

SCHEDULE 5: SERVICES SPECIFICATION



**Adults and communities
Prevention and wellbeing commissioning**

**Service specification
for Accommodation Based
Housing-Related Support Service**

November 2018: v.4

Contents Overview

A Service strategy

- A.1 Principles
- A.2 Aims
- A.3 Inputs
- A.4 Objectives, outputs and outcomes
- A.5 Selected output measures
- A.6 Contract monitoring
- A.7 Contract Period
- A.8 Eligibility

B Context

- B.1 Local and national policy
- B.2 Standards and Quality Assurance

C Service Delivery Model

- C.1 Service Availability
- C.2 Service Access
- C.3 Paid Staff and volunteers
- C.4 Qualifications and Training
- C.5 Complaints
- C.6 Incident Reporting

APPENDICES

- Appendix 1 – Performance Indicators - Inputs
- Appendix 2 - Contract monitoring requirements
- Appendix 3 – Needs and monitoring data
- Appendix 4 – Local and national policy

Overview

The overall purpose of the service is to provide supported accommodation for vulnerable adults over the age of 18 years, who are at risk of homelessness or homeless. Customers may or may not have complex needs, this could include but not exclusive to ex-offenders, those with substance misuse or mental health needs. The service helps turn customer's lives around by offering an alternative to homelessness services and supports the development of life skills.

Tailored support packages will support a move back to independent living and integration within the community. The support will be developed in conjunction with a range of key partners, including but not exclusive to Addaction, Probation Service, Community Rehabilitation Company (CRC) and 2gether Foundation Trust. This will aid the transition to independent living and successful management of tenancies.

A Service Strategy

A.1 Principles

The accommodation based support service will respect the customer's right to choice and uphold their privacy, dignity and independence. The provider shall deliver the services in this specification safely, in accordance with customer needs and the outcomes identified in their pathway plans. The provider will ensure compliance at all times with legal responsibilities aligned to providing accommodation based support services. Substantial failure to accord with one or more of the following principles may be regarded by the commissioner as a breach of contract.

A.1.1 Clarity of Purpose

The purpose of the service is to provide short-term and transitional supported housing solutions for single people who are homeless or threatened with homelessness and over 18 years old. The majority of those supported will have complex needs, with priority given to ex-offenders, those with mental health needs and/or substance misuse. The tailored support will encourage independence and develop skills to move on and successfully manage a tenancy.

The commissioned service will have clearly stated organisational aims and objectives that demonstrate how the organisation aligns to the philosophy of prevention and enablement set out in Herefordshire's Adults Wellbeing Plan 2017 - 2021. The vision of the plan is that all adults in Herefordshire will live healthy, happy and independent lives within their local communities, for as long as possible with support when they need it.

The service will ensure that customers, providers and funding agencies have information on the scope and limitations of the role of the contracted service and clearly define any other services they offer as outside this service.

The interests of the customer will be promoted ahead of the interests of the provider.

A.1.2 Empowerment

The provider will demonstrate how they are able to assess and adapt the level of their intervention based on the needs of the customer at a given time. They will apply a strengths based approach, helping customers to build their skills and confidence. The provider will support and enable customers to participate in the management and delivery of the service in a variety of ways.

A.1.3 Accountability

The service will have in place systems for the effective monitoring and evaluation of its work. The service will communicate clearly, openly and coherently at all times.

A.1.4 Competent and skilled workforce

The provider will ensure all staff and volunteers are; competent, prepared, trained, supported and provided with opportunities to develop their skills and experience. Staff and volunteers must be able to speak, read and write English coherently and be prepared to communicate effectively with people of all backgrounds. All Staff and volunteers will be familiar with and apply in practice the ethos of Making Every Contact Count (MECC).

The provider will comply with the applicable law and operate safe working practices.

A.1.5 Confidentiality

The provider shall (and shall ensure that all its staff) comply with any notification requirements under the Data Protection Act 2018 (DPA) and both parties will duly observe all their obligations under the DPA and the General Data Protection Regulations (GDPR) which arise in connection with the contract. The contract will specify if the provider will be a joint data controller with the commissioner or a data processor.

The provider will ensure that sensitive and confidential information is always kept securely and processed in line with the requirements of the DPA and GDPR.

The provider shall treat customer's information as confidential and safeguard it accordingly. They will not disclose the customer's confidential information to any

other person without the owner's prior written consent unless the owner or another person is at risk of harm and safeguarding applies. Customers must be informed of situations where confidentiality might be limited.

The provider will engage with the commissioner to document processes for sharing information, such as information sharing agreement or non-disclosure form.

Data processing agreements will be detailed within the final contract.

A.1.6 Safeguarding

The provider will ensure that all staff and volunteers have been trained to comply with, support and implement the West Midlands Adult Safeguarding policy and procedures, which can be found on the council's website. The provider will also ensure compliance with any local safeguarding arrangements, policies, procedures and guidance. In all aspects of its organisation and service delivery, the provider will ensure that it identifies and protects vulnerable adults in accordance with its own policies and with best practice.

The provider shall make sure that it employs staff who promote the wellbeing and welfare of Herefordshire's residents and enable adults who are at risk to exercise choice and control in an environment in which their well-being needs are met and they are safe from harm. It shall ensure that staff and volunteers are subject to a satisfactory enhanced DBS check where required and receive appropriate training on safeguarding.

A.1.7 Responsiveness

The provider shall ensure that the service responds appropriately to all customers, including people with protected characteristics as defined in the Equality Act 2010.

The provider will operate a process by which customers, the council, or any other interested party can impartially feed back to the provider or Herefordshire Council comments, suggestions, complaints or compliments about any of the services offered by the service. The provider will implement a system which ensures that such feedback is considered fairly and promptly acted upon where appropriate.

A.1.8 Reliability

The provider shall comply with the requirements of this service specification and deliver the services accordingly. The provider shall give each customer information about their offer and have policies in place to keep customers informed about any changes to their service. The provider will ensure that this information is available in the appropriate format for each individual.

A.1.9 Equality

The provider shall ensure that it and its staff do not discriminate against anyone on the basis of race, religion, gender, disability, age or sexual orientation or any protected characteristic as defined under the Equality Act 2010 and that its policies detail how the provider will take steps to prevent any such unlawful discrimination.

The provider will ensure that all staff and volunteers understand and respect religious and cultural differences and deliver the service accordingly. The provider will promote equal opportunities and good community relations between people from different communities.

A.1.10 Accessibility

The provider shall ensure that it is sensitive to each customer's needs and facilitate their access to information in alternative formats, appropriate to the individual. The provider will ensure that written information about their services and how to obtain them is readily available.

The provider shall ensure that it adopts a sensitive approach to managing the risk of abuse and disrespect in the delivery of the services to staff and customers. The individual needs of customers will need to be sensitively supported and balanced with the need to protect staff.

High support needs are not in itself sufficient to exclude from the service. The provider would need to exhaust risk management options including involvement of other agencies in a risk management plan before excluding.

The provider will ensure that it has effective access to interpreting and translation services in order to meet the communication needs of those whose first language is not English.

The provider will ensure that it has effective access to interpreting and translation services in order to meet the communication needs of those whose first language is not English.

A.1.11 Collaboration

The provider will understand which other services and organisations are available within the area to meet any needs identified and provide advice and signposting. Where there are direct links, referral pathways will be agreed.

Key partners include:

- Substance misuse services
- Sexual health services
- Commissioned providers of adult services
- Primary care and acute health services
- Probation and CRC
- Multi Agency Risk Assessment Conference partners
- Housing providers (i.e. registered providers and private landlords)
- HST
- Social care services
- Revenues and Benefits
- Department for Work and Pensions (DWP)

The service will provide risk assessments and safety planning for customers. The provider will be required to attend the local Multi-Agency Risk Assessment Conference (MARAC) and any other safeguarding or risk-assessment based meetings involving customers where there is intelligence to be shared.

The provider will attend, but not exclusive too, multi-agency meetings at the DWP, Homelessness Forum, Housing partnership sub group and Offender accommodation.

A.2 Aims

- A.2.1 To implement a pathway to independent living and sustained tenancies for vulnerable individuals, through provision of short-term supported housing.
- A.2.2 To help prevent homelessness, support the homelessness prevention strategy and contribute to the reduction of rough sleeping and re-offending in the county.
- A.2.3 To work in partnership with local partners, both statutory and voluntary, to explore opportunities to promote and encourage all customers to access education, training, work experience and employment.

A.3 Inputs

- A.3.1 The commissioner will need to be confident in the provider's capacity and ability to deliver the service proposed. To offer these assurances a methodology statement will be completed by bidders to demonstrate their approach to delivering services. This methodology statement will specify the staffing roles and skill mix, operating structure and ethos of the organisation.
- A.3.2 It is expected that bidders will complete a methodology statement as part of the bidding process. The frequency and method for monitoring will be agreed with the contract monitoring officer as part of contract mobilisation. The table in Appendix 1 must be used when providing the information for the bid and the completed version will be inserted into the contract upon award to the successful bidder.

A.4 Objectives, outputs and outcomes

A.4.1 Specific objective 1

The referral process into the service is clear, efficient and transparent for customers, the provider and the Housing Solutions Team (HST).

Outcomes

- Concise criteria for referrals will ensure that the right customers are identified for referral into the service.
- Clear reasons given to the customer and HST for services being declined. Plans in place for each individual, for addressing how the reasons for refusal can be successfully addressed.
- Refusals to offer a service will be monitored and a multi-agency meeting held where the customer is rough sleeping, homeless or at risk of homelessness to investigate what other provision can be offered.
- High support needs are not in itself sufficient to exclude from the service. The provider would need to exhaust risk management options including involvement of other agencies in a risk management plan before excluding.

A.4.2 Specific objective 2

Every customer has a successful transition into the accommodation based support service.

Outcomes

- Customers receive appropriate advice and assistance from the provider to ensure they understand the expectations of engaging with the service before signing their agreements to occupy.
- New customers will receive tailored induction criteria. The criteria will be realistic to support adjusting to residing in supported accommodation.
- The individual housing pathway plans will identify the opportunity for early goal setting. The goals set must meet the customer's needs and regularly assessed and reviewed. The plans must be appropriate and proportionate to the customer's needs.
- The provider will complete and carry out an assessment of all customer income and expenditure. Customers will be supported to apply for appropriate income streams and provide all additional information requested to successfully complete an application.

A.4.3 Specific objective 3

All customers to be supported to achieve a successful transition from supported housing into a suitable secure tenancy.

Outcomes

- A clear move on plan is developed and barriers to move on identified within the first month of accessing the supported accommodation.
- All customers will have individual tailored pathway plans, with a detailed program of support, to ensure that they can successfully work towards independent living.
- The provider will make sure that any supporting agencies are aware of the planned move i.e. Addaction, CRC, Probation Service and 2gether Foundation Trust.

A.4.4 Specific objective 4

Maintaining suitable accommodation is supported through the acquisition of various skills to support self-esteem and confidence.

Outcomes

- To ensure that customers are ready and prepared with the correct skills to make the transition into independent living.
- A plan is in place initially detailing where customers can go for support and who to contact for help to successfully maintain any new tenancy.

A.4.5 Specific objective 5

Improving health, wellbeing and personal resilience

Outcomes

- The customer will be supported to engage with a range of agencies and services, as appropriate, to reduce dependencies, re-offending and create a sustainable healthy lifestyle.
- The hospital discharge worker will support applications from those being discharged from hospital. The rough sleeping outreach team will support referrals from those at risk of rough sleeping. The provider will be supported to identify and plan for a successful transition into the service for these customers.
- Customers will receive advocacy support to access and attend meetings with health professionals including GP, Dentist, Optician and Chiropody.

A.5 Selected output measures

The Accommodation Based Housing-Related Support service will be expected to demonstrate activity in accordance with the contract monitoring requirements in appendix 2, these will include output measure in relation to;

Performance indicator
Response time to referrals
Number of referrals into the service and those accepted
Number of referrals refused and reason for refusal
Numbers on the waiting list and time taken to access the service
Numbers who have been offered but declined the service
Breakdown of customers by protected characteristics
Number of customers supported by specialist agencies
Number of customers leaving the service in a planned way
Number of customers supported and have secured suitable tenancies
Number of customers in education, training or employment
Number of residents in arrears over £500
Number of residents served with notice due to arrears
Number of residents served with notice due to ASB
Number of evictions/abandonments
Number of vacancies in quarter
Number of repeat referrals within 24 months

Customers time in the accommodation support service
Recording and reporting incidents, particularly in relation to its staff and volunteers and the delivery of the service.
Number of compliments
Number of complaints

A.6 Contract monitoring

- A.6.1 Performance management of this contract will focus on delivery against the outcome and output measures. The provider will complete and submit to the commissioner quantitative and outcome based qualitative monitoring data on a quarterly and annual basis as agreed with the Commissioning Officer. As a minimum this will include a narrative report and contract management data outlined in Appendix two. This will be submitted via email to Contracts@herefordshire.gov.uk within two weeks of the reporting period end.
- A.6.2 The provider will meet with Herefordshire Council's officers at quarterly contract meetings (to be held within two weeks of the contract monitoring data being received) and at the time of annual service reviews. At these meetings the provider must be able to demonstrate to commissioner's innovation in the development of the service and highlight any risks or challenges.
- A.6.3 A review of work through a random selection of customers may take place up to twice a year to see if desired outcomes are being met. The provider will be required to provide Herefordshire Council officers with access to relevant information, including case records, to undertake this work and facilitate contact with customers from sample cases as required. The findings will be shared with the provider and discussed at monitoring meetings.
- A.6.4 This service will be delivered in accordance with the principles set out in A.1. The provider will be expected to hold or be working towards a recognised quality mark and to comply with any council quality assurance strategy, procedure or framework which is in force and applicable.

A.7 Contract period

- A.7.1 The contract will be for a period of five years from 1st September 2019 to the 31st August 2024 (subject to provisions for variation or termination under the contract).

A.8 Eligibility

- A.8.1 The service will provide an accommodation based, housing-related support service to those who are homeless or threatened with homelessness, aged 18 years old and over, with a local connection to the county of Herefordshire as stated in the Homelessness Reduction Act 2018.
- A.8.2 The accommodation based, housing-related support service will accept referrals from the HST only, using a robust risk assessment to manage the needs of those with complex needs to include ex-offenders, substance misuse and mental health issues. There will be flexibility during the contract where demand or need dictates to allow referrals to be made by other agencies in consultation with the HST.

A.8.3 No customer should unreasonably be excluded from accessing the service. The provider will submit exception reports for monitoring when exclusions occur.

B Context

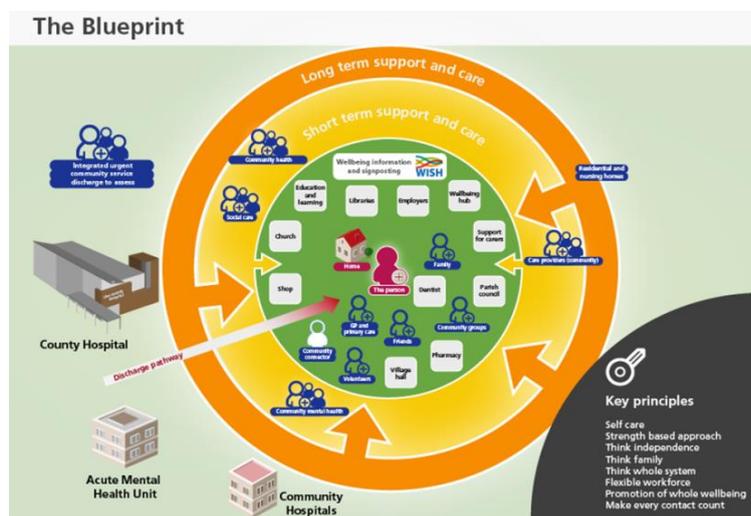
B.1 Local and national policy

The service will respond to emerging local and national policy relating to vulnerable individuals who are homeless or at risk of homelessness and in housing crisis. Where appropriate the provider will work with commissioners to provide appropriate local responses to emergent policy. Policies listed in Appendix 4 to Schedule 5.

The Blueprint diagram below illustrates how adults habitually use their own families and community as the norm for support and do not want to become reliant upon services to assist them. However, where eligible needs and aspirations are unmet, statutory services will be used to facilitate access to the community and ensure their health and wellbeing remains the central focus.

All services need to be focused on maintaining independence while bolstering individual strengths by:

- making every contact count in promoting health and wellbeing and self- care
- facilitating access to the community;
- meeting any eligible unmet needs to ensure residents can have fulfilled lives within their communities, where possible;



B.2 Standards and Quality Assurance

- B.2.1 The provider shall have a clear set of policies and procedures to support good practice and meet the requirements of legislation, which are dated, and monitored, as part of its quality assurance process. This will be provided for in detail within the contract terms and conditions.
- B.2.2 The council may from time to time agree with the provider relevant additional quality standards to be met. As a minimum the provider shall ensure that they meet the relevant national quality standards being developed by the government in its current plan to introduce a robust oversight regime for supported housing. The provider shall ensure that the service provided conforms to standards of good practice, including but not limited to; ensuring a person centred service, that all are treated with dignity and respect, sound financial and resource management, management of people, communications planning and internal audit and continual development.
- B.2.3 The provider shall afford Herefordshire Council and its appointed officers such access as necessary to audit from time to time the activities and outcomes of the service. Such audits shall take place randomly each year but will be dependent on the overall performance of the service. This will be identified through contract monitoring as detailed in Appendix 2.
- B.2.4 It is expected the provider shall have their own audit process and that the results of audits shall be shared with Herefordshire Council.
- B.2.5 The provider shall operate a culture of continuous improvement throughout the duration of this contract. In addition to the provisions set out in Schedule 2, Part 13 of the contract the provider shall identify and report to the commissioner any issues, gaps and blocks to delivery. The provider shall devise an action plan to address these and implement via a realistic timetable all actions.
- B.2.6 The service must comply with all current legislation. This includes, but is not limited to the Equality Act 2010.

C Service Delivery Model

C.1 Service Availability

- C.1.1 The accommodation will be provided as part of the service provision with support delivered within the accommodation 24 hours per day, 7 days a week throughout the year. Appropriate use of concierge staff will be essential to the service.
- C.1.2 35 self-contained units of accommodation are required for the provision of service.
- C.1.3 Where the accommodation is owned (or leased) by the provider, the provider shall commit resources to fully manage the accommodation.

- C.1.4 Where the accommodation is leased, the provider and the owner are required to enter into a lease arrangement for a minimum period of the contract including potential extensions.
- C.1.5 The service should work closely with a range of statutory organisations where possible to ensure the safety of tenants, staff and local community are maintained and issues raised are dealt with accordingly.

C.2 Service Access

- C.2.1 Individual meetings with customers will be expected to be in a setting which complies with lone worker policy and procedures. The provider is expected to determine the best way of promoting access for priority and hard-to-reach people. Any web content must be clearly different to the content on Herefordshire Council's web site.
- C.2.2 The management of a small waiting list of accepted customers is key to excellent void management. The selection process will consider vulnerability, risk of rough sleeping and the needs of the customer balanced against time waiting to access the service and portfolio of existing accommodated customers.

C.3 Paid staff and volunteers

- C.3.1 The provider will employ or contract sufficient paid staff to ensure delivery of the specified services to the appropriate standards. The provider may also seek to recruit volunteers to augment its operating capacity and maximise the effectiveness of its services.
- C.3.2 For both paid staff and volunteers the provider will observe best practice in recruitment, selection and training and will operate the appropriate procedures and policies for the proper employment, management and care of its employees and volunteers.
- C.3.3 The provider will ensure that paid staff and volunteers are appropriately supervised and have the necessary levels of expertise, experience and training to properly carry out the requirements of their roles in delivering the service.
- C.3.4 The provider will ensure that through appropriate staffing:
- Service delivery is maintained at a level consistent with this specification and complies with its obligations under the contract;
 - There is appropriate oversight and administration in place to manage income streams and performance monitoring in an auditable way.
- C.3.5 The provider is liable for paying for the relevant employment checks. Where DBS checks are required for staff or volunteers the service is liable for the application fees.

C.4 Qualifications and Training

The provider will work to maximise the appropriate skills, awareness and qualifications of its paid staff and volunteers.

The provider will ensure that staff and volunteers recruited have access to support, supervision and training appropriate to deliver quality service outcomes.

As a minimum the provider will:

- Ensure that staff and volunteers have access to continuous professional development opportunities and are suitable and properly prepared for the tasks that they undertake;
- Implement a training programme for all staff and volunteers in line with legal requirements;
- Provide an individual training plan for staff members and volunteers linked to an annual personal development plan;
- ensure that staff and volunteers are trained on identifying potential harm or abuse and making appropriate referrals in line with national and local policies in relation to safeguarding of vulnerable adults
- Ensure that all staff attend Making Every Contact Count Training

C.5 Complaints

The provider will adopt an appropriate policy and procedures for handling complaints, which will be agreed with the council. These will be published and will incorporate appropriate arrangements for escalation and/or mediation, involving the council where appropriate.

C.6 Incident Reporting

The provider will establish an appropriate procedure for recording and reporting incidents, particularly in relation to its staff and volunteers and the delivery of the service. This will be agreed with the council.

The reportable incidents will be concerns, complaints, compliments and comments. All incidents involving attendance by emergency services must be recorded appropriately.

Appendix 1 to Schedule 5

Performance indicator inputs – delivery statement			
Input	Indicator	Data source	Monitoring method/frequency
Staff volumes and sufficiency	Staffing structure indicating number of staff, brief description of roles/responsibilities and hours dedicated to contract.		
Staff qualifications/skills/training	For each role: <ul style="list-style-type: none"> • Entry level qualifications • Mandatory training requirements • Role specific training • DBS certificates 		
Management capacity and infrastructure	Management accountability arrangements. Supervisory arrangements.		
Staffing resilience including turnover, use of agency staff, pay	Staffing policies, e.g. performance, bullying and harassment, management of absence		
Organisational culture	Evidence of training and development opportunities for staff. Process for dealing with compliments, comments and complaints. Methods for user participation and feedback. Equality and diversity policy.		

• Response time to referrals													
• Number of referrals into the service and those accepted													
• Number of referrals refused and reason for refusal													
• Numbers on the waiting list and time taken to access the service													
• Numbers who have been offered but declined the service													
• Breakdown of customers by protected characteristics													
• Number of customers supported by specialist agencies													
• Number of customers leaving the service in a planned way													
• Number of customers supported and have secured suitable tenancies													
• Number of customers in education, training or employment													
• Number of residents in arrears over £500													

• Number of residents served with notice due to arrears												
• Number of residents served with notice due to ASB												
• Number of evictions/abandonments												
• Number of vacancies in a quarter												
• Number of repeat referrals within 24 months												
• Customers time in the accommodation support service												

Table 2 - Outcomes

Objective 1	The provider must ensure that the service has a robust referral process.
Outcome	<ul style="list-style-type: none"> • Concise criteria for referrals will ensure that the right customers are identified for referral into the service. • Clear reasons given to the customer and HST for services being declined. Plans in place for each individual, for addressing how the reasons for refusal can be successfully addressed. • Refusals to offer a service will be monitored and a multi-agency meeting held where the customer is rough sleeping, homeless or at risk of homelessness to investigate what other provision can be offered. • High support needs are not in itself sufficient to exclude from the service. The provider would need to exhaust risk management options including involvement of other agencies in a risk management plan before excluding.
I statements	<p>“I understand how to access the service” “I have confidence that the service is right for me” “I understand why I have not been successful this time but I have a plan so I know what is required of me to gain access in the future” “I understand that the service is not appropriate for me but I know that professional investigations will take place to look at what other provision can be offered” “I feel safe in supported housing”</p>
Objective 2	The provider and HST must work together to ensure that every customer has a successful transition into the accommodation based support service.
Outcome	<ul style="list-style-type: none"> • Customers receive appropriate advice and assistance from the provider to ensure they understand the expectations of engaging with the service before signing their agreements to occupy. • New customers will receive tailored induction criteria. The criteria will be realistic to support adjusting to residing in supported accommodation.

	<ul style="list-style-type: none"> • The individual housing pathway plans will identify the opportunity for early goal setting. The goals set must meet the customer's needs and regularly assessed and reviewed. The plans must be appropriate and proportionate to the customer's needs. • The provider to complete and carry out an assessment of all customer income and expenditure. Customers will be supported to apply for appropriate income streams and provide all additional information requested to successfully complete an application.
I statements	<p>"I understand what is expected of me under my licence agreement so I can avoid any breaches"</p> <p>"I understand that supported housing is transitional and I will have to engage with the service to work towards independent living"</p> <p>"I want to be here and work towards independent living"</p> <p>"I understand that this is a safe place where I have the opportunity, with support, to turn my life around"</p> <p>"my time in supported housing will be proactive in addressing any barriers to moving onto independent living"</p> <p>"I will be supported to access benefits and provide the correct supporting documentation"</p> <p>"I will be supported to clear previous debts and arrears"</p> <p>"I will be supported to maintain a clear rent account and not get into debt"</p>
Objective 3	All customer's to be supported to achieve a successful transition from supported housing and into a suitable secure tenancy.
Outcome	<ul style="list-style-type: none"> • A clear move on plan is developed and barriers to move on identified within the first month of accessing the supported accommodation. • All customers to have individual tailored pathway plans, with a detailed program of support, to ensure that they can successfully work towards independent living. • The provider to make sure that any supporting agencies are aware of the planned move i.e. Addaction, CRC, Probation Service and 2gether Foundation Trust.

I statements	<p>“I have a clear plan and understand what I need to achieve to move on” “I feel confident that I know where I’m going and what I need to achieve” “I feel confident that the details in my plan are achievable for me” “I am able to identify volunteering opportunities to gain experience” “I have access to work and education and can fulfil my aspirations” “I am able to access my community with support”</p>
Objective 4	<p>Maintaining suitable accommodation is supported through the acquisition of various skills to support self-esteem and confidence.</p>
Outcome	<ul style="list-style-type: none"> • To ensure that customers are ready and prepared with the correct skills to make the transition into independent living. • Joint identification of opportunities for volunteering, education, training and employment and a commitment to integrate within the community. • A plan is in place initially detailing where customers can go for support and who to contact for help to successfully maintain any new tenancy.
I statements	<p>“I am ready to move on to independent living” “I have gained the skills and knowledge to manage my own tenancy” “I know where to go if I need support when I leave the service” “I have a plan on how to move on” “I will keep in contact with my support agencies” “I am able to manage financially” “I feel confident in my ability to manage my own tenancy”</p>
Objective 5	<p>Improving health, wellbeing and personal resilience</p>
Outcome	<ul style="list-style-type: none"> • The customer will be supported to engage with a range of agencies and services, as appropriate, to reduce dependencies, re-offending and create a sustainable healthy lifestyle for themselves. • The hospital discharge worker will support applications from those being discharged from hospital. The rough sleeping outreach team will support referrals from those at risk of rough sleeping. The provider will

	<p>be supported to identify and plan for a successful transition into the service for these customers.</p> <ul style="list-style-type: none"> • Customers will receive advocacy support to access and attend meetings with health professionals including GP, Dentist, Optician and Chiropody.
I statements	<p>“I am able to look after my own health needs” “I understand who to contact if I need additional support” “My mental and physical health has improved” “I have reduced my dependencies” “I no longer have any dependencies” “I have not re-offended” “I am able to build meaningful friendships” “I understand the impact exercise has on my physical and mental wellbeing” “I am registered with health professional services and know how to contact them and my responsibility in ensuring they have correct contact details for me”</p>

Appendix 3 to Schedule 5

Needs and monitoring data

Data Source JSNA 2018

Demographics

Herefordshire is situated in the south-west of the West Midlands region bordering Wales. The city of Hereford lies in the middle of the county and other principal locations are the five market towns of Leominster, Ross-on-Wye, Ledbury, Bromyard and Kington. Herefordshire covers 2,180 square kilometres (842 square miles). 95 per cent of the land area is 'rural' and 53 per cent of the population live in rural areas. Being a predominantly rural county presents challenges, in geographical barriers to services.

One in three residents live in Hereford (60,800) and one in five in market towns: Leominster (12,000), Ross on Wye (11,200), Ledbury (10,000), Bromyard (4,700) and Kington (3,300).

Affordability

Herefordshire is the worst area within the West Midlands region for housing affordability. House prices at the lower end of the housing market are 8.6 times higher than lower quartile annual earnings. Herefordshire's affordability ratio has been consistently worse than in both the West Midlands region and England and Wales since at least the turn of the century.

At around £450 per week in 2017 (£23,400 per year), average earnings for employees working in Herefordshire remain significantly lower than nationally and regionally, although the gap does appear to have narrowed slightly since 2013. Among the 113 'upper tier' local authorities (i.e. county councils, unitary authorities and metropolitan boroughs) in England, Herefordshire's median weekly earnings ranked 4th lowest in 2017 – and have been among the bottom seven over the past five years. The equivalent figures for England are £555 per week (£29,000 pa) and the West Midlands are £515 per week (£26,850 pa).

Women earn, on average, ten per cent less than men per hour (excluding overtime) – a similar gender pay gap to that seen in England as a whole, but lower than the twelve per cent for the region.

Rough Sleeping

Although numbers are difficult to establish with certainty, the number of rough sleepers in Herefordshire was estimated at 11 in 2017, down from 21 the previous year. The Hereford Winter Shelter was open between December 2016 and March 2017. In this period a total of 66 individuals (59 men and 7 women) stayed for a total of 861 nights. The approximate average stay per person was 13 nights. This compares to a total of 79 individuals staying for a total of 1,124 nights in 2015-16, which was an approximate average stay per person of 14.2 nights.

Mental Health and alcohol misuse - Source: Public Health England, Mental Health and Wellbeing JSNA

In 2016/17, the rate of admissions to hospital for mental and behavioural disorders due to alcohol in Herefordshire was 31.5 per 100,000; much lower than in England as a whole (72.3 per 100,000) and the West Midlands region (76.6 per 100,000).

Mental health problems are common among those needing treatment for alcohol misuse and alcohol misuse is common among those with a mental health problem.

In 2014/15, the excess under 75 mortality rate in adults with serious mental illness, measured as a ratio of observed to expected mortalities and expressed as a percentage was 247.6 per cent in Herefordshire; significantly lower than nationally (370.0 per cent) and regionally (400.7 per cent).

Suicide is a significant cause of death in young adults, and is seen as an indicator of underlying rates of mental ill-health. Suicide is a major issue for society and a leading cause of years of life lost.

Hospital admissions due to alcohol consumption remain significantly lower than the national rate (319 per 100,000 in 2016/17 compared to 563), and the rate amongst under 18s continues to fall locally – narrowing the difference compared to nationally (41 per 100,000 in 2014/15 to 2016/17 compared to 34 per 100,000 in England). However, people from the most deprived areas of the county are still more than three times as likely to be admitted to hospital due to alcohol as those from the least deprived. Success rates for alcohol treatment were lower in Herefordshire than in comparator areas in 2016.

Contract monitoring data

The accommodation based support service is fully utilised and the majority of customers were homeless at the point of accessing the service. The remainder were sofa surfing or at risk of homelessness. 80% of the current customers have been identified as having complex needs.

Progress to move on is good with very few customers remaining in the accommodation beyond a 24 month period.

Customers profile includes a history of rough sleeping, awaiting hospital admission for surgery and long term mental health needs.

Appendix 4 to Schedule 5

Local and national policy

Key local housing policy:

Housing Strategy 2016-2020

Herefordshire Council's Interim Housing Strategy 2016-2020, is an overarching document. It connects to a number of other housing related strategic documents and plans that, taken together, provide the framework through which housing and housing related priorities will be achieved.

Homelessness Prevention Strategy Herefordshire 2016-2020

The Homelessness Act 2002 requires every local authority to carry out a review of homelessness in their district every 5 years and to publish a Homelessness Strategy based on the findings of the review. Herefordshire's Homelessness Review provides an evidence base for the development of the Homelessness Prevention Strategy objectives which are:

- Minimise rough sleeping and increase tenancy sustainment opportunities for rough sleepers and people with complex needs.
- Maximise homeless prevention activity by building on current success and promoting positive opportunities for homeless people and those at risk of homelessness.
- Help improve the health and wellbeing of homeless people and those who are at risk of homelessness.
- Ensure homeless people and those at risk of homelessness are able to access affordable housing and that support services are targeted effectively.

Herefordshire Council's Corporate Plan and Herefordshire Clinical Commissioning Group's Five Year Strategic Plan.

Both plans emphasise the importance of active prevention by changing the way services are delivered and keeping people well, within their communities. Seamless and innovative ways of working, and the use of improved technology and resources within Herefordshire, will help us continue our collaborative working to support residents and keep them well.

Adult social care “our approach” with local people

The Adults Wellbeing Plan, and the Blueprint within it, underpins all service change and delivery across health and social care in Herefordshire. The Blueprint diagram below illustrates how adults habitually use their own families and community as the norm for support and do not want to become reliant upon services to assist them. However, where eligible needs and aspirations are unmet, statutory services will be used to facilitate access to the community and ensure their health and wellbeing remains the central focus.

All services need to be focused on maintaining independence while bolstering individual strengths by:

- making every contact count in promoting health and wellbeing and self- care
- facilitating access to the community;
- meeting any eligible unmet needs to ensure residents can have fulfilled lives within their communities, where possible.

Children and Young Peoples Plan 2015-2018

The four key principals of the plan for Herefordshire are:

- Improving children’s health and welling
- Helping all children and young people succeed
- Keeping children and young people safe, in supportive family environments
- Creating child friendly communities

In January 2018 there were 309 looked after children in Herefordshire. This is 84 per 10,000 of the population which is high in comparison to statistical neighbours. Stakeholder feedback has highlighted the need for a stronger approach to early identification and early help.

Corporate Parenting Strategy 2017-20

The strategy sets out how corporate parenting responsibilities of Herefordshire Council and partners will be carried out for looked after children and young people and care leavers.

Every good parent wants the best for their child - to see their child flourish, to enjoy good health, to be safe and happy, to do well at school, to enjoy good relationships with their peers, to make the most of leisure opportunities, hobbies and interests, and to grow towards adulthood equipped to lead independent lives and to make their way as happy, healthy, successful and financially secure adults. That’s why Herefordshire Council has the same goals for the children it looks after as those of every

good parent and takes seriously the moral and legal responsibility for enabling the children in its care to experience happy and fulfilled lives. This does not mean that everyone with the responsibility of being a corporate parent should meet and get to know every looked after child on an individual basis.

However, being a good corporate parent means we should:

- accept responsibility for children in the council's care
- make their needs a priority
- seek for them the same outcomes any good parent would want for their own children.

Corporate parenting responsibilities are not confined to elected members. All officers share the responsibility to promote the needs of looked after children. Key responsibilities of all Officers are: • To promote the life chances of looked after children and care leavers in their area of responsibility. • To consider the impact of decision making on looked after children and care leavers.

Public Health

Public Health seeks to protect and improve the health and wellbeing of residents and reduce health inequalities. The provider will be familiar with and promote where appropriate public health agendas including, but not limited to Making Every Contact Count (MECC), NHS health checks, vaccinations including flu and other relevant immunisations, and the Healthy Living Network. Good physical and mental health and well-being a key element and the service should support and facilitate customers to have knowledge of and be able to access services which undertake these functions including primary care – pharmacies, GP, ophthalmology, dentist, mental health services, including assessment of needs (currently provided by 2gether NHS Trust) and all out of hours services. Secondary care including hospitals and other relevant providers.

Digital Exclusion is a form of inequality. As part of the approach to service delivery the provider will support and encourage clients to build confidence in accessing digital media, including signposting clients to recognised online advice and information to support health and wellbeing.

Understanding Herefordshire 2018

The Joint Strategic Needs Assessment for Herefordshire provides potential providers with invaluable context and detailed data about the county's communities and their needs.

Safeguarding policy

Under the terms of the contract and this service specification, the provider must work in accordance with all Herefordshire safeguarding policies and procedures, which can be found on the council's website.

Policy

Key national policies which relate to this service:

Housing Act 1996

The Act requires authorities to assist individuals and families who are homeless or threatened with homelessness and apply for help.

In 2002, the Government amended the homelessness legislation through the **Homelessness Act 2002 and the Homelessness (Priority Need for Accommodation) (England) Order 2002** to:

Ensure a more strategic approach to tackling and preventing homelessness, specifically by requiring the housing authority to develop a homelessness strategy for their area.

Strengthen the assistance available to customers who are homeless or threatened with homelessness by extending the priority need categories to homeless 16 and 17 year olds; care leavers aged 18, 19 and 20; people who are vulnerable as a result of time spent in care, the armed forces, prison or custody, and people who are vulnerable because they have fled their home because of violence.

The legislation places duties on housing authorities, and gives them powers, to meet these aims. But it also emphasises the need for joint working between housing authorities, social services and other statutory, voluntary and private sector partners in tackling homelessness more effectively.

Homelessness Reduction Act 2017

The Homelessness Reduction Act 2017 has transformed how council's operate their homelessness duties. The Act, introduced in April 2018 amends the Housing Act 1996 responsibilities and places new duties on council's to offer assistance to a wider cohort of customers.

The new key duties in the Act include:

- i. Duty to assess all eligible customers who are homeless or threatened with homelessness and agree a Personalised Housing Plan with them.
- ii. Duty to take reasonable steps to prevent homelessness.
- iii. Duty to relieve homelessness by helping the customer to secure accommodation.
- iv. Duty to refer.
- v. Increased duties in relation to homeless case review requests.
- vi. The time that council's intervene is now earlier at 56 days. Under the Housing Act 1996 customers were either homeless or potentially homeless within 28 days.

No Second Night Out (NSNO)

NSNO was introduced in July 2011 with a £20 million Homelessness Transition fund to enable the roll out of NSNO. The focus was on single homeless people, including those sleeping rough to whom local authorities do not have a statutory duty to secure housing.

The Rough Sleeping Strategy August 2018

Rough sleeping strategy sets out the government's vision for halving rough sleeping by 2022 and ending it by 2027.

Supported Housing

The Governments priorities for the review of supported housing changed dramatically in August 2018. The revised focus is to gain a better understanding of the sector and a review of quality and value for money.