

Annex A - Specification

Procurement of Support Services Across England and Wales

Background

The Independent Inquiry into Child Sexual Abuse (the “Inquiry”) was set up to consider the extent to which state and non-state institutions have failed in their duty of care to protect children from sexual abuse and exploitation. As part of its work the Inquiry is required to consider the experience of victims and survivors of child sexual abuse, providing opportunities for them to bear witness to the Inquiry and having regard to the need to provide appropriate support in doing so.

The former Chair of the Inquiry announced in her opening statement of 9 July 2015 (<https://www.iicsa.org.uk/sites/default/files/inquiry-opening-statement.pdf>) that she would set up, as one of the Inquiry’s three main areas of work, the Truth Project. This project will provide victims and survivors of child sexual abuse with the opportunity to share their experience with the Inquiry. The new Chair is committed to this project. We offer a range options through which a victim and survivor can share their experience so that individuals can choose a method that feels most comfortable for them. They can attend a private session in person, submit a written account or submit an audio recording of them talking about their experiences. They may also choose to share drawings or creative writing which communicates their experience.

How a victim and survivor becomes a participant in the Truth Project

If a victim or survivor wishes to participate in the Truth Project, they can find out about the ways to share their experience and register their interest by emailing or writing to us, visiting our website or calling our information line.

If a victim or survivor chooses to attend a private session they can expect to share their experience in person. Victims or survivors who choose to take part in the Truth

Project are referred to as the 'participant'. The process is designed to be as flexible as possible to meet the individual needs of victims and survivors, however there are a number of underlying principles which the Inquiry will abide by:

- The session will be led by a facilitator. This could be a Panel member or person who is recruited for this specific purpose. The facilitator is responsible for leading the private session and has no contact with the participant before or after the day of their session. The facilitator will put the participant at ease and help them to share their experience.
- The assistant facilitator; a member of Inquiry staff or professional specifically recruited for the role, is there to support the facilitator and to take notes of the session.
- The numbers attending an individual private session will be limited. Only the participant, anyone they wish to accompany them, the facilitator, support staff (such as a support worker) and an assistant facilitator will be permitted be in the room.
- The session will be both digitally recorded and a written note will be taken by the assistant facilitator.
- The participant can say as little or as much as they want to, and in any way that they want to.
- The participant can leave whenever they like, and take breaks as needed.

There is no requirement for the participant to provide a written account in advance of a private session, however a participant can choose to provide one if they wish. We can also facilitate sessions for those who would prefer to speak a language other than English.

If a participant chooses to provide a written account or an audio recording, they can do so by emailing or writing to us and we will provide them with a guide on how to do this. They can also provide an account without first registering or requesting the guide, and without prior engagement with the Inquiry. The written or audio accounts will be heard or read by a facilitator and treated in exactly the same way as if the experience were shared in a private session. The participant will receive a personalised letter from the facilitator thanking them for their contribution to the Inquiry and acknowledging their experience.

No matter how a participant chooses to share their experience, their contribution will be fed into the Inquiry's work and be taken into account when we make our recommendations on how children can be better protected in the future.

Locations

We have been establishing the facility for face-to face Truth sessions across England and Wales and are currently facilitating Truth sessions in the North West and North East of England, London, South East England and Wales. There are plans to extend the service and offer Truth sessions in the South West and Midlands.

Many victims and survivors are choosing to attend a Truth session near to their home location although some have chosen to travel to other locations rather than wait for a session to become available in their region. In the future, we also intend to make Truth sessions available in hospitals and temporary venues that may be more suited to people with particular disabilities, needs or travel restrictions. In some cases, we may conduct a Truth session via video link.

Other Inquiry events

In addition to The Truth Project, the Inquiry engages with victims and survivors at other events. These include regular 'Forum' events, to be held across England and Wales in which victims and survivors can share and discuss their views on the work of the Inquiry. Other events include research events and events linked to the Inquiry's investigations. The Inquiry is committed to offering emotional support to victims and survivors at all Inquiry events.

Procurement Objectives

This procurement seeks to secure the provision of an organisation (either single or through a consortium arrangement with a lead nominated provider) to provide support for victims and survivors who wish to share their experiences with the Inquiry through the Truth Project, and those who attend meetings or other engagement events. The purpose of the service is to support victims and survivors in their engagement with the Inquiry; it is not to facilitate recovery from the trauma of sexual abuse or to provide support for difficulties in the person's life more generally.

The proposed contractual term of the contract will be 10 February 2017 to 09 August 2017, with the following two options to extend: (i) 10 August 2017 to 09 November 2017; and (ii) 10 November 2017 to 09 February 2018.

SUPPORT MODEL (REQUIREMENTS)

Support for private (face-to-face) sessions

The support service provided to victims and survivors will be via a case management approach. The support is to be provided by the contractor's personnel and will be referred to as 'support worker'. See 'Expected requirements of the contractor' for

further information about the requirements for personnel working in the role of support worker. The support worker's role is to provide the participant with emotional containment by addressing any anxieties or concerns they might have about engaging in the Truth Project and the process. The support worker is to understand the individual circumstances of the participant, including understanding what the participant might need to have an effective and supportive private session. The support worker will be required to provide information, set expectations and help the participant to prepare for their session.

The support worker will be responsible for providing the three phases of support set out below. This referral to the support service will be undertaken on an opt-out rather than opt-in basis, although a participant will not be required to access support before attending a session.

In addition to the emotional support to be offered by the support worker, the Contractor will ensure that a qualified and skilled counsellor is engaged to be present at the venue on the day for each private session. The counsellor's role is to provide counselling support to a participant in the event that a participant becomes significantly distressed or exhibits symptoms of mental illness that would be better addressed by a trained counsellor. The counsellor will only be used with the consent of the participant. The counsellor will provide emotional containment and stabilisation of any mental health symptoms, as appropriate to their training and qualifications. The counsellor will only provide support on the day of the private session and will not enter into an ongoing counselling relationship with the participant.

Referral to the Contractor

The Inquiry will refer a participant to the service approximately six weeks before the private session is due to take place. The support of the participant will commence 28 days before the participant's private session.

In some exceptional cases, the support service may be required to commence early due to particular needs of a participant. For example, support may need to commence at the time of booking the session, which may occur seven or eight weeks before the private session. This will be agreed with the support service on a case-by-case basis.

The contractor must guarantee that the same support worker will provide support through all three phases. The contractor will also provide a named secondary support worker to act as contingency in extreme cases where the initial support worker is unavailable.

We expect that when a victim or survivor is allocated to the support worker, the support worker's working hours and the participant's support needs are taken into account. For Phase 1 it is not expected that a support worker's hours are changed, but that a support worker who is likely to be working at times most suitable for the participant is allocated. For example, where a participant is expected to require a support call on a Saturday, it would not be appropriate to allocate a support worker who does not work on a Saturday.

However, in situations where the participant accesses Phase 1 support outside the hours that their support worker works, the call should be handled in line with the participant's best interests. Support workers should only be allocated to this contract if they are able to carry out the phases of support in line with the timescales outlined below. We will monitor this in line with the key performance indicators set out below.

Phase 1:

The participant will be offered a phone based support service by the support worker for 28 days before the participant is due to attend a private session.

The participant can choose to phone their support worker as often as they want to within this 28 day timeframe. However, where it is identified that it is not in the best interests of the victim or survivor to have a high level of contact with the service generally, the contractor should reserve the right to set boundaries with the participant. The support worker should seek to agree with the participant, at an early stage, what level of support the participant would like in this Phase. This may include scheduling in advance the support calls at an agreed interval, but such a plan should be documented in the template to be provided and kept under review depending upon the needs of the participant.

The main aim of this Phase is to provide the participants with information about the private session and what they can expect and need to know about the process. It is also to understand their individual needs so that their private session can be held in a way that maximises their comfort and sense of safety. This phone based support will include:

- Building rapport with the participant;
- Reassuring the participant about process, confidentiality and anonymity;
- Providing information to the participant about the purpose and process of the Truth Project and private session;
- Providing information to the participant about how the information will be stored, accessed and used;

- Providing information to the participant about referrals to Operation Hydrant and local police forces;
- Managing the participant's expectation of outcomes;
- Setting expectations about what support will be provided to the participant in the process and when it will end;
- Confirming arrangements for the private session;
- Conducting a risk and needs questionnaire and communicating the participant's needs with Inquiry staff in advance of the private session. Further information about the risk and needs questionnaire is provided in the section 'Documentation to be completed by the contractor's staff'.

The Inquiry will provide information and background material about the Inquiry and its processes to the contractor to help facilitate this Phase.

The support worker should attempt Phase 1 contact with the participant on at least three occasions and if they are unable to reach the participant after the third attempt, the contractor should notify the Inquiry office. The Inquiry office will then send the participant an email or letter informing them that the support service has been trying to contact them. Further plans for engagement will be made on the basis of the response from the participant.

Phase 2:

There are three parts to Phase 2 support to be delivered by the support worker, which are referred to in this section as follows: (i) the pre-session support meeting; (ii) the Truth Project private session; and (iii) the post-session support meeting. Phase 2 of the support service will take place on the day of the session. This will be offered to all participants who attend a private session regardless of whether Phase 1 was taken up.

The Inquiry will provide standardised greeting procedures, which the contractor will need to adhere to.

Pre-private session support meeting

The support worker will be present to provide the victim or survivor with a support session lasting approximately 30 minutes before the private session is due to commence.

The support worker must arrive 90 minutes before the start of the private session. Within this time, the support worker should be prepared to talk to Inquiry office staff about arrangements for the day and brief the facilitator and assistant facilitator about any needs or risks identified within Phase 1 of the support. This time also ensures

that the support worker is on site should the participant arrive early. 30 minutes should be allowed on the pre-private session support meeting.

The support worker will brief the facilitator and assistant facilitator just before the start of the private session on the participant's well-being and any particular needs the participant might have raised in the pre-session support meeting.

The support worker will greet the participant upon their arrival at the Truth session venue. They will then accompany them to the support room for their pre-private session support meeting. Phase 2 support should be offered to all participants regardless of whether they have opted out of the Phase 1 support.

At the beginning of this meeting, the support worker should confirm that the participant is the person booked into the session and collect any expense receipts which they should then pass to the Inquiry office staff to process whilst the participant is in the private session.

Subsequently, the support worker should:

- Explore with the participant if they feel prepared and ready for sharing their experience with the Inquiry and what they might need if they are not sure if they are ready;
- Gain a sense of the participant's state of mind and emotions relating to the private session, to communicate this to the facilitator and assistant facilitator;
- Assess whether the participant may benefit from time with the counsellor and talk to the participant about this if appropriate;
- Ask if they have any questions about what to expect from the private session;
- Run through what will happen and clarify any questions about how the private session will be conducted;
- Update the risk and needs questionnaire if any new information arises from the session, or if the participant did not engage in Phase 1 support, record all relevant information on the risk and need questionnaire;
- Review or develop a well-being plan with the participant if risk issues emerge in the private session and ensure that a copy is given to the participant with appropriate actions the participant can take if they feel unsafe;
- Check with the participant if they are comfortable going into the private session alone/with their personal support person/with the support worker;
- Explain that they (the support worker) will meet with the participant again after the private session to talk about what will happen after the private session and to check in on how they are feeling.

Further guidance will be provided to contractor's personnel outlining how the support worker should manage the pre-session support meeting in the event that the participant opted out of Phase 1 support.

Private session

The support worker can attend the private session if the participant wants them to be present. On average, the private session will last up to 1.5 hours, excluding time spent before the session and after. In some circumstances, the participant may have an extended session, with prior assessment and agreement with the facilitation team and psychology team. The support worker may be asked to contribute to an assessment as to whether an extended session is in the best interest of the participant.

Post-private session support meeting

Once the private session has ended, the participant will have the opportunity to meet with their support worker for up to 1 hour to:

- Check the immediate welfare of the participant;
- Enquire about what the participant will do after leaving the venue and their plans for after the session, to consider how they can take care of themselves;
- Consider whether the participant might benefit from time with the counsellor before leaving the venue;
- Consider how the participant might feel over the next few days;
- Update the risk and needs questionnaire if any new information emerges and update a well-being plan if necessary;
- Confirm what support will be offered next by the support worker and make a plan for Phase 3 support. The support worker should ensure that the participant has a written record of a safety plan if it exists, and the date and time of the Phase 3 follow-up call. The support worker should remind the participant of when the support will conclude.

The counsellor on the day of the private session

The counsellor is expected to arrive at the same time as the support worker, 90 minutes before the start of the private session. Some time should be spent orientating themselves with the building and the procedures for the day. If the participant and the support worker identified in Phase 1 support that the participant may use the counsellor on the day, the counsellor may receive a verbal handover from the support worker.

The counsellor will be on hand to provide emotional support, grounding and stabilisation to participants for the duration of their private session visit. They may be called on before, during or after the participant's session and the total time spent with

the participant may be up to 60 minutes. The support worker may or may not be present in the room at the time the counsellor is used, depending upon the wishes of the participant. If the counsellor is concerned about the participant's well-being, they may discuss the well-being plan in place or develop one with the participant if there is not one in place. This work must be communicated with the support worker following the session so they can follow up on the well-being plan in subsequent contact.

The counsellor is responsible for providing the support worker with a verbal handover of their contact with the participant, particularly focusing on any issues relating to risk that the support worker should then document on the risk and needs questionnaire. The counsellor should keep a record of the session using the contact log form.

The counsellor will not offer any on-going counselling following the private session.

Phase 3:

Two days after the private session, the participant will be offered a follow-up phone call from the support worker. This call should have been arranged on the day of the private session and should be scheduled for a day and time to suit the participant, as close to two days after the session as possible. If the participant is not available two days after the session for the call, an alternative day and time should be agreed and a note of this recorded on the contact log. This call will allow the participant to have processed the experience and have a greater awareness of the impact of sharing their experience. This call will:

- Allow the support worker to check the welfare of the participant following the private session;
- Inform the participant on how to contact the Inquiry with any questions;
- Remind the participant of the processes and role of the Truth Project;
- Remind the participant of the importance of the Truth Project and how their valuable contribution will be used;
- Review the safety plan;
- Signpost the participant to any appropriate services to meet needs identified;
- Offer the participant a further follow-up call in approximately two weeks and arrange a time and day for this to take place. The support worker should remind the participant that the second call will be the final contact.

The second follow-up call from the support worker should occur in approximately two weeks following the first call. This call is to:

- Check how the participant feels now they have shared their experience;
- Reassure the participant of confidentiality and anonymity;

- Remind the participant about how their information will be stored, accessed and used by the Inquiry;
- Tell the participant how they can follow the work of the Inquiry;
- Review the well-being plan and make any appropriate signposts to other organisations or services.

Documentation to be completed by the contractor's staff

A) Contact log

The support worker is expected to record each contact they attempt to have and actually have with the participant, via a contact log which the Inquiry will provide. The counsellor should also use the contact log to record any time they spend with the participant in phase 2 support. The counsellor's notes in the contact log should include the reason for their contact, the strategies they employed, the length of time the spent with the participant and whether any actions were recommended or taken following the session. The contact logs will be reviewed by the Inquiry staff. They should be kept up to date at all times.

B) Risk and needs questionnaire

Throughout the three Phases, the support worker will need to conduct and maintain a risk and needs questionnaire document. This document also contains the support plan that the support worker develops with the participant in the initial contact with the participant. The Inquiry will provide the questionnaire and full guidance on how it should be completed. Contractor staff will also be trained in the implementation period of the contract by the Inquiry psychology team in how to complete the document. The risk and needs questionnaire will be "owned" by the Inquiry and a limited number of secretariat staff will have access to it. The psychology team will regularly audit completed documents to ensure they are to a high standard. This will help ensure that the Inquiry is able to meet the individual needs of the participant and ensure risk is effectively managed. The risk and needs questionnaire should be kept up to date with information obtained through contact with the participant.

The risk and needs questionnaire should be completed in full no later than 14 days before the participant's private session. The questionnaire will be shared with facilitators and assistant facilitators seven days prior to the private session. If the counsellor was used, the counsellor will brief the support worker on any factors relating to the risks or needs of the participant in order that the support worker may reflect these on the risk and needs questionnaire document.

C) Individual well-being plan

Support workers should talk with the participant about their well-being on a regular basis throughout the three Phases of support. On some occasions, risks to a participant's well-being may be identified or it may become clear that the person needs additional support. In these circumstances, the support worker should develop a well-being plan with the participant. This should be done in a collaborative way. The risk and needs questionnaire will assist the support worker in assessing the requirement for a well-being plan.

When developing a well-being plan, a support worker should:

- Explain the landscape of support providers including different types of support available and signpost the participant to relevant organisations or services, also ensuring they know how they can contact them;
- Discuss how the participant will maintain their well-being and keep themselves safe;
- Include a crisis plan if the person is feeling unsafe or a risk to themselves;
- Work with the participant to take responsibility for their well-being, seeking their own support;
- Ensure the participant has a hard copy of the well-being plan.

The well-being plan should be kept up to date throughout the process and be recorded on the risk and needs questionnaire.

D) Risk incident reporting form

The risk incident reporting form is a way for the support worker to report clinical risks to the psychology team at the Inquiry. This is used as an internal document to keep a record of clinical risks. This should be completed in the following circumstances:

- A urgent child safeguarding referral has been made
- An adult safeguarding referral has been made
- A risk to others has been identified
- A risk to self has been identified but does not constitute a safeguarding risk

Once complete, this form should be securely emailed to the psychology team. It should then be uploaded to Egress (secure IT system) for storage.

Truth sessions at temporary locations

When a private session is to be held in a temporary venues known as a 'pop up' venue, the support worker will be expected to travel to that location for the private session. However in booking these 'pop up' venues, the Inquiry will work with the provider on plans and requirements well in advance of sessions.

Second Truth session

In some exceptional circumstances, a second private session may be offered to a participant at a later time. In these situations, the contractor should wherever possible, allocate the same support worker to the participant to support them for the second Truth engagement.

Support for participants sharing their experience in writing or via audio recording

Victims and survivors who notify the Inquiry that they would like to share their experience in writing or via audio recording will be told that support is available to them in this process. The offer of support to participants using these modalities should in principle, be equal to that offered to participants sharing their experience in person.

This support provided by the contractor for participants sharing their experience in writing or via audio recording is not practical support linked to literacy difficulties. Rather it is emotional support in managing the process of providing an account of their experiences and the impact this may have on wellbeing.

There are three distinct phases of support as for participants who attend a private session, but there is no face-to-face support option, only phone based support. In the future, the Inquiry may endeavour to offer email based support. The support is provided where participants choose to opt-in to receiving it. The same documentation is expected to be maintained by the support service, with exception of the risk and needs questionnaire which may only be partially completed.

Some victims and survivors will tell the Inquiry in advance that they would like to provide a written account whilst others may send in an account to us without having giving us notice. Support is offered in both scenarios, as outlined below.

Scenario 1: Someone tells the Inquiry they would like to share their experience in writing

- The participant will be given a guidance document to guide them through the process.
- The Inquiry will advise the participant of the option of emotional support and ask if they wish to opt in to receive it. The Inquiry will provide the participant with information about the support service to enable them to make an informed decision.

- Participants who opt-in will have their request acknowledged by the Inquiry and told that the support worker will contact them. The Inquiry will make a referral to the support service.
- The support worker should aim to make contact with the participant at the times suggested by the participant, but this should be within 24 hours of the referral being sent to the support service (not including referrals received at weekends). These timelines are designed to be short in order to reduce the likely attrition if there is a delay to the support being received, and the subsequent risk to the participant's well-being.

The support worker should provide emotional support via telephone in *preparation* for the participant sharing their experience in writing or via audio recording, potentially *during* the process of writing, and *afterwards*.

Phase 1 - preparation phase

In the preparation phase, the support worker should seek to:

- Build rapport with the participant;
- Reassure the participant about the process, confidentiality and anonymity;
- Provide information to the victim or survivor about the purpose and process of sharing their experiences with the Inquiry;
- Provide information to the victim or survivor about how the information will be stored, accessed and used by the Inquiry;
- Provide information to the participant about referrals to Operation Hydrant and local police forces;
- Manage the participant's expectation of outcomes;
- Understand how the participant would like to be supported through the process and establish a support plan;
- Guide the participant through a process of considering the emotional impact of writing or audio recording their experience, making a plan for when and how they might do this;
- Talk to the participant about their well-being and develop a well-being plan that includes ways in which they can care for themselves during the process.

Completion of the full risk and needs questionnaire is not required but some questions will remain appropriate in terms of exploring the participant's well-being and how they can manage if strong and difficult feelings come up as they engage in the writing or recording process.

Phase 2 - support whilst they are writing or recording their experience

Some participants may require access to support on the day or at the time of writing. The support offered at this time should be based upon the needs of the participant, however care must be taken that this does not amount to the support worker

influencing what the participant shares about their experience. More guidance will be given to the contractor's personnel in how to maintain this boundary and the need to observe it.

A participant could be offered the following at this phase:

- A support telephone call at an agreed time on the day as the participant readies themselves to write their account.
- The offer of a telephone call at an agreed time, during the process of writing or audio-recording, to check-in with the participant's well-being and ensure they are managing the process. This should be assessed individually as there is a risk this could be disruptive to the participant's process.
- A telephone call at an agreed time when the participant has concluded writing or recording their experience.

Phase 3: support after the process or writing or recording their experience

The support worker should agree with the participant the timeline for follow-up support. This should be approximately two days after they have written or recorded their experience and subsequently two weeks later, where this is requested by the participant.

Scenario 2: Someone has shared their experience in writing without informing the Inquiry first

The participant will be offered a referral to the support service by Inquiry staff and information will be provided about the service.

- A referral will be made to the support service if the participant opts-in.
- If taken up, the support service should make contact with the participant within 24 hours (not including referrals received at weekends) of the referral being received as there is likely to already have been a few days since the submission of the written account.
- In the first support contact, the support worker should discuss confidentiality, well-being issues, construct a well-being plan if appropriate, make signposts to other organisations and suggest a follow-up contact in two weeks to check in with the participant's well-being.
- The support worker should conduct the second follow-up contact call and then conclude the support.

Support for Inquiry events and meetings

Throughout the course of the contract, the contractor may need to provide support for Inquiry events which are attended by victims and survivors. This could include providing:

- Crisis support including emotional stabilisation and grounding if a victim or survivor is in distress;
- Supporting the victim or survivor in their engagement with the Inquiry;
- Implementing emergency procedures to ensure client safety and draw up well-being plans with the victim or survivor;
- Signposting to local agencies.

Safeguarding

As outlined in staff requirements, it is expected that contractor staff are competent in assessing and managing safeguarding situations and have experience in making safeguarding referrals. The contractor is expected to identify a single point of contact for their staff to escalate issues of a safeguarding nature to. This safeguarding single point of contact must be available to staff whenever they are working on the contract.

The contractor will be expected to follow their own safeguarding policy and procedures. The contractor is required to submit copies of their safeguarding policy and procedures as part of their tender submission and confirm who the nominated safeguarding leads are within their organisation.

Technical requirements

The contractor must provide a phone line and dedicated phone number/s for the Inquiry, including text phone facilities for hard-of-hearing callers.

Phases 1 and 3 will need to be offered during core hours of 9am - 6pm, Monday - Friday, including bank holidays and 11am - 5pm on Saturdays. The contractor will also need to provide extension of the service to 9pm two days per week. The Inquiry will discuss the specific shift times with the contractor.

Regarding phase 2, the Inquiry will create a schedule of appointments, which will mean that a maximum of six Truth Project private sessions can be held per day, currently based on two to three days a week (Monday - Friday). Private sessions are held within normal working hours.

See table below outlining the timing of the phases of support:

Phase 1 support	Pre-session support	To begin 28 days prior to private session
Phase 2	Arrival of the support worker	90 minutes before the

support	<i>(to include orientation, briefing the facilitator and assistant facilitator and the pre-session support meeting)</i> Arrival of the counsellor	time that the private session is due to start
	Part 1: Pre-session support meeting by the support worker	To last up to 30 minutes
	Part 2: The private session	May last up to 90 minutes
	Part 3: The post-session support meeting by the support worker	To last up to 60 minutes
	Optional counselling support	May last up to 60 minutes
Phase 3 support	First follow-up call	To occur 2 days after the private session <i>(at a convenient time agreed with the participant)</i>
	Second follow-up call	To occur 2 weeks after the first follow-up call <i>(at a convenient time agreed with the participant)</i>

Phase 2 is split into 3 parts: (i) the pre-session support meeting; (ii) the Truth Project private session; and (iii) the post-session support meeting. The support worker is expected to be available to work for approximately 4.5 hours per participant for Phase 2.

The counsellor may be called upon at any time within phase 2 support. They may be required to support any or all of the participants attending the venue for a private session. Therefore, counsellors would need to be present until the post-session support had been completed for all participants on the day.

The Inquiry will not pay for time between the end of one participant's private session experience (all parts) and the next participant's, however the Inquiry may be able to provide office space. The contractor will only need to provide support once a Truth Project private session for a participant has been booked. Phase 2 will operate on a call-basis and the contractor will only be paid for sessions that are pre-booked and undertaken. The Inquiry will give a minimum of 48 hours notice for cancellation. In the event that 48 hours notice is not given by the Inquiry, the contractor will be paid in full for the Truth Project private session that has been scheduled. The Inquiry will provide an up-to-date list of sessions booked on a minimum of weekly basis.

In exceptional circumstances, a private session may be booked for later or earlier in the day to accommodate a participant's needs. This will be identified at the point of booking so that the contractor can allocate a support worker who will be available at this time.

The tenderer's proposal must set out how the availability of support workers will be scheduled to ensure that there is continuity of service for Phases 1, 2 & 3 for the participant and that there is effective planning and rotation so that Phase 1 is able to operate continuously for the hours specified.

The contractor will need to have systems in place to monitor time spent working.

The contractor will need to use systems and be able to provide a service that will allow participants with particular needs to access support. The contractor will need to source staff who are fluent Welsh speakers in order to support participants throughout the process in Welsh. The Inquiry will provide translation services for all other languages.

The Inquiry offers participants a choice of gender for all people they interact with as part of the Truth Project and in other Inquiry events. The contractor will need to provide both male and female support workers and counsellors. The Inquiry is willing to work with the contractor about the scheduling for male support workers as the Inquiry recognises that there may be lesser take up of male support and that there are fewer male support workers in the wider sector.

Tenders should take account of diversity and equal opportunities that would support a diverse range of victims and survivors and tenderers are requested to submit the policies they have in place to ensure this is effectively carried out.

All information, systems and processes must conform to the Data Protection Act and all applicable laws and regulations. All systems and processes, including physical environments, people and technology, must be suitable for handling OFFICIAL information including OFFICIAL SENSITIVE information as defined by UK government.

The Inquiry and the contractor must reach a mutual agreement and assurance with regards to secure ways of working.

Expected requirements of the contractor

The contractor (including consortium) must be:

- Experienced in providing support services to victims and survivors of child sexual abuse;
- Provide clinical supervision to their staff;
- Competent and experienced in assessing and managing risk and safeguarding issues; competent in actioning safeguarding referrals where appropriate
- The contractor will need to ensure that each person referred to them is allocated a single support worker. This support worker should provide phases 1, 2 & 3 of the support model;
- Experienced in handling and storing personal and sensitive information securely;
- Able to demonstrate an ability to meet national standards (such as the Survivors Trust National service standards and/or Rape Crisis Service Standards);
- Have sufficient numbers of appropriately trained and vetted staff, having Disclosure and Barring (DBS) enhanced clearance with barred list checks issued within three months, or membership of the DBS Update Service with enhanced DBS certificate with 'barred list' checks. The Inquiry reserve the right to run DBS or Security Cleared (SC) checks as and when needed.

The provider can use in-house capability, recruit further capability or sub-contract as appropriate.

The Inquiry uses the phrase "support worker" as a description of the role required. A person fulfilling this role will need to have proven experience:

- Working with adult victims and survivors as an independent sexual violence adviser, counsellor, crisis worker, case worker or similar for at least one year;
- Understanding and managing trauma responses;
- Using grounding techniques;
- Having knowledge of specialist support services within regions and across England and Wales;
- Identifying crisis situations and responding appropriately;
- Training in adult safeguarding and experience in managing safeguarding concerns appropriately including making safeguarding referrals;
- Understanding survivors' concerns around confidentiality, relevant safeguarding processes.

Counsellors must:

- Have experience working with adult victim and survivors of sexual abuse;
- Have a diploma in Counselling;

- Have at least 100 hours general counselling experience;
- Be registered with either the British Association of Counsellors or Psychotherapists (BACP) or the UK Counsellors and Psychotherapists (UKCP)
- Abide by the BACP code of standards and ethics;
- Have experience working with trauma presentations including dissociation;
- Have experience working with clients at risk of harm, and in crisis, and are competent in assessing risk and implementing safeguarding procedures;
- Receive regular clinical supervision.

The contractor is expected to submit evidence of this in the form of a CV including a narrative for each support worker, detailing their experience and how it is relevant for the role. The CVs will be assessed prior to the commencement of their work on the contract.

Additional qualifications and skills in the following areas are highly desirable:

- ISVA qualifications
- Counselling qualifications

Whilst the role of the 'support worker' within this contract is not a counselling role, experience has shown that trained counsellors operate in this role effectively and have found that their skills are appropriate. They have also found the role rewarding and developmental.

Bookings

Booking for private sessions in the Inquiry offices will start in line with contract start dates. Phase 1 of the support model will be offered when the booking for the private sessions occur. It is expected the referrals to the support service will begin approximately six weeks after the contract start date. This is subject to the contractor having successfully submitted the CVs and other documentation required of their staff within specified timeframes to be agreed, their staff having been approved to work on the contract and their staff having attended the required training.

Volumes

The Inquiry cannot provide conclusive volumes of requests to share an experience via all modalities, but we estimate that within the financial year 2017-18, there will be approximately 1,000 - 2,000 requests to share an experience. It is not known whether there will be maximum uptake over this period. We will work with the contractor to share our demand forecasts.

Victims and Survivors Forum

The Inquiry are planning to hold Victim and Survivor Forum events on a regular basis across England and Wales, most likely at a rate of at least one per quarter. Up to 30 victims and survivors may attend each event. Three people acting in a support worker role are required to attend each event, one to be male. The contractor will receive 28 days notice of the event in order to schedule the provision of support staff.

Consortium arrangements

If the tenderer wishes to submit a tender as part of a group or consortium of suppliers, the group or consortium must, prior to Contract award, either nominate a lead party with legal personality or create a single legal entity with whom the Home Office can contract. In addition, the lead party must nominate a named single point of contact for the Inquiry.

Implementation and contract management

The Inquiry will also allocate a single point of contact from within the Inquiry to act as the contract manager with the contractor and to provide information and clarification throughout the duration of the contract. Contract review meetings will be held monthly.

The psychologist to the Inquiry will have oversight of the clinical performance of the service. It is expected that the contractor will escalate issues of a clinical nature to the psychologist in line with the escalation guidance that will be provided. Clinical review meetings will be held quarterly.

Within the implementation period of the contract, a process mapping meeting will be held. Additionally, the Inquiry will provide training to the contractor staff team on the purpose and delivery of the contract. Contractor's staff team are expected to be available to attend this training. Documentary evidence of the suitability of the contractor's staff will be sought in the implementation period; it is expected that this will be provided within the timescales agreed with the Inquiry.

Managing complaints

The Inquiry endeavour to respond to complaints within 15 days working and in accordance to its complaints policy.

The contractor must resolve complaints in accordance with the following applicable performance standards:

- The contractor will acknowledge receipt of all complaints received to them directly, in writing, within 24 hours of receipt; where the Inquiry receives a complaint about the contractor, the Inquiry will inform the contractor and expect a receipt within 24 hours;
- The contractor will conduct a review of the complaint, draft a report of their findings and propose a resolution plan for each particular complaint and submit both to the Inquiry;
- The Inquiry will consider the report and the resolution plan and advise the contractor of the next steps to be taken;
- The contractor will take forward the agreed plan within agreed timeframes. All actions are to be documented;

Key performance indicators (KPIs) and monitoring

The contractor is expected to meet the following KPIs as a minimum set of requirements. The Inquiry may discuss further performance measures during the course of the contract, which the contractor should comply with.

1. The Inquiry will refer a participant to the service within 6 weeks of their private session occurring. The contractor will need to ensure that Phase 1 of the support model is offered for at least 28 days in advance of the session in 100% of referrals.
2. The support worker must arrive 90 minutes prior to the start of the private session in 98% of cases.
3. The counsellor must arrive 90 minutes prior to the start of the first private session to be held at the venue on the day, in 98% of cases.
4. The contractor must guarantee that the same person conducts Phases 1, 2 & 3 of the support model in 95% of cases, and should provide an explanation about why this could not happen in others.
5. Where the contractor's personnel are not able to receive a call from a victim or survivor, the contractor must ensure a call back is offered within 24 hours.

6. The contractor will ensure that the support worker attempts contact with the participant on at least three occasions within 7 days of receiving the referral.
7. The contractor will need to ensure that the risk and needs questionnaire is completed in full and uploaded to Egress no later than 14 days before the participant's private session.
8. The contractor must ensure that support workers keep up-to-date contact logs recording each attempted and actual contact with the participant.
9. The Contractor must ensure that a contact log is completed each time a counsellor has contact with a participant.
10. The contractor must co-operate fully with the Inquiry's evaluation of the quality of the support service, which will be done through seeking feedback from participants.

The contractor will need to provide management information in the form of a monthly report to the Inquiry and should include details such as:

1. Performance against KPIs
2. Number of calls received
3. The number of calls received out of hours, per day.
4. Number of calls answered first time
5. Number of users of each Phase of support model
6. Uptake of support worker attending private session
7. Uptake of the counsellor on the day of the private session and rationale for their use
8. Number of hours worked
9. Any incidents of threatened or actual self harm expressed
10. Any incidents of threatened or actual harm to others
11. As part of the Phase 3 calls the contractor will gather information about the onward support accessed by victims and survivors (such as NHS crisis support), with the consent of the victim or survivor. This should be shared with the Inquiry in anonymised and quantitative format
12. Number of complaints made about the Inquiry of the support service
13. Any known contact with NHS crisis service
14. Any known contact with other support services
15. Summary of any feedback received
16. Costs incurred

The Inquiry reserves the right to request management information on an ad hoc basis from the following areas:

1. Aggregated data from risk and needs questionnaire
2. Summary of contact logs