**Thurrock Council Service Specification**

**Supported Accommodation for Young People 16+**

**Lot 1**

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### 1. INTRODUCTION AND BACKGROUND

1.1 Thurrock Council is seeking Service Providers to support our Looked after Children aged 16+.

1.2 The aim of the service is to provide “Supported Accommodation” and “Support” for Young People aged 16-18+ (up to a maximum age of 25 by exception) in five distinct groups:

* Young People aged 16-17 who are deemed suitable to reside in Supported Accommodation to prepare them for independent living **and do not have any care needs (as defined in Ofsted guidance – ‘Introduction to children’s homes’ - July 2018 – reference 090155)**
* Young People who are looked after children as unaccompanied asylum seekers aged 16-17 to prepare them for independent living **and do not have any care needs (as defined in Ofsted guidance – ‘Introduction to children’s homes’ - July 2018 – reference 090155)**
* Young People who are homeless aged 16-17 **and do not have any care needs (as defined in Ofsted guidance – ‘Introduction to children’s homes’ - July 2018 – reference 090155)**
* Young People aged 16-17 who are leaving secure accommodation / youth offending institutes or (police custody pending a court hearing) **and do not have any care needs (as defined in Ofsted guidance – ‘Introduction to children’s homes’ - July 2018 – reference 090155)**
* Young People aged 18 with no recourse to public funds for short periods

1.3 All of these groups of Young People will have their own specific needs and whilst accommodation will be to a standard specification, as detailed in this document, the level, intensity and scope of support will differ between each group, with details of this set out within this document.

1.4 Unaccompanied Asylum Seeking Young People will either be intended to be placed on a long term basis or will be placed for short periods of between one week and one to two months whilst a host authority is agreed within an Eastern Region Group arrangement. At the point where this is agreed the Young Person will be moved to that host authority.

1.5 Young people with babies/children at the time of placement or who give birth during their placement will not be permitted to remain at the Accommodation Setting. If a Young Person becomes pregnant the Service Provider will report this to the Allocated Social Worker as soon as it becomes known. A suitable alternative placement will then be identified by the Allocated Social Worker.

#####  Numbers of Looked After Children

1.6 Thurrock is committed to robust safeguarding responses where it is necessary to ensure the safety and best interests of the child. As of September 2019 there were 302 looked after children.

1.8 The types of placement that our looked after children are placed in are as follows:

* 25 are in residential care
* 130 are in independent foster care
* 110 are in local authority foster care
* 31 are in supported accommodation

### 2. THURROCK COUNCIL PRIORITIES

2.1 Thurrock Council’s Vision and Priorities are set out below:

|  |
| --- |
| **Our vision****An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.****Our priorities****People - a borough where people of all ages are proud to work and play, live and stay.**This means:* high quality, consistent and accessible public services which are right first time
* build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
* communities are empowered to make choices and be safer and stronger together

**Place - a heritage-rich borough which is ambitious for its future.**This means:* roads, houses and public spaces that connect people and places
* clean environments that everyone has reason to take pride in
* fewer public buildings with better services

**Prosperity - a borough which enables everyone to achieve their aspirations.**This means:* attractive opportunities for businesses and investors to enhance the local economy
* vocational and academic education, skills and job opportunities for all
* commercial, entrepreneurial and connected public services
 |

2.2 Thurrock Council in addition has a number of related strategies and policies with which the Service Provider shall comply. These are set out in detail in Appendix 4: Applicable Policies and Strategies and include:

* Violence against Women and Girls
* Child Sexual Exploitation
* Prevent
* Hate Crime

### 3. OUTCOMES

3.1 The Service aims are set out as follows:

* To safeguard young people
* To assist and support young people to work through their past and transition to adulthood in a positive way
* Where appropriate to enable young people to return to their families / carers
* To provide safe and secure accommodation for young people
* To enable young people to develop confidence and resilience and have positive wellbeing through structured support
* To ensure that young people develop and acquire skills that will prepare them for independent living, adulthood and employment through structured support
* Ensure that young people are treated as individuals and are actively involved in decisions that are made about them – young people want to be listened to
* To support young people to become independent and gain critical skills that will enable them to flourish and transition to adulthood
* Be attentive to each Young Person’s individual needs
* Work in partnership with the council and other agencies to safeguard the Young Person and ensue that they live fulfilling lives

3.2 During the Council’s engagement and consultation with young people who have experienced being “looked after”, they used the following key words to describe the features of a good service:

|  |  |  |
| --- | --- | --- |
| Trust | Listening | Structured |
| Communication  | Helping | Transparency |
| Supporting | Understanding | Knowledge  |

### 4. SAFEGUARDING

#### 4.1 General principles

4.1.1 In addition to the requirements set out in this Section 4, the specific clauses with the standard terms and conditions of the contract with regard to safeguarding will apply.

4.1.2 The Service Provider will participate in local safeguarding children’s boards where required and understand their responsibilities and the responsibility of others in line with the Children Act 1989 and 2004. Adherence to these procedures may at times limit the right to confidentiality.

4.1.3 The Service Provider will adhere to the Southend Essex and Thurrock Safeguarding Children Guidelines and the Southend Essex and Thurrock Safeguarding Adults Guidelines.

4.1.4 The Service Provider will operate the highest standard of recruitment practice in line with the Southend Essex and Thurrock Safeguarding Children guidelines.

4.1.5 The Service 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.

4.1.6 The Service 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).

4.1.7 The Service Provider will ensure all staff working with children and vulnerable adults have **enhanced Disclosure and Barring Service (DBS).** **In addition, a specific check is to be carried out to ensure the individual is not on the list of those barred from working with children and adults**. Newly appointed staff will not be permitted to commence work until a satisfactory DBS has been obtained and satisfactory references received and checked.

4.1.8 The Service Provider will report any DBS checks that have recorded any disclosures or intelligence from the police immediately to the Council (Children’s Services) and not proceed with any employment offer where this is identified

4.1.9 The Service Provider will ensure a senior member of staff is always available as safeguarding lead (management) trained to level 3

4.1.10 The Service Provider will prepare or contribute to professional written reports that contribute to child protection processes.

#### 4.2 Missing Episodes and Children/Young People away from placement without authorisation

The following processes are generic and cover: Supported Accommodation, Residential Care and Independent Foster Care Agencies (IFA’s) and their Foster Carers, and as such, uses language applicable to all services. **It should be noted that young people who are at risk of going missing or being exploited may require to be placed in a registered children’s home or with a foster carer. The details below are generic and included in all service specifications.**

 4.2.1 The Service Providerwill agree to sign up to the ‘Missing from Care – memorandum of Understanding (MOU) between Southend, Essex and Thurrock Social Care and Essex Police’ where the Service Provider has Placements in Thurrock, Southend or Essex. This MOU now forms part of the Southend, Essex and Thurrock (SET) safeguarding children procedures.

 4.2.2 The following processes should be considered at the earliest opportunity, preferably at the placement planning meeting.

 4.2.3 Where Children/Young People are considered to be at risk (defined as having 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) the Service Providerwill inform the Police Missing Person Liaison Officer (MPLO) on the arrival at the Placement of any ‘at risk’ Child/Young Person. If details are not known they should be established from the allocated social worker.

 4.2.4 For Children/Young People at risk in the Essex area (including those placed by Thurrock Council and also those placed by other Local Authorities in the Essex area), the Service Provider shall complete a ‘Planning for Missing’ form and email this to

 missingpersonliaisonofficers@essex.pnn.police.uk securely with a copy to the Allocated Social Worker, if not before, then at the placement planning meeting and submitted within 12 hours of completion. A copy of this form is available from the Council.

 4.2.5 Risks and changes to Children/Young People considered to be at risk should be updated to the MPLO and the allocated Social Worker, or Emergency Duty Team (EDT) within 24 hours or within one hour if a serious risk is posed to the Child/Young Person.

4.2.6 Throughout the day the Service Provider/Foster Carer should undertake a ‘check-in’ call to each Child/Young Person every three hours to check that they are safe and well. The frequency of these calls will be dictated by the level of risk identified and agreed with the Allocated Social Worker.

4.2.7 **The 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).

4.2.8 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/Young People can be trafficked within the UK for the purpose of exploitation. It is important to hold in mind the possibility that a missing Child/Young Person might be at risk of trafficking.

 4.2.9 The Service Provider/Foster Carer shall agree with the allocated Social Worker a time when a Child/Young Person should return home from school, college during the evening and at weekends. In the event on non-return the following process will be initiated.

 4.2.10 **Process for missing episodes**

4.2.11 The tasks that should be undertaken in these circumstances are set out below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Step 1** | **Step 2** | **Step 3** | **Step 4** | **Step 5** |
| Child/Young Person does not return within agreed times (regardless of whether this is before the ‘standard’ curfew time set) | Service Provider/Foster Carer to attempt contact with the Child/Young Person by phone, text, social media, telephoning the child’s friends or family (unless there is reason not to contact the family).Search the placement address and grounds.Service Provider/Foster Carer to search the locality (see Step 3) (*Placement Providers* - by calling on-call staff where necessary to ensure the placement is not left unstaffed)  | **Whereabouts of Child/Young Person is known/identified****Reason for missing is a Child/Young Person is genuinely running late** - A time for the Child/Young Person to return will be agreed if they are genuinely running late or the Service Provider/Foster Carer will collect the Child/Young Person where required **Child/Young Person is considered to be in a safe place but has not been authorised to be there -** The Service Provider will inform theAllocated Social Worker or EDT will be contacted within one hour to advise of the situation.**Child/Young Person is considered to be in an unsafe place and at risk of harm from the occupants of any property or in the company of others who are a risk –** The Service Provider/Foster Carer will notify the Police and explain the risk (within one hour or immediately if in immediate danger or if considered a Child/Young Person at risk)Allocated Social Worker or EDT will be contacted immediately to advise of the situationContinue to update the Police (via 101 quoting the incident number) / Social Worker / EDT of any new information**Whereabouts of Child/Young Person is unknown** Contact the Police within one hour of being missing or immediately if considered a Child/Young Person at risk or considered to be in immediate dangerContact the Allocated Social Worker or EDT within one hour to advise of the situationContinue to attempt to make contact / search for the Child/Young Person (if it is *believed* the Child/Young Person *may* be in a place that would place them or the Provider’s staff/Foster Carer at risk attempts to search the local area should not be made). The Police must be informed of such informationContinue to update the Police (via 101 quoting the incident number) / Social Worker / EDT of any new information | **Child/Young Person returns or is found –** Immediately inform the Police and Allocated Social Worker/EDT | **Follow up**The Police will conduct a **vulnerability interview**. Should this be declined the Service Provider/Foster Carer will assist the Police by providing observations on the Child/Young Person’s return i.e. did the young person shower, have gifts, appear unwell or under the influence of any substanceAny further information obtained will be updated to the Police/Allocated Social Worker/EDTThe Service Provider/Foster Carer will liaise with the Allocated Social Worker/EDT to arrange a return home interview with the Council’s independently commissioned provider The Service Provider/Foster Carer (with support from their Service Provider) will compile a full report and send this securely to the Allocated Social Worker within 24 hours of the missing episode starting and updated upon their return  |

4.2.11 The police will require details of the Child/Young Person as follows:

|  |
| --- |
| * Placement address
* Social Worker/EDT contact details
* Name
* Date of birth
* Status
* School/college/employer as appropriate
* Where and when they went missing
* Possible locations that the Child/Young Person be at
* Social media profile names of the Child/Young Person
* Who, if anyone, they went missing with – names/nicknames, description of possible persons who Child/Young Person may be missing with
* Details of vehicles that the Child /Young Person may have been in prior to the missing period or previously
* What was the Child/Young Person wearing plus any belongings such as bags, phones etc.
* Description and recent photo
* Medical history and NHS number
* Time and location last seen
* Circumstances around being missing
* Details of family, friends and associates
* Risks and vulnerabilities
 |

4.2.12 The Service Provider/Foster Carer shall support the Child/Young Person to understand the reasons for being missing, and to minimise the likelihood of there being future episodes. The reasons which led to the episode should be built into support/care plans immediately and this will be a focus of support over at least the next two weeks after the episode.

4.2.13 The Service Provider/Foster Carer will, in sympathetic and understanding manner gather information about where and with whom the Child/Young Person was with, sharing this with the Allocated Social Worker/EDT.

#### 4.3 Safe Recruitment

4.3.1 The Service Providerwill ensure that there are robust recruitment processes in place. The Service Providershall adhere to the following requirements as a minimum:

1. 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
2. Undertake an enhanced Disclosure and Barring Service (DBS) check with a local police intelligence check for every member of staff including those that perform office functions and do not work direct with children
3. Work history will be checked with any gaps investigated and recorded ensuring that the Service Provider is satisfied with any explanation, checking this with previous employers
4. Re-check DBS checks every 2 years as a minimum
5. Only accept previous DBS certificates from previous employers if the member of staff was employed in an identical role. If this is not the case a new check will be undertaken by the Service Provider
6. Maintain a database of DBS certificate numbers, their date and their renewal date
7. 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 Service Provider.
8. Keep a record of all employees that will include: date of birth, home address and telephone number, details of the DBS checks, copies of passport and/or photo driving licence. Photo identification must be seen (only a valid passport or valid photo driving licence is acceptable), copy of birth certificate, copy of marriage certificate where relevant, proof of residence in the form of a utility bill or tax letter (dated within the last 3 months), certified copies of relevant qualifications and relevant training certificates, a completed application form for the role
9. Undertake robust employment processes including interviews with two members of staff assessing the suitability of a candidate

4.3.2 Where a member of staff is required to drive as part of the role a copy of their driving licence will be required, a copy of insurance cover that includes business use, a copy of proof that the vehicle is taxed, has an MOT and is appropriately serviced.

#### 4.4 Section 11

4.4.1 The Service Provider shall complete a Section 11 Safeguarding self-audit on an annual basis for submission to the Council’s Local Safeguarding Children’s Board and the Commissioning Team. The format of this will be provided by the Council.

#### 4.5 Policies required

4.5.1 The Service Provider will maintain the policies overleaf (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 ChildrenSafe recruitmentChild Sexual Exploitation (CSE) Event and Notifications Equality and Diversity Staff SupervisionMissing episodesAnti-radicalisationOut of hours | VisitorsHealth and SafetyComplaintsMedicationsInternet useStaff conductWhistleblowingBusiness Continuity Plan |

### 5. REPORTABLE EVENTS/INCIDENTS

5.1 The Service Providerwill notify the Council immediately in the event of an incident of any event that occurs as detailed in the list below. Some of the reportable incidents below could have required a young person to be in a registered children’s home or placed with a foster carer if they had been identified issues prior to placement, however incidents may not have previously been identified with new concerns arising after the placement is made, which may require a move to an Ofsted registered provision.

* Death or serious injury
	+ The illness or medical condition of a Young Person (other than a common cold)
	+ Any fears for the safety of a Young Person
	+ Any risks in respect of Child Sexual Exploitation (CSE), other exploitation, prostitution and possible or confirmed gang involvement
	+ Any situation that threatens the Young Person’s wellbeing, including self-harm, attempted suicide or suicide ideation
	+ Any significant change of mood in the Young Person
	+ “Unauthorised Absence” or a Young Person that is “Missing” as defined in Section 4.2.3
	+ Allegations of abuse, physical or sexual, to or by a Young Person placed with the Service Provider
	+ Any disturbance, threatening behaviour, violence, a Young Person placing themselves or others at risk, or any criminal offence being committed, regardless of whether the police are called
	+ A Young Person 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 young people
	+ In the event that a Young Person expresses a view that they no longer wish to remain at the Accommodation Setting
	+ Any event that may affect the stability of other young people who are 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 Young Person, whether this be received verbally or in written format

5.2 The Service Provider shall report the incident to the Allocated Social Worker during normal office hours or to the emergency duty team (EDT) outside of office hours, during the evenings (after 5.30pm) and weekends.

5.3 Initial notification will be made via telephone. Email notification will serve only as confirmation and should not be relied upon to replace a telephone conversation. Details of the name of the social worker or EDT contact, dates and times should be recorded by theService Provider.

5.4 Following a reportable incident the Service Provider will complete a full report with details of the event, dates and times. This should be stored electronically within the Service Provider’s system and emailed to the allocated social worker 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 Service Provider shall also prepare a statement of the Young Person’s views with their signature.

### 6. STAFF

#### 6.1 General

6.1.1 The Service Provider shall recruit/provide sufficient numbers of suitable and appropriately competent and qualified staff to deliver the Supported Accommodation, ensuring there is cover Service 24 hours a day, 7 days per week in accordance with Section 6:2 Staffing Ratios.

6.1.2 Young People will at times have significant periods of unsupervised time, however the above staffing ratios will be maintained.

6.1.3 Workforce design shall reflect the competencies required to deliver all aspects of the Services

6.1.4 The Service shall be carried out in a manner that ensures safe, efficient and high quality delivery and shall be maintained, reviewed and audited at least annually.

6.1.5 The Service Provider must have in place procedures to manage staff absence whether planned or unplanned to ensure there are no risks to deliver of the Service.

6.1.6 The Service Provider shall have in place clear policies for:

* Supervision, including safeguarding
* Staff appraisal
* Individual professional development plans
* Education and training

6.1.7 Supervision will be informed by best practice and will consider the following:

* Staff wellbeing, particularly Staff’ emotional wellbeing
* Work load
* Practical issues and standards
* Reflective practice
* Service standards

6.1.8 The Service Provider must put in place a workforce development programme must to ensure continual professional development.

6.1.9 Where possible the Service Provider will recruit student social workers to support the delivery of interventions.

6.1.10 The Service Provider will ensure that Managers employ effective communication methods with all staff across different shifts. All staff must be able to understand any issues that previous shift staff have dealt with, utilising good methods of communication and handover. A Young Person should not expect any member of staff not to have detail on their progress, strengths and areas where they are having difficulties.

#### 6.2 Staffing ratios

6.2.1 The Service Provider shall ensure that during the day (7.00am to 9.00pm) there is a staffing ratio of a minimum of 1 member of staff to every 4 young people (1:4), with an available on-call Manager (on or off site) who is qualified as a safeguarding lead.

6.2.2 In addition the Service Provider will supply sufficient key work staff to deliver the 10 hours of support per week to each Young Person in line with Section 12.11.

6.2.3 For night hours (9.00pm to 7.00am) the Service Provider will rota one (1) member of staff in a ‘sleep-in’ capacity subject to a risk assessment agreed with the Council**.**

6.2.4 The Service Provider will also designate an additional manager (who is qualified as a safeguarding lead) to be on call during the night to attend to any issues that arise.

6.2.5 The Service Provider shall make available management cover available 24 hours a day, 7 days a week to respond to any incidents, offer support and address safeguarding issues. The Service Provider will supply the Allocated Social Worker names and contact details for Management Cover, including rota arrangements as necessary. Managers must not cover more than 3 separate Accommodation Settings at any one time.

#### 6.3 Staff Qualifications

6.3.1 The Service Provider will ensure staff are appropriately qualified and experienced according to the three specific job roles set out in the table below:

|  |  |
| --- | --- |
| **Staff 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 young people or the residential care of Young PeopleWorked for at least 1 year in a role requiring the supervision and management of staff working in a supported accommodation or residential care role with Young PeopleWithin 3 years of the date of first managing a supported accommodation setting / residential care home, acquired the ‘Level 5 Diploma in Leadership and Management for Residential Childcare (England)’ **or at the point of employment in this role already hold the ‘NVQ Level 4 Leadership and Management for Care Services’** |
| **Key (support) worker** | Within the last 5 years, worked for at least 12 months in a position relevant to the supported accommodation of young people or the residential care of Young PeopleWithin 2 years of the date of first working in a supported accommodation setting / residential care home, acquired the ‘Level 3 Diploma in Residential Childcare (England)’ **or at the point of employment in this role already hold** Level 3 NVQ **or** Diploma in one of the following:* Health and Social Care (Young People)
* Young People’s Workforce
* Youth Work Practice
 |
| **Generic staff member** (housekeeping, admin, log recording / basic case notes, allowance distribution, CCTV monitoring, basic cooking and housekeeping support) | Level 2 GCSE - Grade ‘C’ or above including English and Maths (from 2018 Level 5 or above) **or**Level 2 NVQ in literacy and numeracy **or**Level 2 Diploma in literacy and numeracyGCSE, NVQ and Diploma qualifications must be accompanied with relevant and demonstrable experience of working with young people.**Generic staff member** **will hold the relevant qualifications at the point of commencement of service delivery.**  |

6.3.2 Should the Service Provider wish to employ staff with different or lower qualifications, this will only be accepted by the Council with prior agreement. The Council’s decision will be final

#### 6.4 Staff Supervision

6.4.1 The Service Provider will ensure all staff receive regular supervision on a monthly basis as a minimum. Details of the supervision will be recorded and held on staff files.

6.4.2 Managers shall be trained and qualified to deliver supervision, including reflective practice supervision.

6.4.3 All staff will have an annual appraisal focussing on their performance throughout the year; development needs identified and continual professional development opportunities. Any areas requiring improvement will be translated into an action plan.

6.4.4 Where particular areas of practice are known to be problematic for a member of staff, the Service Provider shall address the issue through supervision in order to determine an appropriate training pathway.

#### 6.5 Staff Induction

6.5.1 Staff will receive an induction prior to commencing duties from more experienced staff. This will include as a minimum:

* An introduction to the organisation and its ethos
* Detail of organisation policies – these should be explained and not simply left with the member of staff to read
* Safeguarding – training should be delivered to level 2 before commencement of duties
* Procedures and forms
* Health and Safety
* The Placementand its workings
* Lone working procedures
* Key contact details for other staff / other agencies and Services / out of hours safeguarding contacts
* Procedure for missing episodes
* Incident procedure
* Dealing with violence and aggression
* Fire and electrical safety

#### 6.6 Staff Training

6.6.1 The Service Provider shall ensure they carry out a training needs analysis of all staff employed in the delivery of the Service prior to commencement, with the relevant training programme put in place.

6.6.2 All training relevant to provision of the Service will be funded by the Service Provider, and not by the member of staff.

6.6.3 The Service Provider shall ensure training needs are reviewed at each supervision session, with an annual plan put in place for each member of staff. The Service Provider will support and fund continual professional development for staff.

6.6.4 All Staff directly working with Young People shall receive mandatory training as set out below to the following timescales:

|  |  |
| --- | --- |
| **General Training** | **Completed by (mandatory timescale)** |
| Safeguarding children (to level 2 – level 3 for managers | Before exposure to Young People without additional support |
| Health and Safety at work | Within one month of employment |
| Child Sexual Exploitation (CSE) | Within two months of employment |
| Emotional wellbeing and mental health | Within three months’ of employment |
| Sexual Health | Within six months of employment |
| Gang Involvement |
| Anti-Radicalisation and the Government’s “PREVENT” Strategy |
| Substance misuse – drugs and alcohol |
| Self Harm |

6.6.5 The choice of training course will be down to the Service Provider, providing it meets the needs and timescales set out in 6.6.4 above. All staff will complete refresher courses in accordance with the training body’s recommendations;

#### 6.7 Team meetings

6.7.1 The Service Provider shall hold team meetings at least every 2 months, recognising that not all of the team may be able to be together at the same time. Team meetings should cover: updates to policy, discussion and reflection on issues identified in the previous period, focus sessions on particular areas i.e. safeguarding, training opportunities, Service improvement methods and any other items that the Service Provider thinks relevant.

#### 6.8 Staff conduct

6.8.1 The Service Provider shall ensure Staff act as role models where their behaviour will guide Young People to make positive choices and have respect for staff and others.

6.8.2 At all times Staff will behave appropriately, supporting the Young Person in a manner that builds professional, supportive relationships without ‘befriending’ young people.

6.8.3 The Service Provider shall implement and manage a code of conduct that includes as a minimum that:

* Staff dress appropriately in smart clothing
* Staff do not smoke or vape whilst on duty, whether this be within sight or out of sight of Young People within the centre
* Staff make healthy food choices whilst on duty and act as a role model for Young People to do the same
* Staff do not have contact with Young People outside of their professional relationship.
* Staff do not engage in connecting with young people on social media and should be mindful of their use of social media where this may be able to be viewed by young people without connecting.
* Staff do not speak with young people regarding other young people that are at the same Accommodation Setting or at another Accommodation Setting or those young people that have previously resided at any of the Accommodation Settings.

#### 6.9 Lone working

6.9.1 The Service Provider will implement a lone working policy that ensures staff who work alone work within the framework of a risk assessment which considers all potential risks and their mitigation.

6.9.2 The Service Provider shall ensure there should is adequate backup support from other members of staff or management that can be ‘on-call’ and within 20 minutes travel distance to the Placement where required.

6.9.3 Where the option of waiting for support is overridden by the urgency of situations the Service Provider shall make staff aware of the procedure for notifying the police and other emergency services.

6.9.4 Staff should be equipped with safeguards that ensure they can work safely, including but not limited to; the provision of mobile phones and anti-attack alarms and facilities for the remote monitoring of staff. This can include CCTV (with due regard to The Protection of Freedom Act, 201*2),* the use of set code words that if transmitted to another member of staff would initiate a response if the member of staff sending the code word was in danger.

6.9.5 The Service Provider shall operate a system of regular check-ins with lone working Staff that operate 24 hours a day.

### 7. PARTNERSHIP WORKING AND DATA

#### 7.1 Attendance at Key Meetings

7.1.1 The Service Provider will ensure Staff attend the following relevant meetings where the work carried out is able to make a positive contribution to those meetings.

* Team around the child meetings (TAC)
* Team around the family meetings (TAF)
* Core Group meetings
* Child Protection conferences
* LAC reviews

7.1.2 Where Staff are not available, the Service Provider will provide relevant details about the Young Person as may be requested by the Allocated Social Worker. The attendance of these meetings will be monitored by the Council:

#### 7.2 Sharing information / Working with Partners

7.2.1 The Service Provider will practice effective information sharing with partners within the guidelines set out in the local safeguarding procedures and within the remit of the General Data Protection Regulations (GDPR) 2018.

7.2.2 The Service Provider will work in an integrated manner, working with colleagues from other Services that support families as well as statutory Services including, but not limited to children’s social care and the police.

7.2.3 The Service Provider will:

* Identify their own role and the roles, criteria and procedures of other agencies and Services and how these influence inter-agency working
* Establish and maintain effective joint working arrangements with other agencies and Services
* Prepare and communicate relevant information to other agencies and Services following agreed procedures to ensure effective support for Young People
* Contribute to team and inter agency working within the limits of their own responsibility and expertise
* Share information and experience of working with families through formal and informal networking, to improve the quality of Services
* Make effective use of other agencies and Services to support their own role

#####  Partnership working with Thurrock’s Youth Hub, INSPIRE

7.2.4 The Service Provider will work jointly with the youth hub that is established in Thurrock. This hub provides a wide range of support and advice for young people and will play a part in supporting the young people that are placed. Accompanied visits will take place to introduce young people to the hub and the support that it offers.

#### 7.3 Data Sharing

7.3.1 The Service Provider will sign up to the Thurrock Council Data Sharing Protocol.

7.3.2 The Service 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 Service Provider for the provision of such information.

7.3.3 At the end of the contract, or upon termination, whichever comes sooner the Service Providerwill transfer all data / records, whether in paper or electronic format, back to the Council.

#### 7.4 Data Protection and Processing

7.4.1 The UK government have now introduced the Data Protection Bill (replaces the Data Protection Act 1998) which enables the UK to continue as is once the UK exits the EU. The new Bill includes all the EU standards as set in the General Data Protection Regulations (GDPR) 2016 as well as some UK specific elements relating to Law Enforcement and National Security.

7.4.2 The Service Provider will comply with all legislation and best practice regarding Data Protection, including GDPR and Council Policies as set out in Appendix 5, and any updates to these that come into force during the term of the contract.

7.4.3 The Service Provider will act as a ‘**Data processor**’ on behalf of the Council. The new GDPR regulations will bring increased responsibility and accountability for data processors, with the Information Commissioners Office (ICO) being given new powers to issue financial penalties against data processors that do not adhere to the guidelines.

7.4.4 The Service Provider will ensure that it only sends confidential personally identifiable information to the Council and third party agencies via two specific methods of communication:

1. 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
2. By utilising the ‘Objective Connect‘ programme that the Council uses for secure data transfer (or any other applications the Council may utilise in its place)

7.4.5 Under no circumstances shall the Service 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 Service 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.

7.4.6 Any deviation from this process will be viewed as a serious breach of this Contract.

7.4.7 The Service Provider will collect and hold only relevant data under the ethos of ‘appropriate collection’.

7.4.8 Records for children on a child protection plan have to be retained until the 75th anniversary of the child’s birth. Ordinarily all data and case notes whether they be electronic or paper based will be transferred back to the Council (or at the Council’s discretion, to a replacement Service Provider) at the end of the contract. However, in the event of any long standing ongoing contract the Service Provider will ensure that records are held for these periods of time.

7.4.9 Where the Service Provider is collecting data in its own right i.e. not under the responsibility that the Council gives the Service Provider to act as data processors, it will register with the UK Information Commissioners Office (ICO) as a data controller.

#####  Consent and Confidentiality

7.4.10 The Service 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 Young Person or of the public
* Information is only shared when it is in the best interests of the individual
* Provider staff follow information sharing guidance in accordance with the principles of the GDPR Regulations (EU/2016/679) 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

### 8. COMPLAINTS AND CONCERNS

#### 8.1 Complaints and whistleblowing procedure

8.1.1 The Service Provider will maintain a documented complaints process for Young People resident within the Placement. This will be readily available and publicised in a range of accessible ‘user friendly’ formats and displayed on the Service Provider’s premises. The process will cover both adults and children.

8.1.2 As an outline, the procedure will be established on the basis of a three stage process. Stage 1 will be an informal discussion with a manager of the Service. Stage 2 will be a formal written complaint to the Service Provider, dealt with by another manager (other than the one that dealt with the stage 1 complaint) and stage 3 will be escalated to the most senior person within the organisation.

8.1.3 The Council will inspect the Service Provider’s Complaints policy to ensure it is robust, and the Service Provider will supply regular summary reporting on complaints to the Council.

8.1.4 The Service Provider will immediately report to the Council any complaints that reach a final stage of the process (stage 3).

8.1.5 The Service 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.

#### 8.2 The Voice of Young People

8.2.1 The Service Provider will ensure that Young People are involved in the support that they receive, through asking them how they want to be supported. Where there are specific requests for support that go outside the remit and requirements of this specification the Service Provider will seek confirmation from the Allocated Social Worker that these requests are acceptable.

8.2.2 The Service Provider will hold Young People engagement forums three times each year. These should focus on group discussions regarding how Young People feel about the support they receive, the standards of the accommodation and how the provision could be improved. These forums should be minuted and where specific requests to improve provision are reasonable and within the remit and requirements of this specification they will be put in place.

8.2.3 The Service Provider will enable Young People to respond outside of group discussions in a confidential way if they prefer. The Service Provider will supply an anonymous comment box.

8.2.4 The Service Provider will also display a clearly visible poster advising Young People how to also complain to the Council or the Advocacy Service for Looked After Children

### 9. PROCUREMENT ROUTE AND TERM

9.1 The Council will operate a Rolling Select List contract for a 6 year period that commenced in February 2019. The Rolling Select List will consist of Service Providers who are successful following the completion of the tender exercise. Once the Rolling Select List is in place new Service Providerswill be permitted to join the Rolling Select List every twelve months during a short period when applications will be submitted and assessed.

9.2 The Council will additionally carry out on-site inspection of the Placements to validate accommodation, staffing and other standards before confirming that the Service Provider is accepted onto the Rolling Select List.

 ***The Council does not guarantee any placements throughout the term of this Rolling Select List contract.***

### 10. REFERRALS

#### 10.1 Referral criteria

10.1.1 All referrals to the scheme will be made by Thurrock Council Children’s Services Department. No self-referrals or referrals from any other agency such as the National Health Service (NHS), Police Service (non-exhaustive list) will be accepted by the Service Provider*.* Note that referrals will be for Thurrock Looked After Young People between the ages of 16 and 18.

10.1.2 Additionally, the Council may place at the Accommodation Setting a Young Person as an unaccompanied asylum seeking child who turns 18 and has no recourse to public funds for a maximum period of 12 months, however generally the placement will be much shorter.

#### 10.2 Referral process

10.2.1 Upon referral the Council will provide the *Service Provider* with the following information as a minimum:

* Basic details of the Young Person including medical information and contacts. Note that young people will be responsible for arranging registration and attendance of medical appointments, but will be supported to do so
* Accommodation requirements based on assessed need
* Support requirements
* Additional support that is required outside of the scope of this specification but which the Service Provider will co-ordinate and support the Young Person to attend any meetings or interventions
* An outline of the outcomes that the Service Provider will deliver based on assessed need
* Contact details of the Allocated Social Worker within Children’s Services

10.2.2 Following the Placement, the Council and the Service Provider will agree a completed Individual Placement Agreement within 7 days.

#### 10.3 Service Provider Response

10.3.1 The Council will advise the Service Provider of the category of urgency for the placement at the time of the referral. The Service Provider will therefore respond to the Council within the following timescales to advise if a suitable placement is available.

|  |  |
| --- | --- |
| **Referral Category** | **Provider to respond within** |
| Emergency Referrals | One (1) hour |
|  |  |
| Standard Referrals | One (1) working day |
| Planned Placements | Three (3) working days |

10.3.2 As part of the admission procedure, the Service Provider shall enable the Young Person to visit the *Accommodation Setting* accompanied by their Allocated Social Worker prior to the Placement being made, where this is practical and time permitting.

### 11. ORDERING PROCESS

11.1 Once the response to the referral request from Service Providers is received, the Council will consider the suitability of the placement in accordance with the criteria set out below

 *Placements will be made based on the Service Provider’s final rank following evaluation of their tender response and the suitability of the placement in order of preference in the following locations of the proposed Placement (with 1. being most preferred):*

1. *In Thurrock*
2. *In a specific area – dependent on a Young Person’s needs (agreed by the Council)*
3. *Within 10 miles of Thurrock Council Civic Offices (RM17 6SL)*
4. *Within 20 miles of Thurrock Council Civic Offices (RM17 6SL)*
5. *Other locations*

11.2 The Council will then will contact the most suitable Service Provider when an appropriate placement is identified to confirm availability and secure acceptance.

11.3 On acceptance of a placement, and the Council and the Service Provider will complete an Individual Placement Agreement as set out in the Rolling Select List Contract Schedule Five.

### 12. SERVICE DETAILS

#### 12.1 Service Overview

12.1.1 The Council is seeking to commission high quality Supported Accommodation to Young People aged 16 and 17, and in some cases aged up to 25 with agreement from the Council. The aim of the provision in most cases will be as a transition between either Foster Care or Residential Care to work towards independent living at age 18.

12.1.2 The Rolling Select List will enable the Council to have priority access to appropriate high quality Supported Accommodation from a range of providers, for Young People 16+ who may have a wide range of support needs.

12.1.3 The Service will also support young people seeking asylum and will offer the same levels of support with enhanced features bespoke to this groups individual needs.

12.1.4 The Council may also wish to accommodate young people that are homeless, have no recourse to public funds (aged 18+) or are leaving secure accommodation, a youth offending institute or police custody (pending their court appearance) and require accommodation.

12.1.5 The Service Provider will deliver a high quality service that supports young people to develop, stay safe and achieve their aspirations, as opposed to simply accommodating young people. **The Service Provider will not deliver care as defined by Ofsted guidance ‘Introduction to children’s homes’ July 2018 – reference 090155**

#### 12.2 Standard Placements:

12.2.1 Standard Placements will be required where young people have been assessed as having no significant, complex or specialist needs and **who are not in need of care as defined by Ofsted guidance ‘Introduction to children’s homes’ July 2018 – reference 090155 .**

12.2.2 Standard Placements will provide skilled and experienced and trained staff who are able to provide a stable, welcoming environment

12.2.3 Some young people may have been exposed to poor ineffectual parenting, had previous placements breakdowns, have difficulty forming positive or healthy attachments, they may also have been exposed to domestic violence, poor parental mental health or have parents engaged in substance misuse.

12.2.4 The Service Provider shall ensure staff provide consistent boundaries and offer high standards of support.

12.2.5 The support needs of these young people in standard placements will change and or fluctuate at different points in their placement and the Service Provider will need to respond accordingly.

12.2.6 No additional payment will be made to the Service Provider without prior written approval from the Allocated Social Worker.

**12.3 Section removed**

#### 12.4 Ofsted Regulation

12.4.1 **These types of placements are unregistered (with Ofsted). They are designed to provide support and not come within the definition of ‘care’. At all times the Ofsted guidance ‘Introduction to children’s home’ – July 2018, reference 090155 will be adhered to**

#### 12.5 Hours of Service

12.5.1 The Service Provider will supply 24 hour - 365 days a year staff cover in all Accommodation Settings, in line with the staff ratios within Section 6: Staffing.

12.5.2 Specifically, Service Provider will supply the following service elements at the times given below:

|  |  |
| --- | --- |
| **Service Element** | **Availability** |
| Basic emotional Support to Young People | 24 hours per day / 365 days per year |
| Emergency response (eg. Missing Episodes, first aid, incident responses |
| Structured practical Skills Building Support | 7am to 10pm Monday to Friday (every week) |

#### 12.6 Welcoming the Young Person

12.6.1 The Allocated Social Worker will, under normal circumstances, transport the Young Person to the AccommodationSetting. The Service Provider will ensure that a member of staff is available upon arrival of the Young Person.

12.6.2 On arrival the Service Provider will ensure that the Young Person receives a guided tour of the property and its facilities and is introduced to other Young People placed there, and to staff including the Manager at the Accommodation Setting.

12.6.3 The Service Provider will deliver a face to face briefing on fire and emergency safety to each Young Person. This will include:

* Evacuation routes
* Evacuation procedures – use of items such as wet towels to protect from fire and keeping low to the ground in smoke filled rooms, not opening doors quickly that may have fire on the other side, not collecting personal belongings
* Procedure for calling emergency services in the event that the Manager at the Accommodation Setting is incapacitated
* Use of fire blankets within the kitchen
* Prevention of fires

12.6.4 Where the Young Person’s first language is not English, the Service Provider will bring in an approved interpreter within 24 hours of placement to ensure that the Young Person is fully conversant in these procedures. This will be included within the weekly fee and no further fees will be payable in respect of translation or interpretation.

12.6.5 Where placements are made after 9pm, the Service Provider will conduct a brief tour of the property followed by a complete tour the following morning with the relevant introductions made at that point.

12.6.6 The Service Provider will make a welcome pack available to the Young Person immediately on arrival. This will contain the following as a minimum:

* Details about the property
* Details of the staff with pictures and names
* Details of the fire and emergency procedures for the property – where required this will be translated into the Young Person’s first language and include pictorial illustrations of procedures that are easy to read
* Details of local amenities
* Code of Conduct within the Accommodation Setting

Plus in addition:

* + Bath towel, hand towel, flannel (two of each) – the Young Person will be supported to ensure these are washed daily
	+ Shower gel, shampoo, soap, deodorant, toothbrush and toothpaste, comb/hairbrush, female sanitary products, personal electric hairdryer
	+ A supply of tea bags, coffee, sugar and UHT milk sufficient to make 5 drinks per day and to last for 7 days. 7 breakfast bar type bars for snacks outside of normal meal times

12.6.7 The Service Provider will introduce the Young Person to their Key Worker within 24 hours of arrival and accompany them on their first shopping trip to the closest supermarket/store to replenish the initial supply of tea/coffee, shower gel, shampoo, soap, deodorant, toothpaste, female sanitary products and all other food items that will be required to support the Young Person to have three meals each day, breakfast, lunch and dinner. This will be purchased from the Young Person’s personal allowance with the Young Person being in control of their allowance.

#### 12.7 Health

#####  Registration with Health Services

12.7.1 The Service Providerwill support young people to register with a local doctor’s surgery, dental practice and, if required, an optician within three (3) working days following Placement. The Service Provider will accompany and/or support the Young Person to register at these services if necessary on the first occasion, after which the Young Person will be responsible for arranging and attending these appointments. The decision on registration and attendance will rest with the Young Person. If this does not take place this will be reported to the Allocated Social Worker. The Service Provider will only have access to any health records provided by the Council. These considerations may result in the assessment of the suitability of this type of placement being reviewed with the need for placement in a registered children’s home or with a foster care being assessed by the Council.

#####  Medication

12.7.2 The Service Provider *will* store all prescribed and non-prescribed medication for the Young Person in a locked cupboard within the office area of the Accommodation Setting.

12.7.3 The Service Provider shall ensure staff support young people to administer their own medication, and that under no circumstances other than an emergency administer this for the Young Person. The Young Person will be responsible for taking their medication and will only be supported to take this. However if by not taking medication the health of the Young Person is put at risk this must be reported to the Allocated Social Worker/EDT within 3 hours with consultation with a medical professional immediately should this be required. This may result in the assessment of the suitability of this type of placement being reviewed with the need for placement in a registered children’s home or with a foster care being assessed by the Council.

12.7.4 The Service Provider shall maintain clear and adequate notes on the Young Person’s file that detail the names of medication prescribed or reserved for that individual. These notes must include how often the medication should be taken and a record of each time medication is taken. Whilst a Young Person is responsible for their own medication, these notes will act as guidance only as to whether this type of placement remains suitable and whether it is needs to be reviewed if placement in a registered children’s home or foster care is more appropriate.

#### 12.8 Authorised Absence

12.8.1 Ofsted guidance ‘Introduction to children’s homes’ – July 2018 – reference 090155 states that Young People can stay away overnight from Supported Accommodation if they have advised a member of staff, but do not have to ask permission to do so.

12.8.2 The Council will provide a list of approved addresses at which the Young Person has been pre-authorised to stay at. This will be provided at the placement planning meeting. If this is not provided young people will not be permitted to take absence until it is in place.

12.8.3 The Service Provider will inform the allocated social worker/EDT within 1 hour of absence (if advised by the Young Person at short notice) or within 1 day (where advised by the Young Person in advance and before the absence takes place). where these are on the authorised list provided by the allocated social worker. The Service Provider will record details of the absence on the Young Person’s file.

12.8.4 In the event of the Young Person advising that they will be staying away at an unauthorised address the Service Provider will follow the procedure set out at Section 4.2: Missing Episodes and Unauthorised Absences.

12.8.5 In the event of the Young Person not returning at the time they stated the Service Provider will follow the procedure set out at Section 4.2: Missing Episodes and Unauthorised Absences.

12.8.6 Should a Young Person be staying away overnight on a frequent basis at unauthorised addresses the suitability of placement in an unregulated provision will be reviewed by the Council and may result in a move to a regulated children’s home or placement with a foster carer.

12.8.7 Unaccompanied asylum seeking children that are being placed temporarily under the ‘Eastern Region Transfer Protocol’ will not fall within these guidelines (12.8.1 to 12.8.6) unless permitted by the allocated social worker

#### 12.9 Interpretation and Translation

12.9.1 The Service Provider will supply Young People who have English as an additional language with suitable interpreters. The costs of translation and interpretation will be reimbursed as follows:

|  |  |
| --- | --- |
| **Reason for Translation / Interpretation** | **Funded By** |
| Interventions and assessments in respect of immigration. | The Home Office and/or Thurrock Council |
| All visits by Children’s Service | Thurrock Council |
| All other circumstances | The Service Provider (within the Assessment Fee) |

12.9.2 The arrangement of provision of interpretation services (excluding Thurrock Council Children’s Services) will be arranged by the *Service Provider.* The Council will not be responsible for arranging and/or funding provision under these circumstances.

#### 12.10 Overview of Support for Young People

12.10.1 The Service Provider will allocate a member of staff to act as a Key Worker to support the Young Person at the Accommodation Setting. Every effort shall be made to ensure continuity of Key Worker during the period of the Placement and the Service Provider will not change the Key Worker unless they leave the Service Provider’s employment.

12.10.2 The Key Worker will develop a Support Plan with the Young Person within three days based on the Pathway Plan and Individual Placement Agreement provided by the Council along with the Service Provider’s Assessment of support needs

12.10.3 The Support Plan will set clear identifiable goals for the Young Person and will be sent to the Allocated Social Worker within 48 hours of placement. The Council will authorise or challenge the contents of the Support Plan within 3 working days of receipt. Once authorised, the Support Plan can be implemented fully with the Young Person.

12.10.4 The Support Plan will be documented in writing and updated weekly with evidence of progress during that week and any issues that arise. The Service Provider will make the Support Plan available to the Allocated Social Worker and shall ensure it is in a format that would allow it to be sent securely to future service providers in the event of a placement move and in accordance with the Section 7.3: Data Sharing, 7.4 Data Protection and 15.3: Record Management.

12.10.5 Should the Service Provider consider changes to the Support Plan are needed, these must be authorised by the Allocated Social Worker before they are implemented.

12.10.6 If the Service Provider is unable to deliver support due to resourcing or any other issue for more than 48 hours, the Service Provider must notify the Allocated Social Worker. Hours missed must be added to future support sessions.

12.10.7 Where a Young Person does not fully engage with support the Service Providerwill develop innovative ways to deliver support; however where this is not successful the Service Provider will notify the Allocated Social Worker within 48 hours.

12.10.8 The Service Provider will send securely an electronic copy of the previous week’s Support Plan and associated progress to the Allocated Social Worker no later than the second working day of the week following the week reported.

12.10.9 The Service Provider and the Allocated Social Worker will review the Support plan at the end of the first calendar month after Placement and at three monthly intervals thereafter to ascertain if any changes are required. The Service Provider will confirm the outcome of the discussion, regardless of whether any changes are made, in writing to the Allocated Social Workerwithin 48 hours following the discussion.

12.10.10 Through consultation Young People (particularly those seeking asylum) have told the Council that they often felt afraid to ask for help when in Supported Accommodation. The Service Provider will therefore proactively encourage Young People to do this through creating an atmosphere that welcomes and responds to Young People’s requests for help and support with the appropriate levels of warmth and respect.

#### 12.11 Young People Client Groups and Levels of Support

12.11.1 The Service Provider will deliver the following hours of support for each Client Group of Young People

| **Client Group** | **Hours of support** |
| --- | --- |
| **Client Group 1 -** Young people aged 16-17 who have formerly been looked after children in residential care or foster care and are preparing for independent living  | 10 hours per week |
| **Client Group 2 -**Young people who are looked after children as unaccompanied asylum seekers aged 16-17 | 10 hours per week |
| **Client Group 3 -**Young people who are homeless aged 16-17 | 10 hours per week |
| **Client Group 4 -**Young people aged 16-17 who are leaving secure accommodation / youth offending institutes or (police custody pending a court hearing)Note that young people in this group will only be placed in extenuating circumstances and as a short term measure.  | 10 hours per week. Young people detained under the Police and Criminal Evidence Act 1984 (PACE) are usually only accommodated overnight and as such will not require weekly support unless the stay is to be extended, in which case this will revert to the standard 10 hours per week |
| **Client Group 5 – 18+ age group*** Young people aged 18 (having been in supported accommodation prior to the age of 18)
* Young people aged 18 with no recourse to public funds.

(These placements are usually for a few weeks or in exceptional circumstances up to 12 months).Note that under the Ofsted guidance – ‘ Introduction to children’s homes’ – July 2018 – Reference 090155, over 18 year olds with differing support and supervision requirements cannot be placed with Young People aged 16 and 17. Therefore any placements made for over 18 year olds will need to be within a separate provision.  | 3 hours per week |

12.11.2 On occasions the Council may request that a Young Person over the age of 18 remains in a Supported Accommodation Setting. This will be in the following circumstances:

* The Council is seeking move on accommodation
* Where it is in the interests of the Young Person
* Where a younger sibling is at the Accommodation Setting
* Where an Unaccompanied Asylum Seeking Young Person who has no recourse to public funds is awaiting an appeal hearing

12.11.3 Placement of 16 and 17 year olds in the same placement as 18 year olds is not permitted.

12.11.4 Where the Council places Young People over the age of 18, the Service Provider and the Allocated Social Worker shall complete a risk assessment including completion of an enhanced DBS check.

#### 12.12 Description of Support

12.12.1 The Service Provider will deliver the support identified for each Client Group as set out in the table overleaf. Some support areas will be addressed at the start of the Placement and some will be ongoing during the Placement term.

12.12.2 The Service Provider may deliver up to a third of support hours allocated for each Client Group in group settings, where appropriate and privacy of a Young Person will not be compromised. This figure must not be exceeded.

12.12.3 The Service Provider will record details of group or individual support in the monthly reports, and this will be monitored by the Council to ensure compliance.

12.12.4 During the first four weeks of the Placement, the Service Provider will gradually build up delivery of the full number of support hours, to ensure that Young People are not overburdened by the change in placement while they settle. This will often be a period of change in a Young Person’s life and may be a very different way of living compared to placements that they may have come from, i.e. foster care or residential care.

##### Client Group Support

|  |
| --- |
| **Support to be Provided** |
| **ALL CLIENT GROUPS INCLUDING CLIENT GROUP 1** |
| **Day to day living – Outcome to be achieved - young people will develop independent living skills and ready to transition when they reach age 18.** |
| Shopping for food, clothes and toiletries**\*.** Young Peoplecan wear the clothes that they choose and fund these independently via their personal allowanceUse of public transport and walking**\***Preparation of hot and cold food and eating a balanced, nutritional dietHealthy lifestyle and exerciseUse of kitchen equipmentWashing and ironing clothesBudgetingHealth and safety at the *Accommodation Setting*  | Personal safety outside the *Accommodation Setting*Access to leisure opportunities**\***Details for social care, GP, dentist, pharmacy and attending appointments**\***Making a 999 emergency call or a Police 101 non-emergency callFirst AidPersonal hygieneAttending appointments (medical, solicitors, court, college. Local authority, and others)\* |
| **Working towards independence** **(outcomes as per ‘day to day living’)** |
| Transitioning to independent livingManaging a tenancy or mortgageMaintaining a property to a good standardUse of electrical appliances and electrical safetyGas safetyRegistering with a GP, dentistNeighbour relations / community cohesion Utilities and billsBidding for council properties | Attending meetings with the Council’s Housing Department**\***Budgeting and saving moneyBankingDebt managementUnderstanding entitlement to benefits and form completionMaking appointmentsContacting and attending the Citizens Advice Bureau**\*** |
| **Standards within supported accommodation** **– Outcome to be achieved - young people will have structure and routine and understand boundaries.**  |
| Acceptable standards of behaviour within supported accommodationReporting damage within the propertySafety – locking up and keeping individual’s rooms secureSafety outside of the property i.e. when going to the local shops | Keeping the property (room and communal areas) clean and tidyEfficient use of utilities and minimising wasteful useEmergency proceduresSmoking – including promotion of stopping smokingVisitor rules |
| **Social and emotional development – Outcome to be achieved - young people will be confident, resilient, understanding and emotionally well** |
| Building confidence and resilienceBeing able to talk about a Young Person’s own feelings and emotions and safe ways to communicate theseRelaxation techniques such as meditation and mindfulnessUnderstanding where to access help to discuss emotional wellbeing and mental health issues**\***Managing risky behaviours  | Having a healthy body imagePositive self-imageBuilding respect and understanding for others who may have differing beliefs and valuesAccess to cultural activities and religious places of worship**\***Bullying  |
| **Education, Employment and Training** (*providers will understand the current legislation with regard to this area, at present for young people to be participating in education, training or apprenticeship/traineeship or spend 20 hours or more per week in work or volunteering whilst undertaking part time education or training until their 18th birthday)* **– Outcome to be achieved - young people will attend and be supported in education, training and employment and will reach their identified targets.** When young people are NEET (not in employment, education or training) information will be provided to the councilwithin 14 days of disengagement in education or training. |
| Attending school, college or university**\***Access to college and university courses and other further education opportunities**\***Mixing part time education with employment or volunteeringAccessing careers advice services**\***Student loans for university feesAccess to apprenticeships and training**\*** | Completing job application formsCompleting a Curriculum Vitae (CV) Volunteering opportunities**\***Role playing and question planning for job / educational courses interviews**\***Attending job interviews including accompanying the Young Person on their first day of employment**\***Looking for employment and use of Job Centre Plus**\*** |
| **Sexual health and relationships – Outcome to be achieved - young people will have an understanding and will engage in healthy relationships.** |
| Developing healthy relationshipsRecognising abusive relationships, both physically and emotionally | Contraception and pregnancySexually Transmitted Infections (STI’s)Accessing sexual health clinics\* |
| **Safety– Outcome to be achieved - young people will be safe from harm and not engage in risky behaviours.** |
| Drug and alcohol use and its effectSexual exploitationInvolvement in gangs and gang exploitation | Risks of going missing Offending and consequencesRadicalisation |
| **\*** Those marked with an asterisk will include the Service Provideraccompanying the Young Person to these activities outside of the Accommodation Settingshould they require this support. The Young Person will decide if they are able to undertake these tasks independently. Where a Young Person requires a member of staff to undertake these tasks due to the Young Person not being able to themselves they may require care in a regulated provision such as a children’s home or with a foster carer. The Council will re-assess this need should support that is delivered identify this. The Service Provider will report such changes to the Council. With regard to accessing Educational courses this will include the enrolment or interview only and not regular attendance.With regard to engagement with Education the Service Provider will make contact with the Education Provider where there are identified issues and will accompany the Young Person to their education provision to attend meetings with staff.  |
| **CLIENT GROUP 2 – ALL TASKS FOR CLIENT GROUP 1 PLUS** |
| **Outcome to be achieved - young people will understand the asylum process, be supported through this and will integrate in their community** |
| Preparing to attend and attending an interview with the Home Office**\***Preparing for and interviews with solicitors**\***Age assessment processesUnderstanding the Police’s role in British societyUnderstanding British values, tolerance, democracy and respect Building respect and understanding for others who may have differing beliefs and values | Access to public funds Improving and accessing courses to improve the Young Person’s English language including the *Service Provider* arranging the access to external courses or providing this in-house where this is not possible**\*** Linking with search agencies to identify relatives that may be living in the UK, should this be the wish of the Young Person – family contacts that are established should be reported to the allocated social worker |
| **CLIENT GROUP 3 – ALL TASKS FOR CLIENT GROUP 1 PLUS** |
| Additional focus on the underlying reasons that the Young Person became homeless, for example family breakdown or substance misuse (non-exhaustive list), and addressing individual areas that may have contributed to the homelessness. Mediation work with both the Young Person and family members will be required, where this is relevant and appropriate and set out within the Pathway Plan. Mediation will take place in venues outside of the Accommodation Setting. Being re-unified with the family will be the desired outcome, where relevant, appropriate and safe. There will be specific focus on working towards independent living, education & training and obtaining appropriate housing, working within the Pathway Plan set out by Thurrock Council Children’s Services.  |
| **CLIENT GROUP 4 – ALL TASKS FOR CLIENT GROUP 1 PLUS** |
| Additional focus on the underlying reasons that the Young Person spent time in secure accommodation / youth offending institute, and addressing individual areas that may have contributed to this period of accommodation. There will be specific focus on working towards independent living, education & training and obtaining appropriate housing, working within the Pathway Plan set out by Thurrock Council Children’s Services. Where a Young Person is accommodated overnight (under the PACE guidelines) pending a court hearing the following day, there will be no intensive support. Support offered will be in regard to preparation for the court hearing (30 minutes minimum support) and ensuring the safety of the Young Person overnight. The Service Provider will transport the Young Person to court on the day of the hearing and return back to the Accommodation Setting should the Young Person not be further detained and returned to the care of the Local Authority.  |
| **CLIENT GROUP 5 – ALL TASKS FOR CLIENT GROUP 1 PLUS** |
| *Young people aged 18 (having been in Supported Accommodation prior to the age of 18)* will be supported in working towards independence | *Young People aged 18 with no recourse to public funds** Day to day living
* Standards within supported accommodation
* Preparing to attend and attending an interview with the Home Office**\***
* Preparing for and interviews with solicitors**\***
* Improving and accessing courses to improve the Young Person’s English language including the *Service Provider* arranging the access to external courses or providing this in-house where this is not possible**\***
* Linking with search agencies to identify relatives that may be living in the UK, should this be the wish of the Young Person
 |

#### 12.13 Education and Employment

12.13.1 Young people after leaving year 11 must be engaged in one of the following:

* Full time study at school, college or with a training provider (for a minimum of 540 hours per annum)
* Full time work (employed or self-employed) or volunteering (more than 20 hours per week for more than 8 consecutive weeks) with one or more employer **combined** with part-time education or training (for a minimum of 280 hours per annum) leading to a relevant regulated qualification. **OR**
* An apprenticeship, traineeship or supported internship as set out in the Apprenticeships, Skills, Children and Learning Act 2009

12.13.2 The Service Provider will ensure that young people are engaged in the legal requirements detailed above.

#### 12.14 Moving on support

12.14.1 Young people will generally leave the Accommodation Setting shortly after their 18th birthday. Where there is a long term placement the Service Provider will work in partnership with the Allocated Social Worker and Aftercare Personal Advisor to focus on the transition to independent living for the Young Person.

12.14.2 The Service Provider will commence Transition Planning at age 17½ to ensure that the move takes place by age 18 unless the Allocated Social Worker agrees that because of exceptional circumstances the Young Person will not be ready to move at that point.

12.14.3 The Service Provider and Allocated Social Worker will identify and view suitable move-on accommodation for the Young Person.

12.14.4 The Service Provider will ensure the Young Person receives support to develop the following key skills with regard to moving on:

|  |  |
| --- | --- |
| Maintaining a tenancySeeking employmentClaiming benefitsFurnishing the Young Person’s accommodation | Paying Utility Bills and Council TaxSavingShopping, meal planningBudgeting |

12.14.5 The Council will supply the Service Provider with appropriate notice and transition plans for Young People approaching 18.

#### 12.15 Financial management

#####  Managing the Young Person’s weekly allowance

12.15.1 The Allocated Social Worker will assign Young People with a weekly allowance (currently £57.90). The level of this allowance may differ on occasions based on the assessment of need.

12.15.2 The Service Provider will invoice the cost of this allowance separately from the weekly fee payable for the service at cost[[1]](#footnote-1).

12.15.3 The Young Person will manage the allowance themselves by the Service Provider making cash payments to them on a weekly basis to purchase food, toiletries and to have money to spend on other leisure activities. The Service Provider will make payment direct to a Young Person’s bank account where this is requested.

12.15.4 Should the nature of the spending raises a safeguarding concern this will be reported to the Allocated Social Worker within 1 day. A Young Person’s mismanagement of money may require a review of the suitability of this type of placement and possibly a move to a regulated children’s home or with a foster carer.

12.15.5 The Service Provider will develop and maintain a log of each Young Person’s allowance paid to them to be stored on the Young Person’s file.

12.15.6 From the effective date of 01st February 2019 the Council will maintain savings accounts for Young People and save directly into these, releasing the money at age 18 or before if they leave care.

#### 12.16 Standards within the Accommodation Setting

#####  Bullying

12.16.1 The Service Provider will develop and maintain an anti-bullying policy that sets out the approach to discouraging and dealing with incidences of bullying at the Accommodation Setting. The policy should also cover bullying that may take place outside of the Accommodation Setting and how young people will be supported when this happens. The policy will include cyber-bullying.

#####  Substance Misuse and Anti-Social Behaviour

12.16.2 The Service Provider will develop and maintain a substance misuse policy that sets out the approach to:

* Supporting Young People who misuse drugs and alcohol
* Preventing or reducing the risk of Young People engaging in Anti-Social Behaviour

12.16.3 The Service Provider will implement a zero tolerance policy to the use of both alcohol and drugs at the Accommodation Setting.

12.16.4 The Service Provider shall seek external support from specialist agencies where necessary – including the Thurrock Council Young People’s Substance Misuse Support Service (“Wize Up” currently run by Change Grow Live (CGL)).

12.16.5 The Service Provider will carry out weekly room checks, where appropriate and necessary, to identify the concealment of drugs or alcohol. Two members of staff will be present when conducting these.

12.16.6 For both Substance Misuse and Anti-Social behaviour concerns, the Service Provider shall deliver appropriate support sessions both pro-actively and re-actively when it is considered that Young People are at risk from either of these. The Service Provider will not commission or provide specialist help as part of this service.

12.16.7 If the Service Provider identifies any concerns, these shall be reported to the Allocated Social Worker within 1 working day, unless the situation is deemed to be a reportable event. **Use of drugs and alcohol may require a review of the suitability of this type of placement with the possibility of a move to a regulated children’s home or with a foster carer**.

#####  Times / Curfew

12.16.8 The Service Provider shall encourage Young People to be out of bed and showered/dressed before 8am each morning when they have school/college/employment or other activity that requires them to be at a given place at a set time that morning. At weekends and when Young People do not have a set activity this time can be 10am.

12.16.9 The Service Provider should support Young People to be back at the Accommodation Setting by 10pm on a night when they have to attend school/college/employment the next morning. This can be extended to 11pm on all other nights.

12.16.10 These times are to encourage a healthy approach to rest and education/work. Should there be significant difficulties in this area a review of the suitability of this type of placement may be required and a possible move to a regulated children’s home or foster carer.

#####  Visitors

12.16.11 The Service Provider will develop and maintain a policy covering visitors to the Accommodation Setting.

12.16.12 No visits from family members or visitors over the age of 18 are to be permitted to visit the Accommodation Setting without the prior written permission of the Allocated Social Worker.

12.16.13 Visitors aged 15 or under may visit with permission from the Allocated Social Worker and must be accompanied by an adult deemed suitable by the Allocated Social Worker.

12.16.14 The Service Provider must check and validate photographic identification for visitors aged 16, 17 and 18. Visitors will not be permitted to enter the Accommodation Setting without this.

12.16.15 The Service Provider will only permit visitors to access communal areas; visitors will not be permitted to access Young People’s bedrooms. A maximum of four visitors per Young Person will be allowed at any time and the Service Provider should consider staggering visitors to allow Young People some privacy.

12.16.16 Visiting times shall be restricted to between 9am and 10pm during any day of the week.

12.16.17 The Service Provider shall log details of all visitors with dates and times in chronological order, on each Young Person’s file.

#### 12.17 Supporting individual Groups

#####  Equality and Diversity

12.17.1 The Service Provider will adhere to the Equality Act 2010, and ensure that it delivers services that do not discriminate against Children and Young People, and Staff or Contractors, on the basis of:

* Age
* Being or becoming a transsexual person
* Being married or in a civil partnership
* Being pregnant or on maternity leave
* Disability
* Race including colour, nationality, ethnic or national origin
* Religion, belief or lack of religion/belief
* Sex / gender
* Sexual orientation

#####  Young People with Special Educational Needs and Disabilities (SEND)

12.17.2 The Service Provider will supply Young People with SEND suitably adapted support to meet their needs, making reference to Ofsted guidance ‘an introduction to children’s homes’ - July 2018 – Reference 090155. to ensure the Accommodation Setting does not become a children’s care home without proper registration. The Service Provider will deliver all of the relevant areas of support through use of alternative means should this be required. The Service Provider will ensure that there are sufficient staff trained to work with young people with SEND. The allocated social worker will decide if Supported Accommodation is an appropriate placement or whether a regulated placement is required prior to placement.

12.17.3 The Service Provider will ensure that all staff work within the framework of the Children and Families Act 2014 and be familiar with the Local Offer for children with SEND.

#####  Belief Systems

12.17.4 The Service Provider will not impose either overtly or covertly any particular belief system with Young People. The Service Provider will recognise a Young Person’s religious and cultural choices and respect these, adapting provision wherever this is necessary. Young people will be supported to access appropriate religious and cultural activities of their choice outside of the Accommodation Setting.

#####  Mental Health / Emotional Wellbeing Issues

12.17.5 The Service Provider will deliver the Service to Young People that is sensitive to their needs, supporting them when they have mental health and emotional wellbeing issues making reference to Ofsted guidance ‘an introduction to children’s homes’ - July 2018 – Reference 090155. to ensure the Accommodation Setting does not become a children’s care home without proper registration. Referrals will be made to local emotional wellbeing and mental health services for more intensive support. The allocated social worker will decide if Supported Accommodation is an appropriate placement or whether a regulated placement is required prior to placement. The Service Provider will not commission or provide specialist help as part of this service.

#####  Black and ethnic minority groups and refugees (BMER) / Young People with English as an additional language

12.17.6 Thurrock’s diversity is changing with the inward migration from parts of London and international migration, attracting families to Thurrock. Economic regeneration is attracting families to the borough, and this trend is expected to continue in coming years.

12.17.7 The Service Provider will ensure the Service is both accessible to, and reflects, the changing cultural diversity of the Borough, adapting the delivery of support to ensure those with English as an additional language are able to receive the same levels of support.

#####  Gender

12.17.8 The Service Provider will consider the gender mix within the Accommodation Setting when accepting placements. Full details of the number of male and female Young People will be provided to the Council for consideration by the Allocated Social Worker before the placement is confirmed.

#####  General

12.17.9 The Service Provider will work to the principles of equal access for all regardless of age, gender, race, religion, ability, class, culture, ethnicity or sexuality, ensuring that all young people integrate within the Accommodation Setting through promotion of understanding of differing values, beliefs and faith.

#### 12.18 Transport

12.18.1 Wherever possible, the Service Provider shall use public transport to accompany young people to appointments, shopping and any other activities where they request this and are not travelling independently.

12.18.2 In circumstances where public transport is not an option staff cars can be used following a thorough risk assessment, including the number of staff in the vehicle. The Service Provider shall ensure vehicles are roadworthy, covered for business use by fully comprehensive insurance cover, have a valid MOT and are taxed. Drivers must hold a full driving licence with no restrictions noted against carrying passengers on a work related basis.

#### 12.19 Regular Reporting

12.19.1 The Service Provider will produce a (typed) report at the end of every calendar month of the Placement. This report will be securely emailed to the Allocated Social Worker in accordance Section 7.4: Data Protection and Processing. The report shall contain the following details:

|  |  |
| --- | --- |
| * Support provided (see ‘types and levels of support’ section of this specification – section 5). This should detail the number of hours support in each area, the desired outcomes, and progress within each outcome, with any challenges that were faced in the delivery of this
* Details of authorised and unauthorised absences (in summary) as these will have been reportable at the time – including of who the Young Person was with and where
* Details of any missing episodes (in summary) as these will have been reportable at the time - including details of where and who the Young Person was with if known.
* Details of incidents that involved verbal and/or physical aggression perpetrated by the Young Person or where they were the target of this by another Young Person. This includes incidents within and outside the *Accommodation Setting* (in summary as these will have been reported at the time)
 | * Details of any accidents
* Details of any medical issues other than a common cold, whether or not this required hospital attendance or a visit to a GP (in summary) as this would have been reported at the time
* Details of any self-harm (in summary) as this would have been reported at the time
* Summary of the Young Person’s emotional wellbeing and mental health throughout the month
* Details of any appointments in respect of immigration, whether this be with the Home Office or solicitors
* Details of any risks or concerns
* Details of any significant change in mood of the Young Person

These reports will inform the Council if this remains a suitable placement or if a move to a regulated children’s home or foster care would be more appropriate. |

### 13. ACCOMMODATION

#### 13.1 Risk Assessments

13.1.1 The Service Provider will submit a risk assessment for each property “Accommodation Setting” before a Referral can be made, including an analysis of risks and crime data from the national police website. The suitability of each placement will be judged by the council, with the final decision resting with the council as to the suitability, safety and risks in each area. It is expected that Young People will not be placed in areas with known high risks from exploitation (sexual and other), gangs, drugs and crime and any other inherent risks.

13.1.2 Young people often go missing because they do not feel safe in the area in which they are placed, and it is therefore critical that risk assessments are completed and that the Council places Young People in suitable locations.

13.1.3 The Service Provider shall note the following guidance from the National Crime Agency and the Police when undertaking these risk assessments

 <https://www.nationalcrimeagency.gov.uk/what-we-do/crime-threats/drug-trafficking/county-lines>

 <https://www.police.uk/essex/115/crime/>

13.1.4 The Service Provider will work with the immediate neighbours and local community to ensure that young people who are resident are accepted into the community and are not subject to any form of abuse, racial or otherwise.

#### 13.2 Accommodation Overview

13.2.1 Young People must live in a well-designed, safe and pleasant property “the Accommodation Setting”, with adequate space, in a suitable location where there is access to the necessary facilities for a range of activities. There should be facilities and equipment suitable for all residents.

13.2.2 Placements must be situated in a location that supports its aims and objectives and proposed models of assessment and support programmes. This includes access to external services, education and health facilities and recreational activities.

13.2.3 Placements must also provide access to outside areas, where possible.

13.2.4 Each Young Person will have their own key for the door to their accommodation and a safe in which to keep their valuables.

13.2.5 The Service Provider must develop, maintain and test an emergency escape plan for each Placement that all staff, Young People are familiar with and have practised so they are clear what to do in an emergency.

13.2.6 The Council will inspect all Accommodation Settings offered by the Service Provider before confirming a Placement can be made.

13.2.7 Appendix 6: Property Standards sets out the Council’s detailed expectations around accommodation provision, room sizes, availability and furnishings; however the Service Provider should use reasonable judgment with regard to the adjusting this dependent on the Young Person/s to be accommodated.

#### 13.3 Type of Property

13.3.1 The Service Provider may own or rent the Accommodation Setting. If the Accommodation Setting is rented consideration should be given to the term of the letting which should be for a minimum of two years to allow for stability of placements. The landlord should be fully aware of the use of the property. Accommodation Settingsshould accommodate no more than 6 young people.

13.3.2 The Council wishes to place young people within Thurrock, where appropriate and safe. Location of accommodation outside of Thurrock will not preclude Service Providers from acceptance onto the Rolling Select List; however referral preference will be given to Accommodation Settings within the geographical boundary of Thurrock or within close proximity (within 20 miles of Civic Offices, Grays, Essex).

13.3.3 The Service Provider may accept placements from other Councils alongside those from Thurrock. However, where placement requests are made and frequently declined by the Service Providerdue to capacity issues, the viability of retaining the Service Provider on the Rolling Select List will be reviewed.

13.3.4 Young People have told us that they want to be placed in Accommodation Settings that feel ‘homely’. The Service Providerwill thereforeensure that decoration and furnishing reflect a family home environment.

#### 13.4 Houses of Multiple Occupation (HMO).

13.4.1 From April 2018 the Government defines a HMO as a property that:

* Has 5 or more unrelated people living there (including ‘live in’ carers/staff)
* Has 2 or more households
* There is no limit on the number of storeys and would include bungalow properties as well as those with more than one storey

13.4.2 Thurrock Council’s Housing Department will be imposing additional discretionary requirements across 11 wards in Thurrock, mainly focussed in the south of the borough where HMO’s are concentrated. This will mean that the 5 or more unrelated people living at the property will be reduced to 3. The 11 wards may be extended to all Thurrock wards at a later point in time. Other local authorities may also impose additional discretionary requirements.

13.4.3 The Service Provider will adhere to all local authority requirements in respect of HMOs. This will fall under the local authority/council in which the property is located. For Thurrock properties refer to the following link:

13.4.4 The Service Providershall ensure their knowledge of council policy relating to HMOs and housing remains up-to-date, whether in Thurrock or another local authority where the property is located.

13.4.5 The Service Provider shall adhere to all regulation and guidelines and maintain the correct registration and certification (or ensure that the owner maintains this where the Service Provider is not the owner of the property). No fees payable will be met by the Council.

13.4.6 The Council adheres to the Essex Amenity Standards for HMOs.OtherLocal authorities may impose other standards. The Service Providerwill ensure that the local standards for the relevant area are met. Where the Service Provider is not the owner of the property the responsibility will still rest with the Service Provider to ensure that the owner is compliant.

13.4.7 The Housing Department will inspect HMO properties (sometimes jointly with Children’s Services) to ensure compliance in areas including, but not limited to:

* Room size
* Amenities
* Gas and Electricity
* Heating
* Fire Safety
* Water supply
* Bathroom facilities
* Kitchen facilities
* Ventilation

13.4.8 Although HMO regulations allow multiple occupied rooms, this will not be permitted within the delivery of this Service and Young People will not share a bedroom.

13.4.9 The Service Provider will comply with the requirements of this specification, including the details set out at Appendix 6: Property Standards, and Appendix 7: Property and Equipment Maintenance, and with all HMO requirements and guidelines in addition where these exceed those set out in this Specification.

#### 13.5 Electrical, Gas and other Equipment

13.5.1 The Service Provider shall ensure that all fixed and portable electrical and gas items that are used in Placements are purchased from new, meet the relevant British standards and are maintained in accordance with manufacturers recommendations and best industry practice, specifically with regard to Domestic Gas and Electrical safety checks and certification.

13.5.2 The Council’s requirements for equipment testing and maintenance are set out in Appendix 7: Property and Equipment Maintenance.

#### 13.6 Repairs and Maintenance

13.6.1 The Service Provider shall maintain a schedule of cyclical and responsive repairs at each Placement to ensure the building and facilities are maintained to a high quality and safe standard.

13.6.2 In addition to regular maintenance – eg. Gas servicing – the Service Provider shall carry out a repairs inspection every 3 months to identify work that is required.

13.6.3 Unplanned (responsive) repairs that are identified should be undertaken in line with the timescales set out in the table below and not wait until the 3 monthly inspections. Competent contractors should be used with the appropriate registrations and qualifications. Records should be kept for inspection by the Council.

| **Situation** | **Detail** | **Response Time** |
| --- | --- | --- |
| Emergency | Where life may be at risk – eg. Gas leak, electrical power failure | Within 1 hour to make safe, to be completed within 24 hours – consideration should be given as to the safety of the family remaining at the Placement *-* the Council should be made aware immediately |
| Urgent | Significant inconvenience, but no immediate danger to life – eg. no hot water | Within 3 working days - the Council should be made aware within 3 hours |
| Semi urgent | Modest inconvenience where a repair is necessary but there is no danger – eg. Failure of one (where there are more than one) washing machine | Within 28 calendar days |
| Non urgent | Where a repair should take place but this is more for aesthetic reasons – these are likely to be decorating repairs | Within 2 months |

#### 13.7 Health and Safety

13.7.1 The Service Provider shall maintain an accident book held at each Placement. Details of accidents shall be recorded as soon as practical after the event.

13.7.2 The Service Provider must ensure that at all times on site there is at least one staff member who is first aid trained with up to date qualification. A list of the first aider for each day should be noted on noticeboards and at least one fully equipped first aid kit must be available and in-date at each Placement.

13.7.3 All staff must be briefed on health and safety at work, following the guidance from the Health and Safety Executive at the following link: [www.hse.gov.uk](http://www.hse.gov.uk) paying specific regard to the following risks:

|  |  |
| --- | --- |
| CleaningSlips and TripsFire SafetyViolence in the Workplace | Moving and handlingSharpsRIDDOR |

13.7.4 The Service Provider shall take all measures necessary to comply with the requirement of the Health and Safety at Work Act 1974, subsequent amendments and new legislation, and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to staff in the performance of their work

13.7.5 The Service Provider shall comply with all relevant legislation relating to its staff however employed including (but not limited to) compliance with the law relating to the entitlement of its staff to work in the United Kingdom

13.7.6 If the Service Provider has a reportable incident as defined by the Health and safety Executive (HSE) – see link - <http://www.hse.gov.uk/riddor/examples-reportable-incidents.htm> this will be notified to the appropriate body within 10 days of the incident as per HSE guidance or any subsequent changes to HSE guidance on these timescales

13.7.7 The appropriate body may be either the Council’s Health and Safety Team or the HSE – see link - <http://www.hse.gov.uk/contact/authority.htm>

13.7.8 Following notification to the appropriate body the responsible Council Commissioner for the service will also be notified within the same timescales as stated in 13.7.6

### 14. PERFORMANCE MANAGEMENT

#### 14.1 Contract Management and Monitoring

14.1.1 The Council will undertake regular monitoring reviews at least annually and as often as monthly or quarterly depending on the level of risk. New Service Providers will be subject to more frequent reviews during the first year. These reviews will take place over one day for a single Placement, with additional half days visits to second and subsequentPlacements.

14.1.2 Any specific item listed for monitoring as part of this Section 14: is indicative and does not prohibit the Council undertaking a full audit of performance against the requirements set out in the entire Specification using the methodology of their choice. Whichever monitoring processes are engaged by the Council, the Council will evaluate and translate the evidence from all categories and process to give a robust overview of performance to determine the effectiveness of the Service overall.

14.1.3 When monitoring is undertaken, the Service Provider and Council will agree the period for which performance is being evaluated, and the number of Young People in the cohort for whom data is being collated and evaluated so as to demonstrate the relative value of any statistical return.

14.1.4 In the periods between reviews the Council will obtain feedback from Allocated Social Workers and Independent Reviewing Officers (IROs) on the achievement of outcomes. This will feed into the review with any quality issues being picked up with the Service Provider*.*

14.1.5 The Council may request copies of insurance certificates, gas and electrical safety certificates. Copies of policies may be requested between reviews and the Service Provider will supply updated copies as they are renewed including in response to changes in legislation.

14.1.6 The Service Provider will permit staff from the Council to inspect the Placements at any time, with or without notice. Council staff carrying out inspections will be suitably qualified and experienced, and will hold a satisfactory enhanced DBS check.

14.1.7 A Young Person’s normal day will not be disrupted as a result of any visit or be asked to miss school or other planned activity in order to facilitate the visit. The Council will aim to fit in with the normal routine of the placement.

14.1.8 The Service Provider will register with the CCRAG (Children’s Cross Regional Arrangements Group) in order for the council to share monitoring reports for providers with other Local Authorities.

14.1.9 Monitoring and evaluation procedures may also take into account either as a desktop plan or site visit process:

* Evidence of how the Service Provider is meeting the local authority LAC Care Plan, IEP and/or PEP, and the Individual Placement Agreement for each Young Person placed:
* Information from social workers, educational psychologists and other Stakeholders in respect of individual Children placed in the Placement and School as appropriate;
* Information from independent visitors and advocates:
* Information from the statutory review processes including the LAC Review, PEP and SEN reviews;
* Financial information relating to the Provider and their ongoing financial viability;
* Feedback to the Council from the Young People who are seen either individually and/or with others,;
* Information obtained from other placing authorities and other professional bodies or agencies including safeguarding investigations and serious case reviews;
* Results of any specific investigation relating to the Placement by any statutory body.
* Sources of evidence will include access to all statutory records and any other records including policies and procedures maintained pertaining to the running of the Placement/ and young people placed.

#### 14.2 Financial Viability

14.2.1 The Council will carry out due diligence on the financial standing of the Service Provider prior to approval and acceptance onto the Rolling Select List, and at least annually thereafter, dependent on risk.

14.2.2 If a Service Provider is operating as a sole trader or other entity where financial accounts are not publically available, as is the case with limited companies, information will be made available by the Service Provider to the Council. This may include sight of profit and loss statements and balance sheets, as well provision of personal reference information, such as a business bank manager – as may be requested.

14.2.3 The Service Provider shall report to the Council any significant adverse changes in their financial position should be reported within 7 working days, and in the case of imminent insolvency or administration, this must be reported immediately

14.2.4 Should there be any county court judgements (CCJ’s) against a Service Provider or its directors/partners or sole traders, or if a director is disqualified the Council shall be notified immediately.

14.2.5 Should the Service Provider’s directors register as a director of a new company at any point during the term of the contract, the Service Provider shall declare these directorships to the Council within 14 working days.

14.2.6 The Service Provider must implement and maintain levels of insurance cover as follows:

| **Insurance Type** | **Cover to Include** **(Specific Items)** | **Value** |
| --- | --- | --- |
| Public Liability | Sexual abuse and molestation liability cover to cover proven bodily or mental injury, disease, suffering or death of a child following sexual abuse Medical malpractice liability cover to cover proven bodily or mental injury following the maladministration to the child  | £10,000,000 TOTAL£1,000,000 per incident£1,000,000 per incident |
| Employers Liability |  | £5,000,000 |
| Professional Indemnity |  | £2,000,000 |
| Buildings Insurance | Including accidental and malicious damage | Rebuild cost |
| Contents Insurance | Including accidental and malicious damage | Replacement costs based for all fixtures and fittings and £1,500 per CYP. |

14.2.7 The Service Provider will supply copies of certificates to the Council. The Council will not accept any liability for insurance claims.

#### 14.3 Key Performance Indicators

14.3.1 The Service Provider shall provide data to evidence their performance against the Key Performance Indicators set out in Appendix 1. These KPIs are set for the first year of the contract and will be used by the Council in monitoring the Service Provider’s performance. KPI data shall be submitted to the Council to the schedule as set out in the “Reporting Frequency” column.

14.3.2 The list of KPIs is not exhaustive but is intended to give a good indicator to the Service Provider as to what will be measured going forwards. Some targets will be confirmed prior to contract commencement and some are new; therefore needing a baseline figure before targets can be set. At any time during the contract term the Council and the Service Provider may work together to incorporate suggest additional or amended KPIs and targets to better demonstrate performance against the Council’s objectives for the Supported Accommodation Service, as necessary.

14.3.3 As standard, the Council will review both the performance against and the relevance of, the Key Performance Indicators on an annual basis and agree with the Service Provider any revisions of these in advance of the next contract year.

14.3.4 If a Key Performance Indicator is not met during the period of the assessment then the Council may require the Service Provider to put together an action plan to address the issues within a timescale to be defined by the Council.

14.3.5 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.

#### 14.4 Management Information

14.4.1 Additionally, the Service 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 2: Management Information.

#### 14.5 Performance Issues, Suspension and Termination of the Contract

14.5.1 The Council will raise performance issues with the Service Provider verbally in the first instance. Unless the matter is immediately urgent (ie. placing the Young Person at risk) the Council will then follow up with detail in writing within 7 working days.

14.5.2 The Council will advise the Service Provider of the timescale for resolution of the performance issue.

14.5.3 In the event that the identified issues are not rectified within the timescale, the Council may exercise its right to suspend the Service Provider from receiving new placements until the identified issues are rectified.

14.5.4 During this time the Council will provide a final deadline for resolution of issues and increase checks on the Service Provider. Failure to comply with the final request for resolution may result in the Council terminating the Service Provider’s contract.

14.5.5 More serious breaches of the Contract and this Specification may result in the Council terminating the contract with immediate effect, with payment only being made up to the last date of each placement.

#### 14.6 Termination of Individual Placements

14.6.1 The Council has a duty to minimise the number of moves a Young Person experiences and the disruption this causes. The robust referral process aims to secure the right placement the first time to avoid further movement and instability for the Young Person, outside the terms of the Individual Placement Agreement. However, if it is clearly evident that the placement is not suitable and could not achieve the intended outcomes for the Young Person, this must be determined and acted upon in the manner described in the contract.

14.6.2 Where it becomes necessary to move a Young Person from a Residential Placement before the expiry of the notice period (terminating the individual placement), the Council will provide written notice and fund the notice periods set out in the table below.

|  |  |
| --- | --- |
| **Time in placement** | **Notice and Payment Period** |
| Less than 1 week | 1 day |
| Between 1 week and 1 month | 7 days |
| Over 1 month | 14 days |
| Young People turning 18 | 7 days |
| Where a Young Person is remanded in custody | Immediate(no further payment) |

14.6.3 The Council is not obliged to give a reason for termination of individual placements, however if the move is as a result of an issue at the Residential Placementthe Council will attempt to resolve any issues before making the decision to move the Young Person.

14.6.4 In circumstances where a Service Provider considers they are unable to meet the needs of a Young Person, a discussion will take place with the Allocated Social Worker to try to ensure that the placement remains viable. If these discussions fail to resolve any issues the Service Provider may give 28 days’ notice to the Council to terminate the placement.

14.6.5 In the event that the Allocated Social Worker believes that the issue could have been resolved and the Placement retained, but the Service Provider continued to terminate the placement, the Council will consider this as an “Unjustified Termination”. Any occurrence of Unjustified Termination will be monitored by the Council and this may lead to the suspension of the Service Provider.

14.6.6 The Service Provider will retain duty of care for the Young Person from the time they are collected or received by the Service Provider until the Young Person is returned to the care of the Council or person with parental responsibility.

14.6.7 The Council will, in most circumstances, seek to terminate the placement within 21 days of the start of a missing episode, unless there are exceptional circumstances.

### 15. QUALITY ASSURANCE AND GOVERNANCE

#### 15.1 Service Provider’s Quality Assurance

15.1.1 The Service Providershould develop a quality assurance process that sets out how issues and complaints are raised and resolved and how lessons can be learnt from them, and the process of self-audit on a regular basis to identify areas of strength and those that need to be improved.

15.1.2 The quality assurance process will include the Service Provider ensuring that assessors are professionally supervised (in accordance with HCPC standards).

15.1.3 The Service Provider will carry out one self-audit exercise every 2 months, the results of which shall be recorded and provided to the Council. The Service Provider may choose the areas for self-audit; however the Council will monitor the suitability of these choices as part of the contract management process.

15.1.4 Should the Service Provider identify any significant development areas from the self- audit, these must be reported to the Council within 7 working days.

#### 15.2 Governance

15.2.1 The Service Provider will ensure that the following is in place:

* The individuals responsible for the governance of the Service “the Governance Structure” delivered by the Service Provider will be made up of individuals with a mix of skills and expertise. All members of the governance structure will be conversant and have a good understanding/experience of the Services that the Service Provider is delivering
* An outcomes focussed approach to Service delivery will be taken by the Governance Structure
* Staff at all levels will have a voice and presence on the Governance Structure and be consulted on decision making.

#### 15.3 Record Management

15.3.1 Where an assessment is being conducted by court order the rules and policies of that court with regards to the recording of the assessments process, the Service Provider must observe and follow these.

15.3.2 Family assessors need to make contemporaneous written notes of all interviews and observations, and keep a record of communications with families and their representatives

15.3.3 While recording events should take place during or shortly after each interview or observation, it is sometimes not good practice to be taking detailed or extensive notes during interviews with children, as they require a more informal interactional style to feel engaged or comfortable in the interview process. Notes of interviews with Young People will thus sometimes be written immediately after the interview

15.3.4 The Service Provider must ensure records are stored responsibly and securely, and in any case within the Data Processing guidelines set out within this Contract.

15.3.5 Family Assessors must also be able to produce their records as required or ordered by a court. Where the report was ordered by a court, the notes should only be released by court order

15.3.6 If required to produce notes or records, the Family Assessor should be aware of any information in their notes that may place a party at risk, for example personal contact details of parties or others, and remove these from the records before releasing them. If so, the report writer must inform the court and the parties they have deleted these details and why this was done.

#### 15.4 Electronic Record Systems

15.4.1 The Service Provider will maintain an electronic recording system “the System” that documents all of the information below as a minimum, including the ability to provide the data required against Appendix 1: KPIs and Appendix 2: Management Information.

|  |
| --- |
| **Electronic Records** |
| * Name
* Gender
* Date of birth
* Nationality
* Ethnicity
* Religion
* Picture of the Young Person
* Name of Key Contacts
* Address of parents
* Social worker details and contact
* Social worker visit dates
* Electronic attachment of care pathway plans, education plans etc.
* Start and end date of placement
 | * Daily logs of interaction
* Risk Assessments (Council and Service Provider)
* Support Plans
* Case notes
* Assessments
* Education and employment details
* Visitors log
* Incident logs
* Safeguarding alerts
* Disability/impairment/other health issues
* Medical registrations
* Financial log of money paid to each Young Person
 |

15.4.2 The System needs to meet the requirements of the Council and shall be capable of recording dates for every interaction and producing a report of key areas in a chronological format i.e. details of visitors and dates.

15.4.3 Any other information that the Service Provider intends to collect in relation to this contract will be advised in writing to the Council and not collected until express written consent is obtained from the Council.

15.4.4 The System used will be hosted in the United Kingdom (UK) or on a fixed server maintained by the Service Provider. Any systems that operate outside of the UK in a ‘cloud’ based environment or any other environment where servers are not within the UK, shall only be permitted where the express written authority of the Council is sought and obtained, following due diligence by the Council.

15.4.5 The System and any associated hardware will follow these broad principles:

* Will only be accessible by authorised staff within the organisation
* Password protected where sensitive personal, identifiable information is held
* Passwords will not be shared
* Held on a fixed server (unless hosted elsewhere and not by the Provider) that is maintained in a room or building that can be locked when there is not a member of staff presence
* Fixed desktop PCs and laptops will be maintained in lockable room or building
* Portable media – eg. Laptops/netbooks/tablets will not be removed from the Centre unless security can be reasonably guaranteed
* The Service Provider must implement secure Wi-Fi and not permit portable media to be used on any unsecured or public network within or outside of the office

15.4.6 The Service Provider shall not use CDs or DVDs or Memory Sticks to store sensitive, personal, identifiable information which will leave the office

#####  Paper Records

15.4.7 Paper records should not be used as a method of storage due to their vulnerabilities, unless there is no reasonable secure alternative.

15.4.8 Where it is necessary to store paper records, the Service Provider will ensure they will be secured in locked cupboards (with key control) and not left unattended

15.4.9 Paper documents should not be removed from the Placement unless absolutely critical, and in any case will not be left unattended anywhere in a vehicle.

#### 15.5 Required Records

15.5.1 The Provider will maintain a file for each Young Person which will contain the following information:

| **Young Person’s File** |
| --- |
| * Referral forms received from social care
* Risk assessments received from social care
* Pathway plans received from social care
* Risk assessments prepared by the Provider including Child Exploitation (CSE) and risk of missing episodes
* Support Plans prepared by the Accommodation Setting
* Confirmation that the Young Person has received an induction at the Accommodation Setting
* Educational, employment and training details
* ‘Pen portrait’ of the Young Person detailing their history, their needs, wishes and feelings and any other information that will assist staff to understand each Young Person
* Details of support sessions provided to the Young Person
* Monthly reports for each Young Person detailing focussed outcomes for each month, progress and challenges
* Chronological summary of support delivered Chronological detail of all visitors to the Accommodation Setting – detailing name, age, identification checked, dates and times
* Chronological detail of authorised visits overnight (away from the Accommodation Setting) - including details of where the Young Person stayed
* Chronological detail of unauthorised absences away from the Accommodation Setting – including detail of where the Young Person stayed
* Chronological detail of missing episodes – including dates, times, if whereabouts was known following the return of the Young Person, details of any known persons that the Young Person was with whilst missing, return home date and time. Details of support provided post-return to the Accommodation Setting
 | * Chronological list of social work visits
* Financial transactions – details of personal allowances received
* Details of medical registrations
* NHS number
* National Insurance Number
* Details of immigration interviews with solicitors / Home Office
* Incident reports
* Accident reports
* Medication details – what type of medication, how much and how often this is to be taken – consent to hold medication
* Details of medical visits - GP, Dentist, Optician and any other routine or non-routine appointment
* Details of allergies
* Missing reports
* Photograph of the Young Person to be provided to the police in the event of any missing episodes. This must be recent and updated annually or after any significant change in appearance
* Contact information for the Young Person
* Contact information for the Young Person’s family – this should not be disclosed and any contact with the family will be via the allocated social worker
* Contact information for the allocated social worker and Independent Reviewing Officer (IRO)
* Any other pertinent correspondence
 |

15.5.2 Some of the above information would indicate that a Young Person may require placement in a regulated children’s home or foster placement i.e. risk of frequent missing episodes, in which case a placement in this type of provision would not ordinarily be made. However the Service Provider must maintain a system that is capable of recording these details.

15.5.3 The Service Provider will maintain files for each member of staff / volunteer with the following documentation:

|  |
| --- |
| **Staff Files** |
| * Application form
* Details of interview process and scoring with any relevant tests that were set
* Copies of identification
* Copies of educational / professional body certification
* Copies of training certificates
* DBS reference number and date last undertaken
 | * Contract of employment
* Details of induction undertaken
* Details of training undertaken / planned with the Service Provider with dates, levels and accrediting bodies
* Supervision notes
* Records of sickness, leave and disciplinary issues
 |

### 16. PRICE AND PAYMENT

#### 16.1 Fees

16.1.1 The Council will pay a weekly 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.

16.1.2 The Service Providershould 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 Service Provider shall note that payment arrangements may be subject to change by the Council, for which reasonable notice will be given.

16.1.3 These timescales may increase in the event of a disputed invoice. The Council will work with the Service Provider to resolve issues as quickly as possible. Invoices should be submitted in arrears within 7 days of the end of each calendar month.

16.1.4 Personal Allowances that are paid to the Young Person each week should be billed on the same invoice as the weekly fee, separately itemised. This fee will be determined by the Council and is payable in addition to the weekly fee. On occasions the Council may pay this allowance directly to the Young Person. The arrangements for ensuring that the Young Person receives this are subject to a separate process.

16.1.5 Where a retainer fee is payable to keep a place open for a forthcoming placement (i.e. where a Young Person is coming out of secure accommodation or custody), the Council will pay this to the Service Provider at a maximum of 25% of the standard weekly fee.

16.1.6 The weekly fee will include all costs as listed in the table below:

|  |  |
| --- | --- |
| * Accommodation costs (rental or mortgage)
* All support costs
* Ensuring that properties comply with all of the points set out in this specification
* Furnishings and replacing furnishings
* Decoration
* Clothing and school uniform
* Access to a computer for each Young Person
* Sports / hobby equipment
* Pocket money, birthday, festival gifts
* Educational costs
* Holiday costs
* Contact costs
* Glasses / contact lenses
* Interpreting (see below)
* Repairs to the property including damage that has been caused
* All staffing costs
 | * Meetings with all agencies and services
* Mileage
* Transportation costs – staff
* Transportation costs – Young People – to appointments, meetings, to receive support and attend education or employment (young people will only be responsible for funding their own recreational transport)
* Food / personal hygiene products for the child / Young Person, should personal allowance be expended and this would mean the Young Person being left without food / personal hygiene products
* Telephone calls from fixed lines (staff use and Young Person use should they not be able to use their mobile phone)
* Internet usage
* Utility costs
* All other costs associated with the delivery of the service detailed within this specification
 |
| **Additional notes****Clothing and school uniform** - The local authority will purchase the first school uniform thereafter the provider will be responsible for maintenance and purchasing replacement items.Clothing will be covered by the social care clothing grant every six months if deemed appropriate by the social worker.**Glasses / contact lenses** - provider to pay if young person is not in education and glasses purchased should be of a reasonable quality within the basic range. **Pocket money** - pocket money comes from the young person’s weekly allowance. **Transport** – the provider shall transport a young person within a 20 mile radius of the provision, beyond this the local authority will contribute 0.40 pence per mile.For those young people placed within London Zones the provider must ensure the young person has either an Oyster Card or Zip Oyster Card.  |

16.1.9 The Council will not cover any other costs without the permission of the Placements Team including when the Service Provider is required by the Council or relevant Partner to attend additional meetings or appointments over and above the allocated hours of support.

16.1.10 If a Young Person is missing for 7 consecutive days, the value of the weekly fee detailed above will be reduced by 50% and all additional hours purchased also cease. Upon the return of the Young Person the standard weekly fee will be re-instated. A review of the suitability of this type of placement would be conducted in these circumstances and whether the Young Person should be placed in a registered children’s home or in a foster placement.

16.1.11 The fees payable and pricing structure are detailed within the tender documentation. A series of discounts will form part of the tender evaluation, in addition to the weekly fee.

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### 17. SOCIAL VALUE

17.1 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.

17.2 The Council’s Social Value framework is set out here:

 <https://www.thurrock.gov.uk/council-procedures-and-thresholds/social-values>.

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

17.4 As part of this contract the Service Provider will support local voluntary initiatives by promoting the engagement of Young People in suitable voluntary activities in the community. These voluntary activities will be supported by staff volunteering alongside Young People.

17.5 The Service Provider will deliver at least 5 hours per month in Social Value activity while a Young Person is in the Placement. These 5 hours include the time for the Young Person and for the member of staff (i.e. 2.5 hours for each of them). Voluntary activities will be appropriate with suitable risk assessments being carried out before commencement.

17.6 In order to comply with the ethos of voluntary work (and UK immigration rules for unaccompanied asylum seeking children) the Service Provider must ensure that:

* There should be no payment, other than travel and meals (and should only be for expenditure incurred and not as an allowance)
* There should be no contractual obligations
* Volunteering is not a substitute for employment, that is fulfilling a role that a salaried worker would normally fill
* The volunteer is helping a registered voluntary or charitable organisation, an organisation that raises funds for either of these, or a public sector organisation

17.7 Bidders will make proposals around these as part of their tender submission and once agreed by the Council, will become a contractual obligation for the successful Service Provider.

### APPENDIX 1 – KEY PERFORMANCE INDICATORS

Key Performance Indicators will be reviewed annually. The reporting frequency in the table below will apply when placements are commissioned.

| **Outcome** | **Description** | **Calculation** | **KPI Target** | **Reporting Frequency** |
| --- | --- | --- | --- | --- |
| 1. Delivery of high quality support leading to independence. | 1.1 Percentage of Young People who receive the number of support hours set out in their Support Plan. | 1.1 Number of Young People receiving the number of support hours set out in their Support Plan divided by all Young People | 95% | Quarterly Reporting |
| 1.2 Percentage of Young People progressing towards achieving their Support Plan outcomes by the planned end of the placement. | 1.2 Number of Young People progressing to achieving their Support Plan outcomes by the planned end of the Placement divided by all Young People. | 95% |
| 1.3 Percentage of Young People judged to be ready for independence by the Allocated Social Worker. | 1.3 Number of Young People judged to be ready for independence by the Allocated Social Worker divided by all Young People aged 18 whom the Allocated Social Worker believes are able to be ready for independence. | 90% |
| 2. Young People are supported to achieve good health | 2.1 Percentage of Young People who have registered with a Doctor (GP) within three days. | 2.1 Number of Young People registered with a GP within three days of arriving at the Placement divided by all Young People | 100% | Quarterly Reporting |
| 2.2 Percentage of Young People who have registered with a Dentist within three days. | 2.2 Number of Young People registered with a Dentist within three days of arriving at the Placement divided by all Young People | 100% |
| 2.3 Percentage of relevant Young People who have registered with an Optician within three days. | 2.4 Percentage of Young People registered with an Optician divided by all Young People who wear glasses or contact lenses or need help with vision. | 100% |
| 3. Young People maximise their opportunities for Education, Employment or Training (EET) within the Legal Requirements. | 3.1 Percentage of Young People in Education, Employment or Training | 3.1 Number of Young People in Education, Employment or Training divided by all Young People aged 16-18 | 95% | Quarterly Reporting |
| 3.2 Percentage of Young People attending at least the minimum number of hours of Education, Employment or Training. | 3.2 Number of Young People attending the minimum or higher number of hours of EET averaged over the quarter divided by all Young People aged 16.18 | 95% |
| 4. Young People receive additional support when this is needed | 4.1 Percentage of Young People attending Substance Misuse Specialist Support when this is identified as a need. *Where this is identified as an issue a review of the suitability of this type of placement may be required* | 4.2 Number of Young People attending Substance Misuse Support divided by all Young People identified as needing Substance Misuse Sup-port | 100% | Quarterly Reporting |
| 4. Young People receive additional support when this is needed | 4.2 Percentage of Young People attending Emotional Wellbeing and Support Services when this is identified as a need. *Where this is identified as an issue a review of the suitability of this type of placement may be required* | 4.2 Number of Young People attending Emotional Wellbeing and Support Services divided by all Young People identified as needing Emotional Wellbeing Support. | 100% | Quarterly R Reporting |
| 4.3 Percentage of Young People attending and ESOL Course for at least 80% of the time when this is identified as a need. | 4.3 Number of Young People attending an ESOL Course for at least 80% of the time divided by all Young People needing support with English. | 100% |
| 5. Young People are engaging with the wider community | 5.1 Percentage of Young People engaging in a structured positive activity or club outside of the Placement. | 5.1 Number of Young People engaging in a structured positive activity or club outside of the Placement divided by all Young People. | 95% | Quarterly Reporting |
| 6. All staff are trained according to the requirements of the specification | 6.1 Percentage of staff receiving an induction meeting the requirements in Section 6.5 within 2 weeks of employment start date. | 6.1 Number of staff receiving an induction meeting the requirements in Section 6.5 within 2 weeks of employment start date divided by all new staff | 100% | Six Monthly Reporting |
| 6.2 Percentage of staff completing the specific training programme set out for their role within four weeks of the planned completion date | 6.2 Number of staff completing the specific training programme set out for their role within four weeks of the planned completion date divided by all staff with a training programme | 100% |
| 6.3 Percentage of staff completing annual update training appropriate for their role | 6.3 Number of staff completing annual update training appropriate for their role divided by all staff with programmed annual update training. | 100 | Annual Reporting |
| 7. Social Value | To be agreed following tender |  |  |  |

### APPENDIX 2: MANAGEMENT INFORMATION

The Service 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 Service Provider.

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

Current number of Young People in Placements broken down by age (16-17, and 18+) and Accommodation Setting

Number of missing episodes in the last quarter

Average number of days missing (aggregated for all Young People)

Number of Young People in the last quarter referred to specialist drug and alcohol support services (where the Service Provider identified the need even if the Allocated Social Worker made the referral)

Number of Young People in the last quarter referred to Emotional Wellbeing and Mental Health Services (where the Service Provider identified the need even if the Allocated Social Worker made the referral)

Number of Young People in the last quarter referred to ESOL courses (where the Service Provider identified the need even if the Allocated Social Worker made the referral)

Number of Young People in the last quarter identified as at risk of CSE by the Service Provider

Number of Young People in the last quarter identified as at risk of gang involvement by the Service Provider

The above list contains some areas that would ordinarily require that a Young Person is placed in a regulated children’s home or foster placement, however the Service Provider will still maintain a system capable of recording this information.

### APPENDIX 3 – RELEVANT LEGISLATION

The legislation that is relevant to this contract is set out below. The Service 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
* Protection of Children Act 1999
* Children and Social Work Act 2017
* Care Standards Act 2000
* The Disability and Equality Act 2010
* The Human Rights Act 1998
* Working Together to Safeguard Children 2015
* Statutory Guidance on Children who Run Away or go Missing from Home or Care 2014
* The Carers and Disabled Children’s Act 2000
* The Children (Leaving Care) Act 2000
* 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
* Management of Houses Multiple Occupation (England) Regulations 2006
* Health and Safety at Work Act 1974
* Equalities Act 2010
* General Data Protection Regulations 2016
* Freedom of Information Act 2000
* The Un convention on the rights of the child
* The Caldicott principles

### APPENDIX 4 – 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.

Providers 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.

Service 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>

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

Service Providers 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 Board (LSCB) <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>

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.

**Sexual violence / childhood sexual abuse (CSA)**

**The Legislative Framework for Sexual Violence and Abuse**

There are two critical pieces of legislation governing the sexual offences laws in the UK; the Sexual Offences Act 1956 and the Sexual Offences Act 2003. The 2003 Act came into force on 1st May 2004 and applies to all offences committed on or after that date. The 1956 Act relates to cases where the offence took place before 1st May 2004 and remains relevant for some non-current sexual violence cases. Key offences covered within the Acts include the following where the victim does not consent to the act and where the defendant “does not reasonably believe” that the victim has consented; rape, assault by penetration, sexual assault, causing sexual activity without consent. The age of consent in the UK is 16 and a child under the age of 13 cannot legally consent to any sexual activity. For this reason, all reports of sexual activity with an under 13 year old are required to be reported to the Police and Social Care.

**What is Sexual Violence and Abuse?**

The World Health Organisation (2010) defines sexual violence and abuse (SVA) as ‘any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed against a person’s sexuality using coercion, by any person regardless of their relationship to the victim, in any setting including but not limited to home or work’. This definition includes rape. As per the Sexual Offences Act 2003 (SOA 2013), rape has legally been defined in the UK as the penetration with a penis of the vagina, anus or mouth of another person without their consent. Rape is defined as ‘physically forced or otherwise coerced penetration, even if slight, of the vulva or anus using a penis, other body parts or an object’. The attempt to do so is attempted rape. Rape of a person by two or more perpetrators is gang rape.

The SOA 2013 describes penetration of a vagina, mouth or anus with any part of the body other than the penis or with an object without their consent as “assault by penetration”. Sexual violence can include other forms of assault involving a sexual organ, including coerced contact between the mouth and penis, vulva or anus. Any sexual activity with a child under the age of 16 is an offence, including non-contact activities (such as encouraging to send nude photos online or making a child watch pornographic material) or encouraging children to behave in sexually inappropriate ways.

It is important to recognise that sexual violence and abuse can happen to anybody, of any age, regardless of sex, gender, sexuality, religion, cultural, social or ethnic background. It should also be understood as a cause and consequence of sex/gender inequality, and as a result, impacts disproportionately on women and girls. Sexual violence and abuse may be a one-off event or happen repeatedly over any period of time. In some cases it can involve the use of technology such as phones, internet or social media. Sexual violence and abuse can occur anywhere including in public, within the home or workplace and within organisations and institutions such as schools, religious settings and sports clubs. It may also occur when the person is unable to give consent while drunk, drugged, asleep or mentally incapable of understanding the situation.

Child sexual abuse (CSA) is when a child is forced or persuaded to take part in sexual activities. This may involve physical contact or non-contact activities and can happen online or offline. Children and young people may not always understand that they are being sexually abused. Contact abuse involves activities where an abuser makes physical contact with a child. It includes: sexual touching of any part of the body, whether the child is wearing clothes or not, forcing or encouraging a child to take part in sexual activity, making a child take their clothes off or touch someone else's genitals, rape or penetration by putting an object or body part inside a child's mouth, vagina or anus. Non-contact abuse involves activities where there is no physical contact. It includes: flashing at a child, encouraging or forcing a child to watch or hear sexual acts, not taking proper measures to prevent a child being exposed to sexual activities by others, making a child masturbate while others watch, persuading a child to make, view or distribute child abuse images (such as performing sexual acts over the internet, sexting or showing pornography to a child), making, viewing or distributing child abuse images, allowing someone else to make, view or distribute child abuse images, meeting a child following grooming with the intent of abusing them (even if abuse did not take place). There is not an actual offence of CSA, rather sexual offenders against children are charged with a range of sexual offences defined in law.

Child sexual exploitation (CSE) is a form of child sexual abuse. Sexual exploitation of children and young people aged under 18 involves exploitative situations, contexts and relationships where young people are manipulated or deceived in to sexual activity in exchange for something the victim needs or wants and and/or for the financial advantage or increased status of the perpetrator or facilitator. Child sexual exploitation does not always involve physical contact and can also occur through the use of technology without the child’s immediate recognition, for example being persuaded to send sexual images via the internet or use of a mobile phone. The key factor that distinguishes CSE from other forms of child sexual abuse (CSA) is the presence of some form of exchange, i.e. the child receives ‘something’ e.g. gifts, drugs, alcohol, accommodation or food in return for the sexual activity. In all cases, those exploiting the child/young person have power over them whether it is by virtue of age, gender, intellect, physical strength and/or economic or other resources. It is important to remember that the victim may have been sexually exploited even if the sexual activity appears consensual.

Over the recent years, the profile of sexual offences have been raised significantly due to high profile inquiries such as the Inquiry into Child Sexual Exploitation in the family environment, the Independent Inquiry into Child Sexual Abuse (IICSA) and the Independent Inquiry into Child Sexual Exploitation in Rotherham. Campaigns such as the #METOO movement and high profile media coverage cases involving well known individuals such as Jimmy Savile and Michael Jackson have also contributed.

**3. PREVENT**

Providers are 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 Service 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 Service 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/425189/Channel_Duty_Guidance_April_2015.pdf>

**4. 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

TheService Providerwill 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.

### APPENDIX 5 – DATA PROTECTION, GDPR AND RELATED POLICIES

Service Providers must familiarise themselves with the requirements of the General Data Protection Regulations as 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/>

### APPENDIX 6 – PROPERTY STANDARDS

The following sets out the Council’s general standards for Accommodation Settings. The Service Provider may adjust this if the needs of the Young Person require.

**PLACEMENT ACCOMMODATION**

**Room Sizes**

* Bedroom – 10m2
* Communal living room - 20m2
* Kitchen area – 9.3m2 or 12m2 if 6 Young People (or two kitchens with a minimum size of 9.3m2 if more than 6 Young People are resident
* Bathroom – 4m2
* Area to eat with table that can seat the maximum number of Young People resident
* Ceiling height in all rooms must be a minimum of 2.3 metres

No Young People should share a bedroom.

**Bathrooms**

There should be at least one bathroom for every 4 Young People, in a separate room from all other areas. Bathrooms should never be more than one floor away from the Young Person that will use them. Bathrooms should contain a sink (560mm by 430mm minimum), toilet and shower, with the addition of a bath optional. The shower cubicle should be of a standard size with a minimum of 800mm wide by 800mm depth. There should be constant supply of hot and cold water. Bathroom doors should be lockable from the inside with access able to be gained by staff with a key from the outside.

Floors should be of a non-slip material.

Anti-slip bath mats should be provided.

A separate toilet should be available for staff use.

**Water drainage**

All Accommodation Settings should have an effective drainage system above and below ground, for the drainage of foul waste and surface water.

**Bedrooms**

All bedrooms should have the following furnishings:

|  |  |
| --- | --- |
| Single bed with mattress, minimum size 91cm x 190cm*All beds must be have fitted sheets and duvet – two sets of bed linen should be available and 2 pillows and cases*Bedside cabinet and lightWardrobeChest of drawersSuitable fixed lighting with light shades (not bare bulbs) | Changing table Mirror Comfortable chairSmall refrigerator Carpet or wood flooringCurtainsMinimum 4 power pointsLockable door that can be accessed by staff from the outside with a key |

**Kitchen**

Kitchens should have the following equipment:

|  |  |
| --- | --- |
| Sink with drainerConstant supply of hot and cold running waterFull size cooker with hob, oven and grillRefrigeratorMicrowave oven KettleToasterFood storage cupboards | Cutlery, crockery, pots and pans sufficient for the number of occupantsWork surfaces which are easy to cleanMinimum of four electric pointsAdequate lighting and ventilationA fire blanket A carbon monoxide detectorMinimum of 4 power points |

They should be a size of 9.3 square metres for up to 5 Young People or 12 square metres if more than 6 Young People are resident at the Accommodation Setting.

Sharp knives should be controlled by the Service Provider and signed out to Young People using them without supervision, following a risk assessment of each Young Person

**Dining Area**

An area away from the bedrooms should be available for dining. This should be able to accommodate all Young People at the Accommodation Setting and contain a table and moveable chairs or bench type seating. Bar stools are not be used. This can be within the communal living room or as part of a kitchen diner area providing the kitchen area itself meets the minimum size requirements (excluding the area to eat).There should be suitable fixed lighting with light shades and not bare bulbs.

**Communal areas**

In each Accommodation Setting there should be a lounge in line with the size specified. This should contain sofa(s) of a suitable size to accommodate all Young People at the Accommodation Setting. This should be of good quality, comfortable and clean. It should comply with all British fire rating standards. A television that can receive Freeview should also be in place with a minimum size of 32 inches. The room should be carpeted or have wooden/laminate flooring. There should be a minimum of 4 power points. There should be Suitable fixed lighting with light shades and not bare bulbs.

**Lighting / windows**

All areas of the Accommodation Setting that are habitable shall have adequate natural lighting the equivalent of one tenth of the floor area. Windows should be double glazed or better, be able to open, have trickle ventilation vents and be lockable. Adequate artificial lighting should be in place in every room.

**Ventilation**

Adequate background ventilation must be installed in kitchen, bathroom and WC’s.

**Access**

The front door to the Accommodation Setting should have high quality locks that meet insurer’s requirements in respect of British standards, and an intercom system. Young People should access the Accommodation Setting via the intercom and not have access to a front door key

**Internet access**

The Accommodation Settingwill be equipped with high speed internet access and Wi-Fi throughout. Controls should be in place to restrict access to the following sites:

|  |  |
| --- | --- |
| PornographyRacismTerrorismExtremismEating disordersViolence | GamblingSelf-harmSuicideCrimeChild abuse |

**Heating**

Each Accommodation Setting will have either a gas or electric (fixed and not portable) based heating system which provides heat in all rooms with controllable thermostats on each radiator. Adequate background ventilation will be in place where gas appliances are being utilised.

**Cleaning**

TheService Provider will be responsible for cleaning of communal areas of the Accommodation Setting. All areas including lounges, kitchens and bathrooms will be cleaned twice a week. Where a Young Person is not keeping these areas clean, tidy and hygienic the Accommodation Setting will support the Young Person to ensure that they respect these areas.

Individual bedrooms will be the responsibility of each Young Person dependent. Cleaning materials and devices (vacuum cleaner) will be made available for use by Young People. It is expected that rooms will be cleaned twice a week in line with the communal areas. Where a Young Person is not cleaning their individual rooms they will be supported to ensure that this task is undertaken. Whilst every effort shall be made for the Young Person to undertake this themselves, however the room shall not be permitted to become dirty, and this task will be undertaken by the Accommodation Setting where necessary. Where this has to be undertaken staff will report this to the social worker in their monthly report.

All Young People should accept their responsibility to ensure that cleaning is carried out, with no Young Person completing in excess of their allocated responsibilities.

A Young Person’s laundry will also be their own responsibility, with the above caveat that a Young Person should not be allowed to wear dirty clothing, should they not undertake this task themselves they will receive support to do so, in line with the way which rooms should be kept clean, as described above.

A washing machine and ironing board/iron will be available. Suitable drying facilities will be in place without the need for having excessive amounts of wet clothing indoors.

Hazardous cleaning materials will be stored securely and subject to a risk assessment.

**Garden areas**

All garden areas should be kept tidy with grass cut regularly and maintenance / repairs made to any sheds or outbuildings.

Chairs should be made available for Young People to spend time in the garden.

Dangerous / sharp equipment should be safely stored in locked sheds / outbuildings.

**CCTV**

CCTV should be installed in all communal areas, hallways, landings and the front and rear exit doors. CCTV should not be fitted in bedrooms or bathrooms.

**Windows**

All windows within bedrooms should be able to open. In some circumstances where a Young Person is at risk of exiting through windows consideration should be given to using window restrictors. These will not be put in place without the authority of the allocated social worker and a discussion with the local fire safety officer within the fire service. A full risk assessment will be carried out by the Accommodation Setting in this respect. Where Young People may be in danger by having an opening window on an upper floor consideration should be given to moving them to a lower floor room.

Windows must be lockable to prevent intruders accessing the Placement.

**OFFICE ACCOMMODATION**

**Office area**

The Service Provider should ensure that there is an office space within the Accommodation Setting*.* This should be used to maintain paper records, set up a PC, telephone lines, store petty cash, store medication, set up CCTV equipment, conduct meetings etc. This room should have a lock that can only be accessed by staff.

**Space for Private Meetings**

Separate space should be provided, away from bedrooms, to hold private meetings with social workers and staff from other agencies.

### APPENDIX 7 - PROPERTY AND EQUIPMENT MAINTENANCE

The following sets out the Council’s expectations for the provision and maintenance of electrical, gas and fire equipment within the Placement. However, should any relevant legislation, British Standard or industry best practice change during the term of this Contract the new guidance will take precedence.

**Electrical Equipment**

All electrical equipment will comply with UK and EU electrical ‘kitemark’ standards and be purchased from a reputable dealer, and not through online auction sites. Damaged and old equipment should be disposed of and replaced.

All electrical equipment should have a visual inspection for damage every 12 months. This should include checking leads and other areas that may have been damaged through use. These checks should be recorded in a written format. If a piece of electrical equipment that is moved around often and prone to cord damage is being used visual checks should take place every 6 months. An example of this type of equipment is a vacuum cleaner.

The Service Provider shall ensure that portable and transportable appliances are inspected and tested in line with the Electricity at Work Regulations 1989 and the most up to date guidance from the Health and Safety Executive

Every 5 years a qualified electrician (NICEIC registered) should inspect the wiring, sockets, switches, fuse boards and circuit breakers to ensure that they are still safe. Certificates detailing this work should be maintained. Any serious defects should be notified to the Council within 3 days of identification.

**Gas**

The Service Provider shall ensure that all gas appliances including, but not limited to, boilers, gas fires and cookers are inspected annually by a ‘Gas Safe’ qualified engineer. Copies of certification should be maintained. Any serious defects should be notified to the Council within 3 days of identification.

The Service Provider shall install Carbon Monoxide (CO2) alarms on each level of the Placement*,* including in the loft/attic if a gas appliance such as a boiler is located there. These should be tested weekly and batteries replaced annually, regardless of whether they have depleted. Hard wired CO2 alarms are preferred, however battery operated ones are acceptable.

**Fire Safety/Prevention**

The Service Provider should conduct a full fire risk assessment and document this with annual reviews.

Every floor of the Placementshould have a powder fire extinguisher, which can be used on all fires except cooking fats and oils. The extinguisher should be a minimum of 6kg.

Each kitchen area should have a wet chemical extinguisher, suitable for kitchen fires involving oils and fats. The extinguisher should be a minimum of 6kg. In addition a fire blanket should be available in each kitchen area.

All fire extinguishers should be serviced every 12 months or immediately if a defect is identified. Records must be kept on these visits and approved, competent engineers used to carry out this servicing.

Smoke alarms that detect both heat and smoke should be fitted on each floor of the Placement. As a minimum there should be two on each floor. These alarms should be hardwired into the mains electrical circuit, and not battery operated.

All bedroom, communal areas, kitchens and doors to/from escape routes should be fitted with 30 minute fire resistant fire doors, fitted with smoke seals and meet BS 476 – 22.1987 standards. These doors should be fitted with locks that can open from the inside without a key and can be opened from the outside with a key. Doors must close into the frame with a maximum gap of 3mm.

Under stair cupboards should be removed or upgraded to ensure they are lined with fire resistant materials.

Fire exit signage should be placed on each floor at intervals where it is clearly accessible where the fire route is.

Placementswith more than 3 floors or more should be fitted with emergency lighting on floors two (2) or above (the ground floor is counted as floor zero (0). Where these are fitted they should be hardwired into the mains electrical circuit, and not battery operated.

Where there is not a requirement for these due to only being a two storey property then LED high powered large torches should be made available on each floor, with batteries checked monthly and replaced annually regardless of if they have depleted. These should be kept for emergency use only and not used for other purposes unless absolutely necessary.

Keys to lockable windows should be kept in an accessible place in the event of fire.

A portable fire ladder should be available on each floor from one (1) or above, capable of reaching floor zero (0), the ground floor.

Internal escape routes should be clear of accumulations and hazards.

There should be one member of staff at the Placement at all times who is fire trained and competent in using fire extinguishers.

All furniture, curtains, bed linen, mattresses and cushions must meet UK fire resistance regulations to avoid the spread of fire and toxic fumes in the event of a fire.

**Legionella**

It is not usually necessary to undertake legionella testing in residential type properties, due to regular flushing through of water. The Service Provider will undertake a risk assessment to assess any risks and document these. This assessment should be reviewed every 3 years. Where the need to undertake legionella testing is identified the Service Provider will engage a suitable, qualified contractor to undertake this work. Certification will be maintained where this is necessary.

###

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

The attached appendix is required to be signed and returned as part of the contract.

  

**Missing from Care**

**Memorandum of Understanding (MOU)**

**Between**

Essex Police, Southend, Essex and Thurrock Childrens Social Care

**and**

Residential Care Home/16+ Supported Living Provider /Local Authority Foster Care Provider/Independent Foster Care Provider

 **(Approved by Southend, Essex and Thurrock Local Safeguarding Children Boards)**

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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 AND HEAD OFFICE ADDRESS OF RESIDENTIAL CARE HOME:**
2. **NAME OF PROVIDER AND HEAD OFFICE ADDRESS OF 16+ SUPPORTED LIVING PROVIDER:**
3. **NAME OF PROVIDER AND HEAD OFFICE ADDRESS OF INDEPENDENT FOSTER CARE AGENCY (IFA)**
4. **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. All personal and sensitive data must be processed in accordance with the requirements under the 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.

**7. It is important that this information is handled correctly with due regard to the 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***

|  |  |  |
| --- | --- | --- |
|  |  |  |
| 13_crest_white |  |  |

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | **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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|  |

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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****)** |
| 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:       |

|  |
| --- |
| **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** |

### APPENDIX 9 - DEFINITIONS

|  |  |
| --- | --- |
| **Accommodation Setting** | The property where a Young Person will be resident in their Placement |
| **Allocated Social Worker** | The Council’s nominated social worker regarding the Family to be assessed |
| **Young Person** | The individual Looked After Young Person that is resident at the Placement |
| **Young People** | The cohort of Young People resident at the Accommodation Setting and more widely  |
| **Consultation** | Securing the wishes, views and feelings of a Young Person and or giving information to a Young Person in the most reasonable manner given the Young Person’s ability and understanding. |
| **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 |

1. The Service Provider may not add an administration fee to the cost of the allowance within the invoice to the Council. [↑](#footnote-ref-1)