



**SO-14767 Appropriate Adult & Responsible Adult Services
Appendix B Statement of Requirements**

APPENDIX B

STATEMENT OF REQUIREMENTS

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1. INTRODUCTION

- 1.1 Border Force officers at Harwich International Port are regularly involved in the caring of minors and vulnerable adults identified at the port. Primarily this is required for immigration and PCEA custody cases.

2. BACKGROUND TO THE REQUIREMENT

- 2.1 In 2014, Border Force at Harwich International Port had fifteen (15) unaccompanied minors who needed a responsible adult. And in 2015, they had two (2) unaccompanied minors, and one (1) custody case, requiring an appropriate adult.
- 2.2 On one occasion, the port provided an impartial adult, however they are unwilling to provide volunteers on a long-term basis, and availability is increasingly more difficult.
- 2.3 Under the Police & Criminal Evidence Act 1984, it states that minors and vulnerable adults should have the availability of an appropriate adult when in custody. And under the Immigration & Asylum Act 1999, Border Force must provide a responsible adult for minors (under 18 years old). Therefore, a Contract needs to be put in place to ensure this service is available.
- 2.4 The Customer also requires this service in an additional two (2) locations, as well as at Harwich International Port.

3. DETAILS OF REQUIREMENT

- 3.1 The Customer requires a twelve (12) month Contract to be put in place with a Supplier, who will provide Appropriate Adult & Responsible Adult services. Specifics of what the Customer requires are below:
- 3.1.1 An adult to attend when required, within two (2) hours of the Customer's request.
- 3.1.2 The ability to attend between the hours of 07:00 and 23:00, seven (7) days a week, three-hundred and sixty-five (365) days a year.
- 3.1.3 The successful Supplier must provide a single point of contact for the duration of the Contract, to allow the Customer to request an adult.
- 3.1.4 The successful Supplier must be able to confirm that all employees/volunteers who may be used as part of this Contract has undergone a successful Disclosure & Barring Service (DBS) check, and has provided two (2) acceptable references to ensure that the individual has been vetted in line with the 2013 National Standards.
- 3.1.4.1 The DBS check is to include police verification, and Sexual Offenders Register across England, Wales and Ireland.
- 3.1.4.2 Disclosure Scotland checks to include police verification, and Sexual Offenders Register across Scotland.
- 3.1.4.3 Disclosure checks to include police verification, and Sexual Offenders Register across Northern Ireland.



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4. LOCATIONS

4.1 The Customer wishes to award a Contract to three (3) separate Suppliers, as they require one (1) Supplier for each location. The locations are as follows:

4.1.1 Platform 1, Harwich International Port, Harwich, Essex, CO12 4SX.

4.1.2 Custom House, Viewpoint Road, Felixstowe, IP11 3RF.

4.1.3 Norwich International Airport, Amsterdam Way, Norwich, NR6 6EP.

4.2 Suppliers are required to state which location they are quoting for in their email response.

5. ANTICIPATED DELIVERY DATE

5.1 As soon as possible.

6. PAYMENT PROCESS

6.1 The Customer requires Suppliers to provide a total fixed hourly cost, as well as any additional costs (e.g. mileage etc.).

6.2 A Purchase Order will be raised of which the Supplier will be required to submit an invoice upon receipt of the Contract.

6.3 All invoices need to be sent to Home Office Shared Service Centre, HO Box 5015, Newport, NP20 9BB.