

SUNDERLAND CITY COUNCIL

CHILDREN'S SERVICES DIRECTORATE

Specification for the provision of activities for youth services for young people 11-19.

1. INTRODUCTION/BACKGROUND

1.1 Brief Description

This service specification details what is required of the service provider contracted with Sunderland City Council to deliver activities for a youth service 11-19. It highlights the general principles that underpin the service, the service delivery requirements and standards that form an integral part of the contractual arrangements between Sunderland City Council and the service provider.

1.2 Principles

Our core principles that underpin all our work with young people and families:

1. There is respect and trust for all people, valuing diversity and actively promoting equality
2. All young people and their families have access to services
3. Young people and families take an active role in the planning and design of services and are supported to make informed choices about the services they receive.
4. Young people and families' needs and the services assessed to meet those needs are identified as early as possible
5. Services are outcome focussed, based on best practice and delivered to high quality standards by staff who are appropriately trained and supported
6. Services are focused on those young people and families who are, or are likely to become, in need of additional support
7. Services provide the best possible value for money.
8. Services adopt a 'whole family' and collaborative approach to delivery and improving outcomes

In implementing these principles, consideration must always be given to the young person's age and level of understanding.

1.3 Partnership working

The Service Provider will be expected to participate in the overall management and evaluation of the service, to assess and evaluate the effectiveness of meeting local needs, especially within the Outcomes Framework. The provider will establish and maintain effective partnership working with agencies who are working with families of young people aged 11 -19 years to maximise the potential of local facilities and resources. This may include uniformed groups, church based provision, community centres and health based projects.

1.4 National/local guidance

The legislation, regulations and guidance on which this service specification is based, is contained in the following:

- Children Act 1989
- Children Act 2004
- Children and Young Persons Act 2008
- Child Poverty Act 2010
- Equality Act 2010
- Every Child Matters
- Health and Safety at Work etc Act 1974
- Working Together 2010
- Positive for Youth 2012
- Statutory guidance for local authorities on services & activities to improve young people's well-being June 2012
- Sunderland City Council's Health and Safety Policy
- Sunderland Safeguarding Children's Board (SSCB) procedures

The above list is not exhaustive and it will be the responsibility of the service provider to comply with the requirements of all legislation where applicable.

Updates of documents can be obtained via the city council.

1.5 Local Analysis of Needs

See Appendices

2. OUTCOMES

Corporate Plan Key Priority	Targeted Outcomes for young people aged 11-19
PEOPLE	
A city where everyone is as healthy as they can be and enjoys a good standard of wellbeing.	Young people make informed choices about contraception use and their sexual health.
	Young people make informed choices about drug and alcohol use.
	Young people make informed choices about smoking.
	Young people have good emotional and mental health.
	Young people make informed choices about healthy lifestyle.
	Young People take part in Physical wellbeing activities
A city with high levels of skills, educational attainment and participation.	Young people have the opportunity to develop key skills as well as practical and creative skills through their involvement in youth work activities.
	More young people are in education, training or employment.
	Young people access positive activities.
A city which is, and feels, even safer and more secure.	Young people feel safe in their home, social settings and city environments.
	Youth workers agree and implement limits for acceptable behaviour with young people and encourage them to reflect on their actions

	and attitudes and accept responsibility.
	Young people promote equality, inclusiveness and have an understanding of diversity.
	Young people promote a positive image of themselves.
A city that ensures people are able to look after themselves wherever possible.	Young people are supported in dealing with issues that affect their lives and are encouraged to gain understanding of these in order to help themselves and others.
	Young people understand their rights and responsibilities.
PLACE	
An attractive, modern city where people choose to invest, live, work and spend their leisure time.	Young people are supported with housing issues.
A responsible, well looked after city that is adaptable to change.	Young people develop an awareness of democracy and politics.
A city where cultural identity and vibrancy act as a significant attraction.	Young people take part in out of centre activities.
	Young people are satisfied with the service they access.
ECONOMY	
A new kind of university city.	Young people are valued citizens of the city demonstrating their commitment to active citizenship.
An inclusive city economy for all ages.	More young people are in education, training or employment.

3. DESCRIPTION OF THE SERVICE

The purpose of providing activities for 11 - 19 year olds is to encourage positive behaviour and raise aspirations. The youth service will provide and facilitate informal education opportunities, which enable young people, within its target age range, to maximise their potential; to respond critically and creatively to their everyday experiences and to contribute to the cultural, social and political life of the City.

3.1 Eligibility criteria

Young people aged 11 – 19 years in Sunderland will be eligible to access universal youth services. Any young person with identified needs will be eligible for additional services.

3.2 Differing needs of service users

The service will be tailored to meet the differing needs of young people and their families, including those who are harder to reach, to ensure that they have equal opportunity of access.

3.3 Location and opening hours

The service will be locally based in Sunderland and the service will be flexible, and will be available at hours which primarily meet the needs of the service users.

3.4 Referral process

This is primarily an open access service. Targeted services for more complex needs will be allocated via locality based Common Assessment Framework (CAF) panels. The service provider will complete common assessments as and when more complex needs are identified within families.

3.5 Activities provided under the contract

The successful contractor will:

- Provide methods of delivery such as centre based, detached and outreach, that are flexible to the needs of young people and the communities in which they live; be available in the evenings after school, at the weekends and in the school holidays.
- Ensure provision includes a range of activities, opportunities and experiences that support young people to make positive and constructive choices, gain skills and emotional competence.
- A minimum of two sessions per ward and additional sessions where the need is identified. 3 weekly/weekend/area wide tbc following consultation?
- Actively engage young people in the decision making and governance of their service provision.
- Be responsive to the needs of the service ensuring better outcomes for young people, by participating in city wide events and consultation.
- Take on the line management of YDG youth work staff listed in each of the individual ward profiles including supervision, appraisal and training if appropriate in line with the Management of Part time Staff Guidelines. (appendix 1) needs further discussion

Should the service provider identify that more than the agreed sessions are required they will contact the commissioner within the Local Authority to explore additional sessions.

FINALISE THIS SECTION FOLLOWING CONSULTATION

3.6 Recruitment/Promotion/Marketing of the service

The service provider will promote the service as widely as possible to the general public, relevant voluntary and statutory agencies, young people as appropriate. The service provider will be encouraged to make good use of media opportunities used by young people to promote positive outcomes and effective partnerships across the council and other agencies.

3.7 Nominated Officers

To facilitate good working relationships, Sunderland City Council will provide the service provider with an appropriate member of staff as a contact point and notify the service provider of any changes of personnel, which may occur. The service provider will also nominate a contact and notify Sunderland City Council should a change occur.

4. BUDGET/PAYMENT ARRANGEMENTS

[For this section include the following:

- the **budget** for the service and how the service should be costed, e.g. state maximum budget or whether a unit cost/overall cost is required for the service for the term of the contract
- what **payments arrangements** should be in place, e.g. monthly or quarterly payments in advance/arrears

Discuss with the commissioner the procurement options.]

5. COMMISSIONING STANDARDS

The service provider will be expected to ensure that they comply with the following commissioning standards:

- 5.1 Routine collation of standard information (quantitative and qualitative) being provided to the Local Authority every 3 months.
 - 5.1.1 Completion of a basic template to record individual data to support the outcomes. This should include:
 - Name
 - Age or date of birth
 - Gender
 - Location
 - Ethnicity
 - Disability
 - Date of accessing the service
 - Referral source (if appropriate)
 - Outcomes as a result of accessing the service

See Appendices

- 5.2 Measure outcomes – This will help the service demonstrate how well it is improving for children and young people and provide the commissioner with an understanding of the impact of the service for young people.
- 5.3 Conduct an Equality Impact Assessment – This will help the service to meet the legal requirements of the equalities framework and to ensure equality to service users within service delivery
- 5.4 Gain customer insight – This may be through conducting annual satisfaction surveys with service users to inform service improvement and understand changing needs of the community
- 5.5 Practitioner insight – This will help build up evidence based practice from frontline staff to understand what has worked well and what could be improved.
- 5.6 It is expected that performance measurement and monitoring will be undertaken through the collection of data against achievement of outcomes. Further detailed information will be collected by the service provider at the request of Sunderland City Council in order to demonstrate improved outcomes and satisfy the commissioning standards detailed above. The specifics of this information will be developed jointly by Sunderland City Council and the service provider.

6. TARGETS

To be agreed with the provider

7. SERVICE STANDARDS

7.1 Common Assessment Framework (CAF)

The service provider will work in collaboration with other services and in accordance with Sunderland's Common Assessment Framework for children and families.

7.2 Staffing levels, training, qualifications and experience

The service provider will ensure that prior to appointment all workers who have unsupervised access to a young person, have completed and satisfied the necessary safety checks and obtained:

- Detailed background information
- Two credible written references of which one must be the current or latest employer
- An Enhanced Criminal Records Bureau Disclosure.

The service provider shall at all times, including during workers' holidays, illnesses or any other absences, provide sufficient suitably trained Workers to ensure the service is provided in accordance with this service specification.

Sunderland City Council acknowledge the contribution that can be made by volunteers (unpaid workers) in enhancing service delivery and would therefore encourage service providers to involve volunteers in the provision of this service whilst observing best practice in their deployment, training and support.

The service provider shall provide the Sunderland City Council with such details as may reasonably be requested of any person(s) used in connection with the provision of the service.

STAFF TRAINING AND QUALIFICATIONS STILL TO BE ADDED

7.3 Management of staff, professional supervision and HR/employment standards

The service provider must issue all Workers with job descriptions and written contracts.

The service provider must provide, on request, evidence of training programmes, and supervision and appraisal systems for all Workers.

The costs of employment of trained workers shall be the responsibility of the service provider. All paid workers shall be employed in accordance with current Employment Legislation.

7.4 Policies, procedures and systems

7.4.1 Equality

Sunderland City Council will require the service provider to comply with the Council's Equality Policies which are listed below:

- The provider must deliver the service treating all people in a considerate and respectful way and showing sensitivity towards a person's beliefs, background, and way of life, personal needs or circumstances. This applies to anyone that the provider comes into contact with, or has access to (in person, over the telephone and in writing) in performing the contract throughout the duration of the agreement
- The service provider must demonstrate how it complies with all equality law when recruiting and managing its workforce.

ADD INCLUSION STATEMENT

7.4.2 Health and safety

The service provider must comply with all health and safety legislation in force and all health and safety policies of Sunderland City Council.

7.4.3 Confidentiality

The service provider must have a confidentiality policy and procedure that all staff are aware of and have received training.

Sunderland City Council will make available to the service provider any information they consider to be necessary to ensure that the agreed support to the young person is provided. In the spirit of mutual trust between Sunderland City Council, young person and service provider the following principles will apply:

- Personal information must be treated as confidential
- Information is to be used only for the purpose for which it is given
- Information must not be passed to a third party without the written agreement of Sunderland City Council and/or the young person or subject to the donor of the information except as permitted by statute and regulations and then only if ratified by Sunderland City Council
- Should a breach of confidentiality occur, Sunderland City Council may take appropriate action as is necessary in the circumstances.

7.4.4 Safeguarding children and young people

The provider will adhere to national and local procedures and guidance to safeguard Children and Young People.

The Sunderland Safeguarding Children's Board website has published policy and practice guidance in relation to safeguarding children and is available from the following website; www.sunderlandscb.com.

All agencies providing services to or for Children, Young People and their families must be able to evidence that they have:

- Senior Management commitment to the importance of safeguarding and promoting children's welfare
- A clear statement of responsibility towards children and young people that is available to all staff
- A clear line of accountability for work on safeguarding and promoting the welfare of children and young people
- A mechanism in place to ensure service development that takes into account the need to safeguard and promote welfare, informed where appropriate, by the views of children, young people and their families.

- Safe recruitment procedures in place pre-post
- Effective inter-agency working to safeguard and promote the welfare of children and young people
- Effective information sharing.

7.4.5 Participation and Engagement of Service Users

Service providers should be actively involving service users in all decisions that affect their lives and in the monitoring, evaluation and feedback of services they receive.

Every effort should be made by providers to provide a range of opportunities for service users to contribute to the service delivery process in order to achieve change and ensure best outcomes.

The service provider will be required to evidence how they have involved service users in a real and meaningful way.

7.4.6 Complaints procedures

The Service Provider is required to demonstrate that there is written procedure for the handling of grievances and disciplinary matters.

7.4.7 Information systems

The service provider will be expected to use the Electronic Youth Services database provided by Sunderland City Council, when recording performance related data. They may also be required to set up their own monitoring and recording systems to provide additional information for routine monitoring and review meetings. These systems will be subject to the approval of Sunderland City Council.

8. MONITORING ARRANGEMENTS

The service will be subject to an annual review and the service provider should be able to demonstrate a commitment to continuous improvement throughout the term of the Agreement.

The service provider is expected to attend quarterly meetings with Children's Services in order to share the information that is collected and discuss any issues. This will inform the annual review.

The service will be expected to receive announced and unannounced visits from Children's Services throughout the term of the agreement.

Standards of service provision, performance indicators and monitoring criteria are outlined in this document and may be subject to continuing negotiation during the course of the service development and delivery with the service provider.