



**Reference Number:** FOI-101004660656

**Response provided under:** Freedom of Information Act 2000

**Request and response:**

**Please can you provide service specifications for each of the following services commissioned by your authority under Support Services for 11-25 year olds:**

- Community Development
- Information, Advice and Guidance
- Emotional Resilience

Please see the attached service specifications

**Information provided by:** Together for Families

**Date of response:** 31<sup>st</sup> October 2019



## **SCHEDULE 1 - SERVICE SPECIFICATION**

### **Emotional Resilience Service for Young People**

#### **1.1 Aims**

The aim of the Service is to improve the functioning, and personal resources, of Young People aged 11-19 in Cornwall and to assist the Authority in delivering key strategic outcomes identified in the Early Help – Delivering better Outcomes Strategy 2013-15 (and any future strategies in this area) which includes:

- To provide multi-agency early help Services in Cornwall that narrow the gap in outcomes for those children and Young People who are vulnerable to poor outcomes.
- To identify any additional needs of Young People early and adopt a partnership approach to halt escalation into concerns about a child's or young person's health, development, welfare or safety.

Additionally the Service will support the Authority and its strategic partners in achieving a more sustainable Cornwall by:

- Engaging with our local Communities
- Improving proactive and effective partnership working
- Finding solutions to improve health and wellbeing.

The Service will also contribute to:

- Cornwall's response to the Coalition Government and Department of Health's drive on IAPT 'Increased Access to Psychological Therapies' for Children and Young People .
- The early intervention and prevention element of the developing Comprehensive CAMHs Strategy for Cornwall. There will need to be sufficient flexibility within this Service to respond to emerging priorities in this area to improve access to and provision of Emotional and Mental Health Services for children and Young People.

#### **1.2 Service Objectives**

The Service Provider will assist in achieving these aims through;

- The provision of responsive, innovative, flexible and high quality face to face, online and telephone based counselling and mentoring Services which are free at the point of delivery and will form a significant element of Cornwall's capacity in relation to the provision of Early Help which targets improvements in Young People 's emotional and mental well-being
- The provision of universal access to an additional support Service, free at the point of delivery, working with a range of Young People within CAHMs at tiers 1 and 2 provisions.

- Addressing the range of emotional and psychological issues which impact on Young People's ability to develop effective functioning skills including; anxiety, depression, self-esteem, behavioural difficulties, relationship difficulties, bullying, self-harm, eating disorders.

### 1.3 Young People's Outcomes

The Service Provider will ensure that Young People have access to an equitable, responsive, innovative and high quality Service, which makes a significant contribution to improving the outcomes included in the Cornwall 11+ Youth Outcomes Framework (Appendix 1)

The Service Provider will deliver Services, record Young People's progression and demonstrate impact in line with the following framework.

The Outcomes Framework is intended to be flexible and person centred and it is acknowledged that not all Young People will present with needs relating to all outcome areas.

**a) Personal resources:** The Service Provider will enable Young People to develop their personal resources, resulting in improved outcomes in the following areas -:

- Improved confidence
- Improved resilience
- Positive aspirations
- Improved physical health
- Improved mental health
- Developing sense of identity

**b) Functioning skills:** The Service Provider will enable Young People to develop their capabilities and resources to improve their functioning skills in the following areas:

- The ability to effectively manage feelings
- The ability to form positive relationships
- Positive peer group relationships and social connections
- Effective planning and problem solving skills
- Effective life and organisational skills
- Effective decision making skills

**c) External Factors:** The Service Provider will deliver Services which can demonstrate impact on the following external factors -:

- Safe home and Community
- Safe and effective access to technology

- Safe social spaces and social opportunities
- Improved employment and career opportunities

#### **1.4 Direct Service Delivery Requirements**

The Service Provider will provide high quality and timely evidence based emotional resilience Services and interventions to Young People, aged 11-19 by delivering the Service objectives.

The Service Provider will meet the following requirements:

##### **1.4.1 Pathways and Service requests**

- Implement effective pathways and Service request processes which facilitate access for Young People through a variety of routes including self-referral
- Work within existing and develop in partnership where necessary, referral pathways within Early Help, CAMHS, sexual health and substance misuse Services, school based and Community based delivery.
- Contribute to effective comprehensive CAMHS pathways for Young People including involvement in the Emotional and Mental Wellbeing Partnership Board and contributing to local strategy development.
- Provide a response within five working days to Service requests from Young People which capitalise on their willingness to engage in counselling and mentoring and provides a quick and effective introductory meeting
- Respond to Service requests from a range of agencies within five working days, including but not limited to;
  - 11+ Early Help and Children's Social Work Services,
  - G.P.s
  - School nurses,
  - Schools, colleges and training providers
  - Voluntary sector providers, Youth Offending Service, Young Person's Substance Misuse Service (YZUP), Information Advice and Guidance Services.
  - Families, children and Young People themselves
- Provide a central telephone and online reference point where Young People, their parents/ carers or other professionals can gain advice, make Service requests and access information on the Services delivered.
- Work closely with schools, colleges, public health, early help and primary care as well as a range of 11+ providers to identify and make Service requests for Young People with appropriate needs, filling a gap that would otherwise result in a significant number of Young People not having access to Early Help and prevention.

##### **1.4.2 Assessment**

Provide Young People with an initial assessment, using a validated tool, to ensure that they access the most appropriate intervention to meet their

needs, both in terms of Service type (peer or professional, counselling or mentoring) and ( face to face or online/phone)

Promote the assessment of needs based on Early Help Assessment and Team around the Child processes where Young People have multiple vulnerabilities or needs

Facilitate the use of the Early Help Assessment where a young person's needs cannot be met through a single agency response but they enter the Service with no Early Help Assessment in place

### **1.4.3 Service provision**

- Provide Young People with the range of evidence based face to face, online and telephone based Counselling and Mentoring options which are Young People friendly and easy to access
- Provide Young People wishing to access counselling Services, a block of up to 8 1-1 sessions of structured counselling, with an opportunity to review if additional sessions are required. This will draw on solution based person centred models of delivery.
- Provide Young People wishing to access mentoring with a mentor for up to six months, with an opportunity to extend to 12 months based on need, who will work with the Young Person to agree goals and support them to review and achieve these through use of a range of skills including enabling, encouraging, coaching, supporting and facilitating.
- Provide Young People wishing to access face to face mentoring the opportunity to access a range of personal and social development activities with a mentor as a vehicle to achieve agreed goals
- Utilise recognised and approved counselling and mentoring methodologies, drawing on evidence based practice, market based innovation and relevant NICE (The National Institute for Health and Care Excellence) guidelines.
- Provide counselling Services in line with the BACP (British Association of Counselling and Psychotherapy) requirements
- Utilise validated and approved tools for measuring impact of interventions on emotional and mental wellbeing.
- Utilise sustainable Community based volunteer models of delivery across all Services together with effective quality assurance processes and frameworks.
- Provide effective supervision, induction training and ongoing professional development to all Staff

- Develop peer led models of support as part of a graduated response to differing levels of need through blended methods including face to face, online and where appropriate, group settings
- Provide Services which are responsive, appropriate, and equitable and take into account race, religion, language, disability, age, gender, sexuality, geographical location, and areas of specific inequalities such as rurality and socio-economic deprivation.
- Deliver Services which are non-judgemental, based on respect, empathy and understanding of the issues Young People experience
- Deliver Services in young person friendly environments and settings, at times and places identified by Young People and with the appropriate level of privacy and confidentiality within each Service area.
- Provide consultancy to parents where appropriate and directly requested.

#### **1.4.4 Policies and procedures**

The Service Provider will provide and ensure Staff adhere to an appropriate Service policy and procedure package which includes, but is not limited to;

- A local interpretation of the BACP framework for counselling Services
- Safeguarding
- Child Sexual Exploitation
- Case recording
- Confidentiality and information sharing
- Staff supervision
- Health and safety
- Complaints
- Data protection

#### **1.4.5 Service delivery in Schools**

The Service provider will agree policies and procedures for Service delivery in schools via agreed Service level agreements between The Service Provider and the school

#### **1.4.6 Resources**

The Service Provider will Provide effective and appropriate tools and resources for Staff (including volunteers) to be able to deliver a high quality and safe Services for Young People, including Service templates for assessments, reviews, closure and a range of updated evidence based practice resources for Staff to use.

#### **1.4.7 Service requests to other Services**

The Service Provider will work to the defined Local Authority referral pathways for Services working with vulnerable Young People, including Early Help Services

and providers to ensure that all Young People requiring a Service can get access to it.

The Service provider will consult with and where appropriate make referrals to specialist CAMHs .

The Service Provider will facilitate appropriate referrals to additional and specialist Services including initiation of an Early Help Assessment and involvement in Team Around the Child processes when appropriate.

The Service Provider will facilitate opportunities for Young People to access wider locality based youth and family support provision and relevant Services/activities provided by local voluntary sector partners.

#### **1.4.8 Data recording**

The Service Provider will record provision:

- In a timely and accurate way
- Using a system that meets the The Authority's security and information governance requirements
- Use a robust and proven case management system that effectively captures the following data in accordance with the Individual Circumstances Topics and Activities:
  - Individual characteristics
  - Educational status
  - Presenting issues
  - Agreed goals, progress and actions
  - Referrals made
  - Outcomes achieved
  - Safeguarding interventions and responses
  - CAF / TAC / Social Care Plan
  - Early Help Assessments
  - Other agencies involved

The Service Provider will collect this information using either:

- a) The Service Provider's own client caseload recording system OR
- b) The 11+ management information system identified by the Council, which at Contract Commencement date is

Where the Service Provider does not have an existing client caseload recording system, the Authority will require the Service Provider to use the 11+ management information system identified by the Council.

Where the Service Provider uses their own client caseload recording system, the Service Provider will be required to share data about Young

People s' educational status with the The Authority's appointed provider of the statutory tracking function. This information must be provided through secure bulk data transfer.

The Service Provider will ensure the necessary consent and data sharing agreements are in place to allow data to be shared with the The Authority's appointed provider of the educational status statutory tracking function.

During the implementation period, the Authority and the Service Provider will work together to reach an agreement about the management of information and information systems.

#### **1.4.9 Co-production and participation**

The Service Provider will make effective use of Young People's and Community assets in the design and delivery of the Service including Service users and potential Service users to ensure maximisation of access and effectiveness.

The Service Provider will ensure that aspects of the Services are coproduced with Young People and they have effective opportunities to be involved in the delivery and evaluation of the Services as part of a continuous improvement approach.

The Service Provider will encourage Service users to be involved in participation and Co-production activities including, but not limited to, the Cornwall Young People's reference Group, CAMHS Shadow Board, Youth Parliament.

#### **1.4.10 Partnerships**

The Service Provider will develop partnerships with other emotional and mental well-being Services, including CAMHS, Healthy Schools and The Health Promotion Service to ensure seamless pathways of support for Young People and the development of new partnerships which address Young People 's emotional and mental health needs.

The Service Provider will contribute to and participate in existing multi-agency partnerships which include but are not limited to:

- Tier 2 network of providers.
- Headstart partnership

The Service Provider will liaise with key partners such as schools, colleges, Early Help Services and other providers where the Young Person consents and where this facilitates greater impact of the intervention on outcomes for the Young Person e.g. where there is a risk of exclusion from mainstream education.

The Service Provider will ensure an effective interface with key partner agencies, maintaining and developing Service level agreement arrangements with schools and colleges in the county

The Service Provider will raise awareness and understanding of Young People's emotional and mental health issues with other Services and schools who work



with Young People. This will include the delivery of emotional and mental well-being awareness training in conjunction with key partners in the health and voluntary sectors

#### **1.4.11 Transitions**

Support Young People in their transition to adult Services for Young People with continued emotional and mental health needs

Work with adult Services and providers to ensure effective transitions for Young People between children's and adult Services where required.

#### **1.4.12 Additional Service Delivery Requirements**

The Service Provider will:

Work in proactive partnership with all Council commissioned and provided Services and other initiatives including but not limited to:

- Community Development: Time Bank, Learn to Lead, Shaped by Youth and Cornwall Members of Youth Parliament.
- Information, Advice and Guidance
- Substance Misuse
- Child and Adolescent Mental Health Services
- Primary Mental Health Worker Services
- Headstart
- Together for Families
- Local Authority Early Help and Social Care Services
- Local voluntary and Community organisations specialising in supporting Young People

The Service Provider will:

- Ensure opportunities for added value are maximised by joint working with other Community, voluntary, independent and private providers
- Have a process in place to access up to date information about changes in legislation or policy affecting the Service area.
- Assist the Authority in engaging and consulting with organisations who use the Service to evaluate the quality of the Service provided and to inform the future development and commissioning of Services
- Work with Commissioners to further develop and update needs analysis for this population group/Service area
- Provide a Service, which is flexible and responsive to changes in individual need and strategic objectives

### **1.5 Volume of Service**

The Service Provider will deliver Services to Young People across Cornwall within the following delivery methods and settings;

- Face to Face counselling Services
- Online counselling Services

- Phone based counselling Services
- Face to Face mentoring Services
- Online mentoring Services
- Peer Lead models of delivery
- Group work

The volume of Service is provided in the Invitation to Tender set out in Schedule 3 of this Contract.

The Service Provider will apportion resources on the basis of the following ratio. This is intended to be flexible and responsive. The ratio is indicative and is not set as a contractual key performance indicator:

- 50% of resources for all counselling Service components
- 35% of resources for all mentoring Service components
- 15% of resources for peer led models of delivery and group work.

## **1.6 Catchment Area**

The Service should be made available to Young People aged 11-19 within Cornwall, ensuring each locality has access to appropriate levels of Service to meet local needs and that capacity is increased in areas where needs assessments would indicate an unmet need.

The Service Provider will be asked to monitor information on the basis of 19 Community network areas set out in Appendix 2 of this contract.

## **1.7 Staffing**

The Service provider will ensure that all Staff are recruited in accordance with the requirements of this Contract and the The Authority's Safeguarding Guidelines for Suppliers.

The Service Provider will ensure that all Staff delivering Counselling Services are BACP registered and hold or are working towards a Level 4 Diploma level in Counselling

The Service provider will ensure that all Staff working directly with Young People in a mentoring role hold or are working towards a level 2 qualification in mentoring.

The Service provider will ensure training is delivered to all Staff and must cover the following key areas relating to working with Young People including but not limited to:

- Safeguarding Children and Young People
- Safeguarding Adults
- Child Sexual Exploitation
- Early Help assessment and plans
- Introduction to the organisation
- Communication skills with Young People
- Professional Boundaries

- Equality and Diversity
- Confidentiality and Information Sharing
- Effective Referrals ( including specialist CAMHs)
- Case Recording
- 'Signs of Safety' and risk management
- Working with emotional and mental health issues with Young People, including but not limited to self-harm, parental mental health

In addition, the following will be delivered to mentoring Staff

- Introduction to the mentoring relationship and process
- Effective mentoring skills

The Service Provider will ensure appropriate levels of Staff and volunteer supervision are in place, including clinical governance for the counselling Services that cover one to one and group clinical supervision for volunteer counsellors, provided in line with the requirements of the BACP ethical framework and are provided by suitably qualified and experienced supervisors who are BACP registered.

Identify other appropriate training and qualifications to ensure that Staff are appropriately trained on an ongoing basis to meet the contract requirements.

## **1.8 Access and Service information**

### Access

The Service Provider will ensure that the Service is available in accordance with the needs and preferences of Young People using the Service and in consultation with the Council.

The Service will be provided for 52 weeks of the year excluding Bank Holidays.

The Service Provider will ensure that appropriate arrangements are in place to enable the Young People to access information and advice in a crisis or emergency.

In carrying out its work, the Service Provider is required to ensure equality of access and reflect the diverse needs and requirements of actual and potential Young People using the Service.

### Service Information

The Service Provider will ensure that information about the Service is available in a range of formats and media and that this information is kept up to date. This will include but is not limited to:

- Family information Service website
- Cornwall Council 11+ webpages
- Community settings including but not limited to schools, GP surgeries and youth and Community projects and centres

- Locality Early Help communications
- Appropriate and approved websites for Young People

The Service Provider will publish and make freely available Service information containing the following:

- The full contact details to include postal address, email address, website address and telephone number
- A summary of the Service provided and eligibility
- Information about how to make complaints, comments and compliments
- Confidentiality and safeguarding policies
- Details of how to request information in alternative formats tailored to meet the specific needs of Young People

The Service Provider will ensure that information is dispersed as widely as possible and that literature is produced and distributed to key organisations or venues that may be accessed by potential Young People.

The Service Provider will ensure that information about the Service is made available in forms reflecting the diversity of the local population. This may include but is not limited to other languages, easy read, large print, Braille and visual or audio.

Information will be updated whenever there is a material change to the Service or its facilities either by means of the publication of an insert or by republication.

## **1.9 Service Quality Characteristics**

The Service Provider will provide Services in line with the Quality Characteristics of the 11+ Youth Outcomes Framework set out in Appendix 3. The Service will be:

- Co-produced with Young People, families and local Communities.
- Preventative in its approach, providing Early Help to reduce risk and seek to avoid future harm to Young People
- Evidence based, which takes account of Young People's assets and developmental trajectory when designing activities and projects.
- Inclusive and open to all.
- Robust in its approach to safeguarding, both within Services, and in supporting Young People to stay safe inside and outside of Services, building resilience and awareness.
- A partnership that connects local people, and collaborates with local partners.
- Sustainable in terms of environmental, social and financial factors
- Supportive of the development of the local economy.

The Authority will work with the Service Provider and other organisations commissioned to deliver support for Young People to develop a framework for assessing the quality of the Service in accordance with the quality characteristics.

The Service will hold or work towards the following quality standards:

- Accredited membership of The British Association of Counselling and Psychotherapy (BACP) for the provision of counselling Services
- Approved Provider Standard (APS) for the provision of mentoring Services
- Savvy – level 3 quality standards for working with Young People across all delivery models

In addition the Service will:

- Be delivered in accordance with the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy
- Be aligned to NICE guidelines for accessibility to Services and suitable for Young People , ensuring the Service
- Adhere to NICE Clinical Guidelines CG28 and CG22 regarding Services for depression and anxiety
- The Service will provide relevant information around compliance with all of these standards, including sharing of all award and audit reports.
- The Service will provide an internal quality assurance framework which shows their internal quality standards, how these are monitored, how they will ensure the quality of provision and how they will make use of client feedback and Staff development tools.
- The Service will record and provide evidence of the impact of the Service on Young People's outcomes in relation to the 11+ Youth Outcomes Framework using agreed impact measurement tools and reporting procedures.

### **1.10 Contract Monitoring**

The Services will be formally reviewed by the Authority during the Contract period. This includes the following components:

**Contract compliance:** Annual check of all contract compliance requirements

**Safeguarding:** An annual audit of safeguarding practice plus quarterly monitoring of safeguarding issues arising presented for discussion as case studies

**Quality:** The Authority will work with the Service Provider, other Service Providers and strategic partners to develop a quality monitoring process that measures the quality of the Service against the Quality Characteristics set out in section 1.4.

The Authority will also undertake an annual quality audit of the provision of mentoring and counselling Services to Young People to cover;

- How the Service has complied with the specified Service quality standards ( including receipt of any audit reports)
- The 11+ Quality Characteristics
- Quality of performance
- Feedback from Young People, Staff and other stakeholders.

**Performance:**

The Authority and the Service Provider will work in partnership to assess the quality and performance of the Service on a quarterly basis. This will be achieved through quarterly contract monitoring meetings, agreed between the Authority and the Service Provider.

The Service Provider will undertake a quarterly assessment of performance including:

- Outputs delivered in accordance with the Key Performance Indicators set out in Service Specification Condition XXX
- Outcomes delivered in accordance with the Key Performance Indicators set out in Service Specification Condition XXX

The Service Provider will produce a narrative report on a quarterly basis, which sets out:

**Quality Characteristics:** Evidence of how the Service has achieved the specified Service quality requirements.

**Service Activity:** Overview of how Direct Delivery Hours have been utilised provided by type of delivery and geography.

**Output and Outcomes:** Key observations from outputs and outcomes performance.

**Case Studies:** Case studies which show a Young Person’s circumstances and needs, the information, advice and support provided by the Service, (including appropriate multi agency assessments and responses) and the outcomes achieved by the Young Person. This should include cases where safeguarding issues have been identified.

**Social and added value:** Evidence of how the Service has positively impacted on:

- The local economy
- The local Community
- The local environment

**1.11 Service Performance Indicators**

The Authority will monitor the performance of the Service by evaluating the outcome and output data presented through key performance indicators.

**Service Input and Outputs**

Number of Direct Delivery Hours: Broken down by support delivery type	Target included in Schedule 3
Total number of unique Young People supported	Target included in Schedule 3

<p>Profile of Young People accessing Services broken down by locality ,intervention type ,presenting issues, topics covered and key vulnerabilities within the following areas;</p> <ul style="list-style-type: none"> <li>• NEET</li> <li>• In care</li> <li>• Care Leaver</li> <li>• Young Carer</li> <li>• Young Parent</li> <li>• BME</li> <li>• LDD</li> <li>• Involved in criminal justice system</li> <li>• Homeless</li> <li>• Number of Young People who have multiple vulnerabilities</li> </ul>	Monitor Only
<p>Profile of Service delivery, including referral routes, delivery locations and times for both online and face to face Services. Including a profile of days and times that Young People access Services.</p>	Monitor Only
<p>Number of Early Help Assessments initiated</p>	Monitor Only
<p>Number of Young People supported through attendance at Team Around the Child/ Family</p>	Monitor Only
<p>Number of volunteers trained and mentoring Young People</p>	Monitor only
<p>Number of appropriately qualified ( up to at least level 4 diploma level) volunteers delivering counselling Services with Young People</p>	Monitor Only
<p>Number of Young People Co-producing Services through direct delivery of peer support / information and advice to Young People</p>	Monitor Only
<p>Number of Young People Co-producing Services through shaping and evaluating Service provision</p>	Monitor Only
<p>Number of peer supporters trained and supported</p>	Monitor Only
<p>Number of group interventions provided i.e. support groups, awareness raising relating to prevention and early help</p>	Monitor Only
<p>Number of Young People re-presenting for a Service within six months</p>	Monitor Only
<p>Breakdown of Young People 's use of counselling Services, broken down by face to face and online;</p>	Monitor Only

<p>Once</p> <ul style="list-style-type: none"> <li>o Less than 4 sessions</li> <li>o 4 - 7 sessions</li> <li>o 8 sessions</li> <li>o 8+ sessions</li> <li>o Number engaged for less than one week</li> <li>o Number engaged up to 4 weeks</li> <li>o Number engaged up to 12 weeks</li> <li>o Number engaged up to 26 weeks</li> <li>o Number engaged for more than 26 weeks</li> </ul>	
<p>Breakdown of Young People 's use of mentoring Services, to show the following involvement broken down by face to face and online and distinct times</p> <ul style="list-style-type: none"> <li>o Once</li> <li>o Less than 4 sessions</li> <li>o 4-7 sessions</li> <li>o 8 sessions</li> <li>o 8+ sessions</li> <li>o Number engaged for less than one week</li> <li>o Number engaged up to 4 weeks</li> <li>o Number engaged up to 12 weeks</li> <li>o Number engaged up to 26 weeks</li> <li>o Number engaged for more than 26 weeks</li> </ul>	
<p>Total number of counselling sessions delivered for i) face to face and ii) online</p>	<p>Monitor Only</p>
<p>Total number of mentoring sessions delivered for i) face to face and ii) online</p>	<p>Monitor Only</p>
<p>Number of Service request responded to within five working days broken down by Service type and</p>	<p>90%</p>
<p>Number of Young People engaging in feedback at end of intervention</p>	<p>75%</p>
<p>Number of Staff engaging in CPD activities</p>	<p>100%</p>
<p>No of Staff and volunteers participating in regular supervision</p>	<p>100%</p>
<p>Number of volunteer training sessions run as induction training for i)mentoring volunteers ii) counselling volunteers</p>	<p>Monitor Only</p>
<p>Number of volunteers completing induction training broken down by Service type</p>	<p>Monitor Only</p>



Number of mentors completing level 2 award in progression	75%
Number of referrals made to The Multi Agency Referral Unit	Monitor Only
Breakdown of activities Young People are involved in through accessing face to face mentoring	Monitor Only

### Performance Outcomes

Percentage of Young People reporting improved outcomes as a result of using the service ( via use of agreed impact measurement tool) broken down by outcome type	90%
<b>Personal resources:</b>	
Improved confidence	Monitor Only
Improved resilience	Monitor Only
Positive aspirations	Monitor Only
Improved physical health	Monitor Only
Improved mental health	Monitor Only
A sense of identity	Monitor only
<b>Functioning skills</b>	
The ability to effectively manage feelings	Monitor Only
The ability to form positive relationships	Monitor Only
Positive peer group relationships and social connections	Monitor Only
Effective planning and problem solving skills	Monitor Only
Effective life and organisational skills	Monitor Only
Effective decision making skills	Monitor Only
<b>External Factors</b>	
Safe home and community	Monitor Only
Safe and effective access to technology	Monitor Only
Safe social spaces and social opportunities	Monitor Only
Improved employment and career opportunities	Monitor Only

## **1.15 Service Review**

The Authority will work with the Service Provider to develop an approach to Service Review during the first 12 months of the Contract Period. This will include but is not limited to:

- Annual delivery plan
- Comprehensive impact assessment
- Self-assessment against the quality characteristics
- Improvement plan

This will be informed by:

- All contract monitoring information
- Feedback from Young People
- Feedback from stakeholders
- Feedback from communities
- Needs assessment

## SCHEDULE 1 - SERVICE SPECIFICATION COMMUNITY DEVELOPMENT

### 1.1 Aim

The aim of the Service is to improve the functioning and personal resources of Young People in Cornwall and to facilitate the development of vibrant and sustainable Communities in which those Young People can thrive.

The Service will assist the Authority in delivering key strategic outcomes identified in the Early Help – Delivering Better Outcomes Strategy 2013-15 (and any future strategies in this area) which includes:

- To provide multi-agency early help Services in Cornwall that narrow the gap in outcomes for those Children and Young People who are vulnerable to poor outcomes.
- To identify any additional needs of Young People early and adopt a partnership approach to halt escalation into concerns about a child's or Young Person's health, development, welfare or safety.

### 1.2 Service Objectives

The Service Provider will:

- **Build Community capacity:** To develop and maintain Services, resources, activities and other opportunities in the Community, which improve outcomes for Young People within their own Communities.
- **Support Young People to achieve outcomes:** Offer free, professional and expert support to enable the improvement of outcomes for Young People in Cornwall.
- **Map Assets:** Work with local Communities to identify and make visible Community assets, which can be used to improve outcomes for Young People.
- **Ensure Young People have a voice:** Utilise a range of approaches to ensure Young People are supported to influence change by engaging with decision making on a local and national basis.
- **Ensure Young People have appropriate opportunities to communicate:** Explore, develop and maintain a broad range of opportunities for Young People to coproduce, send and receive communications about issues, activities and Services that are important to them.

Communities will be supported to enable Young People to achieve the outcomes set out in the Cornwall 11+ Youth Outcomes Framework. This will be achieved by offering bespoke Support and capacity building.

#### 1.2.1 Young People's Outcomes

The Service Provider will ensure that Young People have access to an equitable, responsive, innovative and high quality Service, which make a significant contribution to improving the outcomes included in the Cornwall 11+ Youth Outcomes Framework (Appendix 1)

When supporting Communities or individual Young People, the Service will identify which of the following external factors can be improved from the delivery of the Service. The Service Provider will monitor the impact of how intervention provided by the Service has enabled improved outcomes in the following areas.

**a) External Factors:** The Service Provider will deliver Services that can demonstrate impact on the following external factors:

- Safe home and Community
- Safe social spaces and social opportunities
- Safe and effective access to technology
- Improved employment and career opportunities
- Opportunities to get involved/give back
- Improved financial and material conditions
- Improved transport infrastructure.

In addition, the Service Provider will evidence how the Service has improved outcomes for individual Young People in the following areas:

**b) Personal Resources:** The Service Provider will enable Young People to develop their personal resources, resulting in improved outcomes in the following areas:

- Improved confidence
- Improved resilience
- A sense of belonging
- Positive aspirations
- Improved physical health
- Improved mental health
- A sense of identity
- Developed and improved creativity

**c) Functioning Skills:** The Service Provider will enable Young People to develop their capabilities and resources to improve their functioning skills in the following areas:

- The ability to form positive relationships
- Positive peer group relationships and social connections
- Effective planning and problem solving skills
- Effective life and organisational skills
- Effective leadership and influence skills
- Effective decision making skills.

## **1.3 Direct Service Delivery Requirements**

### **1.3.1 Capacity Building**

The Service Provider will support local Communities by delivering the Service objectives set out in section 1.2.2 of the Service Specification.

The Service Provider will be responsible for ascertaining the level of support offered to each community based on the Community Impact and ability to improve Young

People's outcomes. The Service Provider will determine this on a case by case basis and this will be reviewed by the Authority and the Service Provider on a quarterly basis.

The Service Provider will:

- **Establish equal and reciprocal relationships:** Adopt an approach that encourages equal and reciprocal relationship between professionals, Young People, their families, neighbours and local Community.
- **Embed Co-production:** Offer training and support for Communities to enable the principles of Co-production to be embedded in Community organisations. This includes an understanding of:
  - **Assets:** Transforming the perception of people from passive recipients of Services and burdens on the system into one where they are equal partners in designing and delivering Services.
  - **Capacity:** Recognise and grow Community capacity and capabilities by actively supporting them to put their assets to use at an individual and Community level
  - **Mutuality:** Offer Young People and Communities a range of incentives to engage, which enables them to work in reciprocal relationships where there are mutual responsibilities and expectations of each other.
  - **Networks:** Engage peer and personal networks as the best way of transferring knowledge.
  - **Blur roles:** Remove tightly defined boundaries between public Services and Communities by reconfiguring the ways in which Services are developed and delivered.
  - **Catalysts:** Enable public Services to become facilitators rather than central providers themselves.
- **Facilitate Co-production:** Encourage Young People and Communities to be involved in participation and Co-production activities, including facilitation of the Youth Kernow reference group for Young People in Cornwall
- **Create new opportunities:** Develop activities and resources with Young People in their Communities. Facilitate the development of ideas, creative approaches and innovative solutions as a response to identified needs and issues arising in their Communities, in order to improve Young People's outcomes and strengthen local Community's ability to meet needs.
- **Improve Young People's outcomes:** Directly support and facilitate the development of leadership and project management skills to enable Young Peoples' ideas and solutions are to be implemented. This will also include the development and improvement of their functioning skills, including self-advocacy.
- **Build the capacity of Young People and Communities to encourage sustainability:** Support and encourage Young People and Communities to develop the skills and experience necessary for accessing new resources, including statutory and other sources of funding. This will include but is not limited to:
  - Enabling Communities to reach their potential for quality, performance and achievement of outcomes
  - Bid and tender writing skills
  - Improving organisational governance or legal structures
  - Developing the capacity of Community based organisations by improving the skills of management, trustees and/or directors

- Identifying gaps in skills and learning needs and to identify solutions
- Accessing examples of best practice and changes to policy or legislation
- Accessing networking opportunities and peer support
- Accessing funding sources from statutory bodies
- Accessing funding sources from other external funding agencies
- Accessing Council funded community grants
- Improving skills and experience of preparing grant funding bids
- Managing the implementation of new projects, including the promotion of Learn to Lead
- Supporting Young People to negotiate the use and development of Community assets to meet their needs
- Improving partnership working between individuals and Communities involved in supporting Young People in Cornwall
- Developing and providing appropriate packages of Community based training in order to build the Community capacity to acquire, deliver and develop resources which improve Young People's outcomes.
- **Promote and develop tools for Co-production:** Promote tools for the development and understanding of Co-production within local Communities, including but not limited to utilisation of Learn to Lead and Shaped by Youth
- **Support mutuality:** Engage with any Time Bank Service commissioned by the Council, to ensure organisations are fully supported to take part in all aspects of the approach.
- **Council:** Have a clear understanding of what constitutes abuse and the Cornwall safeguarding procedures relating to Children and Adults. This will include but is not limited to ensuring that organisations are proactively encouraged to take part in both safeguarding and child sexual exploitation training, available through the Council
- **CAF, TAC and TAF:** Have a good understanding of the processes relating to the Common Assessment Framework, Team Around the Child and Team Around the Family and their possible role in these processes
- **Utilisation of data:** Understand how Community organisations can use data and other information to obtain an understanding of how well the Services and activities are performing
- **Measure impact:** Understand how Community organisations can demonstrate the value of their Service by measuring and understanding the outcomes achieved by Young People using their Service
- **Social Value:** Enable communities to understand the principles of social value and how this can benefit the local Community
- **Understand accountability:** Enable Community organisations to understand the roles and responsibilities of individuals and the organisation and to offer support with the development and improvement of governance or legal structures
- **Continuous Improvement:** Support Communities to identify their strengths and weaknesses and to plan for continuous improvement.
- **Solution focused approach:** Enable Communities to identify their individual and cumulative skills and learning needs and to identify and implement solutions
- **Good practice:** Enable Communities to understand how to identify good practice and to use this to benefit the organisation

- **Policy and legislation:** Support Communities to be aware of changes to policy or legislation and have the skills to implement organisation change in response
- **Networking and peer support:** Support Communities to be aware of appropriate networking opportunities and to access peer Support
- **Partnerships:** Enable Communities to identify opportunities for maximising resources by working in partnership with other organisations, including but not limited to sharing resources and improve partnership working between organisations involved in supporting Young People in Cornwall
- **Evidence based practice:** Enable Communities to understand the importance of understanding need, project management and Co-production in developing new projects and other indicatives. This will include but is not limited to effective partnership working with Locality Early Help Teams to coordinate the delivery of the Service based on the presenting needs of specific communities.
- **Support the Authority in future commissioning activities:** Facilitating engagement with Young People and Communities. This will include but is not limited to involvement in
  - Needs assessment
  - Commissioning and other strategy development
  - Service design and specification development
  - Service development and improvement activities
  - Procurement planning and activity

### 1.3.2 Asset Mapping

Within the first year of the Contract Period, the Service Provider will prepare a detailed map of Community assets and maintain and develop this throughout the Contract Period.

This information will be used by the Authority commissioners in future development and Co-production of Services for Young People in Cornwall. This will include:

- A list of organisations, Services, groups, activities and other opportunities provided within Cornwall for Young People
- A list of Community hubs used to support Young People
- A summary of the skills, knowledge and experience of people supporting Young People in the Community
- A summary of the skills, knowledge and experience of Young People living in local Communities.
- Any further information agreed between the Authority and the Service Provider.

### 1.3.3 Learn to Lead

The Service Provider will embed the principles of Co-production through the utilisation of the Lean to Lead principles and toolkit. This will include:

- Identifying a lead member of Staff to take responsibility for championing Learn to Lead in the Service.
- The lead member of Staff attending Learn to Lead train the trainer session. The Authority will fund the initial train the trainer session for the lead member of Staff, excluding travel and accommodation. The Service Provider will ensure that this is maintained thereafter for subsequent lead members of Staff.
- The lead member of Staff will deliver Learn to Lead training for all other Service Staff on an ongoing basis and will have access to up to 15 licences for Service Staff during the Contract Period. The Service Provider will ensure that this is maintained thereafter for subsequent members of Staff.

- The lead member of Staff will deliver training for up to 25 Community organisations and will have access to 25 licences in the first year. The Service Provider will identify which Community organisations will be trained in Learn to Lead, in consultation with the Council. This will be based on where Co-production can have the biggest Community impact and benefit for the outcomes of Young People.
- Analysis of feedback collected from delegates attending Learn to Lead training
- Coordination of and attendance at the Learn to Lead review and renew sessions, as facilitated by Learn to Lead.
- Enabling Communities to access training and resources provided directly by Learn to Lead.
- Ensuring Learn to Lead are informed of progress with Learn to Lead projects, impact and outcomes on no less than a quarterly basis.

Additionally the Service Provider will develop and manage a small grants scheme for Community to access funding that enables the development of Learn to Lead projects in communities. This will include:

- Working with the Authority and Learn to Lead to develop a criteria for small grants
- Administering a small grants scheme
- Reviewing the impact and outcomes achieved by Communities who have received a small grant.

The utilisation of Learn to Lead, number of training sessions, delegates and licenses issued in years two and three of their contract will be negotiated between the Service Provider and the Council, in conjunction with Learn to Lead.

### **1.3.4 Voice of Young People**

#### **1.3.4.1 Support Members of Youth Parliament**

The Service Provider will be responsible for the support and engagement of the Members of Youth Parliament for Cornwall. This is intended to support the engagement and learning for Young People in the democratic process and to give Young People in Cornwall a stronger voice across the United Kingdom. This support will include:

- Supporting the three elected Members of Youth Parliament
- Supporting the three Deputy Members of Youth Parliament
- Supporting the Authority in the elections process, which are held every two years.

Specific tasks will include:

- Working with the British Youth Council and Regional Youth Work Unit to deliver the youth voice agenda. This will include the personal development of the Member of Youth Parliament role, as currently recorded through the youth voice wheel
- Encouraging and supporting the Members of Youth Parliament to engage in local issues and events, specifically the Young People's Reference Groups, Takeover Day and producing monthly positive stories
- Supporting the Members of Youth Parliament to attend where appropriate regional and national events, including regional meetings and residentials, the national annual sitting and the House of Commons sitting.



- Supporting the Members of Youth Parliament to positively engage with the regional and national campaigns and run the Make Your Mark annual national vote for all Young People
- Supporting the Authority in its commissioning activities by facilitating engagement with Young People.

#### **1.3.4.2 Youth Kernow and Young People's Reference Groups**

The Service Provider will be responsible for the Co-ordination of the Young Peoples' reference groups, which support and enable the engagement of Young People of Cornwall to be responsible for the Co-production of Services and engaged in the political decisions that affect their lives.

Specific tasks will include:

- The delivery of no less than four Young People's Reference Groups per annum covering Cornwall, in no less than six locations
- Utilising Co-production principles and Learn to Lead tools to Coproduce projects with the Young People and their Communities
- Recording and sharing the results of the reference groups for Young People, using a range of multimedia and social media channels that Young People engage with
- Taking the lead on planning and delivering Take Over Day activities in partnership with the Council, Young People and key partners who work with Young People and the wider community
- Encouraging Young People, Community groups, networks and organisations working with Young People to be involved in all Co-production activities that take place within the reference groups for Young People
- Supporting the Authority in its commissioning activities by facilitating engagement with Young People.

#### **1.3.4.3 Communication and Involvement**

The Service Provider will be responsible for hosting a range of communication channels that Young People have stated they will engage with.

Specific tasks will include:

- Developing and maintaining effective communication channels utilised by Young People for regular updates about the work of Youth Kernow, using social media and other channels
- Encouraging the use of video chats and online messaging to reduce the impact of travel costs and rural limitations for Young People
- Exploring and Coproducing new communication channels with Young People as they become available, as appropriate
- Maintaining relationships and communications with appropriate groups and organisations that support Young People
- Support the Authority in its commissioning activities by facilitating engagement with Young People.
- Support the Authority and its partners in the development and implementation of strategic plans, through supporting and encouraging Young Peoples' involvement at both a local and countywide level.

#### **1.3.5 Additional Service Delivery Requirements**

The Service Provider will:

- Work in proactive partnership with all Council commissioned and provided Services and other initiatives including but not limited to:
  - Time Bank

- Learn to Lead
- Shaped by Youth
- Emotional Resilience
- Information, Advice and Guidance
- Substance Misuse
- Child and Adolescent Mental Health Services
- Council social work Services
- Work closely with the The Authority's Commissioning Team, Engagement and Co-production officer, exploring opportunities for efficient and effective joint working
- Work in partnership with a range of non-commissioned organisations supporting Young People offering strategic support, Services, activities and other opportunities that can enable Young People to achieve positive outcomes
- Ensure opportunities for added value are maximised by joint working with other Community, voluntary, independent and private providers
- Ensure opportunities for added value are maximised by offering a choice of interventions as appropriate to the organisation's individual needs. This may include but is not limited to face to face, online, individual, group and via the telephone.
- Ensure that they have process in place to access up to date information about changes in legislation or policy affecting the Service area.
- Work with the Authority to develop a needs analysis for this population group/Service area
- Provide a Service, which is flexible and responsive to changes in individual need and strategic objectives
- To collect information about the outcomes achieved by Young People within local Communities.

#### **1.4 Volume of Service**

The Service Provider will provide support for all Community organisations currently supporting Young People between the ages of 11 and 19.

The volume of Service is provided in the Invitation to Tender set out in Schedule 3 of this Contract.

The Service Provider will apportion resources on the basis of the following ratio. This is intended to be flexible and responsive. The ratio is indicative and is not set as a contractual key performance indicator:

- 85% of resources for capacity building, asset mapping, Learn to Lead and additional requirements
- 15% of resources for voice of Young People.

#### **1.5 Catchment Area**

The catchment area for the Service is Cornwall. The Service Provider will be asked to monitor information on the basis of 19 Community network areas, included in Appendix 2.

#### **1.6 Staffing**

The Service Provider is required to ensure the Service is delivered by Staff who are suitably knowledgeable, experienced, trained and qualified to provide information, advice and guidance for other organisations who are supporting Young People aged 11-19.

The Service Provider will ensure that all Staff are recruited in accordance with the requirements of this Contract and the The Authority's Safeguarding Guidelines for Suppliers.

The Service Provider will ensure training in key areas relating to working with Young People and communities, including but not limited to:

- Safeguarding Children and Young People
- Safeguarding Adults
- Child Sexual Exploitation
- Principles and application of Co-production
- Early Help Assessment and Plans
- Learn to Lead
- Community development skills
- Communication skills
- Knowledge and understanding of multimedia and social media channels
- 'Signs of Safety' and risk management

## **1.7 Access and Service Information**

### Access

The Service Provider will ensure that the Service is available in accordance with the needs and preferences of Young People and Communities using the Service and in consultation with the Council.

The Service will be provided for 52 weeks of the year excluding Bank Holidays.

In carrying out its work, the Service Provider is required to ensure equality of access and reflect the diverse needs and requirements of actual and potential Young People using the Service.

### Service Information

The Service Provider will ensure that information about the Service is available in a range of formats and media and that this information is kept up to date.

The Service Provider will publish and make freely available Service information containing the following:

- The full contact details to include postal address, email address, website address and telephone number
- A summary of the Service provided and eligibility
- Information about how to make complaints, comments and compliments
- Confidentiality, safeguarding and child sexual exploitation policies
- Details of how to request information in alternative formats tailored to meet the specific needs of Young People

The Service Provider will ensure that information is dispersed as widely as possible and that literature is produced and distributed to key organisations or venues that may be accessed by potential Young People and Communities.

The Service Provider will ensure that information about the Service is made available in forms reflecting the diversity of the local population. This may include but is not limited to other languages, easy read, large print, Braille and visual or audio.

Information will be updated whenever there is a material change to the Service or its facilities either by means of the publication of an insert or by republication.

## **1.8 Service Quality and Standards**

The Service Provider will deliver the Services in line with the Quality Characteristics of the 11+ Youth Outcomes Framework, provided as Appendix 1 of this Contract. The Service will be;

- Co-produced with Young People, families and local Communities.
- Preventative in its approach, providing early help to reduce risk and seek to avoid future harm to Young People.
- Evidence based, taking account of Young People's assets and developmental trajectory when designing activities and projects.
- Inclusive and open to all
- Robust in its approach to safeguarding and preventing child sexual exploitation, both within Services, and in supporting Young People to stay safe inside and outside of Services, building resilience and awareness.
- A partnership that connects local people, and collaborates with local partners.
- Sustainable in terms of environmental, social and financial factors
- Supportive of the development of the local economy.

The Authority will work with the Service Provider and other organisations commissioned to deliver support for Young People to develop a framework for assessing the quality of the Service in accordance with the Quality Characteristics.

Additionally the Service Provider will support Community organisations to understand the requirements of the Quality Characteristics and embed them within their organisational development and improvement.

## **1.9 Contract Monitoring**

The Service will be formally reviewed by the Authority during the Contract Period. This includes the following components:

**1.9.1 Contract compliance:** Annual check of all contract compliance requirements.

**1.9.2 Safeguarding:** An annual audit of safeguarding practice plus quarterly monitoring of safeguarding and child sexual exploitation issues arising, as presented for discussion as case studies.

**1.9.3 Quality:** Annual quality audit of the provision of the Service, to include how the Service has complied with the above Quality Characteristics, feedback from Young People, Communities Staff and all other stakeholders.

On an annual basis the Service Provider will provide relevant information around compliance with external and internal quality standards, including sharing of all award and audit reports.

**1.9.4 Performance:** The Authority and the Service Provider will work in partnership to assess the quality and performance of the Service on a quarterly basis. This will be achieved through quarterly contract monitoring meetings, agreed between the Authority and the Service Provider.

The Service Provider will undertake a quarterly assessment of performance including:

- Outputs delivered in accordance with the Key Performance Indicators set out in Service Specification Condition XXX
- Outcomes delivered in accordance with the Key Performance Indicators set out in Service Specification Condition XXX

**1.9.4.1 Narrative Report:** The Service Provider will produce a narrative report on a quarterly basis, which sets out information about the delivery of the Service. This will include:

- **Quality Characteristics:** Evidence of how the Service has achieved the specified Service Quality Characteristics, set out in Appendix 3 of this Contract
- **Service Activity:** Evidence of the activity of the Service including:
  - An overview of how Direct Delivery Hours have been utilised, provided by type of delivery and geography.
  - An update on the local Community impact for each area supported and the methods used to measure
  - Information about the method of collecting and evidencing Young People’s outcomes
  - An update on the development and maintenance of the asset map
  - An update on the progress of Learn to Lead training sessions, including analysis of feedback from delegates
  - An update on Co-produced projects that have utilised Learn to Lead and Shaped by Youth
  - An update on the small grants issued for Learn to Lead projects
  - A review of the Member of Youth Parliament activities, including activities, outcomes and ideas
  - A review of the Youth Cornwall Young Peoples’ reference group activity
- **Output and Outcomes:** Key observations from outputs and outcomes performance
- **Case Studies:** Case studies which show a Community’s circumstances, the type of support provided by the Service and the outcomes achieved by Young People. These should include a range of examples from different Service components including:
  - Capacity building
  - Asset mapping
  - Learn to Lead utilisation in project and activity development
  - Examples of how the voice of Young People has
  - **Social and added value:** Evidence of how the Service has positively impacted on:
    - The local economy
    - The local community
    - The local environment

**1.9.5 Key Performance Indicators:** The Authority will monitor the performance of the Service by evaluating the input, output and outcomes data presented through key performance indicators.

**Performance Inputs and Outputs**

Input / Output	Target Number
<b>General</b>	
Number of Direct Delivery Hours:	Target included in Schedule 3

Broken down by support delivery type	
Capacity building: Broken down by support delivery type	Monitor only
Asset mapping	Monitor only
Learn to Lead preparation and delivery	Monitor only
Voice of Young People	Monitor only

<b>Capacity Building</b>	
Number of Communities or groups supported	Target included in Schedule 3
Nature of support provided	Monitor only
Number of Young People engaged	Monitor only

<b>Asset Mapping</b>	
Number of community assets identified	Monitor only
Broken down by type of asset	Monitor only

<b>Learn to Lead</b>	
Number of Learn to Lead training sessions delivered	3 x in year one of the Contract
Number of Service Staff trained in Learn to Lead	100% of direct delivery Staff employed in year one
Number of Community delegates trained in Learn to Lead	25 delegates trained in year one of the Contract
Number of Communities who have utilised Learn to Lead in developing projects and activities	Monitor only
Number of coproduced Learn to Lead projects completed	Monitor only

<b>Voice of Young People</b>	
Number of reference groups coordinated and location	4 per annum
Number of Young People attending the Youth Cornwall reference groups	10 per reference group session in year one
Number of hours of support provided for Members of Youth Parliament	15 per reference group session in year two and three
Number of hours spent preparing and coordinating reference group activities	Monitor only
Number of hours of support provided for Members of Youth Parliament	Monitor only

## Performance Outcomes

The Service Provider will work with Communities to identify where improved outcomes are required prior to the commencement of any intervention. The Service Provider will then support Communities to use their assets to achieve positive outcomes.

The Service Provider will be record and evidence the positive impact of the Service on individual Young People and local Communities including improvements to:

- External Factors
- Personal Resources
- Functioning Skills

The Service Provider will also provide any other additional information requested by the Authority during the Contract Period.

#### **1.9.6 Service Review**

The Authority work with the Service Provider to develop an approach to Service Review during the first 12 months of the Contract Period. This will include but is not limited to:

- Annual delivery plan
- Comprehensive impact assessment
- Self-assessment against the Quality Characteristics
- Improvement plan

This will be informed by:

- All contract monitoring information
- Feedback from Young People
- Feedback from stakeholders
- Feedback from communities
- Needs assessment

## SCHEDULE 1 - SERVICE SPECIFICATION

### Information and Advice Service for Young People

#### 1.1 Aims

The aim of the Service is to improve the functioning and personal resources of Young People in Cornwall and to assist the The Authority in delivering key strategic outcomes identified in the Early Help – Delivering better Outcomes Strategy 2013-15 (and any future strategies in this area) which includes:

- To provide multi-agency early help services in Cornwall that narrow the gap in outcomes for those children and Young People who are vulnerable to poor outcomes.
- To identify any additional needs of Young People early and adopt a partnership approach to halt escalation into concerns about a child's or young person's health, development, welfare or safety.

#### 1.2 Service Objectives

The Service will provide high quality independent, free and confidential information and advice for Young People aged 11-19 who are living in Cornwall. The Service will be flexible and responsive to need, employing a variety of delivery methods.

The Service Provider will achieve the Service aim by:

- Providing Services which promote and develop Young People's independence by enabling them to make informed choice over issues which affect them. This will increase their knowledge and understanding of their rights and promote self-help where it is appropriate in order to improve resilience and enable resources to be directed at those most in need.
- Providing a specific youth advice Service, which is attractive to and easily accessible by Young People aged 11 to 19
- Providing information and advice through a variety of means and settings including but not limited to:
  - Face to face
  - Online
  - Telephone
  - Across education and community settings which Young People can access
- Providing Young People, especially those who are vulnerable with free, impartial, independent and confidential information, advice, support and casework services, to meet their needs on a diverse range of issues that are frequently inter-related which may include, but is not limited to;
  - **Social Welfare:** Social welfare issues including but not limited to benefits, housing, debt, employment, legal rights
  - **Emotional resilience:** Mental and emotional health issues, including but not limited to anxiety, stress, depression, low self-esteem, self-harm and bullying



- **Personal and health issues:** Wider personal and health issues, including but not limited to relationship and family difficulties, sexual health, drugs and alcohol, healthy eating, smoking
- **Practical skills:** Practical issues, including but not limited to careers, money management, independent living skills
- Development of a peer led model, Co-produced with Young People to provide lower tier information and advice which enables Young People to become involved in supporting their peers with basic information and advice
- Coordinate Service delivery with Locality Early Help Teams.

### 1.3 Young People's Outcomes

The Service Provider will ensure that Young People have access to equitable, responsive, innovative and high quality services, which make a significant contribution to improving the outcomes included in the Cornwall 11+ Youth Outcomes Framework.

The Service Provider will deliver services, record Young People's progression and demonstrate impact in line with the following framework.

The Outcomes Framework is intended to be flexible and person centred and it is acknowledged that not all Young People will present with needs relating to all outcome areas.

**a) Personal resources:** The Service Provider will enable Young People to develop their personal resources, resulting in improved outcomes in the following areas -:

- Improved confidence
- Improved resilience
- Positive aspirations
- Improved physical health
- Improved mental health

**b) Functioning skills:** The Service Provider will enable Young People to develop their capabilities and resources to improve their functioning skills in the following areas:

- Effective planning and problem solving skills
- Effective life and organisational skills
- Effective decision making skills

**c) External Factors:** The Service Provider will deliver Services which can demonstrate impact on the following external factors -:

- Safe home and community
- Safe and effective access to technology
- Improved employment and career opportunities
- Improved financial and material conditions

### 1.4 Direct Service Delivery Requirements

The Service will deliver the objectives set out in section XXXX of the Service Specification. In doing so, the Service Provider will meet the following requirements:

#### **1.4.1 Access**

Ensure Young People have a range of flexible access routes to the Service, including but not limited to:

- A range of 'drop-in' sessions delivered in schools and Young People friendly community settings, as identified by Young People
- Face to face appointments
- Online
- Telephone

#### **1.4.2 High Quality Information and Advice**

- Provide a wide range of high quality, accurate and up to date information and advice. Information and advice will be quality assured, based on the latest information and evidence and appropriate to Young People. It will recognise the diversity of Young People in Cornwall.
- The Service Provider will ensure the Service hold the Advice Quality Standards kitemark.
- Provide Young People with an assessment of need and circumstances, summary of advice and action plan when relevant.
- Ensure that information and advice is checked against a nationally recognised, accurate and up to date information system.
- The Service Provider will utilise volunteers in the delivery of the service, which will include Young People offering a peer led approach.

#### **1.4.3 Referral and signposting**

- Provide information about a wide range of additional and specialist services, including all Early Help provision, specialist provision, as well as a range of local and national agencies, charities and organisations including but not limited to, helplines and online provision.
- Facilitate appropriate referrals to additional and specialist services including initiation of an Early Help Assessment and involvement in Team Around the Child, when appropriate.
- Work to the defined Local Authority referral pathways for services working with vulnerable Young People, including Early Help and children' social work services and other Service Providers to enable Young People and workers to easily access the service.
- Provide collaborative, effective and efficient interfaces with other advice services, in particular housing options and other specialist services.

#### **1.4.4 Data recording**

The Service Provider will record provision:

- In a timely and accurate way
- Using a system that meets the Authority's security and information governance requirements

- Use a robust and proven case management system that effectively captures the following data in accordance with the Individual Circumstances Topics and Activities:
  - Individual characteristics
  - Educational status
  - Presenting issues
  - Options discussed
  - Information sources
  - Action plan
  - Referrals made
  - Outcomes achieved
  - Safeguarding interventions and responses
  - CAF / TAC / Social Care Plan
  - Early Help Assessments
  - Other agencies involved

The Service Provider will collect this information using either:

- a) The Service Providers own client caseload recording system OR
- b) The 11+ management information system identified by the Council, which at Contract Commencement date is

Where the Service Provider does not have an existing client caseload recording system, the The Authority will require the Service Provider to use the 11+ management information system identified by the Council.

Where the Service Provider uses their own client caseload recording system, the Service Provider will be required to share data about Young Peoples' educational status with the Authority's appointed provider of the statutory tracking function. This information must be provided through secure bulk data transfer.

The Service Provider will ensure the necessary consent and data sharing agreements are in place to allow data to be shared with the Authority's appointed provider of the educational status statutory tracking function.

During the implementation period, the The Authority and the Service Provider will work together to reach an agreement about the management of information and information systems.

#### **1.4.5 Transitions**

Provide an effective and efficient transition from the Service to wider adult advice and support services when the Young Person is no longer eligible due to age.

#### **1.5 Volume of Service**

The volume of Service is provided in the Invitation to Tender set out in Schedule 3 of this Contract.

#### **1.6 Catchment Area**

The Service should be made available to Young People aged 11-19 within Cornwall, ensuring each locality has access to appropriate levels of Service to meet local needs and that capacity is increased in areas where needs assessments would indicate an unmet need.

The Service Provider will be asked to monitor information on the basis of 19 community network areas set out in Appendix 2.

## **1.7 Staffing**

The Service Provider will ensure that all Staff are recruited in accordance with the requirements of this Contract and the Authority's Safeguarding Guidelines for Suppliers. Ensure that Staffing at an appropriate and safe level to ensure that the Service can be provided in accordance with the Contract.

The Service Provider will recruit suitably experienced and qualified Staff and volunteers to deliver the services in line with safer recruitment procedures.

The Service Provider will ensure Staff have received and are able to evidence training in the following areas including but not limited to:

- Safeguarding Children and Young People
- Safeguarding Adults
- Child Sexual Exploitation
- Early Help assessments and plans
- Effective communication skills
- Professional boundaries
- Confidentiality and information sharing
- Effective case recording skills
- 'Signs of Safety' and risk management

The Service Provider will ensure all Staff participate in a comprehensive induction to the Service and must have successfully completed appropriate training to enable them to deliver youth advice work within but not limited to the following areas:

- Housing & Homelessness
- Benefits
- Personal support
- Safeguarding
- Child sexual exploitation
- Law – Young People's legal rights & issues
- Finance
- Health
- Sexual Health
- Employment, Training & Education
- Equality/Diversity

The Service Provider will identify other appropriate training and qualifications to ensure that Staff are appropriately trained on an ongoing basis to meet the contract requirements.

The Service will be delivered by appropriately experienced, trained and qualified Staff and volunteers who should hold or be working towards an appropriate qualification, including an appropriate level 3 qualification for those delivering information, advice and casework services.

Ensure appropriate levels of Staff and volunteer supervision are provided by suitably qualified and experienced supervisors and cover key areas including safeguarding, child sexual exploitation, case load management and risk management.

## **1.8 Access and Service information**

### Access

The Service Provider will ensure that the Service is available in accordance with the needs and preferences of Young People using the Service and in consultation with the Council.

The Service will be provided for 52 weeks of the year excluding Bank Holidays.

The Service Provider will ensure that appropriate arrangements are in place to enable the Young People to access information and advice in a crisis or emergency.

In carrying out its work, the Service Provider is required to ensure equality of access and reflect the diverse needs and requirements of actual and potential Young People using the Service.

### Service Information

The Service Provider will ensure that information about the Service is available in a range of formats and media and that this information is kept up to date. This will include but is not limited to:

- Family information Service website
- Cornwall The Authority 11+ webpages
- Community settings including but not limited to schools, GP surgeries and youth and community projects and centres
- Locality Early Help communications
- Appropriate and approved websites for Young People

The Service Provider will publish and make freely available Service information containing the following:

- The full contact details to include postal address, email address, website address and telephone number
- A summary of the Service provided and eligibility
- Information about how to make complaints, comments and compliments
- Confidentiality, safeguarding and child sexual exploitation policies
- Details of how to request information in alternative formats tailored to meet the specific needs of Young People

The Service Provider will ensure that information is dispersed as widely as possible and that literature is produced and distributed to key organisations or venues that may be accessed by potential Young People.

The Service Provider will ensure that information about the Service is made available in forms reflecting the diversity of the local population. This may include but is not limited to other languages, easy read, large print, Braille and visual or audio.

Information will be updated whenever there is a material change to the Service or its facilities either by means of the publication of an insert or by republication.

## **1.9 Service Quality and Standards**

### **Quality Characteristics**

The Service Provider will provide Services in line with the Quality Characteristics of the 11+ Youth Outcomes Framework set out in Appendix 3. The Service will be:

- Working to coproduce key aspects of the Service with Young People, families and local communities
- Preventative in its approach, providing early help to reduce risk and seek to avoid future harm to young people.
- Evidence based, which takes account of young people's assets and developmental trajectory when designing activities and projects.
- Inclusive and open to all.
- Robust in its approach to safeguarding and child sexual exploitation, both within services, and in supporting Young People to stay safe inside and outside of services, building resilience and awareness.
- A partnership that connects local people, and collaborates with local partners.
- Sustainable in terms of environmental, social and financial factors
- Supportive of the development of the local economy.

Additionally the Service Provider will ensure a high level of data quality and integrity and be able to evidence this.

The The Authority will work with the Service Provider and other organisations commissioned to deliver support for Young People to develop a framework for assessing the quality of the Service in accordance with the quality characteristics.

The Service will hold or be working towards the following quality standards:

- Advice Quality Standards kite mark
- EEFO – quality standards for working with Young People
- Youth Access Quality Standards for information and advice work with Young People.

The Service Provider will operate an internal quality assurance framework, which demonstrates the application and monitoring of their internal quality standards.

## **1.10 Contract Monitoring**

The Service will be formally reviewed by the The Authority during the Contract period. This includes the following components:

**1.10.1 Contract compliance:** Annual check of all contract compliance requirements

**1.10.2 Safeguarding:** An annual audit of safeguarding practice plus quarterly monitoring of safeguarding and child sexual exploitation issues arising presented for discussion as case studies

**1.10.3 Quality:** Annual quality audit of the provision of information and advice to Young People, to include how the Service has complied with the above Service quality standards,( including receipt of any audit reports) the 11+ quality characteristics, feedback from Young People, Staff and other stakeholders.

On an annual basis the Service Provider will provide relevant information around compliance with external and internal quality standards, including sharing of all award and audit reports

#### 1.10.4 Performance:

The The Authority and the Service Provider will work in partnership to assess the quality and performance of the Service on a quarterly basis. This will be achieved through quarterly contract monitoring meetings, agreed between the The Authority and the Service Provider.

The Service Provider will undertake a quarterly assessment of performance including:

- Outputs delivered in accordance with the Key Performance Indicators set out in Service Specification Condition XXX
- Outcomes delivered in accordance with the Key Performance Indicators set out in Service Specification Condition XXX

The Service Provider will produce a narrative report on a quarterly basis, which sets out:

**Quality Characteristics:** Evidence of how the Service has achieved the specified Service quality requirements

**Service Activity:** Overview of how Direct Delivery Hours have been utilised provided by type of delivery and geography.

**Output and Outcomes:** Key observations from outputs and outcomes performance

**Case Studies:** Case studies which show a Young Person's circumstances and needs, the information, advice and support provided by the Service, (including appropriate multi agency assessments and responses) and the outcomes achieved by the Young Person. This should include cases where safeguarding and child sexual exploitation issues have been identified.

**Social and added value:** Evidence of how the Service has positively impacted on:

- The local economy
- The local community
- The local environment

#### 1.10.5 Key Performance Indicators

The The Authority will monitor the performance of the Service by evaluating the outcome and output data presented through key performance indicators.

##### 1.10.5.1 Performance Inputs and Outputs

Output	Target Number
Number of Direct Delivery Hours Provided	Target included in Schedule 3
Total number of unique Young People accessing the Service	Target included in Schedule 3
Number of Young People accessing the Service more than once	Monitor only
Number of Young People who access the Service face to face	Monitor only
Number of Young People who access the Service Number by telephone	Monitor only

Number of Young People who access the Service online	Monitor only
Number for casework services	10% of Young People accessing the Service
Number of specialist referrals	Monitor only
Number of individual issues recorded broken down by enquiry type <ul style="list-style-type: none"> <li>• Housing &amp; Homelessness</li> <li>• Benefits</li> <li>• Personal support</li> <li>• Safeguarding</li> <li>• Child sexual exploitation</li> <li>• Law – Young People’s legal rights &amp; issues</li> <li>• Finance</li> <li>• Health</li> <li>• Sexual Health</li> <li>• Employment, Training &amp; Education</li> <li>• Equality/Diversity</li> </ul>	Monitor only
Number of Young People who have a key vulnerability, broken down by group type; <ul style="list-style-type: none"> <li>• Not in education, employment and training (NEET)</li> <li>• In care</li> <li>• Care Leaver</li> <li>• Young Carer</li> <li>• Young Parent</li> <li>• Black and Minority Ethnic Groups (BME)</li> <li>• Learning Difficulties and Disabilities (LDD)</li> <li>• Involved in criminal justice system</li> <li>• Homeless</li> <li>• Number of Young People who have multiple vulnerabilities</li> </ul>	70% of Young People accessing the Service
Number of Common Assessment Framework’s initiated	Monitor Only
Number of Team Around the Child involved with	Monitor Only
Number of referrals made to Multi Agency Referral Unit	Monitor only
Number of volunteers trained to deliver youth advice work,	Monitor only
Number of community based volunteers working with Young People	Monitor only
Number of community based volunteers with advice and guidance level 3 qualification	Monitor only
Number of community based volunteers enrolled on a level 3 advice and	Monitor only



guidance qualification	
Number of Young People trained in peer lead models of delivery	Monitor only
Number of Young People Co-producing services - direct delivery of peer support / information and advice to Young People	Monitor only
Number of Young People Co-producing services, shaping and evaluating Service provision	Monitor only

### 1.10.5.2 Performance Outcomes

Number of Young People where income has been maximised plus amounts	Monitor Only
Number of Young People where debts have been written off and amounts	Monitor Only
Number of Young People threatened evictions prevented as a result of advisers intervention,	Monitor Only
Number of homeless Young People securing accommodation	Monitor Only
Number of preventative measures accessed around youth homelessness	Monitor Only
Number of Young People now in receipt of in work benefits and amounts	Monitor Only
Number of Young People prevented from being NEET due to advisors intervention	Monitor Only
Number of Young People moving from NEET to being in EET due to advisors intervention	Monitor Only
Percentage of Young People reporting improved outcomes as a result of using the Service ( via use of agreed impact measurement tool) broken down by outcome type	90%
<b>Personal resources:</b>	
Improved confidence	Monitor Only
Improved resilience	Monitor Only
Positive aspirations	Monitor Only
Improved physical health	Monitor Only
Improved mental health	Monitor Only
<b>Functioning skills</b>	
Effective planning and problem solving skills	Monitor Only
Effective life and organisational skills	Monitor Only
Effective decision making skills	Monitor Only
<b>External Factors</b>	
Safe home and community	Monitor Only
Safe and effective access to technology	Monitor Only

Improved employment and career opportunities	Monitor Only
Improved financial and material conditions	Monitor Only

### **1.11 Service Review**

The The Authority work with the Service Provider to develop an approach to Service Review during the first 12 months of the Contract Period. This will include but is not limited to:

- Annual delivery plan
- Comprehensive impact assessment
- Self-assessment against the quality characteristics
- Improvement plan

This will be informed by:

- All contract monitoring information
- Feedback from Young People
- Feedback from stakeholders
- Feedback from communities
- Needs assessment



# Specification

One Vision Community  
Development Workers  
January 2019 – January 2021

Date 06/11/18

Children, Schools and Families  
One Vision Commissioning  
Children and Family Services

Author: Serena Collins

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## 1. Definitions

**“Contract”**

means: the Contract for the provision of the Services, Supplies or Works, which will be awarded to a successful Supplier;

**“Council”**

means: Cornwall Council, County Hall, Treyew Road, Truro, Cornwall TR1 3AY;

**“Early Help”**

means: taking action to support a child, young person or their family early in the life of a problem, as soon as it emerges.

**“Proportional Universalism”**

means: actions must be universal, but with a scale and intensity that is proportionate to the level of disadvantage.

**“Services”**

means: the provision of One Vision Community Development Workers as described in this Specification.

**“Supplier/Provider”**

means: any person or persons, firm or firms or company or companies applying to tender for the Services, Supplies or Works, or, where there is more than one organisation applying, the lead organisation;

**“Supplies”**

means: the Supplies or materials as described in this Specification.

**“Works”**

means: the Works as set out in this Specification in relation to One Vision Community Development Workers

**“The Council’s Contract Manager”**

means: the representative of Cornwall Council responsible for arranging and leading Contract Review Meetings

**“The Supplier’s Contract Manager”**

means: the representative of the Provider/Supplier responsible for attending Contract Review Meetings and actioning any changes

**“Service User”**

means: an individual who accesses services provided by the Council

## 2. Introduction

There is increasing evidence that investment in the capacity and capability of the community to work closely with Early Help Services is the best means of improving outcomes for children by reducing the escalation of problems and resulting demand on high cost specialist services. The partners to the One Vision Plan [one vision plan](#) have agreed the need to work together and with children, young people and their families to support them to become more resilient and to find new ways of working that not only mitigate these challenges but improve the effectiveness of services and yield improved outcomes.

The plan is to develop proportional universalism within Cornwall's six locality areas and to target the Council's early help offer so that it is more effective across the system, working collaboratively with voluntary and community capacity to support families and reduce the impact of problems on families.

This proposed development reflects area 6 of the One Vision plan (for transforming services for children, young people and their families): Optimising support from local volunteers, voluntary/community groups - working closely with universal and early help services.

Children, young people and their families tell us that the best help they receive is the help that is accessible where they live, includes high quality information, advice and guidance, comes early enough to help them to resolve their own problems and is co-ordinated in a way that the services they choose to access are not fragmented and they can avoid having to be constantly re-assessed.

This new commission / resource will form part of the transformation of services within One Vision. Its offer will be to fully understand the assets within each locality, share information with all partners and create opportunities for the community to expand its children and family resources.

It will contribute towards Ofsted expectations of Local Authorities children's services. This will be achieved by working with a Voluntary & Community Sector partner to invest in this community development resource in each Locality aimed at a shared approach to identifying, assessing, understanding and responding to local needs; developing additional and targeted support; and, improve the way people work together locally to get the right help to the right families at the right time.

The aim of the One Vision Community Development Workers is to build capacity and maximise community resources so children, young people and families can find their own solutions. This additional resource has been identified as needed by families, staff, key partners and the Voluntary Community Sector Enterprise (VCSE).

The One Vision Community Development Workers primary target group will be within areas of a locality whose children and young people are from families experiencing deprivation and disadvantage. Disadvantaged families can include, but are not limited to those who are socially or economically deprived or discriminated against.

In Cornwall there are high levels of poverty and debt. Levels of domestic abuse, drug and alcohol abuse and mental health concerns are increasing. All of these challenges

can impact on the children and young people within those families in regards to their attachments, self-confidence, behaviour and aspirations; but also to the wider community resilience, wellbeing and aspirations.

Over 30,000 children and young people live in poverty and this number is set to increase. Cornwall and the Isles of Scilly have a higher rate of child poverty than the national average. More than 1 in 3 children live in poverty in some of our most deprived areas, many due to low-paid, seasonal employment.

The One Vision Community Development Workers will work in partnership with other services and agencies to improve the outcomes and life chances for children, young people and families. The service will work with children's services across the spectrum of need and particularly closely with Family Hubs, Early Help VCS Coordinator, Social Work teams, mental health services and other integrated place based services.

The post holders will facilitate access to relevant information, early help prevention services, education, health and leisure activities. Key to the success of the project will be removing barriers created by individuals and organisations; with the entire focus on a shared approach to achieving the outcomes for children, young people and families. The removal of silo working within communities through joint partnership working with statutory services and the Voluntary Sector; utilising local knowledge to resolve challenges and create sustainable change.

**This specification:**

- sets the parameters of the service provision;
- makes clear the outcomes expected as a result of service delivery; and
- forms part of the contract with the provider.

This Specification is based on requirements of the Children Act 1989, the Childcare Act 2014, Ofsted Guidance, Working Together to Safeguard Children Guidance 2018 and Cornwall and Isles of Scilly One Vision Plan. It also reflects the principles of the UN Convention on the Rights of the Child. Cornwall Council reserves the right to update the Specification in line with these and other requirements should this be necessary.

The following demonstrates the service's contribution to Cornwall Council Cabinet Priorities for Cornwall:

**Health, Social Care and Families**

- Delivery of better health outcomes for everyone, working with partners to shape our future health and care services
- Increase the aspirations of our young people
- Protect children from the risk of harm
- Promote children's physical and mental health
- Reduce child poverty

**Devolution and Localism**

Give residents and communities a greater say in decisions and make them at the most appropriate level.

The service will also make an important contribution to the Public Health Outcomes and the Children and Young People and Child Poverty Plan 2015-20.

**Key Success Measures:**

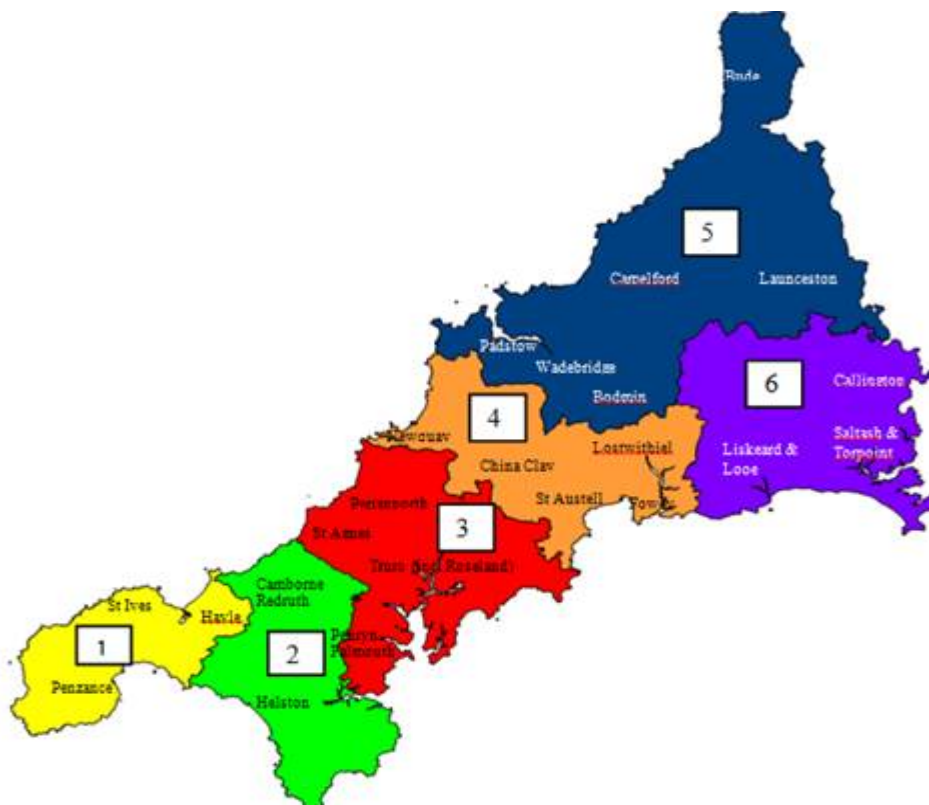
- Increased numbers of children and families being helped and supported for longer by voluntary and community groups.
- Reduced referrals to early help and specialist services.

**Outcomes for the service are:**

- Better communication and information sharing in the community through removal of silo working.
- Better quality of support for children and families provided by individuals, groups and organisations through understanding local needs.
- Better access for all to learning and training available to prevent escalation of needs.
- Better access to skilled professionals when necessary for the safety of children and families in need.
- Better awareness and targeted support for hidden children and families that live within all our communities. Reducing the risk of children slipping through the net.
- Increased community resources that are accessible for children, young people and families.

**3. Scope**

[Map detailing the 6 Locality areas; a One Vision Community Development Worker is required in each area working from the Family Hub as a base.](#)





### Small Settlements

*40% of our residents live in settlements with populations under 3,000. (Ref: SEND JSNA 2017) Rural isolation and poor transport links impacts on service accessibility.*

There are approximately 115,300 children and young people age 0-19 living in Cornwall.

Information available as to current services within the 6 localities can be found using the link below.

<https://cornwall.communityinsight.org/#>

### Numbers of Children, Young People per locality area:

Based on resources collated so far within the Early Help Hub areas:

Locality 1 and Locality 2 widespread gaps in identified family support services.

Roseland area of Locality 3 has no services currently identified.

Locality 4 has clustered services around St Austell but not within nearby villages.

Very limited family support provision currently in locality 5 and 6.

From 16<sup>th</sup> October 2017 to 15<sup>th</sup> October 2018 there were 6,359 requests for early help to the EHH, of these 597 were stepped down from Statutory Social Care. This is broken down into localities as:

Locality	Total step down from Social Care	Total request to EHH
East (localities 5 and 6)	119	1756
Mid (localities 3 and 4)	185	2073
West (localities 1 and 2)	293	1918
<b>Totals</b>	<b>597</b>	<b>6359</b>

### 4. Overview of the required service

The Provider(s) will offer support services to all children, young people, families and communities based on need regardless of geography, this will include: one to one; telephone contact; group activities and social media contacts.

4.1 The Provider(s) will quickly fully understand the locality within which they are working, share resources openly and notify the Early Help Hub of areas of duplication and provide evidence of gaps within Children, Schools and Family Directorate within the geographical area.

4.2 The Provider(s) will support children and families from pre-birth to 25 years to access individual support needed to improve their lives through positive connections. However the role will also extend past the individual to that of whole communities and working with people to create sustainable positive change.

4.3 The Provider (s) will have knowledge and experience of working direct with children, young people and families. The Provider (s) will ensure all staff have

the necessary skills in building trust and successful interaction to meet the required outcomes within the service specification.

- 4.4 The Provider(s) will have considerable experience working in a multi-disciplinary and cross-sector environment and have a wide range of contacts and networks in communities across the whole of Cornwall. Of particular importance will be the knowledge and understanding of other VCS organisations, the development of voluntary action and the building of social capital within communities.
- 4.5 The Provider(s) will have knowledge of education and skill development and experience of supporting life-long learning and employment opportunities.
- 4.6 The Provider(s) will have the ability to work with other partners, including the private sector, to identify gaps in provision and provide local solutions with local people.
- 4.7 The Provider(s) will ensure children, young people, families and communities are actively involved in the development of the service and individual solutions in their locality.
- 4.8 The Provider(s) will focus service delivery in meeting the One Vision 5 priority outcomes listed below:
  1. Strengthening children, young people, their families and communities
  2. Promoting and protecting children's physical, emotional and mental health
  3. Helping and protecting children from the risk of harm
  4. Raising aspirations and achievement, towards economic wellbeing
  5. Making a positive contribution to the community
- 4.9 The Provider(s) will follow the principles that underpin the outcomes of:
  - Co-production
  - Quality
  - Efficiency and effectiveness
  - Outcomes focused
  - Early Help
- 4.10 The Provider(s) will recruit 6 One Vision Community Development Workers in each of the Family Hub localities. This to be undertaken with the Early Help Hub and the Localities in Children and Family Services.
- 4.11 The Provider(s) will ensure the 6 staff find local solutions within their communities to challenges and link into wider activities that give purpose, raise aspirations and provide opportunities to participate; giving children, young people and their families' knowledge, experience and skills in order for them to cope with future challenges and to also to achieve their ambitions.

Commissioners will fund up to a maximum of £360,000 over a 2 year pilot project based on the theory of funding and commissioning in complexity detailed by Collaborate for Social Change 2017.

Contract Year	Annual Value £
Year 1 - 2019/20	Up to 180,000
Year 2 - 2020/21	Up to 180,000
Total 2 years	Up to £360,000

## 5. Service Conditions

The Provider(s) will deliver services in line with the following latest guidelines: (this list is not exhaustive and there is a requirement for the provider to be proactive in keeping up to date with the latest guidance).

Children & Family Services operate within a complex legal framework, supplemented by a significant body of statutory guidance. The primary legislation and guidance include:

- Chronically Sick & Disabled persons Act 1970
- Police and Criminal Evidence Act (PACE) 1984: Code C 3.15
- Children Act 1989 o United Nations Convention on the Rights of the Child 1989
- The Carers (Recognition & Services) Act 1995 o Education Act 1996 (particularly Section 2)
- Housing Grants, Construction & Recognition Act 1996
- The Crime and Disorder Act 1998 o Human Rights Act 1998 Data Protection Act 1998
- Youth Justice and Criminal Evidence Act 1999
- Children Leaving Care Act 2000
- Care Standards Act 2000
- The Carers & Disabled Children Act 2000
- Adoption and Children Act 2002
- Criminal Justice Act 2003
- Children Act 2004
- Code of Practice for Victims 2006 (Victim's Charter)
- Achieving Best Evidence 2007 o Children and Young Persons Act 2008
- Criminal Justice and Immigration Act 2008
- Information Sharing: Guidance for practitioners and managers 2008
- Equalities Act 2010
- Care Planning, Placement and Case Review Regulations 2010
- Short breaks statutory guidance 2010
- Legal Aid, Sentencing and Punishment of Offenders 2012
- Children & Families Act 2014
- Special Educational Needs Code of Practice 2014
- Care Act 2014

Working Together 2018, sets out how agencies and professionals working with children and families should work together to safeguard and promote the welfare of children and young people. This is supplemented by the South West Child Protection Procedures that also apply to all agencies and professionals.

Working in partnership with voluntary community sector; commissioners will operate within:

- The Social Value Act
- Civil Society Strategy: Building a future that works for everyone
- DCMS/NEF Guides to Social Action
- The King's Fund  
Commissioner perspectives on working with the voluntary, community and social enterprise sector
- Collaborate for social change  
A whole New World: Funding and Commissioning in Complexity

## 6. Statement of Requirements

### a) Service Aim(s)

The aim of the Service is to assist the Council in delivering the key strategic outcomes identified in the One Vision Partnership Plan, and to fulfil our statutory duties to provide assistance to vulnerable children, young people and families. This partnership plan sets the foundation for a Children and Young People Transformation Plan 2017-2020, which will shape the future integration of education, health and social care services for children, young people and their families in Cornwall and the Isles of Scilly. It sets out our vision:

"All children and young people in Cornwall and the Isles of Scilly are safe, healthy, and have equal chances of accessing all available opportunities to achieve brighter futures."

The aim of this service is to build capacity and maximise community resources so children, young people and families can find their own solutions.

### b) Service Objectives

The service objectives are as follows: The Service Provider(s) will support the Council in achieving their strategic objectives by observing the One Vision principles in all aspects of the Service development. The Service Provider(s) will achieve this by:

- Placing young people and their families at the centre of integrated service delivery using a whole family approach and taking into account all needs of all members of the family
- Developing services based on evidence of multiple outcomes and shared impact
- Building on what children, young people, families and communities can do through self-management and self-support
- Creating access points and portals which make sense to the people and referrers
- Not layering solutions but working to connect local services together
- Providing individual navigation, brokerage and signposting
- Creating a shift towards mutual aid and exchange

## Specification for [One Vision Community Development Workers](#)

- Creating new communities of practice across disciplines in collaboration with members of local communities
- Mapping and building on existing voluntary and community sector capacity to support children, young people and families

The objectives of this service are: -

- 6.1. that children of young parents are safe and protected in line with the South West Safeguarding and Child Protection procedures <http://www.online-procedures.co.uk/swcpp/> and appropriate steps are taken to address issues and concerns
- 6.2. that targeted support is provided to improve the way people work together
- 6.3. that all children, young people and families are appropriately signposted by the Early Help Hub at point of contact to local resources to meet low level needs
- 6.4. that there is better direct access to skilled professionals when necessary for the safety of children, young people and families
- 6.5. that support is provided at point of need for hidden children and families living within communities
- 6.6. that communities are appropriately supported to help the children and young people in their local area; through skilled training and lessons learnt in other geographical areas
- 6.7. that detailed analysis of children and young people provision is undertaken in all locality areas and where gaps are identified in provision this is accurately recorded and provided to commissioners
- 6.8. that there is a reduction in silo working through effective communication and information sharing in the local community
- 6.9. that communities are aware of their own assets and are helped to develop self-reliance

### c) Strategy requirements

The Provider will deliver services in line with the following latest guidelines: (this list is not exhaustive and there is a requirement for the provider to be proactive in keeping up to date with the latest guidance).

- South West Safeguarding and Child Protection procedures <http://www.online-procedures.co.uk/swcpp/>
- Supporting Families in the Foundation Years (DfE);
- Working Together to Safeguard Children (DfE);
- Public health outcomes framework (DH) <https://www.gov.uk/government/publications/healthy-lives-healthy-people-improving-outcomes-and-supporting-transparency>.

In addition, the Provider will ensure that services deliver improved outcomes in line with current local strategic plans including:

- One Vision Partnership Plan
- Cornwall's Health and Wellbeing strategy

- Cornwall Council's Children's School and Families directorate service plans
- Cornwall Education Strategy
- Cornwall's Early Help Strategy
- Cornwall's Early years Strategy
- Cornwall Councils Safeguarding guidance for providers
- Child Sexual Abuse – our strategy to help and protect children living in Cornwall and the Isles of Scilly 2018 - 2020
- SEND Strategy Cornwall
- CAMHS "Turning the Tide"

d) Detailed Requirements

- 6.10 The Provider(s) is required to work in partnership with the Cornwall Family Information service (FIS) and the Early Help Hub (EHH) in order to ensure that families receive timely information on the provision of services and to facilitate FIS and EHH in providing information, advice and support to families which is accurate and relevant.
- 6.11 The Provider(s) will ensure that supervision is provided to staff, reflective and solution focussed. The One Vision Community Development Workers will be required to receive regular supervision from Cornwall Councils Family Hub Co-ordinator. Staff may be required to take up training within this service when offered and as appropriate from Cornwall Council.
- 6.12 The Provider(s) will co-produce the roles of the One Vision Community Development Workers with the Early Help Hub VCS Co-ordinator based on specific local need.
- 6.13 The Provider(s) will need to link to other community-based preventative initiatives such as Cornwall's new Social Prescribing scheme.
- 6.14 The Provider will need a knowledge and understanding of the wider health and wellbeing agenda and the transformations taking place within Shaping Our Future. The linkages between the outcomes for children and young people and those of the wider family have to be fully understood and addressed.
- 6.15 The Provider(s) will assist commissioners in cross border discussions with Devon and Plymouth Councils to support individuals in the North and East of the County.
- 6.16 The Provider(s) will report monthly the cash expenditure within the project and will attend quarterly contract discussions to advance the project through co-production with the Early Help Hub and commissioners using the *Funding and commissioning in complexity* theory model.
- 6.17 The provider(s) will report KPIs in accordance with the contract and attend scheduled quarterly contract management reviews. Providing requests for additional information 10 days before.

- 6.18 The Provider(s) will undertake a detailed analysis of the project throughout the contract period and by December 2020 produce a written report and presentation as to the outcomes achieved and change created through this specific additional resource.
- 6.19 The Provider(s) will manage and co-ordinate the service and deploy a team of staff to ensure the appropriate delivery of the Service. The Provider will provide consistently high standards of leadership, management and service delivery. The Provider will ensure the management and co-ordination is done with the VCS Early Help Hub Co-ordinator and the Head of Children and Family Services with responsibility for the Early Help Hub.
- 6.20 Family Hubs will be used as the central base for One Vision Community Development Workers however due to the grass roots nature of the work support will be provided in other place based venues and through a co-ordinated programme of outreach, social media and telephone contact, taking services nearer to peoples' homes, either through small venues or taking services into the home, as appropriate.
- 6.21 The Provider(s) will ensure staff work closely with the Early Help VCS Coordinator, continuously providing information and feedback gained from the local community. This will then be cascaded across Early Help, Family Hubs and other appropriate staff within Cornwall Council.
- 6.22 The Provider(s) is required to demonstrate service impact and child and family improvements using the appropriate measuring tool, for example the Outcomes Star® and other preferably validated, evaluation tools, both at individual and group/service level.
- 6.23 The Provider(s) will identify safeguarding, domestic abuse; mental health and substance misuse issues and concerns and make appropriate referrals to support agencies. The Provider will monitor referrals and outcomes.
- 6.24 The Provider(s) will keep appropriate secure records on all contacts established, these records will be made available to Cornwall Council at any time on request.
- 6.25 The Provider(s) will deliver a range of inclusive activities that raise the aspirations of children, young people, families and communities. The Provider(s) will ensure that all activities are delivered in a non-stigmatising way and open to all.
- 6.26 The Provider(s) will innovate and support initiatives to reduce inequalities by developing provision as part of a wider strategy for turning around the lives of families and communities, by using evidence based approaches to help address the factors that put them at risk and/or to develop resilience to those risks factors.
- 6.27 The Provider(s) will have in place and implement a communication strategy to ensure access of services and information. This will take into consideration the use of: social media, text services and telephone help lines due to rurality of areas. This to include communication with children and young people, families, professionals, and voluntary and community sector.



- 6.28 The Provider(s) will ensure that the outcomes of consultation and service user engagement are taken into account in all aspects of delivery and management.
- 6.29 The Provider(s) will carry out an annual equality impact assessment in-line with Cornwall Council standards and develop an action plan to address any areas for improvement. Action plan monitoring and progress is required during the term of the contract.
- 6.30 The Provider(s) will work in partnership with Cornwall Council in respect of any proposed changes to the Service. The provider may not withdraw services unless agreed in advance with Cornwall Council Commissioners. The Provider may be required by Cornwall Council to consult with the local community on behalf of Cornwall Council with regards to service changes.
- 6.31 The Provider(s) will ensure that their services are accessible to all and will make reasonable adjustment to include and provide accessible sessions.
- 6.32 The Provider(s) is required to have a volunteer policy that is aligned with Cornwall Councils "volunteering with Cornwall" policy and the "Cornwall Council volunteer with Cornwall toolkit".
- 6.33 The Provider(s) is required to demonstrate how they might improve the economic, social and environmental wellbeing of the area through the delivery of this contract, in order to show the social value of the service in the spirit of the Social Value Act 2013.
- 6.34 The Provider(s) will ensure the initial training, ongoing updates and supervision of all staff and volunteers in safeguarding policies and procedures.
- 6.35 The Provider(s) will collate all contacts achieved by staff within this service and provide analysis for commissioners.
- 6.36 The Provider(s) will ensure where community based activities do not reach acceptable Council standards that individuals, groups receive the information and support to raise standards. Information regarding these groups will be captured by the Provider(s) but will not be cascaded to others until acceptable standards are in place and working.

Principles and service delivery - the Provider(s) will be responsible for:

- Providing a well-planned service with a quick, flexible response to need.
- Equality of access and consistency in provision across the area, to include diverse and vulnerable groups within the community.
- The involvement of children, young people and families in the design and delivery of services.
- A workforce and organisation(s) that recognises and executes their safeguarding and child assessment responsibilities effectively.
- A competent multi skilled workforce able to support delivery of universal and targeted interventions to support families and/or signpost to appropriate services.
- Provide adequate staff capacity, ensuring a range of skills and knowledge to support individual families and groups.



- The overcoming of barriers to partnership work, engagement with integrated processes and multi-agency working to avoid duplication of effort and resource.
- The Provider(s) will assist with Ofsted inspections of Children's services (and other appropriate inspections) when requested and will provide the inspectors with evidence of improving outcomes for children, young people and families as required and in line with the Ofsted expectations of good and outstanding provision.
- The Provider(s) and Cornwall Council will develop a partnership relationship, working together to ensure outcomes for children, young people and families improve.
- All resources and equipment purchased through this contract will remain the property of Cornwall Council and the provider is required to keep an up to date assets register and inventory at all times.
- Cornwall Council has a social media policy which must be adhered to by all providers. A copy of this can be obtained by contacting the media relations team. Any media related enquiries must always be referred to Cornwall Council's press office and staff should seek advice from the team directly before engaging with the media regarding service provision. The Cornwall Council's press office can be contacted on 01872 322186. The team will advise on media protocols and matters such as photography, filming and consent for use of images. Media releases should be co-ordinated by the Cornwall Council unless otherwise agreed and media releases or similar material should not be issued without the prior approval of Cornwall Council's press office and the Commissioner.
- Cornwall Council logo must be used for all external branded publications and materials (posters, newsletters, brochures, uniforms, vehicles, conferences and signage). This may be subject to a spot check of material during quality and performance visits carried out by Cornwall Council.
- All records of the children and families supported through this service and held by the provider remain the property of Cornwall Council and must be made available at any time on request of Cornwall Council, both during and for the stated period after the end of the contract.
- All records and data must be compliant and maintained in accordance with the Data Protection Act 2018, or any subsequent legislation.
- Ensure Staff are trained in regards to the Data Protection Act 2018, General Data Protection Regulation 2018, Computer Misuse Act 1990, confidentiality of sensitive personal data, safe transfer of information.
- Ensure there is a working policy, which is updated appropriately detailing the actions to be taken in the event of a data breach and that staff receive training and updates on the policy.
- Ensure commissioners are informed as soon as reasonably practical following a breach of security and also notified in writing within 3 working days.
- Ensure compliance with specific data retention requirements as detailed in Batchelor Retention Guidelines for both paper and electronic documents.
- Ensure compliance with all legislation in regards to health and safety, including, but not limited to, The Health and Safety at Work Act 1974;
- Ensure there are health and safety policies and procedures set out in this Specification are in place and that all Staff understand and adhere to these policies and procedures at all times;
- Ensure there is a current signed and dated Health and Safety policy. ensure that Staff are appropriately supported and trained, including continued

professional development and refresher updates and that these are recorded in Staff's training records;

- Ensure that individual risk assessments are in place for each Person which contain measures to control risks. This requires a balanced decision to be made between the needs, freedom and dignity of the individual and their safety. By completing risk assessments in this way, Persons can develop and fully participate in daily activities;
- Ensure there is a lone working policy in operation and that Staff has technology to enable contact whilst working in the community.
- Ensure Health and Safety training records are in place for all Staff and that these are recorded accurately and kept up to date.
- Ensure there is a mechanism in place for accurate reporting of risks to the Council and other appropriate parties.
- Ensure that any Health and Safety incidents are informed to commissioners with a maximum of 2 days and that Cornwall Council staff are able to access all records and complete an independent assessment of the incident.
- Ensure Staff has access to risk assessments and that include but not limited to risks regarding lone working, violence and aggression.
- The Provider(s) will support staff appropriately through the period of change both at the beginning and end of the contract and through other such periods of substantial change.
- The Provider(s) will ensure that all services are of high quality and that they make a positive impact on outcomes for children, young people and families.
- The Provider(s) will demonstrate high levels of satisfaction with the service through service satisfaction feedback.
- The Provider(s) will ensure effective leadership, governance and management of the service at all times.
- The Provider(s) will ensure that Human Resources (HR) policies which follow current legislative requirements and (at least minimum) good practice are in place and will ensure that all staff working with children are suitable to do so.
- Staff and volunteers shall only be engaged by the Provider once they have been deemed competent and suitable to work with children, following an appropriate selection process and will only commence their duties once all legislative and DBS checks have been undertaken.
- Evidence of staff checking and barring records must be kept up to date and be provided to Cornwall Council and Ofsted on request.
- The Provider(s) will consult with Cornwall Council at the earliest opportunity, where a transfer of undertakings situation is being considered just as the Provider(s) would apply for any other proposed changes to the Services. In a transfer situation, the Provider will ensure that employment legislation in this area is followed appropriately and compliantly.

In addition to the above principles, the Provider(s) will, when planning and developing services, take into account the results of public consultations with parents and children.

### Payments

A payment of 2% of the Charges shall be paid upfront in respect of mobilisation and recruitment/ deployment costs.

Actual spend will be paid for the first 2 quarters of the Contract period whilst the Parties develop the Services. The Charges for each quarter must not exceed £44,000.

The remainder of the Charges shall be paid quarterly in arrears on receipt of a valid invoice and shall be made in accordance with clause 10 of the Contract terms and conditions.

## **7 Quality Requirements**

The Provider(s) must develop and maintain an organisational plan to ensure that Staff use every contact that they have with Service Users and the public as an opportunity to maintain or improve health and wellbeing, in accordance with the principles and using the tools comprised in Making Every Contact Count Guidance.

The Provider must adhere to local and national policies. This will be evidenced through timely Contract Management meetings.

Providers must ensure they are fully aware of any changes in regard to legislation and local policy and adhere to information provided by the Children's Safeguarding Partnership. The Provider must have a culture of continual learning, which is then disseminated to all staff through regular updates and training information.

### **Education Act 2011**

The Service Provider(s) should be aware of statutory duties under the Education Act 2011 (Part 7) regarding the Raising of the Participation Age, which specifies that Young People should continue in education or training until the end of the academic year in which they turn 18. This will include:

- full-time education, such as school, college or home education;
- an apprenticeship; and
- part-time education or training if they are employed, self-employed or volunteering full-time (which is defined as 20 hours or more a week).

The Service Provider(s) will ensure they effectively support and facilitate the engagement of children, young people and families in education or training as a whole. The Service Provider will understand that there is a statutory duty to ensure Young People are engaged in education or training which meets the requirements of this element of the Education Act 2011. Providers will be required to work with relevant services and agencies to ensure Young People have the support and opportunities to enable them to do this.

### **Working\_Together\_to\_Safeguard\_Children-2018**

[Working Together to Safeguard Children-2018.pdf](#)

Working Together to Safeguard Children has been updated for 2018. Originally issued under section 7 of the Local Authority Social Services Act 1970, this sets out how agencies and professionals working with children and families should work together to safeguard and promote the welfare of children and young people. This is supplemented by the South West Child Protection Procedures that also apply to all agencies and professionals.

<http://www.proceduresonline.com/swcpp/>

### **Signs of Safety Cornwall**

Cornwall Council adheres to the principles of Signs of Safety and uses them throughout their work with Young People.

There are three core principles to Signs of Safety:

- I. Establishing constructive working relationships and partnerships between professionals and family members, and between professionals themselves
- II. engaging in critical thinking and maintaining a position of inquiry
- III. Staying grounded in the everyday work of child protection practitioners.

Providers should adhere to the principles of the Signs of Safety. The model can help to create partnerships and good working relationships for the benefit of the Young Person.

### **CSA Strategy for Cornwall and the Isles of Scilly-2018-21.pdf**

Cornwall, in its Child Sexual Abuse Strategy 2018 – 2021 have adopted the commonly accepted and broad definition of child sexual abuse set out by the government in 2010 and again in 2015:

*Child sexual abuse (CSA) "involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.*

*The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).*

Providers must take full responsibility for the quality and impact of practice in delivery of the One Vision Community Development Workers and a full commitment to work together to identify and respond effectively to the risk of CSA.

### **Adverse Childhood Experiences (ACE's)**

Childhood experiences, both positive and negative, have a tremendous impact on the future of young people. Providers should ensure that they are aware of what the ACE's are, and how to support vulnerable Young People who have had adverse childhood experiences.

### **Prevent Duty Guidance (Counter Terrorism & Security Act 2015)**

#### **Revised Prevent Duty Guidance 2015 pdf**

The key points for inclusion into the service delivery:

- All staff should receive Prevent (Terrorism and Extremism) Awareness training Requirement for the specification
- Service delivery should meet the Prevent Duty Guidance to protect Young People and Staff. This means having appropriate filtering of web content, email monitoring etc., Auditing and reporting processes for use, and any breach of policy.
- Appropriate policies relating to the use of any rooms or venue used by external organisations/public. (The duty guidance specifies this as not allowing any premises to be used for the dissemination of extremist views, and as such the organisation must be able to demonstrate due diligence).

## **8 Contract Management and KPIs**

### **Contract & Supplier Relationship Management**

Services will be formally reviewed by the Council during the contract period. The Contract Manager will ensure that Contract Management activities are arranged in accordance with the Cornwall Council Contract Management Operating Model. This includes the following components:

- 8.1 Contract Management Meetings: Contract management meetings shall be designed to promote the exchange of information that will support continuous improvement of the service being delivered. Meetings should be designed to offer opportunities to improve the relationship between the Council and the Provider, share good practice and identify added value opportunities for both parties. Meetings will be led by the allocated Contract Manager and shall be attended by representatives from the Provider, the Council and the relevant Service Area.
- 8.2 Contract compliance: Annual check of all contract compliance requirements
- 8.3 Quality: Annual quality assessment of the Service quality requirements currently against the Quality Assessment Framework Standards.

In addition to the standards outlined in the Quality Assessment Framework, the Service Provider will ensure that Staff are appropriately trained to deliver the required Support.

- 8.4 The Provider's service manager is required to attend quarterly contract monitoring and performance management meetings with the commissioner at Cornwall Council. The Provider will work closely with Cornwall Council commissioners to agree templates for recording and reporting on performance and will work to continually review and improve processes. As part of the quarterly contract monitoring process the Provider will be asked to provide information including the following:
- 8.5 Annual needs profile and analysis of families in contact with the service – format and content to be agreed with the commissioner;
- 8.6 List of volunteers with the programme and number of volunteering hours received; List of staff employed under the contract;
- 8.7 Staff training log, including safeguarding and Signs of Safety, Motivational Interviewing, Family Partnership Model training, etc.;
- 8.8 Compliments and complaints reports;

- 8.9 Finance reports;
- 8.10 Safeguarding reports;
- 8.11 Risk register;
- 8.12 Asset register;
- 8.13 Annual quality impact assessment action plan;
- 8.14 Service satisfaction feedback;
- 8.15 Business continuity plan; and
- 8.16 Annual Equality Impact Assessment and Action Plan
- 8.17 The Provider(s) is required to evaluate outcomes and the impact of services by analysing local data and statistics along with their own service evaluation information.
- 8.18 The Provider(s) is required to present a map of Cornwall showing reach and needs data. Format to be developed and agreed with the commissioner.
- 8.19 The Provider(s) may be required to provide any or all of the contract monitoring and performance information broken down by Locality reach area or any other reasonable denomination.
- 8.20 During quarterly contract monitoring meetings the Key Performance Indicators (KPIs) detailed below and broader children's outcomes will be monitored and will provide information on the performance of the Provider in delivering the contract.
- 8.21 Where baselines are not yet established, the Provider (s) will work with Cornwall Council to provide this along with reasonable targets.

Contract reviews will be held on a quarterly basis at Cornwall Council offices. An agenda will be circulated prior to the meeting.

The following Key Performance Indicators will be used to monitor the performance of the Contract:

### Key Performance Indicators (KPI's)

	Output/Outcome	Target	Quarterly reporting	Cumulative performance			
			Y/N	Q1	Q2	Q3	Q4
<b>No:</b>	<b>Service delivery – Outputs</b>						
<b>1</b>	Children are safe and protected, their welfare concerns are identified and appropriate steps are taken to address them	Number of reports for CSA, CSE, etc. leading to increased identification of children at risk of abuse. 100% of Staff are trained in the signs and symptoms of CSA within	Y				

Specification for [One Vision Community Development Workers](#)

	Output/Outcome	Target	Quarterly reporting	Cumulative performance			
		<p>3months of starting employment.</p> <p>100% of Staff have received refresher training on CSA within 12months and feel confident in how to prevent, identify and respond.</p> <p>(training matrix used for monitoring and the use of staff questionnaires )</p>					
2	<p>Number of new voluntary sector organisations engaged in delivery. Report of new organisations to be sent including:</p> <p>Age group supported</p> <p>Number of:</p> <p>children, young people and Families attending support</p>	(>30% per quarter new contacts in each locality)	Y				
3	<p>Type of support provided.</p> <p>Areas for development with organisation</p> <p>Outcome of engagement:</p> <p>5x case studies</p> <p>Record qualitative data per new contact.</p>		Y				
4	<p>Numbers of people supported to access range of community activities through community development workers:</p> <p>Under 5s</p> <p>Children 5-11</p> <p>Young people 12-25</p> <p>Families</p>		Y				
5	<p>Numbers of gaps in provision identified and reported to commissioners.</p>		Y				



Specification for [One Vision Community Development Workers](#)

	Output/Outcome	Target	Quarterly reporting	Cumulative performance			
6	Number of resolutions to identified gaps in provision.		Y				
7	Number of compliments and complaints received report per quarter.		Y				
8	Nature of compliments and complaints received report per quarter.		Y				
9	Number of community activities attended.		Y				
10	Number of interactive community activities facilitated		Y				
11	Number of children, young people and families supported to be actively involved in community projects.		Y				
12	Additional funding achieved by provider for this service: Any Grant funding achieved, Any Additional funding for families, Additional funding for communities,		Y				
13	<b>Outcome/milestones:</b> Reduction in duplication of work by EHH Qualitative reporting		Y				
14	Reduction in barriers Qualitative reporting  Case Study (demonstrating outcomes for a family) One per quarter		Y				
	<b>Service delivery - Outcomes</b>						



	Output/Outcome	Target	Quarterly reporting	Cumulative performance			
	<p>Children, Young People, Families and communities have improved ability to manage needs and reduce dependency on statutory services.</p> <p>Children, Young People and Families are supported to achieve and sustain their independence with everyday life through choice and control.</p> <p>Children, Young People and Families whose circumstances may make them vulnerable are protected from harm.</p> <p>Children, Young People and Adults feel empowered to live the lives they choose and are given the right skills to reach their potential.</p> <p>Services are co-produced; people are effective in decision making for their lives and services within their community.</p> <p>Children, Young People and Adults have a positive and high quality experience of care and support.</p>						

## 9 Safeguarding

The Provider(s) is required to ensure that all children are safeguarded and that they work in accordance with the latest “Working Together to Safeguard Children” and the South West Safeguarding and Child Protection Procedures. They are required to comply with Cornwall councils Safeguarding Guidelines for Suppliers.

The Provider(s) will ensure that all staff work closely with Cornwall Council’s Children, Schools and Families Directorate to provide seamless services for families moving in or out of specialist services. The Provider will also work with local Social work and Children In Need professionals to review arrangements in identifying families in need and providing support. The Provider will proactively identify risk and early intervention needs in order to avoid vulnerable children reaching child protection and safeguarding thresholds of intervention.

Staff and volunteers will require a disclosure and barring service check as per government guidance and also appropriate level safeguarding training. A log of staff and volunteer safeguarding training will be required for contract monitoring purposes.

The Provider(s) will ensure that effective processes are in place to ensure timely referrals to the Cornwall Multi Agency Referral Unit (MARU) in order to safeguard children.

The Provider(s) is required to have a Designated Officer for safeguarding who must be suitably trained and experienced and notified of all instances of safeguarding concerns regarding children. They will ensure that policies and procedures are followed in accordance with the Cornwall Safeguarding guidance for Providers.

Where there are or need to be a number of providers or agencies involved with a child, the Provider will work in co-operation with them to achieve a co-ordinated approach.

## **10 Training**

### **Staff**

The Service Provider(s) will ensure that staffing is at an appropriate and safe level to comply with this Contract.

### **Training**

The Service Provider(s) will work in partnership with statutory, voluntary and other independent organisations to identify appropriate training and qualifications to ensure Staff are appropriately trained on an ongoing basis. This will include but is not limited to areas such as:

- Welfare benefits awareness
- Mental health
- Substance misuse awareness
- Domestic Abuse
- Child Sexual Abuse
- Safeguarding
- Signs of Safety
- Family Partnership Model
- Motivational Interviewing

The Service Provider will ensure that Staff have the necessary skills and experience to Support children, young people and families with the tasks required to achieve their outcomes.

## 11 Implementation timetable

Deadline for receipt of clarifications	21/11/2018
Target date for responses to clarifications	25/11/2018
Deadline for return of Tenders (Return Date)	2/12/2018
Notification of contract award decision	12/12/2018
Confirm contract award	12/12/2018
Contract Mobilisation	12/12 - 28/01/2019
Contract Commencement / Contract Start Date	28/01/2019

Prepared by:

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Directorate Children, Education and Families  
Date 06/11/2018

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