



SERVICE SPECIFICATION FOR THE PROVISION OF SHORT TERM RESIDENTIAL ACCOMODATION FOR FAMILY MEMBERS

This specification forms an integral part of the contractual arrangements and provides the criteria by which service quality, efficiency and effectiveness will be monitored and evaluated by Northamptonshire Children's Trust and other interested parties. It should be used in conjunction with the [Standard conditions of contracts - Our services \(nctrust.co.uk\)](#)

1. Background

[Northamptonshire Children's Trust](#) (herein referred to as "NCT") is different to children's services in other Local Authorities. NCT are owned by the [North](#) and [West](#) Northamptonshire unitary councils but are managed and operate independently to the councils.

NCT works with the North and West Northamptonshire Councils and other partners such as Health, Police, Education, Voluntary and Private organisations to deliver the best outcomes for children, young people and our community.

NCT provide a range of services for children and their families, including:

Early Help – providing targeted support to children, young people and families with additional needs to prevent difficulties from escalating, and those who no longer require social care intervention

Youth Offending – supporting young people who are at risk of or involved in criminal activity to prevent offending / re-offending

Social Care – providing support to children in need of help and protection.

2. Scope

As part of NCTs' role, we are required to provide short term residential accommodation to provide a place to stay for prospective "connected persons" who live outside of Northamptonshire, including from overseas. A connected person is a family member or friend who is being considered and assessed as alternative and permanent carer for children in care.

This specification describes the requirements of this service.

3. Statement of Requirements

- i. To provide a property (properties) across Northamptonshire that are suitable for a short term residential stay
- ii. Properties may also be required outside of Northamptonshire
- iii. Length of stay is likely to be for around 6 weeks
- iv. Prior notice will be given of the requirement, usually 14 days before
- v. Any cancellation will be in line with the provider's policy as supplied as part of the Expression of Interest process for this
- vi. Properties will require a minimum of 2 bedrooms – 1 for the visiting family member, and 1 for the child. There will be occasions when additional bedrooms will be required which will be advised when the request is made
- vii. Properties should be fully finished and as a minimum should have a kitchen with suitable equipment to cook and eat simple meals, a "lounge" area with seating, a bathroom with a minimum of two towels per individual, bedrooms to have bedding and storage for clothing, access to free Wi-Fi
- viii. Food and other day to day items are not expected to be provided. The provider may at their discretion supply a minimum amount of cleaning materials, personal cleaning items, toilet roll etc.
- ix. All properties must meet relevant Health and Safety requirements, legislation and have relevant Insurance for supplying rental properties
- x. Providers need to be sympathetic to the needs of those using the properties
- xi. Some of those using the property, may not speak English, or English is not their first language so may require an Interpreter (supplied by NCT)

4. Price and related financial matters

The price for this service will be on a "per night basis". Prices will be as supplied by the provider as part of the Expression of Interest process and no price increase will be provided.

All costs will be met by Northamptonshire Children's Trust. Any damage would be expected to be covered by the organisation providing the home through adequate insurance. Where this is not possible, this may be covered by NCT by negotiation and where this can be evidenced it has been caused by the person(s) occupying the property.

The provider will be expected to obtain a Purchase Order from the individual at NCT who makes the booking; invoices will not be paid without the purchase order.

5. Quality Monitoring

Quality Monitoring of the service will be undertaken. A visit to the property may take place prior to NCT's use, or a "desktop" review of the property, where providers will be expected to supply information related to the property. This may also include

financial monitoring where the provider will need to make financial records available on request.

In incidents where a Provider fails to take actions for any improvement this would be escalated to the NCT Quality Board who are able to make decisions about whether to suspend further use of the service.

6. Data Management / UK General Data Protection Regulation (UK GDPR)

The provider will comply with the requirements as set out in the [Standard conditions of contracts - Our services \(nctrust.co.uk\)](#) – section 10 Information Sharing and Confidentiality.

7. Business Continuity and Disaster Recovery

The provider is required to have in place adequate and appropriate measures to ensure that it is able to continue providing the services within a predetermined time in the event of service disruption or a state of emergency which partially or completely interrupts the provider's business critical functions and which would otherwise impact the provider's provision of the services, and the provider may be required by NCT to provide satisfactory evidence demonstrating compliance with the key principals of the British Standard for Business Continuity (BS25999) or its equivalent, however, certification of the provider to this standard though desirable is not mandatory.

NCT may from time to time require the provider to demonstrate to the reasonable satisfaction of themselves the viability and effectiveness of the Provider's business continuity arrangements.

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