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**TENDER DOCUMENTATION**

Volume 3

SPECIFICATION

BIDDER RESPONSE

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| **Prisoner Resettlement Services** |

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| **Contents** |

1. [General requirements: 3](#_Toc475699326)

[2.0 Staffing requirements 5](#_Toc475699331)

[3.0 The provision of services to short term prisoners leaving HMP Exeter and HMP Eastwood Park 5](#_Toc475699340)

Defined Terms: …………………………………………………………………………………………………………………….7

Appendix A: Performance Monitoring...…………………………………………………………………………………9

Appendix B: Local Connection data on releases from HMP Exeter and Eastwood Park …………11

Bidder Response: ………………………………………………………………………………………………………………….12

## General Requirements

The Contractor must:

* 1. Clearly publish the aims and objectives of the Service
	2. Be able to start the service from the 23rd July 2018 until the 31st March 2019. Ensuring that it operates 5 days a week and at a minimum of between the hours of 9am until 5pm each day.
	3. Provide an **inclusive** and flexible service, upto the value of **£83,000,** that works to provide 20 units (bedspaces in a maximum of 2/3 bedroomed properties), with properties preferably located in Exeter, Plymouth, Torbay, North Devon and Cornwall. All properties must meet [Housing Health and Safety Rating Standards](https://www.gov.uk/government/collections/housing-health-and-safety-rating-system-hhsrs-guidance).
	4. The provider will ensure that it liaises with the Local Authority where the accommodation is situated and to ensure that all planning consents and licencing requirements and approval is met before placements begin.
	5. The provider will provide suitable supported accommodation that meets the short-term prisoner resettlement needs for prisoners released from custody with a local connection to Devon and Cornwall.
	6. The provider will work directly to receive and accept referrals from HMP Exeter and HMP Eastwood Park.
	7. The provider must be able to provide male and female prisoners with access to quality supported accommodation on release, where they will receive specialist wrap-around support, skills development training and peer-support, in order to positively turn their lives around and move-on sustainably within 9 months, as active citizens, free from offending. Female offenders will be accommodated in designated women-only provision.
	8. The primary aim of the service will be to support offenders to:
* Reduce offending and anti-social behaviour
* Increase compliance with statutory orders
* Avoid homelessness
* Develop independence
* Achieve a positive sustained move-on
* Gain employment and training
* Increase confidence, self-esteem and skills
* Improve health and well-being
	1. The provider will identify and implement holistic and practical support interventions which address the wide-ranging needs of offenders across the nine reducing offending pathways.
	2. The provider will ensure that the service is fully engaged with the local district councils, Devon County Council, Plymouth and Torbay Unitary Authorities, Cornwall County Council, Devon and Cornwall Police, Prison Resettlement Services, Integrated Offender Management (IOM), Community Rehabilitation Company (CRC) and National Probation Service (NPS).
	3. Establish joint working and information sharing protocols to ensure a collaborative approach to risk management and a coordinated delivery of client and strategic outcomes, including the Devon and Cornwall Police and Crime Plan.
	4. To work with Local Authorities to ensure that long term accommodation is sourced in an area where the offender has a Local Connection and is able to return.
	5. Ensure the service is fully integrated alongside housing, substance misuse, mental health and well-being, employment and training services, across the statutory and voluntary sectors ensuring effective resettlement pathways for offenders with multiple and complex needs.
	6. Establishing a personal budget fund, to enable offender’s engagement with their reducing re-offending support plan and enhance outcomes.
	7. Providing a flexible and pro-active service which is client-led, trauma informed and adapts and responds to feedback, learning and evaluation, local priorities, national policy and best practice
	8. Applying robust policies for Equality and Diversity, Safeguarding, Health and Safety, Risk Management, Confidentiality and Professional Boundaries.
	9. Adding value through the exploration and development of new initiatives during the grant fund period e.g.: a peer landlord scheme; meaningful opportunities for training and employment; fundraising to address local needs/gaps and sustain the project.
	10. Have secure electronic monitoring systems that adhere to best practice and relevant legislative requirements on data protection for the storage of data relating to the Service. Have clear outcome indicators and systems to measure outcome performance and provide for the monitoring requirements as covered in Appendix A.
	11. Provide a report for members and commissioners providing a comprehensive overview of the service ensuring that feedback from service users, external partners and community is provided.
	12. Due to sensitive personal data being transferred, it is mandatory for the provider to have a secure email system for communication between the Criminal justice organisations and other service providers.

## Staffing Requirements

The Contractor must:

* 1. Provide evidence of how staff time will be dedicated to the Service with clear role profiles and perspective person specifications.
	2. Ensure that staff are motivated and have skills to work and think independently and to help influence change across the sector.
	3. Evidence that all staff working on the Contract hold a recent Enhanced Disclosure and Barring Service check
	4. To pay a minimum of a Living Wage to any paid employee of the Service.
	5. Provide regular restorative supervision sessions to every staff member or volunteer involved in front line service delivery.
	6. Provide a flexible workforce which can adapt to cover for the service in periods of sickness or longer absence such as maternity leave.
	7. To work with volunteers, soup kitchens and faith groups to provide added value to the service.
	8. Appointing skilled caseworkers; specialists in working with offenders, with expert knowledge of the criminal justice system, reducing re-offending pathways, risk management and psychologically informed environments.
	9. Providing volunteer and mentoring coordination, facilitating opportunities for client-led activities, peer support and volunteering.

## The Provision of Services to ex-offenders being released from HMP Exeter and HMP Eastwood Park

The Contractor must:

### Deliver an **inclusive** accommodation based service that promotes equality, diversity and Human Rights both in their working practices and by developing and maintaining positive working relationships. The service must be accessible 5 days a week and be able to respond to out of hour’s emergencies at the properties. From the start of the contract through until the end of the Pilot (31st March 2019). Potential providers must think how the project can be sustainable beyond the initial contract.

### To treat all people referred to the service with dignity and respect and to ensure that the service delivery is [Trauma Informed and the accommodation are Psychologically Informed Environments](http://www.homelesslink.org.uk/trauma-informed-care-and-psychologically-informed-environments). It is up to the provider to ensure that they have an inclusion policy and to manage behaviour both internally and within the immediate vicinity of the provision. Where bad behaviour necessitates further action it is up-to the provider to ensure that they take necessary steps to deal with that behaviour.

### Ensure that all occupants are welcomed and given tour of premises as well as informed about house rules and sign accepting the rules (it is essential that rules cover behaviour outside premises and its impact on the wider community). All occupants must have access to their own lockable room with minimum of a single bed and bedding including duvet and pillow, bedside table, lamp, chest of drawers, wardrobe and curtains. All properties must have a minimum of communal kitchen, cooking facilities and a bathroom.

### To actively work with HMP Eastwood Park and HMP Exeter to take offenders with a local connection to Devon and Cornwall.

### For the purposes of this contract a local connection to Devon and Cornwall will be:-

* Residence - An ex offender must be resident in Devon or Cornwall area for six of the last twelve months, or three out of the last five years, where residence has been out of choice and prior to custodial sentence.
* Work in Devon and Cornwall. For the purposes of this contract this will be defined as having had permanent work with a minimum of a 16 hour contract per week for the previous 6 months, and without a break in the period of employment for more than three months.
* Have family connections in Devon and Cornwall. This is defined as an immediate family members (grandparents, parents, siblings and nondependent children) who have themselves lived in the area for five years.

### Actively listen to residents and give them the opportunity to write down / record their story, which will go towards future learning, projects and commissioning opportunities.

### The service provider will be pro-active in managing community sensitivities by:

* Carefully researching background information on referrals to determine risk and suitability for the accommodation
* Ensuring multi-agency risk assessments and management plans are robust
* Providing neighbours and community leaders with contact details for the service manager and the 24 hour on call service
* Utilising Acceptable Behaviour Agreements
* Attending and convening community and resident meetings
* Providing a prompt response to complaints
* Consulting local people in service developments and evaluations
* Having CCTV in all properties for the detection and prevention of crime.

3.9 The provider will ensure that arrangements are in place to provide safe working practices which are followed by staff and volunteers, especially lone working.

* 1. Where ex-offenders have complex needs, the provider will ensure that they work collaboratively to ensure their needs are effectively met. This may require information about the support being provided to be shared with other organisations where the consent of the service user has been obtained. All staff and volunteers must understand how their role in working with a service user supports resettlement outcomes.
	2. Have secure electronic monitoring systems that adhere to best practice and relevant legislative requirements on data protection for the storage of data relating to the Service. Have clear outcome indicators and systems to measure outcome performance and provide for the monitoring requirements see **Appendix A**.
	3. Provide a report for commissioners providing an overview of the service ensuring that feedback is used from service users and external partners to help shape and recommend future service delivery.

**DEFINED TERMS**

**Acceptable Behaviour Agreements** shall mean the agreement to be in place with any placed Service User and the Service Provider outlining required expectations of behaviour in any placement through the Service.

**Council** meaning Exeter City Council

**Local Connections**: For the purposes of this contract a Local Connection to Devon and Cornwall will be:-

* Residence - An ex offender must be resident in Devon or Cornwall area for six of the last twelve months, or three out of the last five years, where residence has been out of choice and prior to custodial sentence.
* Work in Devon or Cornwall. For the purposes of this contract this will be defined as having had permanent work with a minimum of a 16 hour contract per week for the previous 6 months, and without a break in the period of employment for more than three months.
* Have family connections in Devon or Cornwall. This is defined as an immediate family members (parents, siblings and nondependent children) who have themselves lived in the area for five years.

**Service Provider** meaning the Supplier who is submitting the bid and if successful appointed the Supplier who ultimately delivers the services under the contract.

**Service Provider Personnel** meaning employed personnel of the Service Provider

**Service Standards** are as defined in Appendix A – SERVICE STANDARDS AND TARGETS

**Service User** shall mean those referred to the Service Provider by organisations working in HMP Exeter and HMP Eastwood Park in accordance with the referrals policy related to the Contract.

**Suitable Accommodation** – shall mean Quality housing conditions that meet requirements of Local Authority where the accommodation is based and meet [Housing Health and Safety Rating Standards](https://www.gov.uk/government/collections/housing-health-and-safety-rating-system-hhsrs-guidance).

**Appendix A – Performance Monitoring**

## Quarterly Meetings

The Authority, Office Police and Crime Commissioner and Community Rehabilitation Company requires quarterly review meetings with the Contractor to discuss the performance of the Service, suggest improvements and acknowledge achievements.

Applicants are expected to build this requirement in to their Tender proposals and where financial provision for this must be made it must be clearly indicated within **Appendix 10 - Pricing Schedule Response** and charged as part of the total Contract price. The Authority shall not make any additional payments to the Contractor for attending meeting or any related activities, as the Authority shall assume that the Contractor’s total Contract price will already be inclusive of any related activities.

## Management Information

Applicants should, by way of on-going Contract performance be prepared to produce management information. The exact format and duration will be agreed between the Contractor and Authority Authorised Representative. The Contractor should be able to produce the agreed management information in an electronic format such as Microsoft Excel or any other such format as specified by the Authority. This will be at no cost to the Authority.

The Authority reserves the right to discuss the nature of the information provided with the Contractor during quarterly review meetings and make suggestions as to additional or alternative types of information to be captured as the Service develops over the life of the Contract. Any additional requirements laid out by the Authority shall be provided by the Contract at no additional cost to the Authority.

**Targets**

MONTHLY

* Number of referrals received from HMP Exeter and HMP Eastwood Park.
* Number of referrals successfully accommodated
* Number of Service Users not reoffending during placement
* Number of Supported Accommodation units provided – TARGET 20 units
* Average length of placement for Service Users (calendar days)

In addition:

* To keep up to date records of Service Users have assisted and detailing interventions and length of time from prison release into settled accommodation.
* To keep detailed records on the support needs of Service User to help identify future need.

At the end of the Contract to provide a report for the Council and Partners providing a comprehensive overview of the Service ensuring that feedback from Service Users, external partners and community is provided.

Note: Information to be anonymised and kept in such a manner to maintain confidentiality.

**Appendix B – Local Connection data on releases from HMP Exeter and Eastwood Park**

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|  | **Address on Release** |  |
| **Area** | Discharge | Permanent Housing | NFA | Supported Housing / Bail Accom / BASS | Short Term  | Approved Premises | BASS Accom | Unknown | **Total** |
| **Cornwall** | 3 | 36 | 11 | 19 |  | 10 |  | 2 | **81** |
| **East Devon** |  | 2 |  |  |  |  |  |  | **2** |
| **Exeter** | 1 | 12 | 12 | 20 | 2 | 1 | 2 | 3 | **53** |
| **Mid Devon** |  | 6 |  |  |  |  |  |  | **6** |
| **North Devon** |  | 6 | 1 | 2 |  | 4 |  | 2 | **15** |
| **Plymouth** | 1 | 59 | 10 | 32 | 5 | 11 | 3 | 6 | **127** |
| **South Hams** |  | 1 |  |  | 1 |  |  |  | **2** |
| **Teignbridge** |  | 4 |  |  |  |  |  |  | **4** |
| **Torbay** | 2 | 23 | 4 | 7 | 1 |  |  |  | **35** |
| **Torridge** |  | 1 | 3 | 1 |  |  |  |  | **6** |
| **West Devon** |  | 2 |  |  |  |  |  |  | **2** |

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| Bidder Response |
| Questions: Award |

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| Method Statement Number | Method Statement Topic Area |
| **2.1** | **General Requirements (Worth 20%) 750 Word Limit**The Applicant shall provide a Method Statement in accordance with the information provided within this volume – Specification - 1.0 General Requirements. |
| **Authority’s minimum requirements for the Applicant’s response to this Method Statement:** is for the Applicant to provide a detailed method statement that focuses on the general requirements of Appendix 6 – Specification & Requirements and provides the following information:* Provide detail of your Prison Resettlement Service
* How will you develop the service
* Outline your plan of how this will be delivered within the timescales
* An explanation of how the proposals set the Applicant apart from its competitors
* How will you monitor outcomes and review the success of the service
* What added value will you bring to help develop the service

**WHAT DOES GOOD LOOK LIKE?**Details on how joint working and information sharing protocols would be implemented (including the systems and approach) to ensure a collaborative approach to risk management and a coordinated delivery of client and strategic outcomes, including the Devon and Cornwall Police and Crime Plan.Evidence on how the service would be fully integrated alongside housing, substance misuse, mental health and well-being, employment and training services, across the statutory and voluntary sectors ensuring effective resettlement pathways for offenders with multiple and complex needs. |
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| **2.2** | **Staffing Requirements (Worth 20%) 750 Word Limit**The Applicant shall provide a Method Statement in accordance with the information provided this volume – Specification - 2.0 Staffing Requirements. |
| **Authority’s minimum requirements for the Applicant’s response to this Method Statement:** is for the Applicant to provide a detailed method statement that focuses on the staffing requirements of the Appendix 6 – Specification & Requirements and provides the following information:* Provide detailed proposals regarding the staffing structure and the roles and responsibilities allocated to the staff
* How will staff be supported to develop their knowledge and working practices
* Provide assurance that the staff will meet the requirements detailed in the Specification
* An explanation of how the staff will be supported to deliver the service
* Who will take the lead on delivering the strategic needs of the service
* What added value can you bring to increasing capacity within the staff team

**WHAT DOES GOOD LOOK LIKE?**Access to skilled Caseworkers, with appropriate knowledge and skills to support ex-offenders, and support that is joined up with other key agencies, for both referrals and / or signposting as required.Provide evidence of how staff time will be dedicated to the Service with clear role profiles and perspective person specifications. Confirmation is provided in the response as to upholding the requirements as listed in any resulting contract that may be awarded.Details on how personnel are motivated and have skills to work and think independently and to help influence change across the sector, and how Personnel are provided with regular restorative supervision sessions to every staff member or volunteer involved in front line service delivery. Arrangements are in place to provide safe working practices which are followed by Service Provider Personnel and volunteers, especially lone working. |
|  |
| **2.3** | **The provision of services to ex-offenders released from HMP Exeter and HMP Eastwood Park (Worth 30%) 2500 Word Limit**The Applicant shall provide a Method Statement in accordance with the information provided in this volume – Specification 3.0. |
| **Authority’s minimum requirements for the Applicant’s response to this Method Statement:** is for the Applicant to provide a detailed method statement that focuses on Appendix 6 – Specification & Requirements and provides the following information:* Clearly outline your delivery model to provide accommodation for prisoners being released from HMP Exeter and HMP Eastwood Park
* Clearly outline how your service will integrate with other voluntary and statutory services.
* What added value will you bring to assist people utilising the service and the wider locality area?
* How will you ensure that duplication is kept to a minimum?

**WHAT GOOD LOOKS LIKE?**A good response would outline clearly how the units would be delivered as part of any resulting contract, what would be available from “day one” and what is planned for securing any shortfall at the start of the contract, and in what timeframe, and confirmation around likelihood to fulfil the shortfall would also be included.A flexible and pro-active service which is client-led, trauma informed and adapts and responds to feedback, learning and evaluation, local priorities, national policy and best practice.Adds value through the exploration and development of new initiatives during the grant funding period e.g. a peer landlord scheme; meaningful opportunities for training and employment; fundraising to address local needs/gaps and sustain the projectWhere properties already exist, details on the standards and suitability should be made clear within the bid submission.Details on proposed approach for maintaining the standards and regulatory considerations around landlord / tenant matters would form part of a good response, along with how “out of hours” emergencies would be covered.Within the response where it includes how the Service Provider will work constructively with Service Users, this will include where Services Users have complex needs, how they will ensure that they work collaboratively to ensure their needs are effectively met. This may require information about the support being provided to be shared with other organisations where the consent of the service user has been obtained. All staff and volunteers must understand how their role in working with a service user supports resettlement outcomes.  |
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Applicants must note that failure to deliver against the Authority’s minimum requirements for their responses to each of the Method Statements shall result in the Applicant scoring no more than three (3) for that particular Method Statement response in accordance with the Scoring Guidelines within Volume 2.