

SERVICE SPECIFICATION

Name of Service: Host Family Service for 16 – 21 year olds

Contents

| | |
|--|----|
| Glossary of Terms | 3 |
| Section 1 – Purpose and Background | 5 |
| 1.1 Background to the Host Family Service | 5 |
| 1.2 Evidence of Need for the Service | 5 |
| 1.3 Aims of the Service..... | 6 |
| 1.4 Key Objectives:..... | 6 |
| Section 2 – Service Description..... | 7 |
| Supported Lodging Service | 7 |
| 2.1.1 Referral Routes | 7 |
| 2.1.2 Service Availability..... | 7 |
| 2.1.3 Service Model:..... | 8 |
| 2.1.4 Move On..... | 8 |
| 2.1.5 General requirements (relating to Supported Lodgings)..... | 9 |
| 2.1.6 No Disruption requirement: | 9 |
| 2.2 Nightstop Service | 10 |
| 2.2.1 Referral Routes | 10 |
| 2.2.2 Service Availability..... | 10 |
| 2.2.3 Service Model:..... | 10 |
| 2.2.4 Performance Information and Evaluation: | 11 |
| 2.2.5 General Requirements for both Supported Lodgings and Nightstop | 11 |
| 2.2.6 Joint Working Protocols | 12 |
| 2.2.7 Workforce | 12 |
| 2.2.8 Support and Staffing | 13 |
| Section 3 – Access to Service | 14 |
| 3.1 Eligibility | 14 |
| 3.2 Exclusions | 14 |
| 3.3 Service Termination..... | 14 |
| Section 4 – Contract and Pricing | 15 |
| 4.1 Scaling Up..... | 15 |
| 4.2 Provision for Housing Benefit within..... | 15 |
| Section 5 – Contract Details | 15 |
| 5.1 Envisaged Date for Commencement of Service | 15 |
| 5.2 Envisaged Duration of Contracts | 15 |
| Section 6 - Quality and Monitoring..... | 15 |
| 6.1 Expected Outcomes for Service Users | 15 |

| | |
|---------------------------------------|----|
| 6.2 Quality Assurance | 17 |
| 6.3 Performance Information | 17 |
| 6.4 Performance Measures | 17 |
| 6.5 Contract management meetings..... | 17 |
| 6.6 Annual Contract Review | 17 |
| Section 7 – The Property | 18 |
| 7.1 The Building(s) | 18 |
| Section 8 – TUPE..... | 18 |

| | |
|-------------|---|
| Appendix 1 | Placements Commissioning strategy |
| Appendix 2 | Looked After Children Strategy |
| Appendix 3 | Pledge to Looked After Children Strategy 2012-15 |
| Appendix 4 | Pathway Model |
| Appendix 5 | Outcomes Framework |
| Appendix 6 | Portal Details |
| Appendix 7 | DePaul UK – Developing Nightstop, A Practical Guide |
| Appendix 7b | DePaul UK Nightstop Quality Standards Assessment Workbook |
| Appendix 7c | DePaul UK Quarterly Stats Worksheet (blank) |
| Appendix 7d | DePaul UK Nightstop Quality Standards Assessment |
| Appendix 7e | DePaul UK Nightstop UK Quality Standards |
| Appendix 8 | TUPE Workforce data capture sheet |

Glossary of Terms

| Term | Description |
|--------------------------------------|---|
| Council | Nottinghamshire County Council |
| Early Help unit | Access point for Targeted Services for children and their families |
| The Family Service | Children's Centre's, Targeted Support Service, Supporting Families, Family Assessment Team, Community Social Workers in the Early Help Unit and the Family Resource Service (restructured to provide one comprehensive service) |
| Children's Social Care (CSC) | Statutory service for children and their families |
| Youth Justice Service | Statutory service for young offenders or for the prevention of offending. |
| Targeted Support | The Targeted Support Service. The Homelessness Team for the Council sits within this Service. This Service is to be replaced with The Family Service (see above) |
| District and Borough Councils | The seven Local Authority areas of Nottinghamshire. |
| Care Leavers | Young people over the age of 18 years who have left Local Authority care |
| Authorised Representative (Council) | Person(s) appointed and authorised by the Council to represent the Council for the purposes of the contract |
| Authorised Representative (Provider) | Person(s) appointed and authorised by the Provider to represent the Provider for the purposes of the contract |
| DBS | Disclosure and Barring Service established under the Protection of Freedoms Act 2012. |
| HMO regulations | Houses of Multiple Occupation. Regulations place duties on the person or organisation managing the property. |
| Housing Authority | District or Borough Council Housing Team |
| Looked After Child / Young Person | Any young person whose care needs are the responsibility of the Council, who is the subject of a placement which is being funded by the Council. |
| National Minimum Standards | A statement of national minimum standards published by the Secretary of State for Health under section 23 of the Care Standards Act 2000 |
| Nightstop | Night by night emergency accommodation provided by volunteers in their own homes |
| Outcomes | The outcomes detailed in Appendix 5 |
| Placement Service | The Council's service responsible for identifying placements and undertaking contract management functions |
| Portal | Web based platform for inputting and viewing information |
| Provider(s) | The body delivering the service for which the Council/ies enter into the contract with |
| Referring Agencies | Person or organisation making the initial request |
| Supported Lodgings | Lodgings provided by Host Families who are supported and receive payments from a provider. |
| Peer Mentoring | Mentoring provided by young people who have experienced the |

| | |
|------------------------------|---|
| | service to those new to the service. |
| Services | The provision of accommodation, and support to meet a Looked After Child/Young Person's needs |
| Quality Assessment Framework | Quality measurement tool used. Standards against which services are measured. |
| Working Days | Any day other than a Saturday, Sunday or public holiday in England and Wales and for the avoidance of doubt reference to Working Day in this document is not a reference to the days on which the Services are delivered. |
| Provider's Staff | A Provider's Staff includes all employees, agents and volunteers. |

Section 1 – Purpose and Background

1.1 Background to the Host Family Service

The Council has developed a new pathway model that has been agreed with the District and Borough Council Homelessness teams which sets out the vision for young people accessing and moving through supported accommodation. The Council's pathway model shares many of the aspects of the positive pathway model developed by CLG. The Host Family Service will comprise of Supported Lodgings and Nightstop elements of the Pathway Model (see Appendix 4), comprising of 20 Supported Lodgings placements and 10 Nightstop placements across Nottinghamshire.

The Council is looking to continue to improve services for children and young people to achieve positive outcomes for all children; and as such has undertaken comprehensive research into the provision of residential care for looked after children and young people. (see appendix 1 Placements Commissioning Strategy) and for Homeless Young People [Targeted support for homeless young people and those at risk of homelessness - Nottinghamshire County Council](#) . To achieve the following strategic priorities, the Council has pooled the budgets of, Children's Social Care (CSC), Targeted Support, Youth Justice (TS&YJ) and Public Health, in order to commission a Supported Lodgings and a Nightstop service for Young People aged between 16 and 21 which shall :

- Develop a pathway through services to enable young people to make the transition from requiring intensive support through to independent living
- Maintain high quality services for vulnerable young people and Looked After Children in supported accommodation
- Improve outcomes for Young People accessing the services
- Provide clear and effective referral pathways
- Ensure value for money and the efficient use of limited resources
- Improve parity of services across localities
- Standardise the outcome monitoring system across services
- Standardise the quality assessment tool across services

Service providers will ensure that services are delivered in line with The Council's strategic priorities, policies and procedures (including amendments, re-enactments and updates), including, but not limited to Nottinghamshire County Council's Looked After Children Strategy 2012-15 (see appendix 2) and Pledge to Looked After Children (See Appendix 3) ; Nottinghamshire Youth Homelessness Strategy, Nottinghamshire County Council's Policies, Procedures and Guidance; Equality and Diversity policies, Nottinghamshire Health and Wellbeing Strategy

<http://www.nottinghamshire.gov.uk/caring/yourhealth/developing-health-services/health-and-wellbeing-board/strategy/> and [Nottinghamshire Safeguarding Children Board - Nottinghamshire County Council](#)

The Council has recently commissioned a Supported Accommodation service for 16-21 year olds which is a separate contract, however Providers of both services will be expected to work together to ensure Young People are accessing appropriate support and seamless transition between all elements of the Pathway. There is also an existing Supported Lodgings service in Nottinghamshire and transition arrangements will form part of the discussion with the successful Provider.

1.2 Evidence of Need for the Service

The Council currently commissions a total of 248 units of supported accommodation, 191 are commissioned by Targeted Support and Youth Justice (TS&YJ) and 68 are commissioned by Children's Social Care (CSC) Placements team.

During the last 4 quarters (Qtr 3 2013-14 to Qtr 2 2014-15) TS&YJ received 566 referrals for supported accommodation, on average 84 referrals from 16 and 17 year olds and 58 referrals from 18-21 year olds are received every quarter.

Referrals for 16-17 year olds are consistent at this level; however referrals for 18 – 21 year olds have

increased during the last 4 quarters.

The outgoing service commissioned through TS&YJ is lacking in Emergency accommodation, and as such, if a 16 or 17 year old approaches Targeted Support that has nowhere safe to stay for that night or where mediation has been unsuccessful, then the young person is passed through to CSC to be accommodated until a space in supported accommodation can be found. As of 09 December 2014 there were 137 people on the waiting list for supported accommodation. Of these, 53 are 16-17 and 84 are 18 – 21.

It is not anticipated that Looked After Children (LAC) will be accommodated in Supported Lodgings. Nightstop services will be used by CSC Assessment teams as and when it is appropriate to do so during a process of Family Mediation.

1.3 Aims of the Service

The overall purpose of the Host Family Service is to:

- Prevent homelessness and increase independence for the young people, Care Leavers and Looked after Children in Nottinghamshire
- To improve the health of young people, Care Leavers and Looked After Children. And ensure that they are able to access relevant universal services as and when necessary.
- Ensure that young people have a safe place to live and access to appropriate support. In the majority of cases the safest accommodation for a young person aged less than 18 years is within a family and that family of origin remains a significant relationship for young people regardless of their home address.
- That Early Intervention and Mediation with Families of origin are a priority and should only be discontinued if this is not in the best interests of the young person.
- That a homeless young person aged between 16 and 18 years should be Looked After (in accordance with Southwark Judgement) but where young people choose not to be Looked After or discharge themselves from Local Authority Care they will still have access to support and safe accommodation and access to advice about their legal status.
- Enable young people, Care Leavers and Looked After Children in Nottinghamshire to achieve their optimal potential

1.4 Key Objectives:

The objectives of this service are to support service users to:

- Gain access to accommodation with support at the point of need
- Maintain their tenancy/licence during and beyond service provision
- Find independent accommodation and move on from supported accommodation following a 'Ready to Move' assessment with ongoing support as required to complete their journey
- Provide ways for young people to meet suitable 'flat mates' to reduce reliance on unsustainable solo units of accommodation.
- Access Services relevant to their physical, emotional, mental and sexual health and maternity services.
- Access appropriate training, education, employment or voluntary work.
- Maximise their income, improve budgeting skills and reduce debt.
- Become resilient and self-sufficient adults. Maintain and develop their relationships with their families and communities of origin.
- Maintain their safety
- Reduce reoffending and promote compliance with statutory orders and licences.

Section 2 – Service Description

The Host Family Service, comprising of Supported Lodgings and Nightstop will be offered across the whole of the County and provided in any appropriate location to suit the service user and must provide sufficient support to achieve the identified outcomes for the Young People.

The Supported Lodgings service will support approximately 20 individuals each year

The Nightstop service will provide approximately 200 bed nights during the first year, 450 – 550 bed nights the second year, and up to 700 the third and consecutive years. These figures will be reviewed during the lifetime of the contract.

The location of the hosts will be initiated by the Provider by maintaining an approved register of suitable volunteer hosts. The register of volunteer hosts and their accommodation will offer the maximum choice in location across Nottinghamshire, and will respond to the needs of young people. The table below shows the origin/local connection of the people who were referred for supported accommodation during 2013-14 and the first 2 quarters of 14-15.

| Localities | Mansfield and Ashfield | South | Newark & Sherwood and Bassetlaw |
|------------------------------|------------------------|--------|---------------------------------|
| % of total referrals 2013-15 | 41.24% | 23.16% | 35.59% |

Supported Lodging Service

2.1.1 Referral Routes

A standardised referral and assessment form (A1) will be completed for all young people wishing to access the service. The A1 form can be completed by various Referring Agencies including:

- District/ Borough Homelessness teams,
- Supported Accommodation and Nightstop Providers,
- Social Workers,
- Leaving Care Personal Advisors, and
- Targeted Support

All A1 forms will be sent to the Council's Early Help unit. The Family Service will be responsible for logging all A1 forms and using a prioritisation system to allocate points to referrals. The Weekly Allocation Panel (chaired by Service Manager and attended by Placements Team and Leaving Care service) will consider identifying young people suitable for 'Supported Lodgings' and send the A1 to Providers. Providers will then begin the matching process. It is the responsibility of Providers to inform Panel of all vacancies.

The draft operating model (see Appendix 9) contains greater detail on the referral and allocation process.

2.1.2 Service Availability

There will be an out of hours contact service available to volunteers and service users in case of emergencies and in order that volunteers and service users can access support and advice if needed outside the service's usual working hours.

2.1.3 Service Model:

The Supported Lodgings Provider will:

- undertake recruitment, selection, assessment, vetting and approval of hosts, their accommodation and their capacity and suitability to work with vulnerable young people in an unsupervised home environment
- provide support and advice to the Host and service user including general skills development and work to prevent placement breakdown
- undertake assessments of young people, match them to individual Hosts, arrange and facilitate initial introductions and help in the early stages of developing a domestic routine
- source/deliver general skills development training and experience sharing events for hosts and volunteers
- provide accommodation and support in line with the minimum standards of practice and care as set out in Nightstop UK affiliation criteria.
- proactively develop the register of volunteer Hosts to maximise choice of area to homeless young people
- administer payments and expenses to hosts and volunteers

Supported lodging Hosts will be willing and able to :

- provide a furnished bedroom in their own home, and allow the young person to use the bathroom, cooking and laundry facilities as a member of the household
- provide a home like environment and domestic routine consistent with the young person engaging in education, training or work, including the provision of some meals
- establish an appropriate and consistent personal relationship with the young person, including non-intrusive practical help and advice
- participate in developing and reviewing the young person's support plan with the young person, Provider and other relevant agency
- attend training and development sessions
- attend regular supervision meetings with the Provider
- inform the Provider immediately of any changes in the young person circumstances
- ensure the accommodation is maintained in good physical condition, meeting Health & Safety standards and have evidence of full House and Contents Insurance

2.1.4 Move On

Supported Lodgings will be for a period of time agreed between the host, the young person, the Provider and the young person's lead professional. All moves out of service will be undertaken in a planned way.

The pathway model will only be successful if the Provider is able to move people through the service. This is an essential element to the service model. The Provider is responsible for moving people on from the service. The Provider must work closely with the local Housing Authority and any other private or Registered Social Landlords in the area to find suitable independent or shared

accommodation for move on when the young person is ready to do so. The Provider will manage young people's move on expectations and will match young people that are suitable to live together in shared accommodation.

2.1.5 General requirements (relating to Supported Lodgings)

- The Provider will carry out person centred, outcome focussed reviews. The information will be brought together and analysed at least annually and used to shape the way that the service is delivered. Information will be shared with Commissioners and other stakeholders to be used in wider strategic commissioning processes.
- The Provider will update Targeted support on a monthly basis to provide information about the progress of all current service users
- The Provider must attend any relevant consultations offered, with key health services for young people to ensure clear signposting and advocacy are enabled e.g. CAMHS, weight management services etc.
- A Ready to Move assessment must be completed prior to bidding/applying for District/Borough and RSL accommodation. This assessment identifies the individual's ability to manage in independent accommodation (see Appendix 6). The Provider must attend meetings with the relevant Housing Authority and Council to discuss move on options for service users who have completed the 'Ready to Move' assessment.
- The Provider will ensure that at Contract Management Meetings and Monitoring Visits that any paperwork including but not exclusive to - records of discussions, daily records and key worker sessions, complaints and compliments, staff supervision and training, young people's education and training, policies and procedures, individual young person files including risk assessments and plans for progression, insurance and health and safety certification details, young people's and other stakeholders feedback about the service/staff team, visitor logs, activities undertaken, sanctions and reward record – will be available or made available within 48hrs.

2.1.6 No Disruption requirement:

Provider: Once a young person is placed with the Provider, the requirement will be to use every effort to ensure the placement will not breakdown. The Provider may, with the agreement of the Lead Professional and young person, move the young person to an alternative host within their provision or within a wider partnership Provider, in order to achieve this. They may also provide additional support for a short time to de-escalate a crisis situation. Such additional support will not incur additional cost to the Council.

If an irretrievable breakdown occurs young people or others are at serious risk of injury, the Provider must immediately contact an Authorised Representative from the Council and the young person's lead professional to;

- inform them of the specific circumstances; and
- gain authorisation from the Authorised Representative to seek alternative accommodation within their provision

In this circumstance, all providers will adhere to the Managed Moves protocol (see Appendix 7).

The Council: After having explored all available options to resolve any difficulties within a provision, the Council may request a move/ transfer and instigate the sourcing of new accommodation with the Provider's provision.

The Courts: Any contract between a young person, the Council and the Provider will terminate with immediate effect if the Courts or other competent authority decides that a child or young person cannot be bailed back to their placement address or should be placed in secure accommodation, a secure hospital, or other place of lawful detention for more than 72 hours. This shall include a

condition of a Court Order or legal case conference, which requires residence outside a particular geographic area.

If the Court requirement is that the child or young person cannot return to their home address, it is the Provider's responsibility to secure an appropriate alternative address. This will require agreement from the Councils Authorised Representative.

Allegation against an individual within the Provider's direct or indirect employment: If an allegation is made against an individual within the Provider's direct or indirect employment, if the assessed risk is high enough to warrant moving young person from that provision. It is the Provider's responsibility to secure an appropriate alternative address. This will require agreement from the Councils Authorised Representative

Providers must endeavour to provide sufficient time to plan the appropriate 'move on' arrangements to ensure minimum disruption to a young person regardless of their circumstances.

2.2 Nightstop Service

'Nightstop' is a protected title and it is expected that Providers will adhere to the guidance and regulations as determined by the DePaul Trust. Information around this is found in Appendix 7 (a-e)

2.2.1 Referral Routes

A standardised referral and assessment form (A1) will be completed for all young people wishing to access the service. The A1 form can be completed by various Referring Agencies including:

- District/ Borough Homelessness teams,
- Supported Accommodation and Nightstop Providers,
- Social Workers,
- Leaving Care Personal Advisors, and
- Targeted Support

All A1 forms will be sent to the Council's Early Help unit. The Family Service will be responsible for logging all A1 forms

Referrals to this Service will be via:

EDT

Children's Social Care Teams

Targeted Support.

All referrals must be logged by the provider and by Targeted Support Homeless Manager for business purposes.

2.2.2 Service Availability

The Nightstop service will be able to accept referrals 365 days a year between the hours of 9 am and 5 pm.

There will be an out of hours contact service available to volunteers and service users in case of emergencies and in order that volunteers and service users can access support and advice if needed outside the service's usual working hours.

2.2.3 Service Model:

Where a housing crisis occurs for a young person aged between 16 and 21 years over a weekend or cannot be resolved by mediation within a working day, a Nightstop will be utilised.

The Council's preferred option for housing young people in an emergency is "Nightstop", however, where the referral criteria is not met, the young person will be referred into Emergency Accommodation within the Core Supported Living accommodation service. The "Emergency Accommodation within the Core service" does not form part of this contract.

The Nightstop service will:

- provide night by night emergency accommodation in the homes of vetted and approved volunteer community hosts.
- provide an alternative to placing young people into emergency accommodation within the Core service, and will be utilised whilst mediation is undertaken or an alternative longer term housing and support solution is established. Where returning home is not an option, Supported Lodgings will be considered.
- help to prevent homelessness by providing 'time out' for families where young people are at risk of homelessness due to problems at home, or where a placement is at risk of breaking down.
- arrange a volunteer to transport the young person to the host family for each night, provide essential items such as toiletries, pyjamas and a change of clothing and other items a young person may require in an emergency situation
- administer payments and expenses to hosts and volunteers

The Nightstop host will be willing and able to:

- provide a furnished bedroom in their own home, and allow the young person to use the bathroom, access laundry facilities, and provide an evening meal and breakfast.
- provide accommodation during the night only and will not provide support during the day
- attend training and development sessions
- inform the Provider immediately of any changes in the young person circumstances
- ensure the accommodation is maintained in good physical condition, meeting Health & Safety standards and have evidence of full House and Contents Insurance

Following a night in a hosts home, the young person will return to the referring agency / lead professional the following morning for ongoing mediation or to source alternative longer term housing and support.

If a placement has been made which will last over a Saturday, Sunday and Bank Holiday the expectation is that discussions will take place with the host, Provider and the young person to achieve an appropriate solution to the whereabouts of the young person during the day. The host will be entitled to claim volunteer expenses.

Nightstop provision can be utilised for up to 10 days with the agreement of the Provider, the host and the young person.

2.2.4 Performance Information and Evaluation:

The Provider is required to complete quarterly performance information and submit this to DePaul UK and the Council.

2.2.5 General Requirements for both Supported Lodgings and Nightstop

- The Provider will work collaboratively with a wide range of organisations and stakeholders

(including advocacy groups, community groups and other provider organisations) to promote the ongoing development of high quality services.

- The Provider will ensure that high quality, accessible information about the service is readily available to potential service users, and other stakeholders.
- The Provider must ensure the service is available to meet the needs of all presenting young people throughout the County
- The level of support that is provided to any individual must reflect an assessment of need that is regularly reviewed. Service provision should be flexible and responsive to changes in need and circumstance.
- The Provider must join the 'C' Card Scheme as a registration point to enable condoms and advice to be provided to the young people . <http://www.nottinghamshire.gov.uk/caring/yourhealth/staying-healthy/sexual-health/c-card/?char=0-9>
- The Provider will cooperate with the process of concerns or complaints raised verbally or in confidence with either the Council or the Provider, being investigated.
- The provider will ensure that young people have a voice in the development and running of the service and this will be evidenced at monitoring visits.

2.2.6 Joint Working Protocols

- The service will complement existing service provision; therefore, it will be essential that the provider works in partnership with other agencies to avoid duplication and ensure efficient use of resources and effective delivery of a wide range of tasks to meet client needs.
- The Provider must be aware of and work in line with the Joint Working Protocol [Targeted support for homeless young people and those at risk of homelessness - Nottinghamshire County Council](#) (to be updated), Eviction Protocol (see Appendix 6) and Managed Moves Protocol (see Appendix 7). The Joint Working Protocol relies upon multi-agency working with partner agencies such as District housing Authorities and as such the Council may amend the protocol following requests from partner agencies to alter or amend its content. The Provider will work in conjunction with the Council to review the protocols and develop these or other protocols.
- The Provider will ensure staff attendance at strategy meetings; in the MAPPA processes; and keep evidence of staff recording of bail and licence conditions; and will immediately report to the Lead Professional if young person is involved in Criminal Behaviours.
- The Provider will Comply with Nottinghamshire Missing Children Protocol http://nottinghamshirescb.proceduresonline.com/files/ch_miss_home_care_it_prot.pdf and the prevention of Child Sexual Exploitation Guidelines http://nottinghamshirescb.proceduresonline.com/files/cse_practice_guidance.pdf

2.2.7 Workforce

The Council is seeking a Provider with proven track record of delivering improved outcomes of:

- Delivering Supported Lodgings or Nightstop services for young people including “Looked After Children” and Care Leavers.

Providers must also be able to evidence improved outcomes when:

- Working with people who are homeless or at risk of homelessness
- Working with statutory services to provide support services to young people who are homeless or at risk of homelessness

- Implementing person centred approaches to service delivery to enable service users to identify and achieve their goals
- Delivering support to obtain and sustain suitable independent accommodation
- Operating in innovative and flexible ways to improve efficiency and the quality and effectiveness of services

2.2.8 Support and Staffing

- The service will provide support and advice to the host and service user including general skills development and work to prevent placement breakdown. Services will be flexible and person centred. Service users should be able to exercise choice and control over their support. Provider staffing arrangements must be flexible to ensure that support can be arranged at a time suitable for service users, including evening and weekends.
- The Provider will aim to match staff skills, knowledge and other attributes to service users' needs and preferences. This will include a range of skills relevant to engaging with people from different backgrounds and circumstances.
- Staff (including relief or pool staff) must have been or be working towards a level 3 qualification in Health and Social Care or equivalent
- Staff, hosts and volunteers must have access to regular supervision and consultation
- Staff, hosts and their adult family members and volunteers must have an enhanced DBS check
- Staff must access Safeguarding Children Board training and follow policies as appropriate

Section 3 – Access to Service

3.1 Eligibility

The service is intended for young people (including care leavers) aged 16-21 with a local connection to Nottinghamshire that are homeless or vulnerably housed, it is expected that Providers work proactively with volunteers and host families to increase their understanding, expectations and management of common issues presented by homes less young people, which can include:

- People with low risk/level offending backgrounds or people at risk of low risk/level offending
- People using alcohol in a socially appropriate way.
- People that are self-harming and/or have other emotional health and wellbeing needs who can manage with support in the community.
- People with a low level learning disability or difficulty (Including ASD or Aspergers Syndrome.)
- People who are at risk of sexual exploitation
- Pregnant women

3.2 Exclusions

A risk assessment will be completed with all young people requiring accommodation. The Provider will deal with referrals on a case by case basis. However, the service will not accept a young person if, it was considered that they :

- had significant substance misuse issues.
- be aggressive or violent towards hosts
- steal from hosts or conduct other criminal activity during the placements
- lead aggressive, violent or dangerous people to the hosts home
- have physical or mental needs that they are unable to manage
- significantly harm themselves, the host or the hosts property during or after the placement

This service does not include personal care, health care, or professional counselling to service users within this contract.

The contract to provide Supported Accommodation is separate to this contract.

3.3 Service Termination

The service will be terminated if the Provider fails to deliver the required outcomes and adhere to the terms and conditions of the contract. Poor performance will be managed through Contract Management Meetings. Failure to rectify poor performance or quality issues will result in an Improvement Notice being served with clear timescales for actions to be taken. Persistent failure to meet the required standards or performance will result in the service being decommissioned

Section 4 – Contract and Pricing

An affordability cap of £205,000 per annum will include all services described within the service specification and Provider technical response. The contract price is fixed for 2.5 years (pro rata to 31 March 2018) with a price review from annually by reference to CPI 1 April 2018. Service users will not be charged to access the Host Family Service.

4.1 Scaling Up

Providers may be required at the request of the Council to expand capacity if projected needs increase during the course of the contract. The Contract price of £205,000 (and then as reviewed) reflects this potential for increased capacity and so the Provider shall be required to expand the number of placements in any year within the set contract price for that year.

4.2 Provision for Housing Benefit within

Providers are responsible for applying for Housing Benefit to cover the host's accommodation costs applicable for the non-emergency provision.

Section 5 – Contract Details

5.1 Envisaged Date for Commencement of Service

01 August 2015

5.2 Envisaged Duration of Contracts

The contracts will run from 01 August 2015 for a period 3 years, with an option to extend at the Council's sole discretion for an additional period of up to 12 months and a possible subsequent extension of up to a further 12 months.

Section 6 - Quality and Monitoring

The County Council reserves the right to use a range of resources to manage and understand the quality and standards of Commissioned Services. These include

- a. Provider self-audit (including the QAF; Internal monitoring and Performance Management tools and Outcome Measures)
- b. Performance Information
- c. Outcomes Measures (including use of the Outcomes Star)

Reporting will be validated by an annual monitoring visit and review which will evaluate Service Provision. Concerns raised by Professionals, Young People, Their families and any other interested parties will also trigger Monitoring Visits.

6.1 Expected Outcomes for Service Users

Providers will measure Service User outcomes for those young people accessing Supported Lodgings by using an Outcome Star model. The Outcome star measures 10 outcome areas:

1. Motivation and taking responsibility
2. Self care and living skills
3. Managing money and personal administration
4. Social networks and relationships
5. Drug and alcohol misuse
6. Physical health
7. Emotional and mental health
8. Meaningful use of time
9. Managing tenancy and accommodation
10. Offending

The Outcomes Star enables Providers to give a detailed picture of the changes taking place within a service by measuring more precisely where Service Users are when they arrive in a service and where they are at a later point in time, in relation to the ten key aspects of their life.

Providers will be required to report on the level of need of service users when they enter the service and show how much progress they make in a particular time period over the 10 areas listed above

The Provider is responsible for ensuring information is accurate and up to date. The Provider is required to complete CHR Outcome Monitoring

The Provider will analyse service wide Star data annually and use it as a basis or learning what works/doesn't work and will share this with the Council as part of the annual contract review

The Provider will analyse service wide Star Data through examining Star scores in spot checks of service user files and assessing the extent to which Providers:

Involve service users appropriately in setting scores

Incorporate the Star into supervision

Audit files to ensure that scoring levels are appropriate

Learn from their data

The Council and Provider will work together to set appropriate targets, following the transition to the Outcome Star system

An on line portal is in the process of being developed (currently scheduled for January 2016). It is anticipated that the Provider will submit Outcome Stars into the Portal system, once it has been implemented. See Appendix 6

Further information on Outcome Stars is available

http://www.homelessoutcomes.org.uk/About_the_Outcomes_Star.aspx

The Outcomes for those Young People accessing Nightstop element of the Host Family Service are:

- A young person receives a safe place to stay whilst longer-term plans are made to resolve their housing situation.
- Young people exit this service into appropriate provision.

The Council Outcomes Framework is attached as an Appendix (5), Providers are to ensure that the framework is referenced within the performance monitoring information supplied in respect of the Host Family Service.

6.2 Quality Assurance

The Provider must meet the Councils Quality Assessment Framework (QAF) standard C as a minimum for all core objectives. The provider will be required to self-assess against the QAF on an annual basis.

The service may be validated on any or all aspects of the QAF annually (after six months in the first year of the contract). Notice of the date and the requirements will be given before a validation visit is carried out. Unannounced visits will take place at the Council's discretion. See Appendix 11 for details of the QAF.

Monitoring visits (planned or unannounced) will look at the individual and give opportunity to look at processes for achieving and will feed into Contract Management Meetings.

6.3 Performance Information

The Provider is required to submit quarterly performance information which will enable the Council to monitor performance across all areas of the Host Family Service

6.4 Performance Measures

Evidence of achievement of outcomes will be gained from a number of sources, including the individual young person's outcomes star, feedback from Professionals who work with young people and Provider self-assessment (including the QAF). Where Outcomes are not being achieved for an individual young person it is the provider's responsibility to co-ordinate a multi-agency meeting and explore why the young person is not achieving outcomes and which services need to be involved to progress this. Where a number of young people are failing to realise their expected Outcomes within these services the Commissioners will meet with the Providers to review Outcomes and develop a time specific action plan. Failure to implement the action plan within agreed timescales will lead to termination of the Contract. See Outcome Framework (Appendix 5)

6.5 Contract management meetings

The first year of the contract will establish the performance baseline for the following years.

Contract management meetings will be held quarterly for the first year of the contract and shall be designed to share and exchange information that will support continuous improvement of service provision. Following the initial year, an annual contract review will take place. Contract Management meetings will consider the overall business and whether outcomes are being achieved.

6.6 Annual Contract Review

The Council will complete an annual contract monitoring visit and review to ensure that all accommodation and support is being delivered in accordance with the services commissioned. These reviews will be undertaken following Provider completion of internal self-audit which will include the QAF, The Outcomes Framework (aggregated Outcomes Stars) and any other Performance Management tools used by either The Provider or the Council.

Section 7 – The Property

7.1 The Building(s)

Accommodation has not been identified for any part of the service. The provider must be able to provide accommodation through their own means. Sufficient Host accommodation must be available by the contract start date. The Provider must ensure that accommodation meets the standards and licences required under relevant HMO legislation.

Section 8 – TUPE

A schedule of staff currently employed to support the existing commissioned services (Appendix 8). Providers are required to comply with the relevant legislation regarding TUPE if applicable.