

ANNEX A - SPECIFICATION

PROCUREMENT OF SUPPORT SERVICES FOR INVESTIGATION WITNESSES

1. Introduction and 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 will be conducting investigations which may culminate in a public hearing at which witnesses will give evidence. The Inquiry is committed to supporting victims and survivors and other witnesses involved in the investigative and public hearing process.

We are wishing to initially establish the provision of emotional support for approximately 40 such witnesses.

2. Objectives

The objective of the support service is to safeguard the wellbeing of witnesses throughout the investigative and public hearing process. This may involve supporting a witness before a public hearing event, for example, to address anxiety and fears. The service is to provide emotional support, signposting to appropriate services and counselling. This may be provided by telephone and face-to-face contact depending upon the needs of the witness. It is anticipated that some witnesses will want their named support worker to accompany them to a public hearing which will be held at a venue in London. Witnesses will be informed about support on offer and may make use of the service if they feel distressed or experience mental health problems as a result of their involvement in the Inquiry. Some witnesses may not wish to take up the offer of support services. It is not possible to accurately predict demand.

To assist the contractor in achieving these objectives, the contractor will be given some information about the background and nature of the Inquiry’s investigation.

3. Scope

3.1 Length of contract:

The support service must be available between 09 May 2016 and 31 January 2017.

3.2 Minimum assurance of service

We can provide assurance of a minimum of eight hours work per week for a support worker. This minimum of eight hours assurance will be split equally between four hours for telephone support at

the 'Core Hourly Rate' and four hours for 'Face-to-Face Support' at the 2-4.5 hour rate for support worker, as specified in the Price Schedule at Annex C. For the avoidance of doubt, these 8 hours will be absorbed into any work (i.e. if a Contractor provides 10 hours of service, the Inquiry would pay for 10 hours and not 18).

In the event that core Contract activity is not undertaken and instead of the Inquiry paying the minimum assurance, the Contractor may be required by the Inquiry to undertake other activities which shall be agreed in advance between the Inquiry and the Contractor. It is not possible to predict demand beyond this. It is likely that demand will significantly increase around the time of a public hearing, likely to last for six weeks and anticipated to be in the Autumn of 2016, held in London.

3.3 Nature of support to be provided:

We require two types of support; a support-worker level of support and access to counselling.

3.3.1 Support worker

The support worker/s will be provided with access to an Inquiry laptop in the first instance, but this will be reviewed and we may introduce alternative IT arrangements. Laptops will be issued subject to appropriate level of security clearance which will be confirmed with the successful bidder. This will enable them to record information about their contact with witnesses on the Inquiry's secure system. The Psychologist to the Inquiry will provide clinical oversight for the support worker/s's work via weekly meetings.

Support-worker type support is to include:

- Emotional containment within a case management approach
- Explanation of what to expect emotionally from attending a public hearing
- Support at a public hearing
- Assessment of a witness's need and referral to other services as appropriate, including counselling to be provided by the service
- Assessment of risk and some risk management (with oversight from the Psychologist to the Inquiry)
- Liaison with the Inquiry's legal team, located in London
- Safe handling of highly sensitive and confidential information

The Inquiry uses the phrase "support worker" as a description of the role required. A person fulfilling this role must:

- Have experience of working with adult victims and survivors as an Independent Sexual Violence Adviser, Counsellor, Crisis Worker, Case Worker or similar
- Understand trauma responses and have an ability to work with traumatised people
- Be able to use grounding techniques
- Have knowledge of specialist support services within regions and across England and Wales
- Be able to identify crisis situations and respond appropriately
- Understand survivors' concerns around confidentiality, relevant safeguarding processes.

Requirements of this role:

- This support may be provided over the phone, in person, at a public hearing or in another setting as determined by the witness's situation
- To act as a named support worker to provide consistency and facilitate trust

- The support worker will use the IT and data storage systems of the Inquiry and keep appropriate notes to summarise their work and contact with each witness. These notes will belong to the Inquiry
- Some travel may be involved to support witnesses around the country
- Some weekend and evening work may be required, depending upon witness needs
- The person fulfilling this role must have skills and experience of providing the above type of support to survivors of child sexual abuse. We do not dictate the role that the person currently occupies, only that they have the competencies and experience to fulfill the role outlined above
- The person fulfilling this role must be able to form effective relationships with multi-disciplinary team members and share information with colleagues appropriately
- Some consultation or training to non-clinical staff may be required
- The support worker is responsible for referring a witness to the contractor for counselling and for recording on the witness's case file that a referral was made
- The support worker must not coach witnesses and must be adept at managing boundaries to prevent role blurring
- The support worker must have a DBS enhanced disclosure certificate.

3.3.2 Counselling:

We require access to counselling, to be provided face-to-face or by telephone. Witnesses requiring counselling may be located across the country, thus the service must be flexible to meet witnesses needs.

Counsellors must :

- Have a diploma in Counselling
- Have experience working with adult victim and survivors of sexual abuse
- Have experience working with trauma presentations including dissociation
- Be registered with either the British Association of Counsellors or Psychotherapists (BACP) or the UK Counsellors and Psychotherapists (UKCP)
- Abide by the BACP or UKCP code of standards and ethics
- Be able to provide a one-off session or time limited counselling
- Provide emotional containment, stabilisation and normalisation
- Be proficient in working with clients in crisis
- Assess risk and if appropriate, draw up safety plans with clients in a collaborative style
- Receive regular clinical supervision
- Ensure that the focus of the counselling session stays within the remit specified
- The counsellor will be responsible for maintaining their counselling notes which will remain confidential. The counsellor must maintain a separate contact log detailing when a counselling session was provided, an anonymised brief description of the theme of the session e.g. 'anxiety management', the length of the session, whether any safeguarding or risk issues were discussed and if so, the action taken. This must be submitted to the contractor for inclusion in the information monitoring report. This will also be shared with the named support worker for the witness, to ensure consistency of approach.
- Inform the Psychologist to the Inquiry if more than six sessions of counselling are required or if specialist therapy is recommended.

Counsellors must not:

- Offer more than six sessions to a single witness without contacting and obtaining approval from the Psychologist to the Inquiry
- Rehearse or 'coach' the witness before attending a public hearing
- Provide interventions focused solely on topics other than those directly linked to the witness's involvement in the Inquiry. Further clarification on this will be provided in the event that the tenderer is successful.

3.4 Expected Requirements of the Contractor

3.4.1 The Contractor must be:

- Experienced in providing support services to survivors of sexual abuse, traumatised people, people in crisis and people with mental health problems
- Competent and experienced in assessing and managing risk and safeguarding issues
- Experienced in handling and storing personal and sensitive information securely
- Able to provide sufficient numbers of appropriately trained and vetted staff, having Disclosure and Barring (DBS) enhanced clearance to the satisfaction of the Inquiry and available during operating hours. The Inquiry reserve the right to run DBS or Security Cleared (SC) checks as and when needed
- Able to take all reasonable steps to ensure that staff do not 'coach' witnesses in advance of them giving a statement to investigators or giving evidence at a public hearing. For example, by making staff familiar with the following document: Provision of Therapy for Vulnerable or Intimidated Adult Witnesses Prior to a Criminal Trial Practice Guidance (2001), published jointly by the MoJ, CPS and DoH
- Able to ensure that counsellors are appropriately trained and qualified for their work
- Dedicated to providing clinical supervision to their staff.

3.4.2 Access to support and hours of work

- The contractor must ensure that counselling can be accessed between 9 - 6pm five days a week, Monday to Friday, plus evening appointments one day a week until 8pm, and access to appointments on Saturday between 11 - 4pm, if requested by a witness.
- A witness must be able to access counselling within 72 hours of the referral being made.
- The core hours of work for the support worker are 9am - 6pm Monday to Friday. Some work outside these times might be required, depending upon the needs of the witnesses and the need for travel.
- The witness must receive a response from the support service within 60 minutes if they make contact/wish to have contact with their support worker in the core hours of 9 - 6pm, Monday - Friday.
- The contractor must identify a strategy of how witnesses will be responded to if they make contact with their named support worker outside the core hours.
- The contractor must identify a named back-up support worker who would take over from the primary support worker, in the event that the primary support worker is unavailable in their role for more than one week, e.g. due to sickness.
- The support worker's contact with witnesses by phone and face-to-face should be prearranged as much possible.
- There is to be a maximum of ten hours contact per witness per week from a support worker, except in exceptional circumstances authorised by the Psychologist to the Inquiry.

3.4.3 General requirements

- The contractor must establish a process for receiving referrals for counselling from the support worker, assessing the referral and passing it on to a counsellor with relevant skills and experience adequate to meet the needs of a witness.
- The counsellor must track the counselling referrals and ensure they happen within the timelines outlined in section 5.
- The contractor's staff must clearly explain the limits of confidentiality to witnesses in line with guidelines to be provided by the Inquiry. We recommend that the witness sign a document to confirm they have understood the confidentiality limits if they are meeting with a counsellor face-to-face. This should be retained by the counsellor, but accessible to the contractor and to the Psychologist to the Inquiry, if requested.
- The contractor must comply with the Inquiry's safeguarding requirements, to be outlined to the successful tenderer.
- The contractor must have a crisis support policy outlining what they would do in the event that a client indicates they are in crisis in and out of the core work hours.

4. Deliverables/Outputs and Performance Measures

4.1 Performance measures

The contractor is expected to:

- Ensure a counselling appointment is held within 72 hours of referral except in exceptional circumstances
- The witness must receive a response from the support service within 60 minutes if they make contact/wish to have contact with their support worker in the core hours of 9 - 6pm, Monday - Friday.
- Provide continuity of counsellor and support-worker, except when exceptional circumstances dictate otherwise. Where continuity of counsellor or support worker cannot be arranged, a suitable alternative counsellor or support worker must be arranged by the contractor. The witness must be contacted by the contractor within 24 hours of being informed that continuity is not possible, to explain the situation to the witness and to make alternative plans. The Psychologist to the Inquiry must be informed within 4 hours of being aware that continuity is not possible.
- Share risk information with the Psychologist to the Inquiry, to be outlined to the successful tenderer, on the same working day (contact details to be provided). If the information is disclosed to the contractor between 8pm-8am, the contractor must inform the Psychologist to the Inquiry or identified deputy, at 8am.
- Ensure the named support worker and is available to attend public hearings or other events linked to witnesses involvement in the investigation.

4.2 Management Information:

The contractor is expected to submit the following management information every month:

- The number of risk scenarios and categories of risk encountered and the risk management strategies implemented. The Inquiry will provide a risk report template which should be used to aid reporting
- The number of hours worked by the support worker
- The number of people referred to face-to-face counselling sessions

- The number of face-to-face counselling sessions provided
- The number of face-to-face counselling sessions not attended by the witness
- A brief, anonymised description of the focus of counselling, for example, 'anxiety management'
- The number of clients in ongoing counselling treatment

5. Key Dates

- The commencement date is 9th May 2016
- The completion date is 31st January 2017.

6. Contract Management Arrangements

The contract manager is Dr Bryony Farrant. Monthly management information reports are to be provided via email.

The contractor must detail who their contract manager is.

The contractor will be expected to have verbal contact with the Inquiry's contract manager every month at a minimum; this may be face to face or telephone meetings.

The contractor should detail the complaints procedure. If necessary this should differentiate between complaints about service and complaints about the management of the contract.

7. Security

The contractor must ensure that their staff have enhanced level clearance from the Disclosure and Barring Service. The Inquiry reserve the right to run DBS or Security Cleared (SC) checks as and when needed.