

Outline Specification:

Section:	Key points:
Purpose and Objectives	<p>Services commissioned will;</p> <ul style="list-style-type: none"> • Be designed and delivered with a focus on the client • Take a trauma informed approach • Ensure support delivery is tailored to the needs of the client • Provide positive outcomes for clients • Work closely, or jointly, with other professionals to support clients to access services • Ensure that clients leaving the service have the skills, knowledge and information they need to be able to live as independently as possible and sustain their accommodation • Help chaotic and socially excluded individuals to reintegrate • Help clients to identify the best move-on options and to achieve them • Provide a service that is accessible to clients with protected characteristics and those from hard to reach groups
Service Delivery and Service Details	<ul style="list-style-type: none"> • Service will be expected to provide support to young people who are homeless, at risk of homelessness or need help to develop their independent living skills. • The service will be able to support those with complex needs through to those with lower needs. • Those eligible for the service will be young people who are homeless, at risk of homelessness or need help to develop their independent living skills and have a need for support • Services will use a single assessment process • The needs of each client will determine the level of support they require at any given time • Staffing levels need to be sufficient to enable levels of support to be flexible and responsive • Clients are active participants in all aspects of the support process • The duration of support will be determined by the needs of each client • The support service should be delivered by appropriately experienced workers who have a high level of understanding of the specific needs of their clients • The service will be flexible and responsive to individual needs, and should allow for some support offer to be available outside of core office hours and at weekends
Key Functions	<ul style="list-style-type: none"> • Receive, generate and process referrals • Adopt a standard Assessment process across all service elements • Update and maintain client information

Section:	Key points:
	<ul style="list-style-type: none"> • Provide an individually tailored and flexible service to clients • Ensure continuity of support when the client moves or no longer requires support • Take a trauma informed approach to support delivery • Work in an outcome focussed manner based on client needs • Assess needs and risks of clients on an individual basis and be pro-active in identifying changing support needs • Assist client to access all relevant health care services • Form strong relationships with other local statutory and voluntary services • Provision of performance, monitoring and service information • Deliver a quality service in the most cost effective way • Robust internal quality assurance processes • Promotion of health and safety for clients and staff
Monitoring & Outcomes	<ul style="list-style-type: none"> • A full contract monitoring framework will be developed with the successful bidder/ bidders after commencement of the contract • Providers will be expected to actively record and monitor outcomes at a service and individual level. • Outcomes for individual clients will primarily be demonstrated through support plans, direct client feedback and case studies