

Service Specification

Supported Accommodation Services for
Young People in Care aged 16 – 18

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Service Specification for Supported Accommodation Services for Young People in Care aged 16 – 18 across Peterborough City Council

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1.0	Introduction
1.1	Peterborough City Council (PCC) are commissioning supported accommodation services for young people in care aged 16 – 17 years, for whom the authority has a statutory responsibility for, in line with the new Ofsted requirements and regulations for the sector.
1.2	Supported accommodation services enable young people to prepare for independent living, utilising support (rather than care) to aid young people to achieve positive outcomes.
1.3	In accordance with the sufficiency duty placed upon local authorities, wherever it is safe and appropriate to do so, Peterborough intend to support young people to remain living in their local area; to maintain contact with, and access to, family and friends, education services, health and wellbeing services and local communities.
1.4	Peterborough City Council are committed to empowering young people to share and use their views and experiences to make positive changes to Children’s Services, themselves and others. For the purposes of this specification, Children’s Commissioning consulted with care experienced young people who shared their reflections and experiences of living in Supported Accommodation homes, what they feel is important and needs to be considered and what would be beneficial for the next generation of young people.
1.5	<div style="background-color: #c8e6c9; padding: 5px; border: 1px solid #ccc; margin-bottom: 10px;"> <p style="text-align: center; margin: 0;">Positive Experiences</p> <ul style="list-style-type: none"> ○ Being involved in weekly meetings which kept us up to date with things in our home. ○ Not feeling as though the staff and managers are “In Charge” and I just needed to listen but they were there to support us and guide us. ○ Staff felt like our parents and kept us on track and helped us to manage our independence. ○ Staff who I could talk to about anything and felt comfortable with ○ Feeling reassured I would get help when I needed it. ○ Staff having a genuine interest in me ○ When I left, staff still checking in on me to see if I was ok or inviting me for Xmas dinner. ○ When I feel safe with staff, I feel loved. ○ Feeling valued and listened to and natural relationships with staff – like a family. </div>
1.6	<div style="background-color: #ffe0b2; padding: 5px; border: 1px solid #ccc; margin-bottom: 10px;"> <p style="text-align: center; margin: 0;">What could have provided us with a more positive experience</p> <ul style="list-style-type: none"> ○ Staff not bringing their personal issues to work and sharing with the young people as this really affects them. It sometimes felt that we were trying to help them, and they would talk to us rather than us talking to them. ○ Staff were there to help if you needed it but only if you asked for the help. ○ Respecting our personal space, if there is an open-door policy explain this to us however risk assess it and don’t just make it your policy. We need to know we are trusted. ○ CCTV cameras not being so obtrusive and can make us feel we are being watched when we cook, when we have a friend over, when we speak. Can make it feel as though it is not our home. ○ Support for budgeting could be better. Remember we have never had free access to our own money before so when we suddenly are given money each week we just want to spend it and we need help to manage this sensibly. ○ Being listened to when raising a complaint and this being taken seriously and acted upon quickly. ○ Having consistent staff who know us. ○ Staff handovers being thorough so things don’t get forgotten. </div>

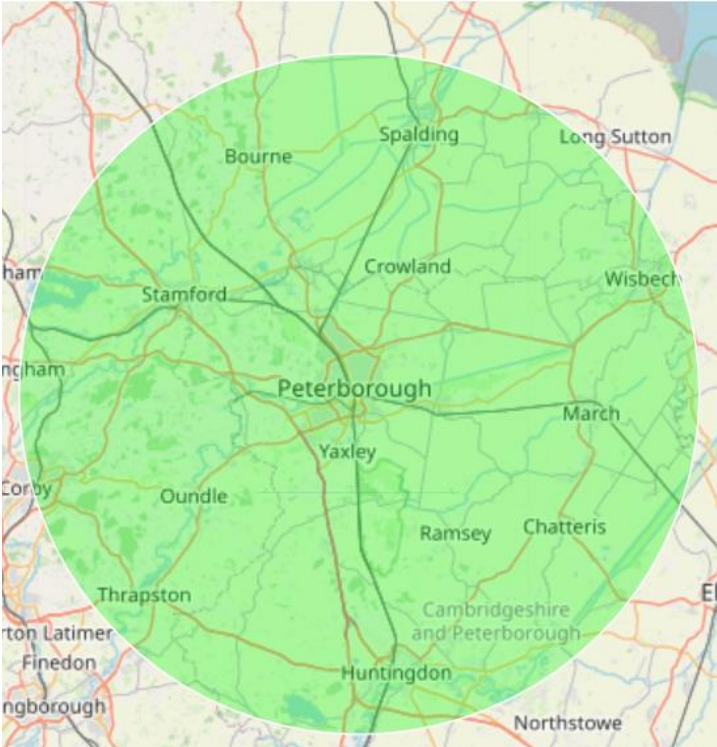
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1.7	<p style="text-align: center; background-color: #ADD8E6;">What is important?</p> <ul style="list-style-type: none"> ○ Support staff taking time to build positive relationships with you is so beneficial. ○ The point of Supported Accommodation is that stepping stone to independence, and we needed to be treated as capable young adults and not children. ○ The complaints procedure is accessible and shared with us. ○ Preparation for moving in – come and meet and speak with us, let us visit and ask questions, show us some photos or a welcome book and help prepare us for where we will move to. ○ It is important for us to have some insight about what our future will look like in this provision, what are the rules, where do we get food, where to have a shower etc... ○ Don't take things on face value when it comes to our independence and we say we can do something— get a real sense of evidence of where a young person is on this journey. ○ Have a genuine understanding of our skill level, do things with us and be practical. ○ Its important that the staff working with young people can develop positive relationships but also understand boundaries of their role. ○ Support us to feel comfortable and safe – once we do we will start to open up.
1.8	<p style="text-align: center; background-color: #90EE90;">Things for providers to consider and think about</p> <ul style="list-style-type: none"> ○ You don't realise how much freedom you will have in supported accommodation, and it can be scary and you can be left alone a lot. ○ It can be a massive change for a young person and takes time to adapt. ○ An independence plan online or an app would be great. ○ Appreciate that the first day in Supported Accommodation for a young person is a hard day, it can be scary and a huge shock. ○ My room is the only personal space I have and the only privacy I often have. ○ Make key work sessions feel natural. We like it when staff get stuck in when we are learning skills; it builds our trust, engagement & helps to have fun while learning. ○ Young people may not always show their vulnerabilities and may show bravado when doing things for the first time. We need someone to say "I am here, I got you" ○ Don't do things for us or tell us what to do but do it with us, show us, help us to feel safe doing it alone. ○ Come and sit with us and chill with us, we don't like it when staff sit alone in other rooms.
1.9	<p style="text-align: center; background-color: #FFD700;">What makes us feel valued, respected and cared about.</p> <ul style="list-style-type: none"> ○ Consulting with us and gaining our views. ○ Maintaining our privacy ○ Sharing discussions about our risk assessments – involve us where appropriate, explain reasons why some things can or can't happen. ○ TRUST is key ○ Respect and decency ○ Taking what we say seriously ○ Don't leave us to learn on our own. ○ When staff say they will do something – they do it ○ Show interest in me ○ Don't be judgemental ○ Make us feel valued and acknowledge our concerns.
1.10	<p>Peterborough's promise to Children in Care and Care Experienced Young People has been developed in partnership with young people, senior managers and lead members. It is Peterborough's promise and commitment to our children and young people.</p>
2.0	<p>Scope of the service</p>
2.1.1	<p>The Children (Leaving Care) Act 2000 imposes accommodation duties on local authorities to support certain categories of children in care and care experienced young people. These extend to 16–18-year-olds for whom the local authority must ensure:</p> <ul style="list-style-type: none"> • that the accommodation they move into when leaving care is suitable, appropriate and in accordance with their pathway plan and; • clearly supports their transition and skills acquisition to enable each young person to live independently as adults when they reach 18 years old.

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	The requirement of the Act has led to an increase in the number of young people being eligible for support and therefore a greater demand for accommodation and support services.
2.1.2	From the 28th October 2023, supported accommodation services will cease to be unregulated and the introduction of the Supported Accommodation (England) Regulations 2023 will impose a statutory requirement upon local authorities and providers to ensure that Supported Accommodation services are delivered to young people in care only by those Active organisations [Unique Reference Number and post initial Ofsted visit are declared Active as opposed to Proposed] operating in accordance with the regulatory requirements
2.1.3	Supported Accommodation is one of a number of options of care and support for young people in care and care leavers. This service specification outlines what Peterborough City Council will commission in line with Ofsted Regulations and guidance. The Ofsted guide to Supported Accommodation Regulations including quality standards details: “The aim of supported accommodation is to support young people to develop their independence in preparation for adult living while keeping them safe in a homely and nurturing environment.” The Regulations include the Quality Standards which set out the outcomes that we expect supported accommodation providers to deliver. This will also underpin requirements that providers must meet in order for them to achieve the quality standards required in the regulations.”
2.1.4	For the purpose of this specification Children in Care means: <ul style="list-style-type: none"> • The term Children in Care refers, under the Children Act 1989 , to all children and young people being looked after by a local authority, namely: Those subject to care orders or interim care orders (under sections 31 and 38 of the 1989 Act); • Those children who have been placed, or are authorised to be placed, with prospective adopters by a local authority (section 18(3) of the Adoption and Children Act 2002); • Those who are voluntarily accommodated under section 20 of the 1989 Act, including separated migrant children. Where children are accommodated under this provision, parental responsibility remains with the parents. <p>And</p> <ul style="list-style-type: none"> • Those who are subject to court orders with residence requirements (for example, secure remand or remand to local authority accommodation), in accordance with section 21 of the 1989 Act and the Legal Aid, Sentencing and Punishment of Offenders Act 2012. •
2.1.5	Care Experienced Young Person (Care Leaver) means: <ul style="list-style-type: none"> • Young people aged 16-25 years old who have been in care at some point since they were 14-years old and were in care on or after their sixteenth birthday. These young people are statutorily entitled to some ongoing help and support from the local authority after they leave care.
2.1.6	This service will be available to: <ul style="list-style-type: none"> • Those young people in care for whom Peterborough City Council has a statutory responsibility, aged 16– 17 (including those entering care to prevent homelessness)

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2.1.7	<p>These services will also be available for those young people aged 16 or over that are:</p> <ul style="list-style-type: none"> • Separated Migrant Children (SMC) - PCC has a statutory duty under Section 20 of the Children Act 1989 (thereafter “Section 20”) to assess and provide accommodation and support to any child who requires it, irrespective of their immigration status, nationality or documentation, until they reach the age of 18. • Formerly SMC with No Recourse to Public Funds – those relevant young people who were in Care, and on their 18th birthday are yet to received immigration status, and have no recourse to public funds (NRPF), but for whom the Local Authority retains financial responsibility (until immigration status is confirmed). • Young people aged 16-17 in the criminal justice system who are remanded into the care of the Local Authority (Remanded into Local Authority Accommodation [RILAA]). Where young people do not have a stable address or their living circumstances appear to contribute to their offending, the court may require that alternative accommodation is sourced via the responsible local authority’s Children’s Services department. These young people may also be subject to a range of conditions imposed by the court; this may include wearing an electronic tagging device. All such young people will have a comprehensive plan and risk assessment in place prior to being referred to service providers.
2.1.8	<p>Peterborough City Council seeks to commission supported accommodation services from providers who are operating in accordance with the Supported Accommodation (England) Regulations 2023, and operating services with 20 Miles of PE2 8TY.</p> 
2.1.9	<p>PCC will work with providers who can demonstrate continual improvements in value for money, achieved by deploying efficient and innovative ways of meeting both the accommodation and support needs of eligible young people, as detailed in their care and pathway plans.</p>
2.1.10	<p>It is recognised that to meet the different needs of young people different models of services, and different support models, are required. For example, some young people benefit from provisions offering (a) floating</p>

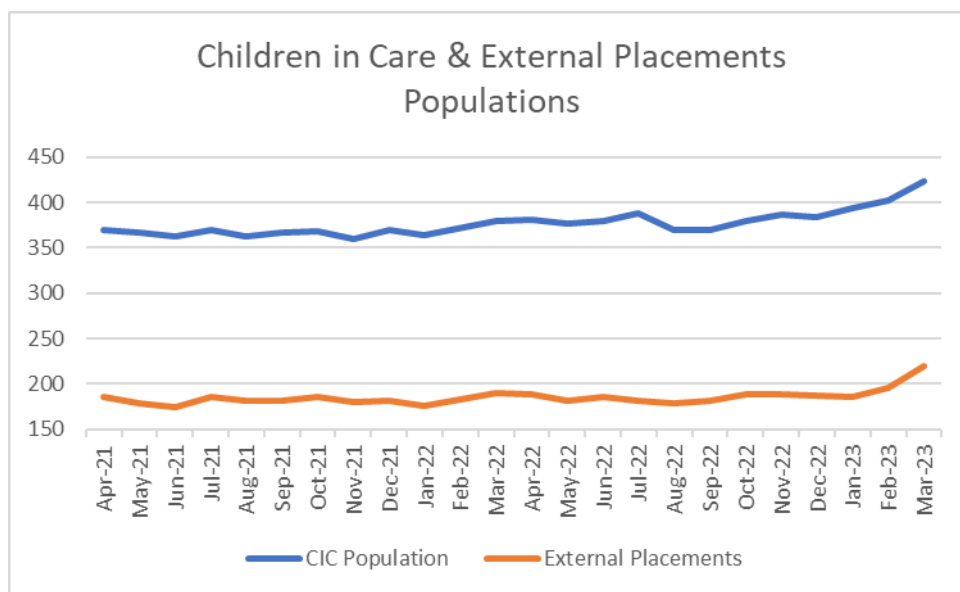
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	<p>support within a smaller property (i.e 1–4 bed), and some young people benefit from a placement in a property with (b) 24/7 support available on site (i.e. 5+ beds).</p> <p>a. Floating support – It is expected that services providing this model of support will be based entirely on the level of support procured by the Access to Resources Team in accordance with the identified need for the individual child, and as agreed at the point of placement, or any review points thereafter. This is usually agreed as a set level of support hours per day / per week. This is likely to be Supported Accommodation within a Self-Contained Unit (regulation 2(1) para (a)) or a shared accommodation (regulation 2(1) para (b)).</p> <p>b. On site support – It is expected that services providing this model of support will be within provisions which are staffed for up to 24 hours per day. Young people are able to access support from onsite staff as required, and additional support hours may be procured if required to meet the young person’s needs. This is likely to be supported accommodation within shared accommodation for only children in care (regulation 2(1) para (b)), or shared accommodation not limited to children in care and care experienced young people (regulation 2(1) para (c)).</p>
2.1.11	<p>In addition to these two categories of service delivery model PCC are commissioning supported accommodation for three cohorts of young people:</p> <p>1 – Supported accommodation and support for eligible and relevant young people and young people in care aged 16 – 18.</p> <p>2 – Supported accommodation and support for Separated Migrant Children (SMC)</p> <p>3 – formerly Separated Migrant Children with no recourse to public funds.</p>
2.1.12	<p>Peterborough City Council is commissioning three distinct services.</p> <p><u>Service one, Lot 1</u> Supported accommodation and support for eligible and relevant young people in care, aged 16-18.</p> <p><u>Service two, Lot 2</u> Supported accommodation and support for separated migrant children, and / or formerly Separated Migrant Children with No Recourse to Public Funds</p> <p><u>Service three, Lot 3</u> Block contract call offs for Supported accommodation and support, in accordance with individual call offs. These might be for separated migrant children, NRPFs, or eligible and relevant young people in care aged 16+.</p>
2.1.13	<p>This specification is only concerned with supported accommodation. All of the below are outside the scope of this service:</p> <ul style="list-style-type: none"> • Residential provision • Independent Fostering provision • Staying Put provision • Secure Accommodation provision • Supported Lodgings • Housing Related Support projects for 16-25 year olds • Adoption families • CQC registered supported living

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2.2 DEMAND

2.2.1 Peterborough’s Children in Care Population has increased by 15% since April 2021, from 369 to 424 (in March 2023). Similarly, Peterborough has seen increases to the number of children placed in externally commissioned placements (18% increase, from 185 in April 2021, to 219 in March 2023); this use of external provision continues to constitute 52% of Peterborough’s placements.

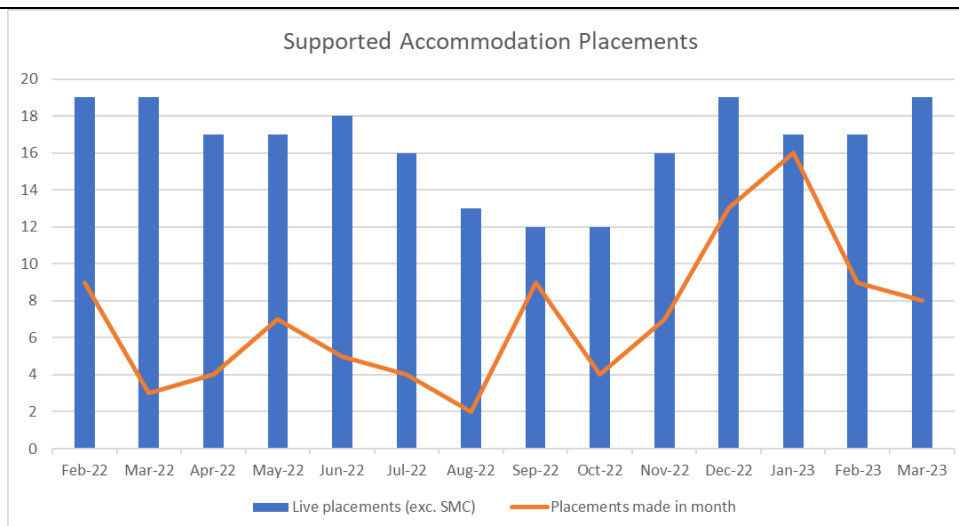


Peterborough’s use of Supported Accommodation placements has increased significantly in recent months. However, this increase has occurred largely as the result of increases to Peterborough’s Separated Migrant Children population. Excluding this cohort Peterborough have seen 17 young people living in supported accommodation services across previous years; there is some variation month by month, as reflected in the table below.

Month	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Live placements (exc. SMC)	19	19	17	17	18	16	13	12	12	16	19	17	17	19
Placements made in month	9	3	4	7	5	4	2	9	4	7	13	16	9	8

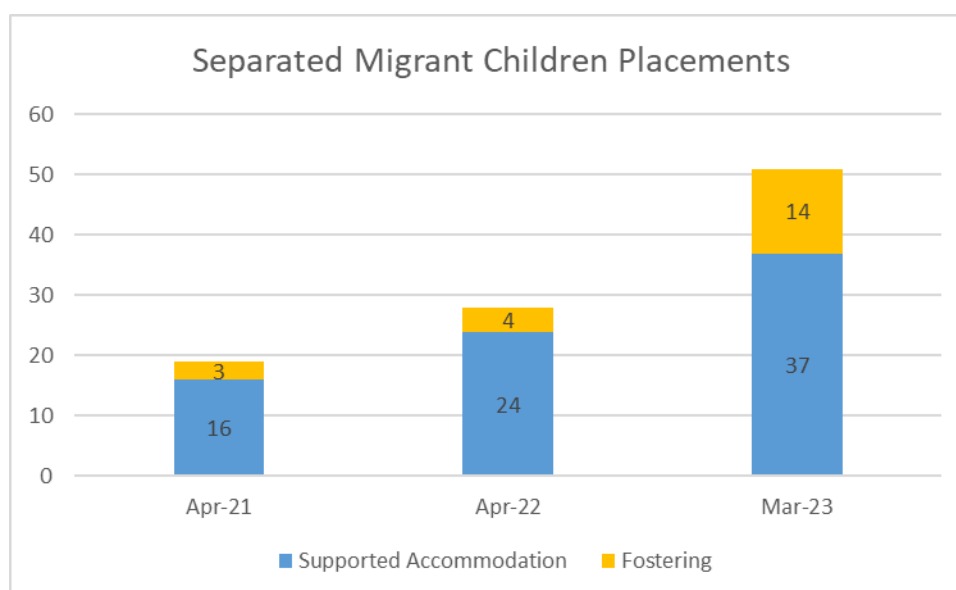
Further to this Peterborough has, on average, made 7 placements each month for young people who are either new into care, transitioning from placements as part of their preparation for independence or as a result of unplanned endings of prior placements.

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2.2.2 As with all local authorities, Peterborough is a part of the [National Transfer Scheme \(NTS\)](#) which seeks to enable the safe transfer of SMC in the UK from one local authority (the entry authority from which the unaccompanied child transfers) to another local authority (the receiving authority), to ensure a fairer, more equitable distribution of separated migrant children across local authorities. In turn this supports local authorities to meet the overall best interests of children, a fairer distribution of children across the UK helps all local authorities meet their duties under the relevant children’s legislation. The NTS threshold number of SMC for Local Authorities increased in 2022; as a result, Peterborough’s NTS threshold is now 53 (an increase from 37).

Peterborough’s SMC population has increased by 115% since 2021; in line with NTS increases. As a result, despite this marked increase, Peterborough can reasonably expect to see continued increases of this cohort of children and young people.



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2.2.3	<p>The service will meet the needs of young people from a diverse range of cultural and ethnic backgrounds. The following may be experienced by these young people and young people may continue to experience the impact of trauma and attachment issues:</p> <ul style="list-style-type: none"> • Learning disabilities • Physical disabilities • Affected by domestic abuse • Affected by exploitation (including child sexual exploitation, gang or drug related exploitation) • Affected by substance misuse • Have complex and chaotic needs • Be remanded into the care of the local authority • Functioning at an age below their peers • Difficulty in managing and understanding their emotions • Distrust of professionals that are involved in their care • History of poor relationships • Feeling lonely and isolated • Still processing the reasons why they were placed in care • Financial loss and insecurity • Low self-esteem and lack of confidence
2.3	Aims of the service
2.3.1	<p>The outcomes to be achieved through the commissioning of this service are:</p> <ul style="list-style-type: none"> • Young people living in Ofsted regulated accommodation. • A decrease in the numbers of care leavers who are not in education, training, or employment. • An increase in young people’s placement stability. • Young people sustaining independent living, living healthy lifestyles, and making a successful transition into adulthood. • Young people are involved in decisions which affect them and are able to make choices about their housing options and all other decisions affecting their lives. • Young people reach their maximum potential through individually tailored support packages. • Reporting and evidencing improved individual outcomes. • Being aspirational in relation to young people’s goals and achievements. <p>Please note that this list is not exhaustive, and these outcomes are to be achieved alongside specific outcomes for young people as outlined in their individual support plans and pathway plans.</p>
2.4	Geographical Location
2.4.1	Supported Accommodation services are required in geographical locations within 20 miles of PE2 8TY. This measure supports Peterborough’s sufficiency duty, enabling young people in care to live in their local area where it is safe and appropriate to do so.
2.4.2	Accommodation must be in areas close to town centres, colleges and other amenities (including GP surgeries, leisure facilities and places of worship) and with good transport links. These properties will be declared within the provider registration submission process, in accordance with the Supported Accommodation (England) Regulations 2023 .

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2.4.3	Providers must ensure that comprehensive Local Area Risk Assessments are completed for each property, ensuring that that risks are identified, mitigations actioned and opportunities identified.
3.0	Support (All Lots)
3.1	In order to deliver effective support in line with the Supported Accommodation (England) Regulations 2023 (in particular, Regulation 7), there is an overarching requirement for the Provider to successfully engage with each young person and build appropriate relationships.
3.2	Providers will use a quality tool to track and monitor outcomes. This can be either a nationally recognised tool or one the Provider has developed to be used across the organisation. An example of such would include the Outcome Star model . The tool must aid the Provider, the social work team, Independent Reviewing Officer and the Young Person to measure the progress achieved in attaining and evidencing outcomes. .
3.3	Each Young Person referred to these services will require a tailored support package (within the support hours prescribed) based on identified needs. Young people’s support packages will be increased or decreased via notifications from the Access to Resources Team, in line with the individual young person’s needs and social work assessment.
3.4	The provider will deliver a formal key working sessions with the young person, on a one-to-one, face to face basis at least weekly. A record of the key working session will be signed by both the key worker and the young person. Key worker sessions will be focused on achieving identified individual outcomes based on assessed needs. Informal/impromptu keyworker sessions should also be recorded.
3.5	The provider will deliver services that will empower young people to make the right decisions. Young people will be encouraged and supported to be fully involved in planning for their future, and any changes to the service. There must be a focus on the move on to independent living in preparation for the Young Person leaving the service.
3.6	The service provider will support young people to:
3.6.1	Prepare for independent living. This will include acquiring the skills to budget, pay bills, live alone and manage a tenancy.
3.6.2	Access education, employment and training options, and link with Virtual School for Peterborough City Council to facilitate this.
3.6.3	Identify suitable housing options (post 18), having consideration for affordability (i.e., Housing benefit sustainable, or affordable within salary constraints).
3.6.4	Support will focus on: A. Achieving health and well-being outcomes identified with the young person. B. Ensuring each young person has defined outcomes in relation to education, employment and training. C. Developing the young person’s confidence and self-esteem, by involving them in their support plans and enabling them to feel and be optimistic about their future.

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	<p>D. Equipping each young person with the necessary skills, experience and aptitude to enable a planned move on to appropriate sustainable accommodation options post 18.</p> <p>Move-on from supported accommodation will be considered from the very start, so that during the young person's stay in supported accommodation, they will always be working towards being able to live independently. Their support needs may change during their time with the service, but all work to support them will need to consider that at 18 they will leave the service.</p>																																						
3.6.5	The provider will develop a programme that young people work towards completing; this will be a formal or informal learning programme (dependent on the needs of the young person) to evidence the Young Person's preparation and progression to facilitate a successful next move. This can be an accredited or personalised programme but must include all aspects of independent living skills acquisition.																																						
3.6.6	<p>It is expected that the learning programme will include, but not be limited to:</p> <table border="1"> <tr> <td>▪ Budget and Money Management</td> <td>▪ Making complaints</td> </tr> <tr> <td>▪ Bank account and savings</td> <td>▪ Opportunities eg. Volunteering</td> </tr> <tr> <td>▪ Loan sharks and money lending</td> <td>▪ Controlling anger, frustration, anxiety</td> </tr> <tr> <td>▪ Benefits, loans and grants</td> <td>▪ Sustaining and Managing relationships</td> </tr> <tr> <td>▪ Internet Safety</td> <td>▪ Self esteem and confidence</td> </tr> <tr> <td>▪ Practical household tasks and DIY</td> <td>▪ Restorative family relationships</td> </tr> <tr> <td>▪ Public Transport</td> <td>▪ Anti-Social and offending behaviour</td> </tr> <tr> <td>▪ Housing Options and Tenancy</td> <td>▪ Accessing personal and family history</td> </tr> <tr> <td>▪ Completing application forms</td> <td>▪ Positive contact with family</td> </tr> <tr> <td>▪ Interview Skills</td> <td>▪ Healthy lifestyle; exercise and diet</td> </tr> <tr> <td>▪ Communication Skills</td> <td>▪ Accessing universal health e.g. GP</td> </tr> <tr> <td>▪ Cultural needs e.g. linguistic, religious</td> <td>▪ Emotional and Mental Health</td> </tr> <tr> <td>▪ Dealing with Isolation and loneliness</td> <td>▪ Risky Behaviours; including Alcohol, drugs, Sex, sexual exploitation & trafficking</td> </tr> <tr> <td>▪ Personal identity e.g. sexuality; race</td> <td>▪ Personal hygiene</td> </tr> <tr> <td>▪ Communication and negotiation</td> <td>▪ Buying, storing and cooking appropriate food</td> </tr> <tr> <td>▪ Managing conflict</td> <td>▪ Identifying agencies that can support young people with any of the above [e.g. CAB/Local authority services/sexual health services etc.].</td> </tr> <tr> <td>▪ Community inclusion</td> <td>▪ Keeping appointments</td> </tr> <tr> <td>▪ Access to advice and advocacy</td> <td>▪ Employment rights</td> </tr> <tr> <td>▪ Birth certificates, NI, passport</td> <td></td> </tr> </table>	▪ Budget and Money Management	▪ Making complaints	▪ Bank account and savings	▪ Opportunities eg. Volunteering	▪ Loan sharks and money lending	▪ Controlling anger, frustration, anxiety	▪ Benefits, loans and grants	▪ Sustaining and Managing relationships	▪ Internet Safety	▪ Self esteem and confidence	▪ Practical household tasks and DIY	▪ Restorative family relationships	▪ Public Transport	▪ Anti-Social and offending behaviour	▪ Housing Options and Tenancy	▪ Accessing personal and family history	▪ Completing application forms	▪ Positive contact with family	▪ Interview Skills	▪ Healthy lifestyle; exercise and diet	▪ Communication Skills	▪ Accessing universal health e.g. GP	▪ Cultural needs e.g. linguistic, religious	▪ Emotional and Mental Health	▪ Dealing with Isolation and loneliness	▪ Risky Behaviours; including Alcohol, drugs, Sex, sexual exploitation & trafficking	▪ Personal identity e.g. sexuality; race	▪ Personal hygiene	▪ Communication and negotiation	▪ Buying, storing and cooking appropriate food	▪ Managing conflict	▪ Identifying agencies that can support young people with any of the above [e.g. CAB/Local authority services/sexual health services etc.].	▪ Community inclusion	▪ Keeping appointments	▪ Access to advice and advocacy	▪ Employment rights	▪ Birth certificates, NI, passport	
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3.7	The service provider will:																																						

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3.7.1	Ensure that young people are appropriately involved in all decisions made about their support, including its intensity, frequency, and duration.
3.7.2	Liaise with other agencies and individuals [as appropriate], on behalf of those accessing the services to ensure a co-ordinated approach to the support for each young person.
3.7.3	Depending on the identified needs of the young people, work closely with other supported accommodation service providers, community mental health teams, landlords, the police, probation, Youth Offending Service [YOS], the courts, the Department of Work and Pensions, the voluntary sector, local housing authorities, education and training agencies and children’s services departments.
3.7.4	Take a person-centred approach that delivers an outcome focused service. Young people will be involved in any plans regarding changes to the service, and their views will be at the centre of service development and delivery.
3.7.5	Focus on supporting young people to plan for and undertake positive move on from the service at the earliest appropriate time. This focus will be established from the start of the placement and will include consideration of a range of realistic accommodation options that may need to be pursued to enable the young person to move on.
3.7.6	Develop individual support plans jointly with young people, in line with Regulation 9, The Statement of Purpose , which include goals and objectives that are SMART (Specific, Measurable, Achievable, Realistic and Time bound).
3.7.7	Share assessments and support plans (with young people’s permission) with Service Providers at the move on stage.
3.7.8	Review support plans on at least a monthly basis, or more frequently as determined by the lead professional / provider, or in line with any changes for the young person. Support plans will be shared with the Social Worker at least quarterly, and more frequently upon request. Support plans will be shared with the Commissioning Manager and the Access to Resources Team as requested.
3.7.9	Offer support within the accommodation or in various settings where the young person feels comfortable, and confidentiality can be maintained. For example, it may be appropriate for the key worker to access a local library or community centre café or somewhere similar to hold a meeting with the Young Person.
3.7.10	Accompany the young person, as appropriate, to the offices of partner organisations, such as health providers or Education, Employment or Training [EET] providers, as part of the support offered within the young person’s support plan. Similarly, support provided to the young person may include accessing leisure activities or engaging in the community and need not always be provided exclusively by the key worker; it may be in conjunction with other professionals.

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3.7.11	There may be exceptional circumstances where the provider may need to support the young person with transport, in these circumstances the Local Authority will agree to fund mileage in line with approved mileage rates outlined by HMRC (HM Revenues & Customs).
3.8	Health needs
3.8.1	In order to deliver effective health support to young people within the service, Providers will support young people with the following, in accordance with Regulation 7 and Regulation 9 .
3.8.2	Support Young People to attend their annual health assessment.
3.8.3	Work in partnership with PCC to monitor young people's physical, mental, sexual and emotional health and wellbeing and help the young person to access the most appropriate health service, for example drug or alcohol treatment providers /mental health services. The Provider will highlight any changes or concerns to PCC immediately and via email..
3.8.4	Support the young person to register with a local GP, dentist and optician if they are moving into a new area unless otherwise agreed by PCC.
3.8.5	Use a range of strategies to encourage and ensure young people attend a range of health appointments as scheduled/needed. This will include: <ul style="list-style-type: none"> ▪ dentist ▪ optician ▪ other health related services e.g., sexual health appointments.
3.8.6	Support young people to have a healthy lifestyle, including going to sleep at a reasonable hour and eating a balanced diet, cooking healthy meals within an affordable budget and attending local sport facilities and groups.
3.8.7	Have a no smoking, no drugs and no alcohol policy for young people and staff whilst on premises. The Provider will actively advocate for young people to not engage with smoking, drugs and alcohol on the premises. However, where specified in the young person's care plan, support will be given to help reduce a young person's dependency on poor lifestyle choices recognising that they may already be engaging in such habits at the time of placement. In order to encourage young people not to smoke, staff will not smoke in the presence of young people/outside the premises/whilst out in the community with young people.
3.8.8	Ensure that staff are up to date with the risks associated with alcohol and/or drugs. All staff engaged in supporting young people must have up to date knowledge of services available for young people to access for additional help/support.
3.8.9	Work with other agencies to support young people's health needs and encourage each young person to attend appointments.

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3.8.10	Ensure that staff take responsibility for effective behaviour management strategies and do not rely on Police to discipline young people inappropriately.
3.9	Education, Employment and Training (EET).
3.9.1	Providers are expected to work with local education providers in line with The Support Standard (Regulation 7) ensuring that identified educational needs/opportunities can be accessed. The Provider will need to demonstrate how they have engaged and supported the young person to enrol/complete their course/s.
3.9.2	Link with the Virtual School to support young people to access to EET provisions.
3.10	On Call Service
3.10.1	Where an on-call service is provided to a property that service will be priced and purchased per provision/property, not per young person.
3.11	Staffing Requirements
3.11.1	<p>The Provider will ensure that staff are recruited in accordance with Safer Recruitment practices. This includes, but is not limited to –</p> <ul style="list-style-type: none"> ▪ Job descriptions include safeguarding criteria. ▪ Shortlisting and interviews are completed by a minimum of two people. ▪ Gaps and discrepancies in employment history are explored at interview. ▪ Interview notes are taken and securely stored. ▪ A minimum of two professional references are obtained for the preferred candidate, and references are verified by telephone (with a record kept). ▪ Character references from friends or relatives are not accepted. ▪ All staff are subject to a Disclosure & Barring Service (DBS) at the appropriate level, and that all staff sign up to the DBS Update Service. ▪ Where a DBS disclosure trace is returned, ensure that a risk assessment procedure is undertaken to determine whether the candidate is appointable. ▪ Ensure that the candidates identify is verified appropriately and accurately, with original documents seen and copies taken. ▪ Ensure that staff receive safeguarding training and that this is kept up to date. ▪ Ensure that staff receive a comprehensive induction, and that this is detailed and recorded. <p>See Appendix 1 (Safer Recruitment) for a comprehensive summary of requirements.</p>
3.11.2	The Provider will ensure that staff have face to face supervision regularly (monthly as a minimum), and that supervision includes discussion about safeguarding concerns, risks, and young people’s progress and outcomes. The provider will ensure that staff have annual appraisals. Written records of both supervision and appraisals will be kept on file.
3.13.3	<p>The Provider will ensure that staff undertake regular training to enable them to safely and effectively support young people. Mandatory training will include the following,</p> <ul style="list-style-type: none"> ▪ Child safeguarding

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	<ul style="list-style-type: none"> ▪ Health and safety training; ▪ Equal opportunities training; ▪ Substance and alcohol misuse training; ▪ Staff boundaries and safer caring; ▪ Managing risk training; ▪ Cyber bullying, e-protection training; ▪ Child sexual / criminal exploitation training; ▪ Sexual health and personal health training; ▪ Child and adolescent development training, related to preparation for independence and the transition to adulthood (leaving care). <p>Additional training needs, bespoke to the young person will be identified and sourced by the provider as required.</p> <p>The provider will ensure that staff training is recorded in the Workforce Plan (in accordance with Regulation 10).</p>
3.11.4	The provider will ensure that all staff have access to, have read, understood and comply with the organisations’ policies and procedures. A full list of expected policies can be found at Appendix 2 (Policies and Procedures)
4.0	Support – Separated Migrant Children (Lot 2)
4.1	There are some specific support expectations that providers must follow, to meet the needs of separated migrant children (particularly those young people newly arrived into the UK). This is in addition to all other requirements detailed within the Service Specification.
4.2	<p>The additional should include on average:</p> <ul style="list-style-type: none"> ▪ 1 screening interview, plus travel time ▪ 2-3 solicitors’ appointments (these currently take approximately 1.5-2 days with solicitors based in Luton, Northampton and Peterborough). ▪ Attendance at initial health appointments, as required. ▪ Support the young person to set up a credit union account. ▪ Attending interviews (as requested by the Social Worker). There may be instances where Providers are not required to support the young person to attend interviews as the Social Worker can attend, but the Provider must have staffing capacity to attend planned interviews with the Young Person. ▪ Age Assessments – An initial age assessment will be completed to inform the decision of whether or not to accommodate the Young Person, and this will have been completed under the national transfer scheme. A Merton Age Assessment will likely not have been completed at the time the young person is referred to the provider. It is the Local Authority’s responsibility to organise the Merton Age Assessment. Providers should escort the young person to the Merton Assessment venue, ensure that they have eaten beforehand and that they attend with a drink or snack.
4.3	<p>Where a young person is found to be over the age of 18, the provider will transport the young person to the Police station. The UK Visas and Immigration service will collect the young person from the Police station.</p> <p>Where a young person is deemed to be over 18 years, and the above process is undertaken, the placement will cease with immediate effect.</p>

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4.4	<p>Welcome packs and sufficient information about the local area, expectations of young people and general information will need to be given to young people to help them settle in. This information must be available in a variety of formats to ensure accessibility for young people; providers will arrange for translations into additional languages as required and providers are encouraged to work together to collate this information.</p>
4.5	<p>The provider will ensure that Welcome Baskets are available for young people placed in emergencies, and in particular those young people who are newly arrived, who may have limited belongings. Welcome baskets will include the following as a minimum –</p> <ul style="list-style-type: none"> ▪ Pyjamas ▪ Underwear ▪ Casual clothes (i.e. Jogging bottoms, t-shirt, jumper) ▪ Toiletries (toothbrush, toothpaste, deodorant, body wash, shampoo etc) ▪ Emergency food supplies
4.6	<p>The provider will need to support the young person to engage with the local community to enable them to build relationships and friendships and to feel part of the community.</p> <p>Issues identified by the Provider, including staff perceiving issues with young people not wanting to integrate and potential segregation issues, and any health issues will be discussed with the social worker and are to be highlighted in support plans.</p> <p>The primary aim is to ensure each young person is enabled to feel safe and able to adapt to their new home, feel happy and settled, and are also supported to integrate.</p>
4.7	<p>Typically separated migrant children are very keen to engage in education, so liaison with colleges and further education providers is key. The Provider will be expected to build networks with EET providers in the local area.</p> <p>As EET rates tend to be high for SMC, key working hours or activities may need to be in the evenings or at weekends. The Provider is expected to schedule key working hours as appropriate to meet these needs.</p>
4.8	Lot 3
4.8.1	<p>The Local Authority, in some instances may require sole access to supported accommodation provisions. Lot 3 requires providers to enable block purchasing of placements. Call off requirements will detail the location and provision requirements (i.e. 10 placements for SMC within Peterborough City).</p>
4.8.2	<p>All providers applying to Lot 1 and / or Lot 2 will be eligible to bid for call offs under Lot 3; bidding for call offs is not mandatory.</p>
4.8.3	<p>All arrangements commissioned under Lot 3 are subject to the Supported Accommodation (England) Regulations 2023 and the requirements detailed within this specification.</p>
4.8.4	<p>Where a call off is made from Lot 3, an outline of need will be shared with providers. This will include as a minimum, number of placements, duration of call off, ceiling price, geographical location, timescales and cohort of young people.</p>

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5.0	Accommodation
5.1	The Provider will to secure properties that offer appropriate supported accommodation provision in line with Regulation 6 .
5.2	All accommodation will be fully furnished and equipped and will provide a homely environment. No young person referred will share a bedroom. All accommodation, furnishings and equipment will be in accordance with Regulation 6 .
5.3	Minimum levels of furnishings and equipment for independent self-contained supported and supervised accommodation are listed in Appendix 3 (Accommodation Requirements) .
5.4	All properties must meet appropriate health & safety standards detailed in Regulation 6 and Appendix 4 (Health and Safety Property Requirements)
5.5	HMO Properties
5.5.1	<p>The Provider will ensure that:</p> <ul style="list-style-type: none"> ▪ All Houses of Multiple Occupation (HMO) comply with all appropriate legislation, regulations and guidance relating to HMOs. ▪ All HMOs are licensed by the relevant local authority, have a current fire safety certificate, and will meet all current safety standards at there time of use and during this Contract. ▪ Each Young Person will have full access to separate and/or communal facilities (living room/dining room, kitchen, bath, shower, toilet, laundry, drying and ironing areas) where appropriate. <p>The law relating to HMOs is complex and currently derives from the Housing Act 2004. The Provider will make themselves aware of this legislation so that they can ensure that any properties offered to our young people fully meet these requirements.</p>
6.0	Referral process
6.1	All referrals will be made by the Access to Resources Team (ART.Duty@Peterborough.gov.uk). ART will be responsible for arranging initial placements, and any resource increase with providers. Any resource increases or placements made outside of this arrangement (i.e., agreed with Social Workers) will not be valid and will not be funded.
6.2	<p>The referral process is outlined at Appendix 5 (Referral Process) and will use (wherever possible) the minimum referral information detailed at Appendix 6 (Minimum Referral Information).</p> <p>It is anticipated that the minimum referral criteria may not always apply to referrals for SMC placements, particularly where the young person has recently arrived, and the Local Authority is in possession of very limited information about the young person. Additional information will be shared as it becomes available, and as appropriate.</p>
6.3	On receipt of a referral, the Provider will contact the Access to Resources Team and will offer placements to any Young Person, where there is a vacancy and where the provider is able to meet the Young Person’s needs. When offering a placement to ART, the provider must provide details of the placement (including home details) and demonstrate how the provider will meet the needs of the young person.

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6.4	The Provider will:										
6.4.1	Provide a routine referral service between hours 09.00 – 17.00 Monday – Friday.										
6.4.2	Provide an out of hours' service including evenings and weekends.										
6.4.3	Complete a matching assessment (see Appendix 7 (Matching Risk Assessment) for a template document) for all placements offered to young people.										
6.5	Where more than one Provider puts forward an offer for an appropriate placement (having regard to the young person's needs as outlined in the referral and matching assessment) a placement will be made based on the most economically advantageous price.										
6.6	Notice periods										
6.6.1	Young people need understanding, stability and security in their lives, and the provision of a home is central to this. The provider will work through problems to achieve this and will aim to avoid any potential for termination of a placement . However, it is acknowledged that there will be behaviours that are not acceptable to the Provider, and therefore fall outside the scope of this specification (see Appendix 8- Notice Periods and Behaviours outside scope of specification).										
6.6.2	Young people must be clear about the expectations and rules of a Provider and be clear about the consequences of breaking these rules. The Provider is expected to work with Peterborough City Council to hold stability meetings for 'fragile' placements. The Provider must inform the Social Worker and the relevant Access to Resources Team of any issues that are emerging, that look likely to have the potential to lead to a placement breakdown, at the earliest opportunity.										
6.6.3	<p>Notice periods for ending a placement are as follows, and apply to both the Provider and the Local Authority subject to the exceptions at section 7.6.4</p> <table border="1" data-bbox="248 1406 1530 1592"> <thead> <tr> <th>Placement duration</th> <th>Notice required</th> </tr> </thead> <tbody> <tr> <td>Less than 7 days</td> <td>2 days</td> </tr> <tr> <td>7 days – 12 weeks</td> <td>7 days</td> </tr> <tr> <td>12 weeks – 12 months</td> <td>14 days</td> </tr> <tr> <td>More than 12 months</td> <td>28 days</td> </tr> </tbody> </table> <p>Unless explicitly agreed, a placement will terminate automatically the day before a young person's 18th birthday.</p>	Placement duration	Notice required	Less than 7 days	2 days	7 days – 12 weeks	7 days	12 weeks – 12 months	14 days	More than 12 months	28 days
Placement duration	Notice required										
Less than 7 days	2 days										
7 days – 12 weeks	7 days										
12 weeks – 12 months	14 days										
More than 12 months	28 days										
6.6.4	<p>Peterborough City Council may terminate the Individual Placement Agreement (IPA) by the giving of seven days' notice to the PROVIDER, in the following circumstances:</p> <ul style="list-style-type: none"> ▪ Following absence for a continuous period for seven days due to hospitalisation, unless the PROVIDER and PETERBOROUGH CITY COUNCIL agree otherwise; ▪ Absence for a continuous period of seven days due to any other reason, unless the PROVIDER and PETERBOROUGH CITY COUNCIL agree otherwise. 										

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6.6.5	An IPA can only be terminated immediately as a result of a safeguarding issue as determined by Peterborough City Council.
6.6.6	An IPA cannot be terminated for financial reasons.
6.6.7	<p>The IPA shall terminate automatically:</p> <ul style="list-style-type: none"> ▪ if the Court or other competent authority decides that the young person should be placed in secure accommodation, a secure hospital, or other place of lawful detention for more than 72 hours. This may include a condition of a court order or legal case conference, which requires residence outside a particular geographic area; ▪ it is agreed in writing by the both the Local Authority and the Service Provider that the young person’s needs, safety or welfare can no longer be met by the Placement and/or Placement arrangements have irretrievably broken down; ▪ where the young person discharges themselves from the Placement at the age of 16 years or above; ▪ seven days following death of the young person; ▪ where the service provider has been party to the planning and implementation of a change in placement the IPA will terminate on the day of the change of placement.
6.6.8	Where the Provider gives notice on a young person’s placement, Peterborough City Council will pay for the placement only up until the young person leaves the placement..
7.0	Notification of significant incidents
7.1	<p>In addition to Regulation 27, the Provider will also notify the Social Worker and the Access to Resources Team as soon as is practicable, and via phone or email immediately, if any of the following occur:</p> <ul style="list-style-type: none"> ▪ The death of a Young Person. ▪ Outbreak of any infectious disease in the Service. ▪ Any emergency e.g., fire, flood affecting the continuation of the service. ▪ An investigation involving the Police and/or Multi -Agency Safeguarding Hub (MASH) related to Safeguarding of vulnerable children and young people. ▪ Any incident of a child missing from accommodation. ▪ The arrest of a Young Person in the Service. ▪ Any complaint or concern raised about the Provider or person(s) working for the Provider. ▪ Any discriminatory incidents relating to any of the protected characteristics detailed in the Equality Act 2010 ▪ Serious accidents/incidents including, but not limited to, notifications to the Health and Safety Executive. ▪ Any damage to the property caused by a Young Person. ▪ Serious injury or harm to a Young Person. ▪ Allegations and disclosures made by a Young Person.
8.0	Performance Monitoring

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8.1	In addition to outcomes identified to meet the specific needs of a Young Person’s individual care plan, the Provider must work to achieve the following outcomes:
8.1.1	Reduction in Young People living in unsuitable accommodation. <ul style="list-style-type: none"> ▪ Young people report a good understanding of housing options and affordability issues. ▪ Young People’s satisfaction with their accommodation. ▪ Length of time in accommodation. ▪ Number of young people given notice, resulting in unplanned endings from the service.
8.1.2	Young People are healthy and making a successful transition to adulthood & independent living. <ul style="list-style-type: none"> ▪ Young People report feeling safe. ▪ Young people report an increase in confidence. ▪ Young people report an improvement in their physical and emotional health.
8.1.3	A high quality, cost effective and sustainable service utilising community resources. <ul style="list-style-type: none"> ▪ Number of young people involved in community activity (i.e., things to do, places to go). ▪ Number of Young People engaged in volunteering opportunities, work, or attending college / school / training programmes. ▪ Young people’s satisfaction with support to obtain or access jobs, training or education. ▪ Young People’s satisfaction with staff.
8.1.4	Young People are involved in decisions affecting them and able to make choices about their housing options. <ul style="list-style-type: none"> ▪ Proportion of young people satisfied with the amount of co-production and ability to influence (i.e., ‘You said, We did’). ▪ Proportion of recruitment of staff that involved young people. ▪ Examples of changes made as a result of Young People’s engagement.
8.1.5	Appropriate management of ‘notifiable events’ and response to service referrals. <ul style="list-style-type: none"> ▪ 100% of Notifiable Events of any serious incident are sent to the young person’s social worker and Access to Resources Team within the correct timescales (Section 7.1). ▪ Number of notifications within the previous reporting period. ▪ Number of Young People reported missing from accommodation and number of missing episodes. ▪ Number of referrals received and responded to within timescales. ▪ Number of referrals accepted, declined & reasons.
8.1.6	These key performance measures must be completed quarterly as a minimum and sent to the Children’s Commissioning Team.
8.2	The Provider will:

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8.2.1	The provider will submit a return 10 days prior to a scheduled contract management and quality assurance meeting detailing how their service(s) have and continue to meet each of the above outcomes.
8.2.2	The Provider will have a quality assurance system in place to update, monitor and track service delivery and young people’s outcomes.
8.2.3	The Local Authority will undertake quality assurance and contract monitoring visits to provisions as required to evidence practice in accordance with the requirements of this Service Specification. The Provider will facilitate visits, including providing timely access to homes, staff and young people’s recording and files, health and safety measures, policies and procedures and quality assurances measures implemented by the organisation.
9.0	Personal Allowance payments
9.1	The provider will ensure that personal allowance payments (also known as ‘subs’) are made to young people in accordance with the arrangements made by the Social Worker/Social Work team .
9.2	<p>The means by which young people receive their personal allowance include, but are not limited to:</p> <ul style="list-style-type: none"> ▪ Payment from Social Work team directly into young person’s bank account. ▪ Payment collected in person by young person from a designated Council office. ▪ Payment made to young person by the provider as arranged with the young person’s social worker. <p>Please note that invoices for personal allowances must be directed to the relevant Social Worker and should not be included in invoices for placement costs. Personal allowances and placement costs are paid separately, and failure to invoice separately will lead to delayed payments. Further details regarding invoicing can be found at Appendix 8 (Invoicing Process).</p>

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