**Thurrock Council Service Specification**

**Homeless Hostels, Housing First and Support**

Contents

[**1.** **INTRODUCTION AND BACKGROUND** 1](#_Toc30081287)

[**2.** **OUTCOMES** 1](#_Toc30081288)

[**3.** **CONTRACT TERM** 2](#_Toc30081289)

[**4.** **SERVICE REQUIREMENTS FOR HOUSING MANAGEMENT AND SUPPORT** 2](#_Toc30081290)

[***4.5.*** ***Overview of Support for Adults*** 2](#_Toc30081291)

[***4.6.*** ***Overview of Support for Young People*** 3](#_Toc30081292)

[***4.7.*** ***Building Management and Leases*** 4](#_Toc30081293)

[**5.** **SERVICE REQUIREMENTS FOR FLOATING SUPPORT** 6](#_Toc30081294)

[***5.1.*** ***Overview*** 6](#_Toc30081295)

[**6.** **SERVICE REQUIREMENTS FOR ROUGH SLEEPERS OUTREACH** 7](#_Toc30081296)

[***6.1.*** ***Overview*** 7](#_Toc30081297)

[**7.** **SERVICE REQUIREMENTS FOR HOUSING FIRST** 8](#_Toc30081298)

[***7.1.*** ***Overview*** 8](#_Toc30081299)

[**8.** **SAFEGUARDING** 9](#_Toc30081300)

[***8.1.*** ***General principles*** 9](#_Toc30081301)

[***8.2.*** ***Safe Recruitment*** 9](#_Toc30081302)

[***8.3.*** ***Risk Assessments*** 10](#_Toc30081303)

[***8.4.*** ***Policies required*** 10](#_Toc30081304)

[**9.** **REPORTABLE EVENTS/INCIDENTS** 11](#_Toc30081305)

[**10.** **STAFF** 12](#_Toc30081306)

[***10.1.*** ***General*** 12](#_Toc30081307)

[***10.2.*** ***Training and Qualifications*** 12](#_Toc30081308)

[**11.** **PARTNERSHIP WORKING AND DATA** 13](#_Toc30081309)

[***11.1.*** ***Sharing information*** 13](#_Toc30081310)

[***11.2.*** ***Data Sharing*** 13](#_Toc30081311)

[***11.3.*** ***Data Protection and Processing*** 13](#_Toc30081312)

[***11.4.*** ***Consent and Confidentiality*** 14](#_Toc30081313)

[**12.** **ENGAGEMENT AND FEEDBACK** 14](#_Toc30081314)

[***12.1.*** ***Complaints and whistleblowing procedure*** 14](#_Toc30081315)

[**13.** **CONTRACT MANAGEMENT AND MONITORING** 15](#_Toc30081316)

[**14.** **FINANCIAL VIABILITY** 15](#_Toc30081317)

[**15.** **KEY PERFORMANCE INDICATORS** 15](#_Toc30081318)

[**16.** **MANAGEMENT INFORMATION** 16](#_Toc30081319)

[**17.** **PRICE AND PAYMENT** 16](#_Toc30081320)

[**18.** **SOCIAL VALUE** 16](#_Toc30081321)

[APPENDIX 1 – BUILDING DETAILS 17](#_Toc30081322)

[APPENDIX 2 – KEY PERFORMANCE INDICATORS 19](#_Toc30081323)

[APPENDIX 3 – MANAGEMENT INFORMATION 23](#_Toc30081324)

[APPENDIX 4 – RELEVANT LEGISLATION 24](#_Toc30081325)

[APPENDIX 5 – APPLICABLE STRATEGIES AND POLICIES 25](#_Toc30081326)

[APPENDIX 6 – DATA PROTECTION, GDPR AND RELATED POLICIES 28](#_Toc30081327)

[APPENDIX 7 – TRAINING RESOURCES 29](#_Toc30081328)

[APPENDIX 8 – MEMORANDUM OF UNDERSTANDING - CHILDREN AND YOUNG PEOPLE MISSING FROM PLACEMENT 30](#_Toc30081329)

[APPENDIX 9 – DEFINITIONS 40](#_Toc30081330)

[APPENDIX 10 – LEASE DRAFTS 41](#_Toc30081331)

1. **INTRODUCTION AND BACKGROUND**
   1. Thurrock Council (the Council) is seeking a Provider to deliver housing management and support, consisting of the following services:

* Housing management & support for two homeless hostels in Thurrock
* Floating support to residents at risk of facing eviction
* Housing First Project, providing intensive support to people who are long term or recurrently homeless and have high ongoing support needs
* Rough Sleepers Outreach, identifying and providing interventions for rough sleepers bedded down in the borough.
  1. The Council is committed to early intervention in order to prevent homelessness and its impact. It has been shown that the two most common reasons for homelessness in Thurrock are the loss of private tenancies and evictions by family members and friends.
  2. Whilst these represent the majority of homeless presentations, it is known that there are many complex causes of homelessness and therefore effective prevention requires a range of solutions that are not just about providing accommodation. Investment in services that prevent homelessness benefits the health and wellbeing of residents and prospects for children and young people in Thurrock.
  3. Depending on the need of the Service Users, it is envisaged that the Service will be divided into three different streams to make sure the delivery is targeted to the needs of individuals to ensure the right level of support is provided:

**Stream 1: Information, Advice & Guidance:** information and advice is provided to help Service Users access support, either by email, over the phone or face to face.

**Stream 2: Short-term Support:**where Service Users need more than information and advice, they will be provided with additional short-term support (up to 4-6 weeks) to help resolve an issue affecting them.

**Stream 3: Longer-term Support:** where the issue takes longer to resolve, Service Users will be provided with ongoing support to assist in resolving their support needs.

1. **OUTCOMES**
   1. The Provider will deliver the following six key areas of intervention as part of the Service. The Service outcomes will be:
2. **Tenancy Sustainment** –Service Users are ready to sustain a safe tenancy.
3. **Arrears, Debt and Financial Management** – Service Users are receiving the correct benefit entitlements, have been referred to debt advice services, have budgeting skills and can manage their money, and have re-payment plans for arrears etc.
4. **Meaningful Occupation** – Service Users have access to or have returned to education, training and employment, and have developed personal skills such as resilience and self-confidence.
5. **Health** – Service Users have established and maintained contact with primary care and specialist agencies, including family planning / contraception advice, healthy eating, reduction in smoking and alcohol consumption, and substance misuse services.
6. **Social Inclusion** – Service Users have established links with the local community to ensure their tenancy does not fail due to isolation.
7. **Resettlement** – Service Users have explored all housing options and achieved the goal of obtaining settled accommodation.
8. **CONTRACT TERM**
   1. The term of the contract will be three years, with the option to extend for a further one year.
9. **SERVICE REQUIREMENTS FOR HOUSING MANAGEMENT AND SUPPORT**
   1. The Provider will deliver housing related support to adults and young people in two homeless hostels in Thurrock, located in Charles Street and Clarence Road.
   2. Further details on the buildings and their management can be found in section 4.7 and Appendix 1.
   3. The Provider will deliver a minimum of 140 hours of support per week to Service Users across the two hostels. The support will include but will not be limited to the below listed activities on the basis of an holistic needs assessment:

* assisting with benefit claims to ensure accommodation charges are met
* assisting in employability training: job search, CVs, interview skills and/or training and education opportunities
* providing budgeting and debt advice
* liaising with other agencies such as children’s services, specialist advisors and health professionals and helping Service Users to link in to appropriate services
* addressing anti-social behaviour issues
* assisting registration process for housing and placing bids on the Councils Choice Based Lettings system
* liaising regularly with homeless and temporary accommodation officers to ensure there is a healthy pattern of move-on
* providing Social Care support needs
* giving advice and support in managing a home
* supporting to access healthcare and well-being services, drug and alcohol services, and mental health services
* helping to become more independent and part of the local community
  1. The Provider will also organise timely tenancy training for the Service Users. The training should cover topics such as moving and setting up a home, maintaining tenancies and day to day home maintenance.
  2. ***Overview of Support for Adults***
     1. The Provider will deliver accommodation and support to adults within:
* 24 units in Charles Street
* 9 units in Clarence Road
  + 1. The average length of stay for Service Users under this provision will be three months.

***Service User Group***

* + 1. The Service User group for support for adults is people over the age of 18, who have an ongoing homelessness application with Thurrock Council, or a former Looked After Child (LAC) by the Council, that are at risk of homelessness due to parental eviction, loss of private rented accommodation or mortgage repossession (this is not an exhaustive list).

***Referral Sources***

* + 1. Referral for placement at the hostel will be made by the Council only. The Council will complete a referral form, which will detail the duties it owes to the applicant(s). The form will include a detailed risk assessment and a personalised housing plan.
    2. The Provider will respond to a referral within 48 hours of receipt. All referrals accepted and/or refused must be logged including timescales and reason if refused.
  1. ***Overview of Support for Young People***
     1. The Provider will deliver accommodation and extra support to young people within:
* 5 units in Charles Street
* 9 move-on units in Clarence Road
  + 1. All Service Users in the nine move-on units in Clarence Road and five units in Charles Street will be supported in the following ways. The Provider will:
* encourage 16 or 17 year olds to attend education or work towards them continuing their education
* ensure any Service User Not in Employment, Education or Training (NEET) is encouraged to resume their education and to take part in employment readiness training
* work with all Service Users to get them employment ready by, as a minimum, helping the Service Users to produce a CV, develop job search techniques and how to behave at job interviews - the CV is to be regularly updated and must not be more than 6 months old
* encourage Service Users to undertake voluntary work to enable them to become more work ready - unaccompanied asylum seeking young people are not able to undertake voluntary work but can carry-out voluntary activities
* work with the Head Start Housing Mediation and Housing Advisor to assist with the mediation activities to enable the Service Users to return to the family home where this is an outcome for that Service User
* work with their Personal Advisor to effectively manage their Pathway Plans
* ensure that the Service Users are registered with a local doctor, dentist and, where appropriate optician, and to ensure that the Service Users have a medical assessment within 3 months of entering the hostel
  + 1. In addition, the Provider will deliver a minimum of 35 hours of training to the Service Users, at Charles Street, in the following activities:

|  |  |
| --- | --- |
| Social & Emotional Development | * Movement towards independence * Development of firmer sense of self * Ability to compromise and make important decisions * Movement towards autonomy * Managing risk taking behaviour |
| Sexual Health | * Developing a healthy body Image * Understanding sexually transmitted diseases * Understanding pregnancy and protection * How to develop healthy relationships * How to recognise and avoid abusive relationships |

* + 1. The Provider will deliver this training on a needs basis, where Service Users are offered the opportunity and encouraged to take part in the sessions that will be most beneficial to them. Up to 30% of the training sessions can be group training.
    2. The average length of stay for Service Users under this provision will be nine months. At month six, the Council and the Provider will meet to discuss the move-on arrangements and determine the individual young person’s ability and readiness for independent living. Should it be determined that the young person is not ready for independence an Action Plan will be produced to rectify the identified areas for improvement. Any extension beyond nine months will be on an exception only and an Action Plan with an agreed timescales will be put in place with the Provider reporting on progress on a monthly basis.

***Service User Group***

* + 1. The Service User group for support for young people is those aged 16 to 25, who are defined under the Children (Leaving Care) Act 2000 as an Eligible Child, Relevant Child, Former Relevant Child, or Qualifying Child, that have been made homeless due to:
* Irrevocable breakdown of relationship with their family
* Family breakup due to divorce or separation
* Domestic violence
* Being a former Thurrock LAC who needs additional assistance prior to living independently
* Addiction, alcohol, drugs, gambling
* Mental health issues
* Financial problems, such as eviction from rent arrears
  + 1. The Service User group at Charles Street, may also include young people aged 16 and 17 years old who have declared themselves as homeless (Southwark Judgement).

***Referral Sources***

* + 1. Referral will be made by the Council’s Children’s Services with application to Head Start Housing by the Social Worker, Service User, or other Council internal and external agencies
    2. The Provider will respond to a referral within 48 hours of receipt. All referrals accepted and/or refused must be logged including timescales and reason if refused.
  1. ***Building Management and Leases*** 
     1. The Provider will sign fully repairing and insuring leases with the Council for the buildings at Charles Street and Clarence Road for the term of the contract.
     2. The total charges for the two leases (Clarence Road and Charles Street) will be in the region of £80,000 per annum and will be reviewed annually on 1st April each year.
     3. The Provider will discharge the housing management function of the two hostels including all health & safety requirements; cleaning & caretaking, repairs, rent collection, arrears management & eviction processes. The Provider will also take responsibility for all utilities connected to the buildings.
     4. The Provider will ensure health and safety certification, and any other documents relating to the proper maintenance of the hostels, are at all times available for inspection by the Council.
     5. Additionally, the Provider will maintain 24 hour presence at all the hostels to uphold security and good behaviour - CCTV is provided at all sites but it will be the responsibility of the Provider to ensure it is maintained and properly managed.
     6. The Provider will issue Service Users with an agreed licence agreement and collect accommodation and service charges to cover lease and other reasonable housing management costs.
     7. The Provider will be responsible for collecting rent from or on behalf of the Service User. This will include, but may not be limited to, the following scenarios:
* Where Service Users are eligible to receive Housing Benefits
* Where Service Users are working and are responsible for paying their own rent, with or without top up from Housing Benefit
* Where Service Users are eligible to receive payments from Children’s Services that cover their rent
  + 1. Where Children’s Services are responsible for paying or topping up the Service User’s rent, the Provider will invoice the Council separately to cover this.
    2. The Council will guarantee the rent for the 9 move-on rooms Clarence Road, therefore the Provider will separately invoice the Council to cover any rent for these rooms during void periods.
    3. The Provider will issue notices and take eviction proceedings where Service Users breach their licence terms and conditions or the Council advises there is no further duty to accommodate; all legal costs to be borne by the Provider as part of their housing function. The Provider will issue reasonable notices as required by law to ensure swift move on from the accommodation.
    4. The Provider will ensure void periods are kept to an absolute minimum, to meet this the Provider will consider all referrals an only decline the placement where the placement is considered to pose a high risk.
    5. When a room is not being used at either Charles Street Hostel or Clarence Road Hostel, the room may be used for an emergency placement or as a “crash pad” for any Service User aged 16 or 17 years old for a maximum of 48 hours whilst the Service User is being assessed and a more suitable accommodation is being found.
    6. The Provider will be expected to act promptly where Service Users miss accommodation and service charge payments, or fail to make benefit claims, in order to minimise losses. Any failure to make payments should be advised to the Council.
    7. Further information on the building can be found in Appendix 1. The lease terms and conditions for Clarence Road and Charles Street are provided at Appendix 10.
    8. Where a Service User is entitled to Housing Benefit, and claims awarded include the service charge support element, the Provider will reimburse this element to the Council.
    9. All support elements recouped through Housing Benefit would effectively be paid through the Contract and must be returned to the Council or deducted through the Contract.

1. **SERVICE REQUIREMENTS FOR FLOATING SUPPORT**
   1. ***Overview***
      1. The Provider will offer intensive support to assist Service Users to:

* Manage their financial affairs to relieve or prevent homelessness (specifically relevant to applicants likely to be found to be intentionally homeless)
* engage with the Council and/or other landlords
* effectively manage their budgets
* increase their income and where possible reduce debts
* address longer-term financial / budgeting issues
* undertake training in debt / money management
* undertake employment help via training and other support
* partake in social interaction via groups and social activities
* continue to sustain independent living in the local community
  + 1. The Provider will engage with and work alongside statutory and voluntary agencies such as the PASS Team in order to provide a holistic approach and to work to government strategies such as the Early Offer of Help Strategy.
    2. The Provider will also support Service Users to access grants and bursaries which assist customers who are facing real financial difficulty.
    3. The focus of the Service will be the prevention of homelessness and the ongoing provision of housing-related support to promote independent living skills.
    4. The Service may be managed from the hostel in Charles Street to allow flexibility over management of the contract.

***Service User Group***

* + 1. The Service User group for this Service is Council and non-Council tenants at risk of losing their tenancy. The types of tenancy breaches initiating a referral will include:
* non-payment of rent
* non-engagement with Council staff
* anti-social behaviour

***Referral Sources***

* + 1. Referrals will be made by the Council and other professionals authorised by the Council.
    2. The Provider will respond to a referral within 48 hours of receipt. All referrals accepted and/or refused must be logged including timescales and reason if refused.

1. **SERVICE REQUIREMENTS FOR ROUGH SLEEPERS OUTREACH**
   1. ***Overview***
      1. The Provider will provide an “end to end” Service, working with homeless people from the point of identification as homeless, through persistent attempts at engagement and supporting while on the street, to securing accommodation within the district, in services in Essex, or through reconnection to a place where the homeless individual has lived previously.
      2. The Provider will deliver the Service through 1.5 FTE Outreach Workers, of which, the Council can only guarantee 1.0 FTE for the first year of the contract due to this post being funded by central government.
      3. Outreach Workers will be supported by a pool of checked and trained volunteers. Volunteers will not carry out intervention work individually. Planned and unplanned absence will be covered as far as possible by the Provider through their wider staffing base (locum workers) within the Floating Support Service. No additional funding will be provided for temporary cover.
      4. Outreach Workers will operate a range of shifts over the week to meet the needs of the Service and the clients. This is likely to be:

* early shifts (6:00 - 3:00)
* day shifts (9:30 - 5:30)
* late shifts (3:00 - 11:00)
  + 1. Shift patterns may be flexible to react to the demands of Service Users and therefore the Provider may vary these as required to ensure the best outcomes are achieved. The Provider will notify the Council of changes in shift patterns in due course.
    2. Outreach Workers will be provided with a base in the Charles Street hostel in Grays, but shall work peripatetically, making use of locations and opportunities across both boroughs as provided by partner agencies – including council offices, libraries and drop ins provided by community organisations.
    3. Outreach Workers will work closely with the Council’s Rough Sleeper Coordinator to vet Service Users before they access the Night Shelter provision. The worker will support the night shelter and ensure regular contact with the staff at any provision providing services to rough sleepers and those at risk of homelessness, i.e. soup kitchens.

***Service User Group***

* + 1. The Service User group for the Service is homeless men and women, including both confirmed rough sleepers and homeless people in a range of settings – i.e. those that have no access to basic facilities (i.e. water, plumbing, heating etc.).
    2. This includes, but is not limited to individuals in the following situations:
* Rough Sleeping
* Living in a tent/encampment
* Staying in a garage or shed
* Living in a car.
  + 1. Additionally, Service Users may include people who have no secure housing, and are at imminent risk of rough sleeping or similar. This can include vulnerable people who are sofa surfing, or living in squats.

***Referral Sources***

* + 1. The Provider shall accept referrals from a wide range of sources as appropriate. Additionally, the Provider will adopt methods of direct engagement through outreach work where homeless people are identified.
    2. The Council will support referrals through publicising the Streetlink telephone number and contact details to ensure residents are aware of how to make contact.
    3. The Provider will respond to a referral within 48 hours of receipt. All referrals accepted and/or refused must be logged including timescales and reason if refused.

1. **SERVICE REQUIREMENTS FOR HOUSING FIRST**
   1. ***Overview***
      1. The Provider will deliver intensive support services, as part of the Housing First project in Thurrock. The support will be open ended, and not conditional upon compliance with any treatment or behaviour modification.
      2. The support to be delivered by the Provider will include, but is not limited to:

* Working closely with the Housing Solutions Team and Housing Business Improvement Team to promote the Housing First project
* assisting with the identification of potential service users
* assessing potential service users
* intensive support for up to 5 Service Users on a daily basis within the score hours of 8am to 8pm Monday to Friday
* close liaison with the Council and other agency partners
* regular reporting and monitoring of service user progress
  + 1. Accommodation will be provided either through the Council’s housing stock or the private rented sector, and will consist of a studio/bedsit or one bed self-contained property.
    2. The support of other agencies is an important factor to the success of the scheme and a working protocol with partner agencies will need to be implemented to ensure ongoing priority support is achieved. The Provider will be expected to work with Housing to put this into place.

***Service User Group***

* + 1. There are two groups of people who could benefit from the Housing First project:
* Rough Sleepers
* People with Complex Needs (e.g. dual diagnosis of mental health and learning disability along with substance misuse and offending)
* People that have made themselves intentionally homeless due to not paying rent.

***Referral Sources***

* + 1. Referrals will be made by Council Officers or partner organisations via formal application process. The decision to accept a new client is taking via the Council Housing First Panel.
    2. The Provider will respond to a referral within 48 hours of receipt. All referrals accepted and/or refused must be logged including timescales and reason if refused.

1. **SAFEGUARDING**
   1. ***General principles***
      1. In addition to the requirements set out in this Section 8, the specific clauses with the standard terms and conditions of the contract with regard to safeguarding will apply.
      2. The Provider will participate in local safeguarding children’s partnership where required and understand their responsibilities and the responsibility of others in line with the Care Act 2014, Children & Families Act 2014 and Children Act 1989 and 2004. Adherence to these procedures may at times limit the right to confidentiality.
      3. The Provider will adhere to the Southend Essex and Thurrock Safeguarding Children Guidelines and the Southend Essex and Thurrock Safeguarding Adults Guidelines.
      4. The Provider will operate the highest standard of recruitment practice in line with the Southend Essex and Thurrock Safeguarding Children guidelines and Southend Essex and Thurrock Safeguarding Adult guidelines.
      5. The Provider will liaise with the Designated/Named professionals for Safeguarding Children, Social Workers, the Multi Agency Safeguarding Hub (MASH), Education, Health Visitors, General Practitioners and other medical and nursing staff on Child protection issues where required.
      6. The Provider will implement a robust mechanism in place for the reporting of Child protection concerns (in accordance with the Children’s Act 1989 and 2004).
      7. The Provider will ensure a safeguarding lead (management trained to level 3) is always available to be contacted by its staff (either by telephone or in-person).
      8. The Provider will prepare or contribute to professional written reports that contribute to Child protection processes.
      9. The Provider will agree to sign up to the ‘Missing from Care – memorandum of Understanding (MOU) between Southend, Essex and Thurrock Social Care and Essex Police’ (See Appendix 8). This MOU now forms part of the Southend, Essex and Thurrock (SET) safeguarding children procedures.
      10. Any Service User whose whereabouts cannot be established will be considered as Missing until located and his or her well-being confirmed.
   2. ***Safe Recruitment***
      1. The Provider will ensure that there are robust recruitment processes in place. The Provider shall adhere to the following requirements as a minimum:
2. Obtain 3 written references, one from the current or last employer, and make telephone contact with the referee to confirm authenticity and obtain additional information.
3. Sign up to the Disclosure and Barring Service (DBS) Update Service to ensure an enhanced DBS check with a local police intelligence check is made for every member of staff including those that perform office functions and do not work direct with Children.
4. Work history will be checked with any gaps investigated and recorded ensuring that the Provider is satisfied with any explanation, checking this with previous employers.
5. Maintain a database of DBS certificate numbers, their date and their renewal date.
6. Issue all employees with two copies of their job description and contract of employment. One of each of these documents is to be signed and dated by the employee and placed in their staff file. The contract / job description should detail: employment commencement date, number of hours employed, duties and responsibilities, skills/attributes required, training or qualification that is a pre-requisite of employment or expected post-employment with the Provider.
7. Keep a record of all employees that will include sufficient evidence to confirm that their employee has the right to work in the UK. Refer to the right to work checklist, link below:

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/774286/Right_to_Work_Checklist.pdf>

1. Undertake robust employment processes including interviews with two members of staff assessing the suitability of a candidate.
   * 1. The Provider will report any DBS checks that have recorded any disclosures or intelligence from the police immediately to the Council and not proceed with any employment offer where this is identified. This information may be anonymised.
   1. ***Risk Assessments***
      1. The Provider will carry out a risk assessment to determine the suitability of the accommodation for the Service User.
      2. The Provider will assess the risk in relation to the individual Service User and other Service Users already accommodated. Unidentified Asylum Seekers will be automatically classified as high risk, as there will be limited corroborable information about their past.
      3. If a Service User aged 16 or 17 years is planned to stay for one month or more in a provision for Service Users aged 18 or over, the Service User aged 18 years or over must be risk assessed to determine their suitability for being placed with a Service User under the age of 18.
      4. Where a Service User is deemed unsuitable to occupy the accommodation, the Provider will discuss their findings with the Council’s referring officer who will agree the final decision.
   2. ***Policies required*** 
      1. The Provider will maintain and review the policies below on an annual basis (this is not an exhaustive list). These policies will be subject to review by the Council to ensure that they are to a high standard. Every policy will be reviewed every 3 years or sooner if legislation/guidance changes and necessitates a review.

|  |  |
| --- | --- |
| Safeguarding Children  Safe recruitment  Child Sexual Exploitation (CSE)  Event and Notifications  Equality and Diversity  Staff Supervision  Missing episodes  Anti-radicalisation (PREVENT)  Alcohol and Substance Misuse  Sickness and Absence Management  Risk Management | Out of hours  Health and Safety  Complaints  Medications  Internet use  Staff conduct  Whistleblowing  Business Continuity Plan inc. emergency planning  Key skills |

1. **REPORTABLE EVENTS/INCIDENTS**
   1. The Provider will notify the Council immediately in the event of an incident of any event that occurs as detailed in the list below.

* Death or serious injury
  + The illness or medical condition of a Service User (other than a common cold)
  + Any fears for the safety of a Service User
  + Any risks in respect of Child Sexual Exploitation (CSE), other exploitation, prostitution and possible or confirmed gang involvement
  + Any situation that threatens the Service User’s wellbeing, including self-harm, attempted suicide or suicide ideation
  + Any significant change of mood in the Service User
  + Where a Young Person is Missing
  + Allegations of abuse, physical or sexual, to or by a Service User
  + Any disturbance, threatening behaviour, violence, a Service User placing themselves or others at risk, or any criminal offence being committed, regardless of whether the police are called
  + A Service User being arrested or cautioned by the police
  + Any Service related staffing / buildings issue that affect the ability to provide a safe environment for young people, or any staffing issue that lasts more than 24 hours that affects the ability to deliver support sessions with Service Users
  + In the event that a Service User expresses a view that they no longer wish to remain at the Accommodation Setting
  + Any event that may affect the stability of other Service Users placed with theService Provider
  + The suspension of any member of staff for conduct reasons
  + Any disciplinary action that is taken in respect of any member of staff
  + The receipt of any formal complaint from a Service User, whether this be received verbally or in written format
  1. Initial notification will be made by the Provider to the Council’s Authorised Officer via telephone, or to the Emergency Duty Team if out of hours.
  2. Email notification will serve only as confirmation and should not be relied upon to replace a telephone conversation.
  3. Following a reportable incident the Provider will complete a full report with details of the event, dates and times. This should be stored electronically within the Provider’s system and emailed to the Council’s Authorised Officer within 24 hours after the initial telephone notification took place. The report shall include the precedent, incident and antecedent and include details of whether medical attention was required and if the complaints procedure was offered. The Provider shall also prepare a statement of the Service User’s views with their signature.

1. **STAFF**
   1. ***General*** 
      1. The Provider shall recruit/provide suitable and appropriately competent and qualified staff to deliver the service, and that regular supervision, minimum every 4 - 6 weeks, and an annual appraisal takes place.
      2. The Provider will supply an overnight Security Worker for Clarence Road, who will uphold security and good behaviour.
      3. For Charles Street, the Provider will either:
2. supply an overnight security / concierge worker, to uphold security and good behaviour, or
3. supply an overnight Support Worker who will either be awake or asleep during the night (known as Awake Nights and Sleep Nights)
   * 1. Note that in the case of Sleep Nights (referenced in option (ii) above), the Provider will expect that the Worker will be woken up to three times during the night. On the fourth such disturbance the shift will be converted to Awake Nights for that night only. Should this be a regular occurrence the Provider may discuss altering the arrangements to include Awake Nights. The Council will make the final decision as to whether Awake Nights or Sleep Nights are required. The Provider must supply evidence to verify that a fourth disturbance has resulted in a Sleep Night being converted to an Awake Night.

* 1. ***Training and Qualifications***
     1. The Provider will ensure that there is a programme of ongoing training for staff (including refresher training) to develop new skills and competencies, and participation is monitored through supervision and review. Training to include but not be limited to:
* Child Sexual Exploitation
* Gang Awareness
* PREVENT
* Safeguarding (Children and Adults)
* GDPR, and governance
* Dealing with difficult children and adults (challenging behaviour)
* Substance misuse
* Learning Disability / Mental health
  + 1. The Provider will ensure staff are appropriately qualified and experienced according to the three job roles set out in the table below:

|  |  |
| --- | --- |
| **Role** | **Acceptable Qualification(s) and Experience** |
| **Manager** | * Within the last 5 years, worked for at least 18 months in a position relevant to the supported accommodation of adults and young people * Worked for at least 1 year in a role requiring the supervision and management of staff working in supported accommodation * Within 3 years of the date of first managing a supported accommodation setting, acquired a Level 5 Diploma in a relevant discipline |
| **Support Worker** | * Within the last 5 years, worked for at least 12 months in a position relevant to the supported accommodation of adults and young people * Within 2 years of the date of first working in a supported accommodation setting, acquired a Level 3 Diploma in a relevant discipline or at the point of employment in this role already hold Level 3 NVQ or Diploma in a relevant discipline |
| **Generic Staff Member** | * Level 2 GCSE including English & Maths, or * Level 2 NVQ in literacy and numeracy, or * Level 2 Diploma in literacy and numeracy |

* + 1. The Provider would ideally have a member of Staff that is trained in ESOL to adequately support tenants.
    2. Where the Provider wishes to employ staff with different or lower qualifications, this will be accepted by the Council with prior agreement. The Council’s decision will be final.
    3. A list of training resources can be found in Appendix 7.

1. **PARTNERSHIP WORKING AND DATA**
   1. ***Sharing information***
      1. The Provider will practice effective information sharing with partners within the guidelines set out in the local safeguarding procedures and within the remit of the Data Protection Act (plus amendments etc.).
      2. The Provider will supply information about the performance of the service it provides and the terms and conditions of contract.
      3. The Provider will make available other information about its service, which the Council may from time to time require, provided that the information requested is relevant to the operation of the contract.
   2. ***Data Sharing***
      1. The Provider shall supply all information/data required by the Council within the timescales set out at the time, which will not exceed 45 calendar days, but may be required more urgently if there are legal or other constitutional requirements. There will be no charge made by the Provider for the provision of such information.
      2. At the end of the contract, or upon termination, whichever comes sooner the Provider will transfer all data / records, whether in paper or electronic format, back to the Council.
   3. ***Data Protection and Processing***
      1. The Provider will comply with all legislation and best practice regarding Data Protection, including the Data Protection Act 2018 (DPA), GDPR and Council Policies, and any updates to these that come into force during the term of the contract.
      2. The Provider will act as a ‘Data processor’ on behalf of the Council.
      3. The Provider will ensure that it only sends confidential personally identifiable information to the Council and third party agencies via two specific methods of communication:
2. By hand to the receiver of the information if this is paper based – documents should not be posted and should be passed directly to a member of staff and not left at any reception desk
3. By using the ‘Objective Connect’ programme the Council uses for secure data transfer (or any future applications the Council may utilise in its place)
   * 1. Under no circumstances shall the Provider send personal and sensitive information to the Council or any other agency or Service via standard email. In cases where Council staff are not registered with this system the Provider must request that they gain access before sending information. Where the request is urgent and cannot wait for this to be put in place information must be provided verbally.
     2. The Provider will collect and hold only relevant data under the ethos of ‘appropriate collection’.
     3. Where the Provider is collecting data in its own right i.e. not under the responsibility that the Council gives the Provider to act as data processors, it will register with the UK Information Commissioners Office (ICO) as a data controller.
   1. ***Consent and Confidentiality***
      1. The Provider will ensure:

* Information shared with other agencies is on a need to know basis or when required to do so under the law or for the purposes of the protection of the Service User or of the public
* Information is only shared when it is in the best interests of the Service User
* Provider staff follow information sharing guidance in accordance with the principles of the Data Protection Act 2018 and/or subsequent legislation which may come into force
* Service User information is kept confidential except where there is a perceived or actual risk of harm which precludes this and/or it is required by law
* Records are kept up to date and secure and there is a records management policy in place
* Staff receive appropriate data protection training on a regular basis

1. **ENGAGEMENT AND FEEDBACK**
   1. ***Complaints and whistleblowing procedure***
      1. The Provider will maintain a documented complaints process. This will be readily available and publicised in a range of accessible ‘user friendly’ formats and displayed on the Provider’s premises.
      2. The Council will inspect the Provider’s Complaints policy to ensure it is robust, and the Provider will supply regular summary reporting on complaints to the Council.
      3. The Provider will establish a whistleblowing policy to allow staff to anonymously and confidentially report any concerns via an independent method, i.e. not through the management of the Service.
2. **CONTRACT MANAGEMENT AND MONITORING**
   1. The Council will monitor the Contract by a variety of methods including but not limited to:

* Provider Self-Assessment, and verification of information submitted
* Provider /Council meetings
* Feedback from the Council and other involved parties
  1. The Provider will ensure that appropriate permission is obtained from its Staff and Service Users for the Council to review personal files as required as part of the contract monitoring arrangements.
  2. Should the Provider fail to meet the standards required at any point during the term of the contract, the Council will implement the performance management measures set out in terms and conditions of the contract.

1. **FINANCIAL VIABILITY**
   1. The Council will carry out due diligence on the financial standing of the Provider prior to Contract award, and at least annually thereafter, dependent on risk.
   2. The Provider shall report to the Council any significant adverse changes in their financial position within 7 working days, and in the case of imminent insolvency or administration, this must be reported immediately.
2. **KEY PERFORMANCE INDICATORS**
   1. The Provider shall provide data to evidence their performance against the Key Performance Indicators set out in Appendix 2.
   2. At any time during the contract term the Council and the Provider may work together to incorporate suggest additional or amended KPIs and targets to better demonstrate performance against the Council’s objectives for the Service, as necessary.
   3. If a Key Performance Indicator is not met during the period of the assessment then the Council may require the Provider to put together an action plan to address the issues within a timescale to be defined by the Council.
   4. If the Key Performance Indicator is still not met at the next Reporting Period, the Council reserves the right to terminate the contract in line with the contractual terms.
   5. Two types of outcomes will be measured as part of the Contract:

* Hard Outcomes – Usually quantitative data, objective measurement e.g. statistical data;
* Soft Outcomes – Usually qualitative data, some element of subjectivity e.g. peoples opinion.
  1. Hard outcomes will be measured via the Contract. The Provider will return the data on a quarterly basis. Data that cannot be measured via the contract (soft outcomes) will be collected via services reviews on an annual basis (minimum), via interviews with staff and Service Users/family/advocates or questionnaires etc.

1. **MANAGEMENT INFORMATION**
   1. The Provider shall supply data as requested by the Council’s Commissioner which will evidence further performance of service delivery. This data may not initially have a target figure, but may form part of the discussions and amendments to the list of Key Performance Indicators. Data required from the contract outset is listed at Appendix 3.
2. **PRICE AND PAYMENT**
   1. The Council will pay a quarterly fee for the Service calculated which will be paid in arrears on the receipt of an invoice in a format to be agreed by the Council.
   2. The Provider should sign up to the Council’s ‘iSupplier’ portal to upload invoices in arrears at the end of each month. The Council will pay invoices 10 days from receipt of a correct invoice if using the ‘iSupplier’ portal. The Provider shall note that payment arrangements may be subject to change by the Council, for which reasonable notice will be given.
   3. These timescales may increase in the event of a disputed invoice. The Council will work with the Provider to resolve issues as quickly as possible. Invoices should be submitted in arrears within 7 days of the end of each calendar month.
3. **SOCIAL VALUE**
   1. The Council has considered the implications of the Social Value Act 2012 within the remit of this Service. The Social Value Act requires public authorities to have due regard for economic, social and environmental wellbeing in connection with public service contracts.
   2. The Council’s Social Value framework is set out here:

[https://www.thurrock.gov.uk/Council-procedures-and-thresholds/social-values](https://www.thurrock.gov.uk/council-procedures-and-thresholds/social-values).

* 1. Therefore the Provider will deliver additional ‘added’ social value that benefits the community and the people who live within it.

### APPENDIX 1 – BUILDING DETAILS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CHARLES STREET HOSTEL** | | | | |
| *Address: 3 Charles Street, Grays, RM17 6DX* | | | | |
| Charles Street Hostel provides 29 units of accommodation over 3 floors.  There are no lift facilities but some accommodation is on the ground floor. | | | | |
| Room type | Block A | Block B | Block C | Total |
| Single | 2 | 5 | 2 | 9 |
| Double | 6 | 0 | 3 | 9 |
| Family | 5 | 0 | 6 | 11 |
| Shared Bathrooms – non adapted | 2 bathroom and toilet | 1 shower room | 2 bathroom and toilet | 3 |
| 2 toilets | 1 toilet | 2 toilets | 5 |
| 2 bathrooms | 1 bathroom | 2 baths | 5 |
| Shared Bathrooms – adapted | 1 wet room with toilet | None | None | 1 |
| Communal rooms | 2 x lounges | 1 x lounge | 2 x lounges | 5 |
| 2 x dining rooms | - | - | 2 |
| 1 x laundry room | 1 x laundry room | 2 x laundry rooms | 4 |
| Shared Kitchens | 3 kitchens | 1 kitchen | 2 kitchens | 6 |
| Staff rooms | 1 x sleepover room | - | - | 1 |
| Offices | 1 x main office | 1 office | - | 2 |
| 1 x managers office | - | - | 1 |
| 1 x back office | - | - | 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| **CLARENCE ROAD HOSTEL** | | | |
| *Address: 17-17A Clarence Road, Grays, RM17 6QA* | | | |
| Clarence Road Hostel provides 18 units of accommodation.  There are no adapted bathrooms and all accommodation is above ground floor level, with no lift. Single rooms have fridges.  There are no communal lounge areas but the Council will be flexible in the usage of one unit of accommodation for communal facilities if the Provider can manage any financial implications. | | | |
| Room type | Ground Floor | First Floor | Total |
| Single en-suite with  shower, sink & toilet | 7 | 9 | 16 |
| Family room with dining area,  bathroom & kitchenette | 2 | 0 | 2 |
| Shared kitchen | 1 | 1 | 2 |
| Concierge Room/office | 1 | 0 | 1 |
| Small staff room with toilet | 1 | 0 | 1 |

### APPENDIX 2 – KEY PERFORMANCE INDICATORS

Key Performance Indicators will be reviewed annually. The Provider will be required to submit performance data to enable the Council to assess delivery of service against the KPIs set out above.

| **Outcome** | **Applicable Services[[1]](#footnote-1)** | **Description** | **Calculation** | **KPI Target** | **Reporting Frequency** |
| --- | --- | --- | --- | --- | --- |
| Tenancy Sustainment | FS | % Referred Council tenants supported to prevent homelessness / remain in their current homes | No. remaining in current home divided by total no. referred | 85% | Quarterly |
| FS | % Referred non-Council tenants able to remain in their current home (if suitable) | No. remaining in current home divided by total no. referred | 85% | Quarterly |
| FS | % Referred Council tenants who were subsequently evicted during the period | No. subsequent divided by total no. referred | Less than 5% | Quarterly |
| FS | % Referred introductory tenants who were assisted to remain in their current accommodation avoiding eviction | No. introductory tenancies becoming secure divided by total no. introductory tenants referred | 85% | Quarterly |
| FS | % tenancies ending on eviction through breach of tenancy | No. tenancies ending on eviction through breach of tenancy divided by total no. tenants supported | Less than 5% | Quarterly |
| FS | % Service Users evicted within 28 days of NTQ being issued where a decision is made by the Council to carry out an eviction | No. evicted for arrears divided by total no. | 95% | Quarterly |
| Arrears, Debt and Financial Management | All | % Service Users in receipt of correct benefits | No. in receipt of correct benefits divided by total no. supported | 100% | Quarterly |
| AS, CYS, FS, HF | % Service Users who fall into arrears of 6 weeks or more during the period | No. falling into arrears divided by total no. | Less than 5% | Quarterly |
| AS, CYS, FS, HF | % Service Users who are evicted for rent arrears during the period | No. evicted for arrears divided by total no. | Less than 5% | Quarterly |
| All | % Service Users identified problem debt restructured | No. identified problem debt restructured divided by total no. supported | 90% | Quarterly |
| Meaningful Occupation | AS, CYS | % Service Users that are supported to access Inspire Careers | No. supported to access divided by total no. | 100% | Quarterly |
| CYS | % Service Users engaged in part time or full time education | No. engaged divided by total no. | 85% | Quarterly |
| AS, CYS, FS, HF | % Service Users engaged in full or part time employment | No. attending divided by total no. | 50% | Quarterly |
| AS, CYS, FS, HF | % Service Users that are undertaking voluntary work | No. undertaking voluntary work divided by total no. | Yr 1 60%  Yrs 2 plus 70% | Quarterly |
| AS, CYS | % Service Users receiving training to enable successful independent living with their personal plan showing progress | No. showing development divided by total no. | 80% | Quarterly |
| All | % Service Users with a pre-defined set of paperwork | No. with complete paperwork divided by total no. | 100% | Quarterly |
| Health | All | % Service Users registered with GP and dentist and opticians | No. registered with GP divided by total no. supported | 100% | Quarterly |
| All | % Service Users with an identified need engaging effectively with the appropriate health service | No. engaging effectively with the appropriate health service divided by total no. supported | 95% | Quarterly |
| Social Inclusion | AS, CYS, FS, HF | % Service Users engaging in leisure, cultural, faith or informal learning activities | No. engaging in leisure, cultural, faith or informal learning activities divided by total no. supported | 90% | Quarterly |
| AS, CYS, FS, OS, HF | % Service Users engaged with and completing court orders and ASBOs | No. engaged with and completing court orders and ASBOsdivided by total no. required | 100% | Quarterly |
| AS, CYS | % Service Users that are supported to access Inspire Mediation service | No. supported divided by total no. | Yr 1 40%  Yrs 2 plus 60% | Quarterly |
| AS, CYS | % Service Users that have advised that they now feel able to discuss their issues openly with their key worker | No. able to discuss issues divided by total no. | Yr 1 60%  Yr 2 80%  Yrs 3 plus 100% | Quarterly |
| AS, CYS | % Service Users that have advised that they have a positive sustainable support network | No. with positive support network divided by total no. | Yr 1 40%  Yr 2 60%  Yrs 3 plus 80% | Quarterly |
| AS, CYS | % Service Users reconnecting with family networks | No. reconnecting with family networks divided by total no. supported | 25% | Quarterly |
| Resettlement | AS, CYS | % Service Users moved on in a planned way | No. planned move ons divided by total no. moved on | 95% | Quarterly |
| AS, CYS | % of Service Users provided with tenancy support training | No. training support provided divided by total no moved | 100% | Monthly |
| OS, AS | % identified Service Users assisted to move on to private rented accommodation. | No. moved into private accommodation divided by total no. identified to move | 50% | Quarterly |
| OS | % recorded first attempts to make contact with individual made within 3 working days of receipt of referral | No. first attempts within 3 days of referral divided by total no. referrals | 95% | Quarterly |
| OS | % engaged cases that have an initial needs assessment completed within 24 hours of first contact. | No. initial needs assessments within 24 hours of first contact divided by total no. contacted | 80% | Quarterly |
| OS | % engaged cases that have a detailed needs assessment completed within 3 days of first contact. | No. detailed needs assessments within 3 days of first contact divided by total no. contacted | 80% | Quarterly |
| OS | % engaged cases moved into settled accommodation within 3 months of receipt of referral | No. moved into settled accommodation within 3 months of referral divided by total no. referrals | 50% | Quarterly |
| OS | % engaged cases who have been homeless or rough sleeping in Thurrock for more than a month – and who have links outside of the area - who are reconnected with their place of origin. | No. homeless/rough sleeping for more than one month divided by total no. homeless/rough sleeping | 95% | Quarterly |
| OS | % engaged cases who are supported to settle in more secure accommodation who do not return to rough sleeping within 6 months. | No. not returning to rough sleeping within 6 months divided by total no. supported to settle | 95% | Quarterly |

### APPENDIX 3 – MANAGEMENT INFORMATION

The Provider will report quarterly on the following Management Information items. This list will be reviewed by the Council from time to time and may be changed with notice to the Provider.

----------------------------------------------------------

* Number of Service Users in residence at each hostel, broken down by age (i.e. young person under 18, young person over 18, or adult)
* Number of voids (express as number of rooms and number of days)
* Number of Service Users in Employment, broken down by service and age
* Number of Service Users in Education or Training (including Apprenticeship), broken down by service and age
* Number of 16 and 17 year olds who are Not in Employment, Education or Training
* Number of Young People (aged 18 plus) who are Not in Employment, Education or Training
* Number of new Service Users joining, broken down by service and age
* Number of Service Users moving on in a planned way, broken down by service and age
* Number of Service Users leaving in an unplanned way, broken down by service and age
* Number of Service Users resident in the hostels for between 1 and 6 months, broken down by service and age
* Number of Service Users resident in the hostels for between 7 and 9 months, broken down by service and age
* Number of Service Users resident in the hostels for between 10 and 12 months, broken down by service and age
* Number of Service Users resident in the hostels for over 12 months, broken down by service and age
* Average term in residence express in full months, broken down by service and age

### APPENDIX 4 – RELEVANT LEGISLATION

The legislation that is relevant to this contract is set out below. The Provider will adhere to all relevant legislation listed below, will ensure that its practices conform to this legislation, ensure that family assessors are familiar with the principles of each piece of legislation and will ensure that it keeps up-to-date with changes and revisions of this legislation:

* The Children Act 2004 (repealing and amending previous legislation), notably the Children Act 1989
* The Children (Leaving Care) Act 2000
* Health and Social Care Act 2008
* The Care Leavers (England) Regulations 2010
* The Care Planning, Placement and Case Review (England) Regulations 2010
* Children and Families Act 2014
* Safeguarding Vulnerable Groups Act 2006
* Health and Safety at Work Act 1974
* Equalities Act 2010
* Data Protection Act 2018
* Housing Act 1996 Part 6 & 7 *as amended*
* Care Act 2014
* Localism Act 2011
* Homelessness (Suitability of Accommodation) (England) Order 2012

### APPENDIX 5 – APPLICABLE STRATEGIES AND POLICIES

1. **Violence against Women and Girls (VAWG) Strategy:**

Violence Against Women and Girls (VAWG) undermines confidence, opportunity and ambition for victim-survivors, especially where it takes place during Childhood or adolescence. It is not only implicated in ongoing gender inequality, meaning women and girls do not reach their potential, but also results in mistrust and isolation that undermines communities.

The Provider shall both understand and ensure their Service acts appropriately against any act of VAWG, defined as follows:

**Home Office Definition:** any act of gender based violence that results in, or is likely to result in physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private.

**UN Definition:** Violence that is directed against a woman because she is a woman or that affects women disproportionately... The term “women” is used to cover females of all ages, including girls under the age of 18… manifested in a continuum of multiple, interrelated and sometimes recurring forms… physical, sexual and psychological/emotional violence and economic abuse and exploitation, experienced in a range of settings, from private to public, and in today’s globalised world, transcending national boundaries.

Female Genital Mutilation (FGM) should be reported to the appropriate services and staff trained in looking at the signs of FGM and reporting procedures in place. The reporting of FGM is now mandatory for health and social care professionals as detailed within the following guidance.

Provider staff shall be trained to understand and act on the signs of potential sexual abuse or domestic violence, both towards women and towards men. The following link has useful information:

<http://www.nhs.uk/Livewell/abuse/Pages/signs-domestic-violence.aspx>

1. **Child Sexual Exploitation (CSE) Core Principles**

The Provider will be conversant with CSE, its complexities, the warning signs and Children’s vulnerabilities toward CSE. It is critical to both victim and public confidence that the response of partners is reflected accurately through operational activity, communications material and channels, and the media.

CSE is a form of abuse which involves Children (male and female, of different ethnic origins and of different ages) receiving something in exchange for sexual activity. Perpetrators of CSE are found in all parts of the country, rural and urban areas and are not restricted to particular ethnic groups.

This definition is supported by a set of national key messages:

* CSE (aged 18 and under) involves situations, contexts and relationships where the Young Person receives ‘something’ (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts and/or money) as a result of them performing, and/or others performing on them, sexual activities.
* CSE can occur through the use of technology without the Child’s immediate recognition; for example, being persuaded to post images on the internet / mobile phones without immediate payment or gain.

Further information and advice on CSE can be obtained from the Local Safeguarding Children’s Partnership (LSCP) <http://www.thurrocklscb.org.uk/>.

The NSPCC website gives a basic awareness around Child sexual abuse and exploitation. All staff should be versed in order to have a reasonable level of understanding if not already obtained.

[http://www.nspcc.org.uk/preventing-abuse/Child-abuse-and-neglect/Child-sexual-abuse/what-is-csa/#tab-3a4631c0-8b39f8d0](http://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-abuse/what-is-csa/#tab-3a4631c0-8b39f8d0)

All staff should be versed on teenage relationship abuse at a basic level in order to gain a reasonable level of understanding. <http://thisisabuse.direct.gov.uk/>

All Providers, when working with Young People, parents and schools will as part of their service delivery, raise awareness on the hidden harms and exploitation within all forms of social media, social networking, mobiles, sexual bullying and the dangers of sharing both images and personal information.

1. **PREVENT**

The Provider is expected to have an appropriate level of training regarding the Prevent agenda which is part of the government’s counter-terrorism strategy, CONTEST. Its aim is to stop people becoming terrorists or supporting terrorism.

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97976/prevent-strategy-review.pdf>

Concerns should be reported where appropriate and engagement with the LSCB and organisation and local authority leads for PREVENT as necessary.

The exposure of Young People (and adults) to extreme messages is a form of Child exploitation.

The Providers of Services for Children play an important role in helping Young People to become more resilient to messages of violent extremists, and in tackling the sorts of grievances extremists seek to exploit, through creating an environment where all Young People learn to understand others, value and appreciate diversity and develop skills to debate and analyse.

Staff training

The Provider should ensure that their staff are trained and equipped to identify Young People or adults at risk of being drawn into extremist actions, as well as challenge extremist ideas. All staff should know how to refer Young People or adults at risk of being radicalised. All staff should be aware of the Government’s PREVENT strategy. The Council will make checks on the training of staff in this area.

For more information on the Prevent / Anti-radicalisation strategy please see the following websites:

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/263181/ETFFINAL.pdf>

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/425189/Channel_Duty_Guidance_April_2015.pdf>

1. **HATE CRIME**

Hate crime or prejudice-based incident, whether a crime or not, is an incident which is perceived by the victim or any other person as being motivated by prejudice or hostility because of a person’s:

* Race
* Religion or belief
* Gender Identity
* Sexual orientation
* Disability

Hate crime, by individuals or groups, can take many forms such as:

* Assault
* Damage to property
* Offensive graffiti
* Neighbour disputes
* Arson
* Threat of attack and other intimidating behaviour
* Verbal abuse
* Offensive leaflets and posters
* Dumping of rubbish outside homes or through letterboxes
* Unfounded and malicious complaints
* Bullying

TheProviderwill ensure that families within the centre as well as staff are protected from these crimes. Should they be perpetrated towards families or members of staff within the *centre* or outside of it, this will be reported to the police on 101 if this is not an emergency or 999 if it is an emergency. Following any incidences of hate crime families / staff will be supported to understand and process the emotions that go with these crimes and will support the family or member of staff to report this to the police.

1. **CHILDHOOD SEXUAL ABUSE (CSA)**

Childhood sexual abuse can be disclosed as a Child or remain undisclosed by adults who were abused as Children for significant periods of time and often well into adulthood. The Provider will ensure that staff are able to recognise disclosures of CSA and make appropriate referrals to other providers, where the victim wishes to. Where safeguarding responsibilities override the duty of confidentiality the Allocated Social Worker will be informed.

1. **GANGS**

The definition of a gang is as follows:

* A relatively durable, predominantly street-based group of Young People who:
* See themselves (and are seen by others) as a discernible group
* Engage in a range of criminal activity and violence
* Identify with or lay claim over territory
* Have some form of identifying structural feature
* Are in conflict with other, similar, gangs

Vulnerable Young People are increasingly at risk of being exploited into gangs to ‘run’ drugs and commit crime. The video clip and report linked below should be familiar to all staff.

The Provider will ensure that staff are trained to identify these risks and identifying behaviours that could alert to a Young Person being involved in gangs. Where engagement or risk of engagement of a Young Person with a gang is identified, the Provider will ensure that they work with the relevant authorities to raise an alert. In the first instance contact will be made with the Thurrock Youth Offending Team. Where a Child/Young Person is deemed to be in immediate danger the Provider will notify the police.

<https://www.youtube.com/watch?v=AKRCWbif-x4>

<http://www.nationalcrimeagency.gov.uk/publications/620-NCA-Intelligence-Assessment-County-Lines-Gangs-and-Safeguarding/file>

1. **HOMELESSNESS STRATEGY**

The Council’s homelessness strategy sets out the actions needed to help prevent homelessness. It is linked below:

<https://www.thurrock.gov.uk/sites/default/files/assets/documents/homelessness_review_2015.pdf>

### APPENDIX 6 – DATA PROTECTION, GDPR AND RELATED POLICIES

Providers must familiarise themselves with the requirements of the following policies:

1. General Data Protection Regulation Policy
2. Thurrock Council Data Protection Webpages
3. Thurrock Council Records Management Policy

The General Data Protection Regulation Policy is set out in the following guidance from the Information Commissioner’s Office.

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

The Council’s Corporate Data Protection webpages are available via the link below:

<https://www.thurrock.gov.uk/information-about-you/data-protection>

The Council’s Records Management Policy is available via the link below:

<https://www.thurrock.gov.uk/sites/default/files/foi/foi_9476_-_appendix_a-_records_management_policy.pdf>

### APPENDIX 7 – TRAINING RESOURCES

The Thurrock Local Safeguarding Children Partnership and the Thurrock Safeguarding Adults Board offer training, some of which is free, links below:

<https://www.thurrocklscp.org.uk/lscp/training-conferences/thurrock-lscp-training-provision>

<https://www.thurrocksab.org.uk/information-and-resources/events-training/>

Providers may also find support for training through the Workforce Development Fund, links below:

<https://www.skillsforcare.org.uk/Learning-development/Funding/Workforce-Development-Fund/Workforce-Development-Fund.aspx>

<https://www.skillsforcare.org.uk/Learning-development/Funding/Funding.aspx>

### APPENDIX 8 – MEMORANDUM OF UNDERSTANDING - CHILDREN AND YOUNG PEOPLE MISSING FROM PLACEMENT

  

**Missing from Care**

**Memorandum of Understanding (MOU)**

**Between**

Essex Police, Southend, Essex and Thurrock Childrens Social Care

**and**

[The Provider]

**(Approved by Southend, Essex and Thurrock Local Safeguarding Children’s Partnership)**

|  |  |  |
| --- | --- | --- |
|  |  |  |

The purpose of this document is to set out the joint co-operation between care providers and police as supported by each Local Authority within the County of Essex in relation to children who are likely to go missing or have gone missing.

Compliance with this MOU is required as per the Southend, Essex, Thurrock (SET) procedures.

Providers may be subject of checks to ensure that requirements of this MOU are complied with.

Definition of Missing

*Anyone whose whereabouts cannot be established will be considered as missing until located and his or her well-being confirmed.*

*(College of Policing Authorised Professional Practice guidance)*

Definition of a Child

*A child is anyone who has not yet reached their 18th birthday (SET Procedures).*

***Care Provider - Please complete a, b or c as relevant below:***

1. **NAME OF PROVIDER:**
2. **Introduction**

Missing children are amongst the most vulnerable in our community.

This Memorandum of Understanding (MOU) sets out the partnership working relating to children who run away or go missing from care homes, 16+ supported living provisions, residential and foster placements.

By working together effectively, it will be possible to prevent or reduce the frequency of children running away from home or care. Consequently, children living in Essex will be safer.

This document should be read in conjunction with the Southend Essex and Thurrock (SET) Child Protection Procedures. It should also be read in conjunction with local guidance in relation to children who are missing, and those children whose whereabouts are known, albeit not authorised and who are therefore away from placement without authorisation

**2. Care Home Provider / 16+ Supported Living Provider/Foster Carer’s Responsibilities:**

* As soon as practicablethe provider/carer should inform the Essex Police Missing Person Liaison Officer (MPLO) of the arrival at the home of any child *at risk of going missing*. If details are not known by the provider/carer, they are to obtain these from the social worker for the child.
* A child defined as *at risk of going missing* under the terms of this Memorandum of Understanding is a child with previous missing episodes and/or concerns in relation to Child Sexual Exploitation, Gangs, Criminal Exploitation, Trafficking, Honour Based Abuse, Forced Marriage, Female Genital Mutilation (FGM) and Radicalisation. A child is also *at risk of going missing* if placed into the county of Essex by another Local Authority.
* Unaccompanied Asylum Seeking Children (UASC) may be subject of trafficking offences in order to get into the UK. Once in the UK, they may be further trafficked and exploited. The sharing of information to police for all UASC placed in care is essential. Trafficking can be the movement, transportation, transfer or harbouring of children across continents, countries and borders for the purpose of exploitation of any kind. Trafficking can also be across counties, towns, or within a local area, for the purpose of exploitation. It is important to note that citizen children can be trafficked within the UK for the purpose of exploitation. It is important to hold in mind the possibility that your missing child might be at risk of trafficking.
* Complete a “Prepare for Missing” form (attached as Appendix A), if not before, then at the placement planning meeting. Once completed please send this by **secure email** to [missingpersonliaisonofficers@essex.pnn.police.uk](mailto:missingpersonliaisonofficers@essex.pnn.police.uk). All personal and sensitive data must be processed in accordance with the requirements under the Data Protection Act 1998 and General Data Protection Regulations (EU) 2016/679. Each party is responsible for ensuring that their organisational and security measures protect the lawful use of information shared under this MOU.
* Risks and changes to the care plan should be updated as and when they occur and the Missing Person Liaison Officer informed. Any additional friends and associates of the child should also be noted as well as being shared with the social worker**.**
* Completion of the Planning for Missing form is required for **all** children who are considered to be *at risk* of going missing including those placed in care from another Local Authority. The receiving authority and placing authority must, where possible, ensure this information is available.

**3. When the Child goes missing:**

* At a placement planning meeting the provider/ carer, child and social worker will agree a time for them to be home after school/ college and in the evenings/ weekends. This will be done taking account of the child’s age, level of understanding, development, vulnerability, and in light of known risks to the child. It will be the responsibility of the provider/ carer to make an assessment of the likely risk faced by the child and keep under constant review. This should be done in consultation with the relevant social worker.
* If the child does not return within the agreed time frame, the provider/ carer is required to take active steps to locate the child e.g. searching the home or locality, making contact with the child by phone, text and social media and visiting or telephoning the child’s friends, and unless reason not to, their family. If the provider/ carer knows where the child is and there are assessed to be no known risks – for instance, the child is at the address of a known friend and is assessed to be genuinely running late – the provider/ carer will agree a time with the child to return, or arrange to collect them. Unless there are health and safety reasons not to, the provider/ carer will arrange with the child to go to the address and collect them, as would be the case if the child were the provider/ carer’s biological child. This must be completed where practicable prior to calling police. If a child is likely to be at an address where they may be at risk of harm from the occupants or others associated with the occupant, the police will be called and the assessment of risk explained.
* If the child is considered to be missing, the provider/ carer is expected to provide information to the police informing of any checks already completed by the provider/ carer. This information is important as it may save time and prevent duplication of tasks set by police in order to locate a child.
* The provider/ carer is expected to continue to look for the child and make enquiries to help locate the child whilst missing, keeping the police and social worker updated (and out of hours services where relevant). Any new information must be relayed to police as soon as possible, as this may lead to further enquiries that police can undertake.
* If it is thought that the child is at risk by being at a known place, or with an individual who may be putting that child at risk and there are concerns that the provider/ carer would be put at risk should they try and retrieve the child, then the police should be informed in order to act upon that information.
* Once the missing child has been reported to the police any new information should be communicated by the provider/ carer by telephoning 101 and quoting the incident number you will have been provided. This must be passed to police as soon as possible, as officers will continue to search for the child until informed of their return.

**4. When the Child is found**

When the child is found by the provider/ carer, or if the child returns of their own accord, the provider/ carer must notify the police immediately. The social worker (or out of hours service) must also be informed. Do not delay this action under any circumstances, as the child will remain classified as a missing person until seen, along with efforts from police to locate the child.

**5.** **Essex Police**

On receiving a report of a missingchild, Essex Police will classify the child as missing.

Essex Police, in collaboration with the child’s social worker or out of hour’s service, will assess the level of risk faced by the child; this will be based on all of the available information.

* Essex Police will respond to missing children, based on the level of risk to the child and/or the level of risk the child poses to others.
* Essex Police will conduct a vulnerability interview for all children who have been missing and have returned. It may be that the child refuses to engage or speak with police. On these occasions the carer can assist by reporting to officers their observations on the child’s return, e.g. did the child shower, have gifts, appear unwell or under the influence of any substance, etc.
* Each child that returns from missing will be offered an independent return from missing interview by a person not involved in their care. This will be facilitated by the Local Authority with responsibility for the child.

**6. Care Planning and Review**

If a child has an established pattern of absence it would be expected some form of intervention should take place. The provider/ carer should consider whether this pattern is an indicator of vulnerability and whether any action can be taken to mitigate the risk of further missing episodes.

**It is important that this information is handled correctly with due regard to the Data Protection Act and General Data Protection Regulations.**

**Should you have any further questions please email your query to the same email address and someone will be in contact with you.**

**Name:**

**Organisation:**

**Tel no:**

**Position Held:**

**Signature:**

**Date:**

**Appendix A**

***\*\*Planning for missing form***

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| 13_crest_white |  |  |

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|  | | | | |  | | | |  |
|  | **Planning for Missing** | | | | | | | |  |
|  | | | | | | | | | |
|  | 'All sections are to be completed by the provider/ carer at the Placement Planning meeting, in consultation with the child’s social worker, when a child is identified as being at risk of going missing'. | | | | | | | |  |
|  | Name of child: |  | | Date of Birth: | |  | Age: |  |  |
|  | Residential Address: | |  | | | | | |  |
|  |  | |  | | | | | |  |
|  |  | |  | | | | | |  |
|  |  | |  | | | | | |  |
|  | | | | | | | | | |
|  | Point of contact for Home: Name/Number/Position Held: | | | | | | | |  |
|  | | | | | | | | | |
|  | Person Completing form: Name/Position Held: | | | | | | | |  |
|  | | | | | | | | | |
| |  |  | | --- | --- | | **SOCIAL/KEY WORKER DETAILS** | | | Forenames: | Postcode: | | Title: | Phone Number: | | Surname: | Email Address: | | Premises: | Street: | | District: | Town: | | County: |  | | | | | | | | | | |
|  | | | | | | | | | |

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| --- | --- | --- | --- |
| **CHILD’S DETAILS** | | | |
| **SURNAME:** | | **FORENAME(S): (include Alias names/nicknames)** | |
| **Date of Birth:** | **Age:** | Place of Birth: | |
| Sex: Male  Female | | Nationality: | |
| Immigration status (if applicable): | | | |
| Language spoken: | | | |
| Photograph Obtained: **Yes**   **To be e-mailed**   **(**[**compactphotos@essex.pnn.police.uk**](mailto:compactphotos@essex.pnn.police.uk)**)** | | | |
| Known friends/associates and/or locations frequented? | | | |
|  | | | |
| Mobile phone number: | | e-mail address: |
| Facebook/Twitter or similar social networking sites (Any user names known) | | |
| Missing person previously accompanied by (If left with other persons residents previously): | | |

|  |  |
| --- | --- |
| **CURRENT ADDRESS** | |
| Premises (name and/or house number): | Postcode: |
| Street: | Home Phone: |
| District: | Work Phone: |
| Town: | Mobile Phone: |
| County: |

|  |  |  |
| --- | --- | --- |
| **ETHNIC APPEARANCE** | |  |
| 1 White North European |  |
| 2 White South European |  |
| 3 Black |  |
| 4 Asian |  |
| 5 Chinese/Japanese or south east Asian |  |
| 6 Middle Eastern |  |
|  | |

|  |  |  |  |
| --- | --- | --- | --- |
| **CURRENT DESCRIPTION** | | | |
| Height:      ft      inches or      M      cm | | | Shoe Size: |
| Handed: Left  Right  Ambi | Eyewear: Glasses  Contact Lenses  Not Worn | | |
| Hair Type: (e.g. short, cropped) | | Hair Colour: | |
| Hair Features: | | Facial Hair: | |
| Eye Colour: | | Accent: | |
| Build: Please describe: | | Complexion: | |
| Sexuality: (if known) | | | |
| **Habits/Peculiarities:** | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **WARNING** | | | | | | | |
| Firearms |  | Weapons |  | Violent |  | Suicidal |  |
| Physical health concerns |  | Allergies |  | Contagious |  | Self-Harmer |  |
| Trafficking |  | Gangs |  | Drugs |  | CSE |  |
| Radicalisation |  | FGM |  | Criminal Exploitation |  | Other | |
| **Warning Notes:** if any of the above are ticked please give details: | | | | | | | |
| **Identifying Marks:** (scars/tattoos/piercings/dental/peculiarities) | | | | | | | |

|  |  |
| --- | --- |
| **NEXT OF KIN** | |
| Title: (Mr/Mrs/Miss/etc.) | POSTCODE: |
| Surname: | Home Phone No.: |
| Forename(s): | Work Phone No.: |
| Premises: | Mobile Phone No.: |
| Street: | Relationship to missing person: |
| District: |
| Town: |
| County: |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **ADDITIONAL INFORMATION** | | | | | | | | | | | | | | | | | | | | | | |
| Bank Card Details: (If Known) | | | | | | |  | | Card Provider: | | | | | | | | | |  | Card Type: | |  |
|  |  | | | | | |  | |  | | | | | | | | | |  |  | |  |
|  | Name on Card/Current location: (if known) | | | | | | | | | | | | |  | | | | | | | |  |
|  | Cash: |  | | | | | | | | |  | | | | | | | | | | |  |
|  | | | | | | | | | | | | | | | | | | | | | |  |
| School / College / Place of Education Details: | | | | | | | | | | | | | | | | | | | | | | |
| Phone Number: | | | | | | | | | | | | | | | | | | | | | | |
| Disability: Yes  No  Please give details: | | | | | | | | | | | | | | | | | | | | | | |
| Details of any illness known and/or medication: | | | | | | | | | | | | | | | | | | | | | | |
| Religion: | | | | | | | | | | | | | | | | | | Doctor’s Details: | | | | |
| Driving Licence No.: (if applicable) | | | | | | | | | | | | | | | | | |
| Phone Number: | | | | |
| Languages Spoken: | | | | | | | | | | | | | | | | | | Dentist details: | | | | |
| Blood Group (if known): | | | O+ |  | O- |  | | A+ | | | |  | A- | |  | | |
| B+ |  | B- |  | | AB+ | | | |  | AB- | |  | | | Phone Number: | | | | |
| Passport Details: (consider DV/HBV/Forced marriage risk) | | | | | | | | | | | | | | | | | | | | | | |
|  | Passport Number: | | | | | | | | | | | | | | |  | Name on Passport: | | | | |  |
|  |  | | | | | | | | | | | | | | |  |  | | | | |  |
|  | Current location of Passport: | | | | | | |  | | | | | | | | | | | | | |  |
|  | | | | | | | | | | | | | | | | | | | | | |  |
| Are there any memorable dates i.e. the death of a family member or friend? Yes  No  Details: | | | | | | | | | | | | | | | | | | | | | | |
| Z:\1996\lscb.jpg | | | | | | | | | |  | | | | | | | | | | | Z:\1996\tsc.jpg | |
| **Completed form to be emailed securely to:**  [**missingpersonliaisonofficers@essex.pnn.police.uk**](mailto:missingpersonliaisonofficers@essex.pnn.police.uk) | | | | | | | | | | | | | | | | | | | | | | |

### APPENDIX 9 – DEFINITIONS

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| --- | --- |
| Authorised Officer | The Council staff member appointed by the Council as the main point of contact for the Provider |
| Emergency Duty Team (EDT) | The Council’s out-of-hours social work team who are the first point of contact for emergencies between Monday and Thursday 4:30pm to 9am, and Friday, from 4:30pm through the weekend until 9am on Monday public holidays |
| Inspire Careers | Thurrock Careers service offering careers information, advice and guidance. |
| Provider | The organisation appointed to deliver the Service |
| Rough Sleeper | Defined by the Government as ‘people sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks or bus shelters); people in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats, stations, or ‘bashes’)’ |
| Service(s) | The Homeless Hostels, Housing First and Support Service, to be delivered by the Provider |
| Service User | Any adult or young person receiving support from the Provider as part of the Service(s) |

### APPENDIX 10 – LEASE DRAFTS

See separate documents

1. AS = Housing Management and Support for Adults

   YPS = Housing Management and Extra Support for Young People

   FS = Floating Support

   OS = Outreach Service

   HF = Housing First [↑](#footnote-ref-1)