- 2.3.1 The Young Person:
- 2.3.2 has information about health issues (including mental /emotional health) and they are encouraged to receive treatment and advice when required
- 2.3.3 has their needs in relation to any disability or degenerative condition addressed to enable them to achieve the best quality of life possible
- 2.3.4 has the best oral health possible, they are encouraged to routinely be seen by a dentist and receive necessary treatment
- 2.3.5 is supported to care for their sight and eye health and encouraged to routinely be seen by an optician and supplied with glasses, lenses or other treatment if required
- 2.3.6 is encouraged to eat a balanced diet and is given an understanding of nutrition commensurate with their age and understanding. Additionally, the Young Person is encouraged to budget and develop the skills conducive to a healthy and affordable diet
- 2.3.7 is encouraged to exercise and is given information with regard to personal fitness
- 2.3.8 must receive health education covering smoking, sexual behaviour, birth control, alcohol, substance abuse, sexually transmitted diseases, HIV/AIDS and hygiene, appropriate to their age and understanding, in addition to being supported to develop and maintain emotional health and well-being and good mental health.

2.4 **Stay Safe**

Young Persons are living in a physically safe, environment with appropriate support network to meet their individual needs;

- 2.4.1 The Young Person:
- 2.4.2 is able to live amiably within the community
- 2.4.3 has an understanding of health and safety issues within the home
- 2.4.4 lives in a home that is physically safe, secure, stable, caring, attractive and appropriate to their needs
- 2.4.5 is free from abuse, criminal exploitation, bullying, harassment and discrimination
- 2.4.6 has an established support network
- 2.4.7 has contact with family and friends where appropriate, that is safe, consistent and positive for them
- 2.4.8 has access to positive role models and receives guidance on their behaviour
- 2.4.9 is aware of the dangers of substance misuse
- 2.4.10 is aware of the dangers of sexual exploitation and child criminal exploitation
- 2.4.11 receives information on PREVENT
- 2.4.12 lives in an environment and accommodation that meets the appropriate and current health and safety legislation
- 2.4.13 has access to additional services such as CAMHS and the local substance misuse and sexual health services where appropriate
- 2.4.14 has an understanding of E-safety and staying safe when using the internet and Social Media

2.5 Enjoy and Achieve

The Young Person has access to employment, training or education and receives encouragement and recognition for their achievements; they participate in social, cultural and leisure activities; they make positive friendships; they achieve academically in line with their ability

- 2.5.1 The Young Person:
- 2.5.2 is supported creatively to engage with employment, vocational education or training in line with their ability
- 2.5.3 receives additional support when required to meet their needs
- 2.5.4 has social, problem solving and communication skills
- 2.5.5 is accepted by peers and colleagues and is supported to build positive

relationships

- 2.5.6 takes part in a variety of social, recreational, leisure and cultural activities
- 2.5.7 has hobbies and interests and opportunities to develop these
- 2.5.8 understands their cultural background and is able to feel secure and proud of their identity
- 2.5.9 is able to follow their chosen religion and feels that their beliefs are acknowledged and respected

2.6 Make a Positive Contribution

The Young Person positively participates in the local community; they are actively involved in making decisions about their future; they develop self-confidence and are able to deal with change and other life challenges; they understand the effects of all acts of discrimination and are able to challenge their own perceptions on this; they demonstrate enterprise and a will to contribute to the well-being of others

- 2.6.1 The Young Person:
- 2.6.2 has plans for their future
- 2.6.3 has the opportunity to discuss their future plans with a wide range of people, including family members where appropriate
- 2.6.4 feels that their view is listened to and taken seriously
- 2.6.5 is able to exercise their right to representation and complaint
- 2.6.6 manages household tasks in an appropriate manner and has a sense of pride in their ability to look after their home, contents and belongings
- 2.6.7 has the opportunity to take part in community activities for the benefit of others
- 2.6.8 is encouraged to take responsibility for themselves and others
- 2.6.9 develops self-confidence
- 2.6.10 understands the effects of racism and all types of discrimination and is able to appropriately challenge such behaviour
- 2.6.11 does not take part in offending behavior
- 2.6.12 has a sense of responsibility and understands the consequences of socially acceptable and unacceptable behaviour
- 2.6.13 is supported in their religion, race, culture, sexuality, gender identity and language at all stages of planning

2.6.14 is able to deal with positive challenge and demonstrate emotional resilience

2.6.15 is able to positively contribute to their neighbourhood through a good understanding of what it means to be a good neighbour

2.6.16 feels engaged and involved in their local communities by enabling individuals to develop links with locally delivered services and activities

2.7 Achieve Economic Independence

The Young Person engages in further education, employment or training; they develop independence and money management skills; they are supported in the process of moving to independent adult life

2.7.1 The Young Person:

2.7.2 is able to allocate their money to priority payments as agreed within their support plan. The Young Person receives budgeting support and is supported to understand how to maximise their income.

2.7.3 progressively gains independent living skills. E.g best value utility deals, costs of living – maintaining a home

2.7.4 is actively supported to engage in further education, employment or training

2.7.5 is able to use community networks and agencies that promote pre-employment and independence preparation

2.7.6 has a reasonable understanding of how banks/building society work and how to manage money responsibly

2.7.7 has basic life skills that prepare them to move on to successful community living

2.7.8 obtains and maintains an appropriate tenancy or suitable housing accommodation at the end of the service

2.7.9 participates in education, employment and volunteering opportunities available through existing provision and training

2.7.10 has their wishes and aspirations taken into account throughout the support being offered

3 Service Specification

- 3.1 All Services in this specification must comply with current relevant legislation.
- 3.2 The main purpose of the Care Leavers (England) Regulations 2010 incorporating Volume 2: Care Planning, Placement and Case Review (England) Regulations 2010 and statutory guidance and Volume 3: Planning Transitions to Adulthood for Care Leavers: Statutory Guidance on the Care Leavers (England) Regulations 2010 is to improve the life chances of Young Persons living in and leaving local authority care. Its main aims are; to delay Young Persons discharge from care until they are prepared and ready to leave; to improve the assessment, preparation and planning for leaving care; to provide better personal support for Young Persons after leaving care; and to improve the financial arrangements for Young Persons in and leaving care.
- 3.3 Key principles of the Children Act 2004 include: taking into account the views of Young Persons, consulting with them and keeping them informed; giving due consideration to Young Persons race, culture, religion and linguistic background; the importance of families and working with parents; safeguarding and promoting the welfare of Young Persons they are looking after; and the recognition of inter-agency responsibility.”
- 3.4 The Children (Leaving Care) Act 2000 amended the Children Act 1989 and this, along with the Care Leavers (England) Regulations 2010 increased the powers and duties on Local Authorities to better support Young Persons leaving care.
- 3.5 The Children and Social Work Act 2017 - sees the extension of the duty to provide a personal advisor up to 25 dependent on need and requirement of LA to publish their local offer.
- 3.6 The key themes of the legislation are:
 - 3.6.1 The provision of stable placements with continuity of carers who provide positive links for looked after children;
 - 3.6.2 That Young Persons are looked after until they are prepared and ready to leave care or (in exceptional circumstances) until the age of 25 where needs have been assessed, identified and approved;
 - 3.6.3 To help develop practical self-care skills for Young Persons such as looking after health needs, budgeting, household skills, and help them develop positive and meaningful relationships;
 - 3.6.4 To enable Young Persons to fulfil their potential in education, training and employment;
 - 3.6.5 To ensure Young Persons have access to a range of accommodation and support;
 - 3.6.6 To ensure Young People are equipped in dealing with emergencies;
 - 3.6.7 To provide on-going personal support;
 - 3.6.8 To make adequate financial arrangements for care leavers no longer entitled

- to access welfare benefits;
- 3.6.9 To involve Young Persons in assessment and planning;
- 3.6.10 To ensure Young Persons are informed about their rights and any appropriate services available;
- 3.6.11 To monitor and evaluate outcomes.
- 3.7 The allocated social worker and/or personal advisor will support the placement and work collaboratively with the Provider.
- 3.8 The Government monitoring through Local Authority Key Performance Indicators include returns on the numbers of care leavers in suitable accommodation, in education, training or employment and in touch with personal advisors via face to face, or telephone at the ages of 19, 20 and 21. The Local Authority also requires information on the numbers of care leavers who become pregnant and where there is any additional input into the lives of care leavers who are parents. This information will be collected locally by the Authority.
- 3.9 Through this Specification the Council seeks to provide supported housing to assist in meeting their statutory obligation to young people who are in and leaving care and to ensure they are protected and enabled to lead fulfilling lives through the provision of high quality services.
- 3.10 The Provider is expected to conduct their business in line with the values and principles set out in the Health Care Professionals Council (HCPC) Codes of Conduct for Workers and Employees.
- 3.11 The Provider will act in accordance with the guidance contained in “Working Together to Safeguard Children” (HM Government 2018) and adhere to the child protection procedures of the Local Safeguarding Children Board.
- 3.12 Providers will adhere to the policies and procedures under both the Rotherham Local Safeguarding Children’s Board and the Rotherham Safeguarding Adults Board. Provider’s policies should be aligned to these.
- 3.13 In the instance that a Young Person is over the age of 18 the Provider will act in accordance with the appropriate guidance from the Local Safeguarding Adults Board and any legislation relative to Adults.
- 3.14 The majority of placements will be made when young people are 16 and 17 years old. In some cases placing authorities will wish to accommodate young people post 18 years old. The Council may use the framework to place vulnerable young people up to the age of 25 where needs have been assessed and identified. Such young people will access provision through the existing pathways, such as housing or children’s services. The aim is to prepare young people for independence – where young people remain in service post 18 years of age, it is likely that their accommodation will be funded or part-funded by housing benefit.
- 3.15 The Provider will work in partnership with the Council’s Allocated Worker and will work with and contribute to the Pathway / PEP plan (or equivalent) / YJS plan / other applicable plan.

3.16 Transitions into and from the Service

- 3.17 It is important that Providers fully support any transitions from one setting to another. Young People will move on from 16+ Services in a number of ways including but not limited to returning to family, moving on to independent settings or transitioning to Adult Services.
- 3.18 The transition from Children and Young People's Services to Adults' Services is often very challenging for Young People; it combines a change of services, accommodation and professionals at the very time when they may also be negotiating wider changes to their life.
- 3.19 A planned move should be undertaken based on the Young Person's choice alongside their assessed needs – this will be led by the Young Person's PA / Social Worker and facilitated by the Provider. It is key that the Provider is proactive in supporting the Young Person to be ready for the next stage of their journey in terms of their practical skills for independent living and also their aspirations and resilience.
- 3.20 Providers will be expected to proactively work in a collaborative way with other Providers, agencies and services in order to plan and deliver a seamless and supportive transition. Providers should offer practical and emotional support throughout the transition including but not limited to; housing applications, new home packs, visits to new accommodation settings, follow on / checking in offer. It is expected that Providers will liaise with the next setting to ensure a seamless pathway.
- 3.21 The Council has a duty to minimise the number of moves a Young Person experiences and the disruption this causes. The robust referral and matching process aims to secure the right placement the first time to avoid further unplanned movement and instability for the Young Person. Providers will be expected to be resilient, tenacious and empowering in their approach to service delivery with strategies in place to support young people to achieve stability and maintain their placement. However, if it is clearly evident that the placement is not suitable and could not achieve the intended outcomes for the Young Person this must be determined and acted upon in accordance with the Admissions and Discharges section of the specification.

4 Service Categories

- 4.1 There are five individual service categories required within this framework.
- 4.2 Service Category 1 – Group Living
- 4.3 Group Living accommodation is described as a situation where a Young Person lives within a multi occupancy property and either has shared communal facilities or lives within a 'bed-sit' type living space within a larger building.
- 4.4 Within group living settings it is of fundamental importance that a clear risk assessment is undertaken prior to the Young Person moving in as it is highly likely that differing behaviours displayed will directly impact on all young people and the living environment as a whole. This will include full disclosure of Young Person in relation to behaviours etc, from the Purchasing Authority.
- 4.5 The service must offer a group living communal environment with Personnel on site 24 hours a day, seven days a week to deliver programme of support, dependent on the individual needs, to enable Young Persons to progress towards living in their own accommodation.
- 4.6 The accommodation and environment should be of a good standard; one where young people are encouraged to make their home their own by way of being able to personalise the environment, such as decorating and furnishing.
- 4.7 A minimum of 5 direct support hours per week will be delivered by the Provider to the Young Person.
- 4.8 The Provider will have a locality focus, and will have an in depth understanding of the specific communities within which they work. This will include local knowledge and the ability to support positive neighbour relations.
- 4.9 Some young people may present with behaviours or conditions which will require a higher staffing ratio from qualified, experienced and passionate Personnel to sustain a safe and beneficial environment.
- 4.10 For example Young Persons:
- With multiple impairments and complex health needs;
 - With challenging and/or aggressive behaviour;
 - At risk of self-harm;
 - At high risk of absconding;
 - At risk of child sexual exploitation;
 - With harmful sexualised behaviour;
 - With attachment difficulties.
- 4.11 The framework will enable bespoke and dynamic support packages to be considered on that basis.
- 4.12 Any additional packages of support should be agreed at commencement of placement; Providers are required to be transparent in how they plan to meet the

needs of more complex young people.

- 4.13 According to need, from time to time the Council will hold mini competitions for block booking. The conditions that need to be met will be stipulated at the time of any mini competition being held. Other than any distinct conditions stated, this service specification (group living) will apply to any block booking provision.
- 4.14 Service Category 2 – Supported Tenancy (Floating Support and Accommodation)
- 4.15 Providers must provide Community based accommodation services with floating support to achieve the aim of the Young Person moving to sustainable community living. It is expected that the staffing ratios will be dependent on the needs of the Young Person. Young people will receive face to face support every week but the hours should be determined by the needs of the young person if over the specified minimum outlined in the specification.
- 4.16 A minimum of 4 hours direct support hours per week will be delivered by the Provider to the young person.
- 4.17 The Provider must be able to respond to the needs of young people during evenings and weekends; floating support should be available seven days a week, from 8am up to 10pm. Support provided during weekends and evenings should include crisis management, as appropriate.
- 4.18 The primary focus is to help and support young people to develop independent living skills and to live safely in their own homes. The Provider will work towards achieving specific outcomes with individuals and are encouraged to employ creative and innovative methods to meet these outcomes through their experience and resources.
- 4.19 The Provider will have a locality focus, and will have an in depth understanding of the specific communities within which they work. This will include local knowledge and the ability to support positive neighbour relations.
- 4.20 Hours of support will be directed by the Young Person's assessed needs. Collaborative working between the social worker / PA and the Provider will determine the actual support hours commissioned.
- 4.21 Service Category 3 – Floating Support Only
- 4.22 Providers must provide Community based floating support to young people requiring support to manage their accommodation. The Provider will work predominantly with young people who are already in accommodation but who are struggling to manage their tenancy. Support will be tailored to meet the needs of the Young Person.
- 4.23 The Provider must be able to respond to the needs of young people during evenings and weekends; floating support should be available seven days a week, from 8am up to 10pm. Support provided during weekends and evenings should include crisis management, as appropriate.
- 4.24 The primary focus is to help and support young people to develop independent living skills and to live safely in their own homes. The Provider will work towards achieving specific outcomes with individuals and are encouraged to employ creative and innovative methods to meet these outcomes and, through their experience and resources, to bring added value.

- 4.25 The Provider will have a locality focus, and will have an in depth understanding of the specific communities within which they work. This will include local knowledge and the ability to support positive neighbour relations.
- 4.26 A minimum of 3 hours direct support hours per week will be delivered by the provider to the Young Person. The support will be agreed between the Young Person, their worker and the provider.
- 4.27 Service Category 4 – Family Based Support and Accommodation
- 4.28 The service will provide accommodation and support and guidance to vulnerable families that require monitoring of their parenting skills and sustainability. The service will provide onsite low level support 24/7; however this is not an assessment centre.
- 4.29 The service will offer a safe place to live for young pregnant women/young families and their dependents. The service will be available to support the whole family.
- 4.30 A minimum of 5 direct support hours per week will be delivered by the Provider to the young family.
- 4.31 The service will offer a home to families that are stepping down from residential assessment or foster care but are not quite ready to live and be a parent independently.
- 4.32 Alternatively the service could provide a home to new parents and will monitor whether parents are able to parent adequately, or whether they need a higher level of assessment.
- 4.33 The service will provide parenting classes to support parents in understanding the different stages of their child's development.
- 4.34 The service will provide a written account to Social Care.
- 4.35 The service will provide key workers that will work with individual families based on individual need whilst also providing group activities tailored to parenting.

5 Support

- 5.1 The Provider will provide the Young Person support as identified within the Young Person's Pathway / PEP plan (or equivalent) / YJS plan / other applicable plan.
- 5.2 The level of support hours will be flexible and will be increased or reduced as needed in response to the assessments of the Young Person's needs and the presenting circumstances as identified in the Pathway / PEP plan (or equivalent) / YJS plan / other applicable plan.
- 5.3 The Provider's Key Worker will consult with the Young Person and the authorities allocated worker and will address all matters identified in the individual Pathway / PEP plan (or equivalent) / YJS plan / other applicable plan.
- 5.4 The Provider's Key Worker will work in partnership with the authority's allocated worker and other professionals involved with the Young Person and attend Pathway /

PEP plan (or equivalent) /YJS and other applicable planning or review meetings or any other meetings with other agencies as needed and agreed.

- 5.5 Each 1:1 Key Working session must be reflective of the individual pathway/PEP plan (or equivalent) / YJS plan / other applicable plan and be responsive and address the emerging needs of the individual. The key worker must keep written records which are maintained by the Provider who must ensure all relevant information is accurately recorded in an appropriate and professional manner. These records must be seen as part of the monitoring and inspection process by the Council.
- 5.6 The Provider will have arrangements in place for 24-hour emergency contacts that supports the Young Person outside of office hours throughout the year.
- 5.7 The support provided to individuals will be consistent and stable. The 1:1 support will, wherever possible be delivered by the same worker to enable the development of positive relationships.
- 5.8 The Provider will complete weekly reports maintained by the Provider and shared with a named professional; usually the allocated social worker or personal assistant. **(Appendix 5)**
- 5.9 Personal and Social Development Support
- 5.10 The Provider must provide appropriate opportunities for each Young Person to enhance their personal and social development.
- 5.11 This will include enabling Young Persons to develop decision-making skills and opportunities to engage in leisure activities, hobbies and sport.
- 5.12 The Provider should facilitate the development of the appropriate skills conducive to the Young Person's independent travel, where required.
- 5.13 In the case of Young Persons who have left school it will also include encouragement, support and the service to work proactively to obtain or sustain education, training and/or employment.
- 5.14 The Provider will arrange regular, enjoyable family type activities in the home for the Young People who live there.
- 5.15 The Provider will support the Young Person to acquire practical, daily life knowledge and skills such as:

Being Connected

- Thriving in a community setting
- Accessing universal and targeted support services
- Safe use of internet

Self-Care

- Taking responsibility for own personal hygiene;
- Exercising choice in relation to clothes and personal belongings;

- Accessing local leisure/social activities.

Maintaining a home

- Basic domestic chores e.g. household cleaning, laundry skills, minor maintenance tasks (in line with health and safety requirements);
- Developing skills to shop for and prepare and cook their own meals within a budget, giving a balanced and healthy diet;
- Developing skills and understanding of how to manage unexpected events for example plumbing and utility disruption;
- Advice, support and assistance to personalise living space;

Budgeting and personal finances

- Skills to manage personal finances and develop budgetary skills
- Develop skills to research best value deals e.g household bills, phone contracts etc

5.16 Practical Help and Support to the Young Person

5.17 The Council must agree all spending as outlined in the Young Person's Pathway Plan. They may receive their financial support, including financial maintenance, from the Provider or Council. The Provider will keep accounts of all monies paid to the Young Person, including information relating to the reason for payment. The Provider will make these accounts available to the Council on request.

5.18 The Provider must assist the Young Person in managing his/her financial affairs with the intention that the Young Person must be able to manage his/her finances without assistance at the conclusion of the Service (dependent on ability). Any breakdown of monies payable to the Young Person, should be listed in the Individual Placement Agreement and Pathway Plan and should be explained within the Young Person's support plan.

5.19 During periods of support, the Provider must offer help and guidance to the Young Person as necessary to ensure the development of the skills necessary for the Young Person to be able to live independently. The issues to be addressed should include, as minimum:-

- Identifying education and training opportunities;
- Identifying employment opportunities and CV service
- General health and safety aspects;
- Life skills information;
- Help with completion of forms (TV Licence, Job application form etc)
- Help with obtaining personal identification
- Personal development, networking and confidence building
- Understanding responsibility of tenancies and completing tenancy ready courses

5.20 Health Support for the Young Person

5.21 The Provider will ensure early identification and appropriate action in the event of the Young Person's ill-health and support the Young Person to take treatment prescribed

by the appropriate health professional liaising always with the Council.

- 5.22 The Provider must ensure that all Support Workers are suitably qualified, and/or trained, to monitor Young Person's health needs including the administration and safe storage of medication and controlled drugs.
- 5.23 Young people should be supported to safely store medication prescribed to themselves.
- 5.24 Young Persons, according to their level of understanding, must be consulted and their consent sought for medical examination and treatment.
- 5.25 The Council must give to the Provider all relevant details about:
- The Young Person's health care history;
 - The Young Person's current health assessment;
 - Details of any current medication/treatment.
- 5.26 The Provider must keep a record of the Young Person's health, treatment, medication and development and support good overall health care as identified within the Pathway Plan.
- 5.27 Where feasible, the Young Person must continue to be registered with their existing GP. Where this is not possible, the Provider must ensure that the Young Person becomes registered with a local GP of their choice.
- 5.28 The Provider must endeavour to ensure that Young Person's receive six-monthly dental check-ups and any associated treatment required. Records of these should be maintained.
- 5.29 Personnel must discourage the Young Person from engaging in substance abuse, smoking and drinking and will ensure that they have access to information about personal relationships and sexual health commensurate with their level of understanding. The Provider must make available health information and advice covering issues such as smoking, sexual behaviour, birth control, alcohol, substance abuse, sexually transmitted diseases, HIV/AIDS and hygiene.
- 5.30 The Provider must implement a policy in respect of smoking and the consumption of alcohol and drugs for young people whilst in group living/tenancy/supported lodgings and this must be included in any Young Person information guidance prior to admission wherever possible.
- 5.31 The Provider must make available information about the threat and/or the dangers of sexual exploitation/ criminal exploitation.
- 5.32 Where needs are assessed and identified the Provider should work in a collaborative way with the social worker / PA and the Young Person to agree and arrange counselling support. The Young Person should be encouraged to access this support.
- 5.33 Behaviour Management Support
- 5.34 The Provider must make available its written policies on behaviour management. This

must be explicit in relation to what are permitted and prohibited measures for the Service. The Provider must not employ any measure prohibited by current relevant legislation or regulations.

- 5.35 The policy must be commensurate with the Provider's stated philosophy and Young Person care model, as well as relevant legislation, guidance and regulations.
- 5.36 All Personnel must be fully aware of these policies and how to apply them in practice.
- 5.37 Any measures employed by the Provider must recognise the importance of rewarding Young Persons for the achievement of acceptable behaviour. Young Persons whose conduct is unacceptable must be dealt with in accordance with positive disciplinary measures approved by the Council.
- 5.38 Young Persons and Personnel should meet regularly to discuss conduct within the Service.
- 5.39 Personnel must share a common understanding of how conflict is to be dealt with and how to anticipate and deal with aggression, violence and self-harm.
- 5.40 Where the behaviors are causing concern the Provider must respond in a relevant, reasonable, and carried out in negotiation with the Young Person's Allocated Worker and the Young Person.
- 5.41 If repeated physical intervention is required a review of the Placement's suitability for the Young Person will be required.
- 5.42 The use of permitted disciplinary measures must be clearly recorded by the Provider in a dedicated log-book which must be systematically monitored by Service Manager(s) and available for inspection. There should be a separate log for any physical intervention.
- 5.43 Providers should ensure that workers be trained in Trauma Informed Practice and understand the effect that ACEs (adverse childhood experiences) have on emotions and behaviour. The Provider is therefore better able to manage conflicting behaviors and can demonstrate effectiveness where triggers are understood and de-escalation techniques are used.
- 5.44 Providers should understand the impact of trauma and abuse on development, particularly their effect on emotional and behavioural development and self-regulation. Restorative and diversionary approaches should underpin responses whether the behaviour occurs in a Young Person's placement or the wider community.
- 5.45 Providers should operate within relevant and current legislation and guidance in relation to avoiding the unnecessary criminalisation of looked after children and care leavers.
- 5.46 Every effort should be made to avoid unnecessary criminalisation of care leavers, including through prevention activity. This is in recognition of the fact that looked-after children's experiences can contribute to behaviours that make them particularly vulnerable to involvement in the youth justice system, potentially affecting their future life prospects.
- 5.47 The Provider must have:

- Good working relationship with police and or other agencies
- A good approach to managing relationships with neighbours

6 Accommodation

- 6.1 At all times, the Provider will ensure that the accommodation will comply with the requirements national and local regulations as to the safety and standards of housing where applicable to the service category.
- 6.2 The Provider must offer quality, safe and secure accommodation for Young People. The quality of the environment will be reviewed through quality assurance visits and feedback will be sought from the Young People who access the accommodation.
- 6.3 The Provider is required to adhere to all Health and Safety Regulations and Guidelines and place smoke and carbon monoxide detectors (for gas appliances) in the accommodation.
- 6.4 The Provider must ensure that all supported accommodation meets appropriate Health & Safety legislative requirements. Additionally, Providers will provide fire doors, extinguishers, smoke blankets and fire exit signs. Regular inspection by the Fire Officer will be certified for inspection where appropriate.
- 6.5 The Accommodation will have a satisfactory up to date NICEIC electrical safety certificates and gas safety registered certificates where appropriate. A copy of the certificates will be available for inspection purposes.
- 6.6 The Provider will ensure that all utility and council tax bills are paid in full and on time. They will also ensure that all required insurances for the property and its contents, are obtained and renewed annually.
- 6.7 Accommodation must be provided for 24 hours a day, seven days a week.
- 6.8 The Accommodation must provide for a single room for each Young Person placed, with individual or communal living, dining, bathroom and kitchen.
- 6.9 The Young Person must not be asked to change their room except where the Young Person has actively asked to move, or for temporary reasons such as carrying out of repairs or redecoration.
- 6.10 The Accommodation must be suitably adapted to meet the needs of Young Persons and be compatible with the requirements of the Provider's statement of purpose and function.
- 6.11 All attempts should be made so that Accommodation looks and feels homely and provides a welcoming space for Young People to feel safe, secure and comfortable. Accommodation should not have an institutional feel; repairs and maintenance must be carried out in a timely manner and to a high standard. Quality Assurance visits by the Council will provide an opportunity for Young People to provide feedback on the accommodation.
- 6.12 Young People should have a say in the décor of their own room and communal spaces.
- 6.13 The Accommodation will be fully furnished with suitable furniture and equipped for

supported living with the following items to be included as a minimum (for Group Living accommodation, some of these rooms and facilities will be communal):

Essential	Optional
General	
Broadband and wifi	
Lounge	
Comfortable seating (armchair, sofa etc)	Coffee table
Television (with remote and stand) with licence	Storage (shelves / cupboard)
Curtains / blinds	
Bedroom	
Bed and bedding (new or professionally cleaned)	Desk
Wardrobe	Lamp
Bedside cabinet (see below)	
Chest of drawers (lockable draw) (can be used as bedside cabinet)	
Mirror	
Curtains / blinds	
Kitchen and Laundry	
Oven and hob	
Fridge and freezer	
Cooking utensils, crockery, saucepans, cutlery, mugs, glasses, roasting tin / baking trays	
Kettle	
Individual storage space	
Dining table and chairs	
Washing machine (access to)	Drying rack / pegs
Ironing board	Washing supplies
Iron	Tea towels (clean)
Bathroom	
Shower	Bath
Toilet	Towels (clean)
Wash basin	
Blind	

- 6.14 The Provider is responsible for the repair, maintenance and replacement of such furniture and equipment where appropriate and for any deep cleans as required.
- 6.15 Any responsibility of the Young Person, as tenant, for repair and maintenance, will be laid down within any Individual Placement Agreement and discussed prior to commencement of placement. The Provider will ensure that the obligations of the Young Person in respect of care and maintenance of the property will be carried out either by or on behalf of the Young Person as appropriate. The Provider has the principal responsibility on behalf of the Young Person for reporting appropriate repairs and maintenance to the Landlord if the Provider is not the Landlord.
- 6.16 Where Providers charge young people for utilities this charge should be capped at 25% of the Young Person's independent living allowance.

- 6.17 Risk assessments of premises and service delivery mechanisms are conducted periodically by the Provider, at least annually, to identify health and safety and security risks to Personnel and Young Persons. Records are to be kept of all the inspections, the participants, key findings and actions taken.
- 6.18 Where Personnel work alone, the assessment specifically addresses the risks faced by lone workers and there is a policy in place for this.
- 6.19 Health and Safety inspections of shared housing and common areas of other services are conducted at regular intervals by the Provider. There are records of these inspections, the participants, key findings and actions taken.
- 6.20 The Young People are aware of the health, safety and security policies and understand how to report concerns. Young Person's handbooks, welcome packs and other information should explain these procedures.
- 6.21 The young people receive a fire induction upon commencement of placement. This will be evident on the Young Person file.
- 6.22 Each Young Person will be provided with the following information:
- Full address of the property and post code
 - The Provider's address and contact details
 - The Provider's out of hours emergency contact details
 - What to do in case of fire/emergencies
 - General house rules
 - Power cut/Gas/Water leak contact numbers
- 6.23 Providers must ensure that tenancies do not become targets for anti-social behaviour or for sexual/criminal exploitation and that homes are able to accommodate young people who are subject to electronic tagging by the Court.
- 6.24 The Provider will provide support to the Young Person and if the provision of housing management services is provided by another organisation, then the housing management service must ensure that the property is safe, maintained and well managed, that repairs are completed promptly, and neighbour disputes are dealt with appropriately. Young People must be effectively supported in any issues that arise from tenancy enforcement. Required Housing Response Times are appended hereto at **Appendix 2** attached at the end of this specification.
- 6.25 Upon a Young Person permanently leaving a tenancy, the Provider must remove any security access to the property that the Young Person may have, this may include, but is not limited to, changing the main door locks in each instance.

7 Contractual Specification

7.1 Good Practice Principles in relation to the Service

- 7.2 The Provider must have the following Policies and Procedures in place and will make them available to the Council on request:
- Absconding/Missing Persons/risk of Child Sexual Exploitation
 - Code of Practice / Statement of Purpose
 - Complaints including allegations against Personnel

- Code of Conduct
- Staffing including grievance, disciplinary and whistle blowing; professional boundaries
- Equal Opportunities
- Health and Safety
- Illegal Substances
- Lone Working
- Out of Hours/Emergency
- Preparation for Independence Programme; support planning
- Behaviour Management
- Recruitment, Supervision, Appraisal and Training
- Quality Assurance
- Placement Breakdown Policy
- First Aid
- Safeguarding Adults
- Safeguarding Children
- Work related stress policy
- Data Protection policy
- Business Continuity

7.3 The Provider must regularly review the Policies and Procedures and update them as necessary.

7.4 The Policies and Procedures must be agreed as acceptable to the Council prior to the Provider being used and must be available for scrutiny by the Authorised Officer on an on-going basis and for inspection purposes.

7.5 The Provider's Code of Practice, Policies and Procedures should be commensurate with current relevant legislation, regulation and guidance.

7.6 Documents

7.7 The Provider must make the following list of documents available for the Council for scrutiny on an ongoing basis and for inspection purposes:

- Policies and Procedures
- Admissions and discharge records
- Young Person profiles
- Statutory Local Authority information
- Key work records
- Support plan
- Health records (related to the Young Person)
- Risk assessments – related to Young Person **and** environment
- Record of Personnel training
- Record of complaints and compliments
- Incident reports
- Accident reports
- Health and Safety records
- Weekly feedback reports
- Any Looked After Child reports / reviews
- Independent Living workbook
- Visitor book
- Disciplinary and Personnel Conduct

- Initial placement meeting
- IPA
- Personnel Files – supervision and training
- Car details (for any used to transport young people)
- Safeguarding file
- Outcome Matrix
- Quality Returns
- Social Value outcomes

7.8 Referral/Assessment Process

7.9 The Council must assess the required needs of the Young Person in determining and deciding accommodation requirements and the potential impact on others currently in residence.

7.10 The assessment must include an identification of the risk of placement and must consider as a minimum consideration of vulnerability, risk to self, risk to other residents, risk to Personnel/visitors, risk to/from the community, risk of absconding etc. (this list is not exhaustive).

7.11 In addition consideration must be given to those individual needs of the Young People and must include for example:

- Physical needs
- Health Care needs
- Educational needs
- Behavioural needs
- Social needs
- Emotional needs
- Cultural needs
- Religious needs
- Sexuality and gender identity needs

7.12 The assessment will fully involve the individual Young Person, their family and/or external Professionals and will consider their views on:

- the Accommodation
- understanding their rights and responsibilities in relation to the Accommodation
- understanding of funding arrangements
- the locality of the provision

7.13 The Council must provide to the Provider all appropriate documentation, including information relevant to the Young Person's history, behaviour and needs prior to the point of Referral making clear and explicit the requirements of the Placement. This will be set out in the Referral – see **Appendix 3**.

7.14 The Provider must undertake a risk assessment prior to admission in respect of the Service to be provided for the individual Young Person, and assess compatibility with any current Young Persons placed in the Accommodation, the suitability of the Accommodation and available support to meet the needs of the Young Person.

7.15 The Provider must consider the referral information from the pre-admission risk

assessment and must liaise with the Council to confirm the suitability of placement at the Establishment/Service.

- 7.16 Where a placement process is planned there is an expectation that the Provider will work in collaboration with the Young Person's current placement to enable a comprehensive and Young Person friendly transition into the Service.
- 7.17 Admissions and Discharges
- 7.18 All placements will be made subject to agreement of both Parties and the Young Person in the form of an Individual Placement Agreement. A completed placement matching form is to be completed for any placement offer **(Appendix 4)**
- 7.19 The required period of Accommodation must be specified by the Council where it is known.
- 7.20 A placement planning meeting will take place on or before the date of admission. A written record of this meeting is to be made by the Provider and the social worker / PA detailing the roles and responsibilities of all parties and anticipated outcomes of the placement and timescales for achieving these.
- 7.21 The Young Person must be fully involved in the planning process and discussions held, during which the purpose of the placement will be fully described.
- 7.22 The Young Person must be given a contact details of their nominated Key Worker and out of hours service. This should form part of a Young Person's handbook, welcome pack or other relevant information to be given to each Young Person.
- 7.23 The first 1:1 session with the Key Worker must take place no later than 48 hours after the placement date.
- 7.24 An IPA must be agreed, in accordance with the terms and conditions of the Contract and where applicable, Placement of Children Regulations at the point of admission.
- 7.25 The IPA, pathways plan and all appropriate LAC documentation must be issued by the allocated Social Worker / PA at the point of admission whenever practicable and where applicable.
- 7.26 Whenever possible, placements must be planned involving introductions and exchange of essential information in advance of admission.
- 7.27 Any agreed emergency admission will be made for up to a seven-day period, reviewed at the earliest opportunity to ensure that it is the most appropriate placement for the Young Person; the weekly charge will apply (pro rata on a daily basis).
- 7.28 Any removal or transfer to other accommodation may take place only with the express agreement of the Council. If an emergency situation occurs, the Local Authority's Out of Hours Service must be notified immediately and the other parties the next working day.
- 7.29 The majority of children enter care due to abuse or neglect, and many experience multiple placement moves. Although planned moves can have positive effects and be in the best interests of the child, placement moves can also have negative impact on children. The damage of pre-care experiences and placement moves can contribute to an increasingly negative cycle, where placement moves lead to worsening

behaviour as a communication of unmet needs which becomes hard for the Young Person to break. Responses to looked after children and care leavers who show behaviour which can be experienced as challenging should be mindful of this and seek to avoid contributing to this cycle.

- 7.30 The Provider shall have a placement breakdown policy and clear procedure in place.
- 7.31 To avoid placement breakdown, any problems or issues with a Young Person in placement must be reported to the child's social worker / PA and the Council Placements team as they happen. Placement support meetings are mandatory to discuss and explore what can be done to stabilise the placement.
- 7.32 Discharges shall only take place, in accordance with the Young Person's Plan and following consultation and agreement between the Council, Provider and the Young Person where appropriate.
- 7.33 The Provider shall not discharge a Young Person from the accommodation without sufficient notice to plan alternative accommodation and support and, wherever practicable, with the agreement of the Council. In exceptional circumstances, when it is agreed between the Council and the Provider that the current placement is no longer in the best interests of the Young Person, having discussed how feasible it is to manage the safeguarding concerns and risk without recourse to ending the placement, the Council shall make other suitable arrangements for the Young Person, as quickly as possible, taking account of the urgency of the situation. Termination of placement shall be made in accordance with the timescales detailed within the Conditions of Contract. There should always be a priority to ensure that all placement endings are "Young Person friendly" and minimise the chances of negative outcomes and further harm to young people at all times. Please note that giving immediate notice must be discussed with the Council as in most circumstances it is not feasible to secure a new placement and move the Young Person on the same day.
- 7.34 Young People, the Provider and Council shall work together to identify and plan appropriate move on for individuals.
- 7.35 Individual Placement Agreement (IPA)
- 7.36 All placements will be made subject to agreement of both Parties and the Young Person in the form of an 'Individual Placement Agreement (IPA)'. **(Appendix 6)**
- 7.37 The Council must complete the IPA in consultation with the Provider.
- 7.38 The IPA must detail the Services to be delivered in accordance with what is stated in the Young Persons Pathway / Personal Education Plan (or equivalent)/ YJS plan/ other applicable plan and any other written arrangements agreed by both Parties.
- 7.39 The IPA must detail the expected outcomes to be achieved with the Young Person whilst in placement. The IPA will reference outcomes identified in the Young Person's Pathway / Personal Education Plan (or equivalent)/ YJS plan/ other applicable plan. The IPA may identify additional support needs that will support the achievement of positive outcomes in line with the Pathway plan; Providers should ensure they are working in line with the Pathway plan.
- 7.40 The Council must provide written notification of the contact details of their relevant Personnel in the IPA, who the Provider may need to contact whilst the Young Person is in Placement and must promptly update all such notifications.

- 7.41 The IPA must detail the price that is to be paid following agreement between the Council and the Provider. A detailed breakdown of the Price should also be provided, stating any variance to the contract price related to additional need.
- 7.42 The Provider must deliver agreed additional services that may not be specified in the outcomes section of the IPA which may be required in accordance to the Pathway / PEP (or equivalent) / YJS plan/ other applicable plan or following a review of the Individual Service. The Council must pay agreed Additional Fees for additional services, where applicable and where prior approval has been obtained.
- 7.43 Any additional services must be delivered in accordance with an agreed timescale and the expected outcomes to be achieved for the Young Person as detailed in the Young Person's Pathway/Leaving Care Plan/ other applicable plan and Service Specification and will be reviewed accordingly and the particular specification of additional services must, as far as possible, be included in the applicable IPA.
- 7.44 The IPA must be reviewed as appropriate to incorporate details relating to additional services agreed to be required following a service review or otherwise after the commencement of the relevant IPA.
- 7.45 The Price (and as applicable additional fees) will be payable from the date the individual placement or additional service commences. Payment will cease on the last night spent in accommodation unless otherwise agreed with the Council.
- 7.46 The Council must complete and sign the IPA and send to the Provider for agreement, who will (subject to any outstanding issues requiring agreement, which both parties must use reasonable effort to resolve as soon as possible) complete and return a signed copy of the completed IPA to the Provider back within seven working days of receipt.
- 7.47 The Provider must have a secure email address or be prepared to make arrangements for the secure transfer of information according to Data Protection Legislation.
- 7.48 Variations to the IPA and Individual Service Reviews
- 7.49 Variations to any IPA must be made in writing and signed and dated by both the Provider and the Council and recorded in a new or amended IPA.
- 7.50 Either Party may reasonably request a review meeting and consider what variations (if any) are required to be made resulting from changes in the needs or requirements of the Young Person.
- 7.51 Urgent review meetings must normally be convened within five working days and preferably within 72 hours of such a request and the parties must make reasonable endeavors to achieve this.
- 7.52 The IPA must be reviewed as a minimum in accordance with the statutory requirements for care leavers. Wherever possible, Education, Social Care, Health and other reviews must take place together.
- 7.53 Where the Young Person has consistently refused to take up any Services over a period of 5 days, the Provider is to notify the Council within 2 days of the expiry of the 5 day period of such refusal. Any additional previously agreed services will cease with immediate effect.

- 7.54 Following review meetings, any changes discussed regarding services provided and changes to costs will need to be confirmed and agreed in writing – this may be an email. Following this the IPA must be updated as appropriate.
- 7.55 In the event of any changes to the Service and the price, including, where relevant, the additional services and the additional fees, the Council in consultation with the Provider will complete and sign the amended IPA. The Provider must sign the amended IPA, if in agreement, and issue the document back to the Council within seven working days of receipt.
- 7.56 Invoices must only be reflective of changes in the Services and Price agreed to and charged for from the date the change in Service commenced.
- 7.57 Termination of an Individual Call Off Contract
- 7.58 The parties must act at all times in relation to the framework and each Individual Call Off Contract in good faith in order to meet the needs of the Young Person and it is hoped that it would not at any stage become necessary to terminate this contract due to the default of either Party. However where termination is unavoidable, both parties must support a smooth transition of the care arrangements for each affected Young Person. In all instances, the Council should ensure that the Young Person has left the property and their belongings must be removed by the Council before any Individual Call Off Contract may be terminated.
- 7.59 An Individual Call Off Contract may end by the expiry of the contract period specified in the Individual Call Off Contract or by termination on the periods of notice as specified in the Individual Call Off Contract Terms and Conditions 2019.
- 7.60 Where additional support has been agreed, this shall be reviewed within the identified and agreed time scale. Notice of a change in support package will mutually require a 7 day notice period from both the authority and the Provider.
- 7.61 Transport
- 7.62 The Provider should facilitate the development of the appropriate skills conducive to the Young Persons independent travel, where required.
- 7.63 The Provider must undertake all reasonable measures to ensure the safety of Young Persons being transported by Provider's Personnel.
- 7.64 The Provider must ensure that account is taken of any Risk Assessments in respect of transporting the Young Person. Risk assessments on all Individual Services offered will include risks associated with travel.
- 7.65 The Provider must use reasonable endeavours to ensure that all drivers of Young Persons have valid License and current Vehicle Insurance appropriate to the type of transport being provided, have a current MOT certificate if appropriate and that the number of passengers must never exceed the insured or licensed maximum.
- 7.66 The Provider must use reasonable endeavours to ensure all vehicles used to transport Young Persons (and any additional equipment on the vehicle) are maintained and serviced in accordance with the manufacturer's instructions, with full records being kept to verify this.
- 7.67 The Provider must use reasonable endeavours to ensure all vehicles used to transport Young Persons are suitable for the type and condition of users to be

transported, including having seatbelts which conform to the relevant British Standard and which are used in all instances.

7.68 The Provider must use reasonable endeavours to ensure the transport is always driven safely and with consideration to passengers' needs. This must include conforming to all road traffic legislation and never driven whilst the driver is under the influence of alcohol and drugs, excessively tired, or otherwise in circumstances of unreasonable risk.

7.69 In the event that the Provider sub-contracts or pays for transport and escort services for Young Persons, the Provider must use reasonable endeavours to ensure that the sub-contractor/s comply with all relevant road safety legislation and all drivers and escorts must have a current enhanced License.

7.70 Personnel and Employment

7.71 The Provider must have a comprehensive Recruitment and Selection Policy and Process which takes account of all current and relevant legislation. The Provider's policy must take into account all current Equal Opportunities legislation. The Policy must cover safer recruitment, advertising and interviewing. The Provider must also establish the competencies and qualifications of new workers and ensure that written references, including one from the most recent employer, are routinely obtained and verified before a new Personnel member begins work on the contract.

7.72 The Provider should have a values based recruitment process which is clearly set out and captured in its Recruitment and Selection Policy.

7.73 It is the responsibility of the Provider to ensure that all persons, including Personnel whose duties involve access to Young Persons, vulnerable persons or other members of the public, towards whom the Provider owes a special duty of care, are subject to enhanced DBS checks prior to starting their duties, ensuring full compliance with the Safeguarding Vulnerable Groups Act 2006.

7.74 The Provider is required to ensure that all Personnel carrying out services under and/or in connection with the Contract who are from a Country other than the United Kingdom have the right to work in the United Kingdom in compliance with all relevant law and hold a current valid permit to work and/or visa as required by law, and sufficient evidence that the necessary checks have been made to ensure compliance with all relevant law and copies of documentary evidence in connection with the necessary checks are placed on such a Personnel members individual file.

7.75 The Provider must ensure that no member of Personnel is permitted to provide Services until all the necessary checks have been undertaken and the checks are satisfactory.

7.76 The Provider must employ sufficient Personnel so the number of Personnel and their experience and qualifications are adequate to ensure that the welfare of the Young Person accommodated is safeguarded and promoted at all times.

7.77 Personnel Training

7.78 The Provider must ensure that all Personnel have the knowledge, skills, competence and values to undertake all activities to ensure that a high standard of care is provided to all Young People.

7.79 The Provider must ensure that all Personnel has training and/or experience of

working with Young Persons in the 16+ age group. Training specific to the needs of Care Leavers must be given where appropriate. Written Policies must exist and be implemented, to ensure that Personnel are trained and aware of the following: (This is not an exhaustive list)

- Child Sexual Exploitation
- Child Criminal Exploitation
- Prevent
- Child development including impact of trauma, attachment, impact of neglect, impact of parental domestic violence etc
- Trauma informed practice
- Safeguarding Awareness including the Council's Child Protection Procedures published by the appropriate Child Safeguarding Board; And Safeguarding Adult's Board where applicable
- Equal opportunities
- Health and Safety at Work (including Fire Awareness)
- Food Hygiene
- Support Worker tasks, recording
- Confidentiality
- Resources and Services for Young Persons Leaving Care
- Managing Challenging Behaviour / Therapeutic Crisis Intervention
- Risk Assessment and Management
- Conflict Resolution
- Pathway planning
- Basic First Aid
- Administration of Medicine

7.80 All new Personnel members must be given an induction within 4 weeks of the commencement of their employment.

7.81 The Provider must ensure that the on-going training needs of Personnel are identified through the supervision and appraisal process and a suitable training programme is provided to meet those needs.

7.82 Records of training and supervision must be kept on the Personnel members file and must be dated and signed accordingly.

7.83 Safeguarding, Allegations and Going Missing

7.84 The Provider must have a Policy in place and agreed with the Council to ensure that the Young Persons are treated with respect at all times and this must include procedures to deal with any allegations and complaints against Personnel.

7.85 The Provider must ensure that all Personnel are aware of the Procedures and are supported, through supervision and training, to identify areas of concern and be aware of the safeguarding procedures.

7.86 In cases where an allegation is made, the Provider must notify the Council immediately and take immediate and appropriate action. This may include suspending a Personnel member/s.

7.87 The Provider must ensure compliance with the appropriate Local Safeguarding Board guidelines and the relevant Children's and Adults legislation.

- 7.88 Where a Young Person is known to abscond, there should be an appropriate risk assessment in with a clear and detailed reporting strategy. Details around reporting individuals should be discussed within the initial placement planning meeting. If a Young Person should go missing, the Provider will take all action that could reasonably be expected of a diligent parent. This includes:
- Searching for the Young Person
 - Telephoning the Young Person and their known friends / associates
 - Contacting their family members where appropriate.
- 7.89 Should the Young Person remain missing after these initial checks, the Provider will inform the Police and the Young Person's social worker / PA. The timescales for this will be determined by each individual plan.
- 7.90 If the initial checks lead to the whereabouts of the young person becoming known, the service will where safe to do so collect the Young Person, or share the information with Social Care / Police for further direction.
- 7.91 Following any missing episode the Young Person will receive an Independent Return Home Interview which will be undertaken by the Council.
- 7.92 Complaints
- 7.93 The Provider must operate a complaints policy in which all employees and Young Persons have been made aware of and have seen a copy of and details of how to complain in writing. A copy must be provided to the Council upon request.
- 7.94 The Provider must keep records of all complaints made in relation to the Service including those raised from the community. The action taken as a result will be recorded and records must be available and outcomes of complaints made known to the Young Person and to ensure that the Young Person is happy with the outcome.
- 7.95 Emergencies
- 7.96 The Provider must have a manual containing procedures to be followed in any emergency or potential emergency situation. All Personnel members must be made aware of these procedures and the importance of following them in a timely manner without exception.
- 7.97 Personnel dealing with an emergency or untoward incident must report the circumstances to their supervisor, or other members of the management team without delay, to ensure that the correct and appropriate action has been taken to secure the situation and to make the necessary reports to appropriate external agencies.
- 7.98 Young Person's Rights
- 7.99 The Provider must at all times, in its performance of the Services and its treatment of Young Persons, have regards to, and abide by the principles of the Human Rights Act.
- 7.100 The Provider must have clear Policies and Procedures in relation to Young Person's rights that comply with all relevant and current legislation.
- 7.101 These Policies and Procedures must be made clear to Personnel via induction, training and development, Personnel meetings and supervision.
- 7.102 The Provider must ensure that information is designed with participation of Young

Persons in mind and as required, is produced in a variety of ways to ensure that the needs of any Young Person with specific needs is met e.g. through the use of braille, audio tapes, different languages, pictures and symbols.

7.103 The Provider must comply with Legislation, Regulatory Requirements and Codes of practice applicable to the provision of the Services and must comply with all further reasonable written requirements and instructions of the Council in relation to the IPA.

7.104 The Provider will ensure that the Young Person will have support to seek access to advocacy and representation services.

7.105 Monitoring and Review

7.106 The Provider must be responsible for ensuring compliance with the standards contained within this Service Specification. The Provider is required to notify the Council promptly, in writing, of any difficulties in applying the standards, together with action being taken to rectify any deficiency.

7.107 The CYPS Commissioning Team wishes to ensure that performance reporting is focused, streamlined and meaningful.

7.108 The performance framework will be based on:

- Quarterly returns which give an overview of throughput activity
- Quality Assurance visits from the assigned Commissioning Officer based on the RMBC CYPS Quality Assurance Framework
- Individual outcomes for young people receiving accommodation and or support
- Young Person's influence in the review and design of the service to ensure continued improvement
- Social value in relation to the method statement submitted in the procurement of this service

7.109 Quarterly Returns

7.110 The Provider must maintain and submit accurate and comprehensive performance data in accordance with current regulations and guidance in respect of services delivered. Quality Assurance visits will be above and beyond the quarterly responses. **(Appendix 14)** This information will be submitted to the Commissioning Team quarterly.

- Number of referrals;
- Numbers of referrals refused;
- Number of admissions and discharges (details);
- A list of Young Persons for each year;
- Profile of Young Persons – age, gender, ethnicity, disability etc; (reviewed through QA process)
- Number of Complaints and action taken;
- Number of safeguarding issues and actions taken;
- Health and Safety records, including accidents and violent incidents; (reviewed through QA process)
- Feedback from Young Persons (reviewed through QA process)

- Social value
- 7.111 The quarterly submissions should be emailed to placementsteam@rotherham.gov.uk on the following dates (or nearest working day):
- 15th July
 - 15th October
 - 15th January
 - 15th April
- 7.112 Quality Assurance
- 7.113 The Quality Assurance Framework is designed to encourage continuous improvement. During visits the Council will monitor the Provider to evaluate the Provider's performance against the standards in this Service Specification. Such monitoring may include unannounced visits, examination of records, as well as interviews with the manager, workers and where applicable, any residents.
- 7.114 The Council will also hold partnership meetings which will encompass market developments, collaborative working, good practice and emerging trends. It will be expected that providers will participate and contribute to these agendas.
- 7.115 The Provider will be allocated a Commissioning Officer to maintain consistency wherever possible.
- 7.116 Outcomes Reporting
- 7.117 Providers in the framework will complete 16+ Outcomes Matrix returns jointly with each Young Person receiving their service and the Council's allocated worker (**see Appendix 15 for the Matrix and Appendix 16 for the Guidance**).
- 7.118 The 16+ Outcomes Matrix is a reporting mechanism which aims to track the distance travelled by each individual Young Person in a standardised and consistent way.
- 7.119 The Matrix will be used to track outcomes
- on an individual basis
 - on a service by service basis
 - across the framework as a whole
- 7.120 The 16+ Outcomes Matrix is designed to be a simple tool that compliments planning and provides another mechanism for the Young Person to have a voice in the planning process. The Matrix presents an opportunity for young people to recognise their progress and celebrate their achievements.
- 7.121 Providers and young people will be invited to feed back on the wording of the 16+ Matrix in the first four months of the framework so that the document can be amended to be more "Young Person friendly".
- 7.122 Providers must send completed Outcomes Matrix forms to the Council with the Quarterly Returns and make outcomes data available to the Council as per the 16+ Outcomes Matrix Guidance.

8 Category Overviews

- 8.1 The Standard weekly price for each Service Category must include all Services as detailed in this Category Overview.
- 8.2 The Provider agrees to provide the following Services within their standard weekly fee. These should be read in conjunction with the Conditions of Contract and Service Specification

Service Category 1 (Group Living) (including any block booking for Group Living)

Description
<p>Group living - describes a situation where a Young Person lives within a multi-occupancy property which either has shared communal facilities or a 'bed-sit' type living space as part of a larger communal building.</p> <p>Within these environments members of on-site Personnel provide both formal and informal guidance and practical assistance in gaining independent living skills to the Young Person, dependent on individual needs.</p> <p>Within group living settings it is of fundamental importance that a clear Risk Assessment is undertaken prior to the Young Person moving in as it is highly likely that differing behaviours displayed will directly impact on all Young Persons and the living environment as a whole.</p> <p>The Provider will meet all relevant statutory and legal requirements associated with group living/housing; dependent on the official classification of the living environment.</p> <p>Communal areas of the unit and individual accommodation quarters for the Young Persons must be safe and secure and fully furnished to an appropriate standard and fully equipped for supported living.</p> <p>The Provider must be responsible for the repair and maintenance of both the property and accommodation contained therein.</p> <p>The Service will be available 7 days per week, 365 days per year and be appropriately staffed to accommodate this.</p>

Service Component Overview

Accommodation and Management Services
<ul style="list-style-type: none">• Management of property including repairs, maintenance to response times set out in this specification, including all property and rental costs including housing management costs e.g. rent collection, arrears management, tenancy enforcement;• Any cleaning costs to be met by the Provider• Building and Contents Insurance. Personal Effects Insurance to be included if applicable to service category;• Reasonable and appropriate room sizes and amenities for the bedroom, communal living, dining, lounge and bathroom.• Nominated Key Worker;• Member of Personnel on property at all times;• Individual Outreach Support (as agreed via IPA);• 24 hour Support Help-line and emergency Call Out Service;• Inclusive of all property and rental costs
Accommodation, Equipment and Resources
<ul style="list-style-type: none">• Furnished accommodation, decorated to a good standard appropriate to a Young Person aged between 16 and 18;• Communal areas to include 'white goods' equipment necessary to promote and encourage daily living skills;• Equipment to support the Young Person develop their living skills, such as bedding, kitchenware, vacuum cleaner, washing and toiletry facilities;• Accommodation to include appropriate smoke alarm, carbon monoxide alarm, fire blanket, and access to fire extinguisher in accordance with Fire Safety Regulations;• First Aid Kit;• TV License;• Access to a landline telephone facility within the accommodation for calls to the Council or identified support service.• Access to IT and Wifi

Individual Support Services
<ul style="list-style-type: none"> • Provide assistance with Young Person to personalise their room; • Assist the Young Person with registering with appropriate health agencies; • Where appropriate, support and act as an advocate for the Young Person at professional appointments in negotiation with their Allocated Worker; • Support the Young Person to establish links and access local community resources; • Act as a positive role model to the Young Person with information, guidance and advice regarding alcohol, drugs, sexual health, healthy living and staying safe; • Enabling support with daily living skills; and establishing a routine of managing a home and the responsibilities of a tenancy • Help with accessing relevant services e.g. health and care; • Promoting neighbourhood skills and community integration and getting to know neighbours (where appropriate); • Support in developing social networks; • Emotional support and advice. • Written weekly reports to social worker which will identify <i>What's working well, what the concerns are and what needs to happen</i> – to the Council's Signs of Safety model.
Initial & on-going assessment of need
<ul style="list-style-type: none"> • Assessment of the Young Person, both at the beginning of and throughout the placement; • Ongoing outcomes reporting; • End of Placement final progress report; • Preparation of reports for meetings and reviews; <p>To meet needs appropriately, Services should:</p> <ul style="list-style-type: none"> • Make a thorough and detailed assessment of a Young Person's needs and whether they are ready to sustain their own tenancy; • Avoid directing Young Persons towards community living if they are not ready; • Have support available e.g. mental health or benefits advice; • Ensure key workers provide a plan, which is shared and reviewed with the Young Persons; • Encourage feedback on the service – both positive and negative; • Ensure key workers are friendly, approachable, welcoming and non-judgmental.
Education, Training and Employment
<ul style="list-style-type: none"> • To facilitate and support access to Educational, Training and Career Development opportunities in line with the Young Person's Pathway / Personal Education Plan (or equivalent)/ YJS plan/ other applicable plan
Transport

- Personnel travel costs and time accompanying Young Person to professional appointments, attending meetings, reviews and where they visit/spend time with their family/significant others (family / significant others) within a radius of 20 miles of the accommodation. Additional miles to be charged at agreed Local Authority rate and formalised via the IPA where this has been agreed with the Council in terms of need.

Staffing

- All Personnel including the Manager should be either qualified to NVQ level 3 relevant to working with young people, currently registered and working towards NVQ level 3 or awaiting registration onto level 3 Diploma for Children and Young Persons Workforce
- Personnel must be trained to the requisite standard to look after the types and characteristics of Young Persons detailed in this Specification.

Service Category 2 (Supported Tenancy - Floating Support and Accommodation)

Description

Supported Tenancy describes a situation where a housing Provider sources and supports a tenancy on behalf of a Young Person. Housing will be sourced through a Provider's own stock or arrangements with private or registered social landlords.

Only **one/two bedroomed accommodation** are required for this Service Category. Any larger properties should be considered under Service Category 1 – Group Living.

Integral to the Supported Tenancy Service Category is that the Provider must deliver floating support to sustain a tenancy by encouraging the development of the Young Person's independent living skills.

Floating support is available from 8am to 10pm seven days a week, 365 days a year. Additionally, a waking night or sleep-in is provided where needed and where risk assessed as appropriate by the Council and Provider.

A range of different forms of floating support may be provided, but the main purpose is to provide general, non-specialist support with daily living skills, practical tasks or emotional support – which promotes or maintains a person's ability to live independently.

Support involves an assessment of an individual's needs. The Provider and Young Person identify the actions to meet the assessed needs and this forms the basis of an agreement between both.

The distinguishing criteria of floating support to be provided as part of the Supported Tenancy package are:

- Aim to increase independent living, so support tends to decline over time;
- Support people with a wide range of needs;
- Support is linked to the individual rather than the accommodation;
- Young Persons are encouraged to be involved throughout service planning and delivery.

It is a suitable service type for vulnerable Young Persons who may not be completely ready to live on their own independently.

Floating support ratios are not to exceed 1:8, with at least 4 hours per week direct face-to-face contact on average per Young Person. This can reduce and increase as needed and as agreed in partnership with the Council.

Accommodation and Management Services

- Management of property including repairs, maintenance (to timescales in this specification) including deep cleans as necessary and including all property and rental costs including housing management costs e.g. rent collection, arrears management, and tenancy enforcement.
- Building and Contents Insurance. Personal Effects Insurance to be included if applicable to service category.
- Energy Performance Certificates (EPC) and recommendations from which are undertaken.
- Properties do not have Category 1 hazards at the dwelling, when assessed using the Housing, Health and Safety Rating Scheme.
- Compliance with planning and building regulations.
- Room sizes and amenities in shared housing should be fit for purpose and able to meet the requirements as specified at time of referral.
- Facility to convert the tenancy to Assured Shorthold tenancy where it is in the best interests of the Young Person to remain in the property at the end of the service.
- Nominated Key Worker.
- 24 hour Support Help-line and emergency call Out Service.
- Inclusive of all property and rental costs.

Accommodation, Equipment and Resources

- Furnished accommodation, decorated to a reasonable standard appropriate to a Young Person aged between 16 and 25;
- Furniture to include 'white goods' equipment necessary to promote and encourage daily independent living;
- Equipment to support the Young Person develop their living skills, such as bedding, kitchenware, vacuum cleaner, washing and toiletry facilities as set out in the specification;
- Accommodation to include appropriate smoke alarm, carbon monoxide alarm, fire blanket, and access to fire extinguisher in accordance with fire safety regulations;
- First Aid Kit;
- TV License
- Wifi

Individual Support Services

- Assist the Young Person with registering with appropriate health agencies;
- Where appropriate, support and act as an advocate for the Young Person at professional appointments in negotiation with their allocated worker;
- Support the Young Person to establish links and access local community resources;
- Act as a positive role model to the Young Person with information, guidance and advice regarding alcohol, drugs, sexual health, healthy living and staying safe;
- Floating support, for example to cover:
 - Daily living skills;
 - Help with accessing relevant services e.g. health and care;
 - Promoting neighbourhood skills and community integration;
 - Support in developing social networks;
 - Emotional support and advice;
 - Support to access and maintain educational, training and career development opportunities.
 - Written weekly reports to social worker which will identify *What's working well, what the concerns are and what needs to happen* – to the Council's Signs of Safety model.

Initial & on-going assessment of need

- Assessment of the Young Person, both at the beginning of and throughout the placement;
- Ongoing outcomes reporting;
- End of placement final progress report;
- Preparation of reports for meetings and reviews.

To meet needs appropriately, services should:

- Make a thorough and detailed assessment of a Young Person's needs and whether they are ready to sustain their own tenancy;
- Avoid directing Young Persons towards community living if they are not ready;
- Have specialist support available e.g. mental health or benefits advice;
- Provide a plan, which is shared and reviewed with the Young Person;
- Encourage feedback on the service – both positive and negative;
- Ensure floating support workers are friendly, approachable, welcoming and non-judgmental.

Transport

<ul style="list-style-type: none"> Personnel travel costs and time accompanying Young Person to professional appointments, attending meetings, reviews and contact visits (family / significant others) within a radius of 20 miles of the accommodation. Additional miles to be charged at agreed Local Authority rate where this has been agreed by the Council in advance in relation to need.
Staffing
<ul style="list-style-type: none"> All Personnel should be either qualified to NVQ level 3 relevant to young people, currently registered and working towards NVQ level 3 or awaiting registration onto the Level 3 Diploma for Children and Young Persons Workforce. Personnel must be trained to the requisite standard to look after the types and characteristics of Young Persons detailed in this Specification.

Service Category 3 – (Floating Support only)

Description
<p>Floating Support is where the Provider delivers floating support to sustain a tenancy by encouraging the development of the Young Person’s independent living skills.</p> <p>A range of different forms of floating support may be provided, but the main purpose is to provide general, non-specialist support with daily living skills, practical tasks or emotional support – which promotes or maintains a person’s ability to live independently.</p> <p>Support involves an assessment of an individual’s needs. The Provider and Young Person identify the actions to meet the assessed needs and this forms the basis of an agreement between both.</p> <p>Floating support to be provided to:</p> <ul style="list-style-type: none"> Aim to increase independent living, so support tends to decline overtime; Support people with a wide range of needs; Support is linked to the individual rather than the accommodation; Young People are encouraged to be involved throughout service planning and delivery. <p>It is a suitable service type for vulnerable Young People who may not be completely ready to live on their own independently.</p> <p>Floating support ratios are not to exceed 1:17, with at least 3 hours per week direct face-to-face contact on average per Young Person. This can reduce and increase as needed and as agreed in partnership with the Council.</p>

Individual Support Services
<ul style="list-style-type: none"> • Support the Young Person to establish links and access local community resources; • Act as a positive role model to the Young Person with information, guidance and advice regarding alcohol, drugs, sexual health, healthy living and staying safe; • Floating support, for example to cover: <ul style="list-style-type: none"> • Daily living skills; • Help with accessing relevant services e.g. health and care; • Promoting neighbourhood skills and community integration; • Support in developing social networks; • Emotional support and advice; • Support access to educational, training and career development opportunities. • Written weekly reports to social worker which will identify <i>What's working well, what the concerns are and what needs to happen</i> – to the Council's Signs of Safety model.
Initial & on-going assessment of need
<ul style="list-style-type: none"> • Assessment of the Young Person, both at the beginning of and throughout the placement; • Ongoing outcomes reporting; • End of placement final progress report; • Preparation of reports for meetings and reviews;
<p>To meet needs appropriately, Services should:</p> <ul style="list-style-type: none"> • Make a thorough and detailed assessment of a Young Person's needs and whether they are ready to sustain their own tenancy; • Avoid directing Young Persons towards community living if they are not ready; • Have support available e.g. mental health or benefits advice; • Provide a plan, which is shared and reviewed with the Young People • Encourage feedback on the service – both positive and negative; • Ensure key workers are friendly, approachable, welcoming and non-judgemental.
Education, Training and Employment
<ul style="list-style-type: none"> • To facilitate and support access to Educational, Training and Career Development opportunities in line with the Young Person's Pathway / Personal Education Plan (or equivalent)/ YJS plan/ other applicable plan
Transport

- Personnel travel costs and time accompanying Young Person to professional appointments, attending meetings, reviews and contact visits (family / significant others) within a radius of 20 miles of the accommodation. Additional miles to be charged at agreed Local Authority rate where this has been agreed in advance with the Council in relation to need.

Staffing

- All Personnel should be either qualified to NVQ level 3 relevant to working with young people, currently registered and working towards NVQ level 3 or awaiting registration onto the Level 3 Diploma for Children and Young Persons Workforce
- Personnel must be trained to the requisite standard to look after the types and characteristics of Young Persons detailed in this Specification.

Service Category 4 – (Family Accommodation and Support)

Service Component Overview

Description

- Family support and accommodation provides accommodation to vulnerable young families. The service could offer accommodation which consists of 'bet sit' within a larger building, or houses/flats for the families to reside that is within a cluster.
- The service will provide accommodation and support to families that are stepping down from residential care, or fostering but are not ready to live and parent independently. Alternatively families could access the service for low level support before living independently in the community.
- Within these environments members of on-site Personnel provide both formal and informal support and guidance in assisting the family with their parenting skills.
- Within group living settings it is of fundamental importance that a clear Risk Assessment is undertaken prior to the families moving in.
- The Provider will meet all relevant statutory and Legal requirements associated with group living/housing; dependent on the official classification of the living environment.
- Communal areas of the unit and individual accommodation quarters for the Young Persons must be safe and secure and fully furnished to an appropriate standard and fully equipped for supported living.
- The Provider must be responsible for the repair, maintenance and deep clean where necessary of both the property and accommodation contained therein.

- The Service will be available 7 days per week, 365 days per year and be appropriately staffed to accommodate this.

Accommodation and Management Services

- Management of property including repairs, maintenance to response times set out in this specification and deep cleans as necessary and including all property and rental costs including housing management costs e.g. rent collection, arrears management, tenancy enforcement;
- Any cleaning costs to be met by the Provider, including deep cleans
- Building and Contents Insurance. Personal Effects Insurance to be included if applicable to service category;
- Nominated Key Worker;
- Member of Personnel on property at all times;
- Individual support as agreed in initial placement offer
- Staffing on site 24/7
- Senior on call system for the service
- Written weekly reports to social worker which will identify *What's working well, what the concerns are and what needs to happen* – to the Council's Signs of Safety model.

Accommodation, Equipment and Resources

- Furnished accommodation, decorated to a good standard which is appropriate for families
- Communal areas to include 'white goods' equipment necessary to promote and encourage daily living skills;
- Equipment to support families maintaining their home, such as bedding, kitchenware, vacuum cleaner, washing and toiletry facilities;
- Accommodation to include appropriate smoke alarm, carbon monoxide alarm, fire blanket, and access to fire extinguisher in accordance with Fire Safety Regulations;
- First Aid Kit;
- TV License;
- Access to a landline telephone facility within the accommodation for calls to professionals
- Wifi

Individual Support Services

- Families will be encouraged to personalise their home
- Assist the family to register with all local health services for both themselves and their child/ren
- Where appropriate, support and act as an advocate for the families at professional appointments in negotiation with their allocated worker;
- Support the families to establish links and access local community resources;
- Act as a positive role model to the families with information, guidance and advice regarding alcohol, drugs, sexual health, healthy living and staying safe;
- Provide group activities to support the families parenting skills which include; Play and stimulation, milestones, boundaries, varying need (this list is not exhaustive)
- Group activities such as play groups, baby massage,
- Enabling support with daily living skills;
- Promoting neighbourhood skills and community integration
- Support in developing social networks; and the understanding on the positive impact that this has on children
- Emotional support and advice
- Nominated key worker who will provide written weekly reports to social worker which will identify *What's working well, what the concerns are and what needs to happen* – to the Council's Signs of Safety model.

Initial & on-going assessment of need

- Assessment of the Young Person, both at the beginning of and throughout the placement;
- Ongoing outcomes reporting;
- End of placement final progress report;
- Preparation of reports for meetings and reviews;

To meet needs appropriately, Services should:

- Make a thorough and detailed assessment of a Young Person's needs and whether they are ready to sustain their own tenancy;
- Avoid directing Young Persons towards community living if they are not ready;
- Have support available e.g. mental health or benefits advice;
- Provide a plan, which is shared and reviewed with the Young Persons;
- Encourage feedback on the service – both positive and negative;

- Ensure key workers are friendly, approachable, welcoming and non-judgmental.

Education, Training and Employment

- To facilitate and support access to Educational, Training and Career Development. Where families may already be in education, or employment the service to work with families to ensure activities, group sessions and key worker sessions are delivered around education/employment commitments

Transport

- There may be at times a need to transport families, or attend meetings for the family. Where the travel is within 20 miles there will be no additional costs for this. Additional miles to be charged and agreed at the Local Authority rate where this has been agreed in advance with the Council in relation to need.

Staffing

- All Personnel including the Manager should be either qualified to NVQ level 3 relevant to working with young people, currently registered and working towards NVQ level 3 or awaiting registration onto level 3 Diploma for Children and Young Persons Workforce or social work qualified or equivalent;
- Personnel must be trained to the requisite standard to look after the types and characteristics of young people and families outlined within the specification.

Appendix 2

Response times for reactive maintenance

The Provider shall provide services in response to emergencies and for reactive maintenance activity in accordance with the

Response Times set out below.

Classification Meaning / Response Time

Immediate Works

(which are not Emergency, Urgent or Routine) which are necessary where the condition of the accommodation is such that there has been a material adverse effect on a customer's health, safety or security or disruption or loss of a fundamental service or facility to the accommodation.

Response - Continuous call out facility to investigate and restore or provide temporary alternative accommodation **within 2 hours** of notification by the customer or the Provider becoming aware of the defect.

Emergency Works

(which are not Immediate, Urgent or Routine) which are necessary where the condition of the accommodation is such that there may be a material adverse effect on a customer's health, safety or security or disruption or loss of a fundamental service or facility to the accommodation.

Response - Continuous call out facility to investigate and restore or provide temporary alternative accommodation **within 24 hours** of notification by the customer or the Provider becoming aware of the defect.

Urgent Works

(which are not Immediate, Emergency or Routine) which are necessary where the condition of the accommodation is such that there has been an adverse effect on the comfort of a customer or is likely to lead to serious damage.

Response - Investigate and make safe within the 1 Working Day after notification by the customer or the Provider becoming aware of the defect and to affect a permanent repair or remedy **within 7 Working Days** of such a time.

Routine Works

(which are not Immediate, Emergency or Urgent) which are necessary to rectify the condition of the accommodation where the condition of the accommodation is such that, although defective having regard to the Provider's obligations, the works can be deferred without causing serious discomfort or inconvenience to the customer, or damage.

To be carried out **within 28 Working Days** of notification by the customer or the Provider becoming aware of the defect.

The following information provides without limitation examples and classification of the applicability of the Response Times:

Immediate:

- Gas leak Flooding or free standing water within the accommodation
- Structural instability
- Water penetration through the structure of the accommodation
- Fire damage
- Damaged or friable asbestos linings or insulation products

Emergency:

- Falling or unstable ceiling fabric
- Blocked drainage either inside or outside the accommodation that affects the accommodation
- Hole in or weakened floor
- Plumbing leaks that give rise to potential flooding within the accommodation of an adjacent, other property
- Bare or exposed electrical wiring
- Partial loss of mains water or electrical services
- No operational hot water supply
- No operational smoke or fire alarms
- No operational space heating system
- Ground floor windows and any entrance doors are not capable of being closed and locked, etc.
- Complete loss of mains water or electrical services, gas supply, etc.

Urgent:

- Taps requiring new washers
- Minor blockages and leaks in roof drainage,
- Door and windows requiring easing
- No valid gas and / or electrical certification
- Broken glazing

Routine:

- Requirement for cleaning
- Glazing repairs
- External repairs

