

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 adults and rough sleepers who are homeless and in need of support to address the causes of their homelessness and be able to move on to sustainable, independent living. • The service will be able to support those with complex needs through to those with lower needs. • Those eligible for the service will be adults who are homeless or rough sleeping, including people with dual diagnosis, substance misuse issues, mental health problems or an offending history. • 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

	<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
<p>Monitoring & Outcomes</p>	<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