

SCHEDULE 1

COMMUNITY ACCOMMODATION SERVICE – TIER 3: SPECIFICATION

A – Eligibility

Service Output Group	Service
A1	<p>The Supplier shall provide the Services to People on Probation and for the purposes of this Schedule 1 (Specification), People on Probation means:</p> <ul style="list-style-type: none"> 1) adult offenders of all genders who are aged eighteen or above who are referred by a Referrer to the Supplier as a potential recipient of the Services and fall within at least one (1) of the following groups: <ul style="list-style-type: none"> a. individuals who are: <ul style="list-style-type: none"> i. released as homeless from prison, following a custodial sentence ii. move-on as homeless from an Approved Premises; iii. move-on as homeless following a period at a Bail Accommodation and Support Service (BASS) residence. <p>And:</p> <ul style="list-style-type: none"> i. Managed by the providers of probation services. ii. Given their consent to receive a service from the Supplier iii. Signed an Accommodation Compact
A2	<p>The Supplier is required to provide accommodation to all People on Probation that they receive referrals for via the probation regional Homelessness Prevention Team (HPT), subject to Section B of the Schedule.</p>
A3	<p>The Person on Probation will be required to sign an Accommodation Compact, managed by the Authority, before taking up an accommodation place with the Supplier. The Accommodation Compact will set out the responsibilities for the Person on Probation. The Accommodation Compact will set out the responsibilities for the person on probation and shall make it clear that no tenancy rights are created in favour of the Person on Probation.</p>
A4	<p>In performing all of its obligations under this Contract and when applying its discretion, judgment, opinion or making an assessment (or other similar decisions) under this Contract the Supplier shall in all circumstances act reasonably.</p>

B – Referral & Allocation

Service Output Group	Service
B1	<p>For the purposes of this Schedule a referral is a request made by the Authority in any format of its choosing, to the Supplier; however, it must include the following information:</p> <ol style="list-style-type: none"> i. Confirmation of the Person on Probation's consent to share information (including personal data) with the Supplier; ii. Referrer's details, including name, position and contact details; iii. Community Offender Manager's (COM) details, including name and contact details (if not the Referrer) iv. the Person on Probation's details, including full name, date of birth v. Risk indicators and behaviours, where relevant, as determined by the COM. For example, risk of harm to staff, or to other people at the property, or to the property. This is not exhaustive list and shall be updated from time to time. vi. Preferred accommodation unit, as identified from the Accommodation List and or area(s) for accommodation to be located in.
B2	<p>The Supplier will only accept referrals from the regional probation HPT for the region where they are delivering a service. Details will be shared during the mobilisation period.</p>
B3	<p>It is the responsibility of the COM, following discussions with the HPT, and Supplier to assess whether a Person on Probation is eligible and suitable for a bed space within a particular accommodation unit, provided by the Supplier. This includes a bed space within an accommodation unit where more than one Person on Probation can reside.</p>
B4	<p>The Supplier shall email its Accommodation List to the probation HPT via email before 17:00 on every Working Day. The Accommodation List shall include details of the Accommodation, broken down by property and set out as a minimum:</p> <ul style="list-style-type: none"> • if the Accommodation is Available Accommodation, Occupied Accommodation or Allocated Accommodation; • If not immediately available, the date when it is expected to be. • the address; • any exclusions (i.e. male only) • suitability for a Person on Probation with disabilities, including (but not exhaustive), hearing or visual impairment, physical disabilities, including wheelchair users. • the type of property (e.g. flat, house, hostel); • information regarding other people living at the property, and; • any further information which may be relevant.

	<p>This list is not exhaustive, and the Authority may request additional information is provided on the Accommodation List at any time. If the Authority requests additional information is added to the Accommodation List, then the Supplier shall ensure that information is added to the Accommodation list within seven (7) Working Days.</p> <p>Where the Authority requests additional information about a specific property the Supplier shall provide the requested information to the Authority within one (1) business day.</p>
B5	<p>The Authority will identify suitable accommodation from the Accommodation List. The Supplier shall use all reasonable endeavours to provide accommodation for a Person on Probation on receipt of a referral for Accommodation from the Authority.</p> <p>Whilst every effort will be made to ensure referrals are made with as much notice period as possible. The Supplier will be expected to provide accommodation at short notice and within a minimum of 12 hours' notice.</p>
B6	<p>The Available Accommodation shall be ready for a Person on Probation to reside in on the date requested by the Referrer.</p>
B7	<p>On acceptance, the Supplier shall provide the Referrer with a document for the Person on Probation that contains the following information, as a minimum;</p> <ul style="list-style-type: none"> • the address of the Accommodation; • details of available travel links and how to reach the Accommodation from the nearest public transport station; and • contact number of the Suppliers personnel that the Person on Probation can contact if required; <p>This should be no longer than one (1) A4 page and in clear, unambiguous terms.</p>
B8	<p>The Supplier must develop collaborative working arrangements with the Authority to ensure that details relating to when People on Probation are to be released, from which custodial establishments and where they intend to reside are shared in advance to enable the Supplier to arrange appropriate accommodation for the day of release.</p>

C – Accommodation

Service Output Group	Service
C1	The Supplier shall source and provide Accommodation in the Greater Manchester probation region.

C2	<p>The Supplier shall provide Available Accommodation for approximately 54 People on Probation per month. For clarity, the total number of Bed Spaces will increase in the first few months of the Contract due to the aggregate total of new People on Probation entering Accommodation as well as the People on Probation already residing in Occupied Accommodation and reduce towards the end of the contract as People on Probation exit and are not replaced.</p> <p>The Suppliers Accommodation List should include enough Accommodation to meet this requirement.</p>																																																																																																																																																																																																				
C3	<p><u>Block Booking</u> The Accommodation required must be block booked by the Supplier. The following number of bed spaces are required in the following sub-regional locations. The table shows per sub-regional location: Monthly Average number of People on Probation to be accommodated and the Expected number of bed spaces required per month. See below:</p> <table border="1" data-bbox="331 564 1957 1248"> <thead> <tr> <th colspan="2" data-bbox="331 564 730 608">Greater Manchester</th> <th colspan="12" data-bbox="730 564 1957 608">Expected number of bed spaces required each month</th> </tr> <tr> <th data-bbox="331 608 557 751"></th> <th data-bbox="557 608 730 751">Monthly average new entrants</th> <th data-bbox="730 608 824 751">Jul</th> <th data-bbox="824 608 918 751">Aug</th> <th data-bbox="918 608 1012 751">Sep</th> <th data-bbox="1012 608 1106 751">Oct</th> <th data-bbox="1106 608 1200 751">Nov</th> <th data-bbox="1200 608 1294 751">Dec</th> <th data-bbox="1294 608 1388 751">Jan</th> <th data-bbox="1388 608 1482 751">Feb</th> <th data-bbox="1482 608 1576 751">Mar</th> <th data-bbox="1576 608 1671 751">Apr</th> <th data-bbox="1671 608 1765 751">May</th> <th data-bbox="1765 608 1957 751">Jun</th> </tr> </thead> <tbody> <tr> <td data-bbox="331 751 557 786">Manchester</td> <td data-bbox="557 751 730 786">14</td> <td 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This may result in changes to accommodation requirements, going forward, per sub-regional area and may increase or decrease according to demand.</p>	Greater Manchester		Expected number of bed spaces required each month													Monthly average new entrants	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Manchester	14	7	22	36	43	43	43	43	43	43	43	29	14	Bolton	8	4	12	19	23	23	23	23	23	23	23	15	8	Atherton/Wigan	7	4	11	18	22	22	22	22	22	22	22	15	7	Salford	6	3	9	14	17	17	17	17	17	17	17	11	6	Rochdale	5	2	7	12	14	14	14	14	14	14	14	9	5	Bury	4	2	6	11	13	13	13	13	13	13	13	9	4	Oldham	3	2	5	8	10	10	10	10	10	10	10	6	3	Stockport	3	1	4	7	9	9	9	9	9	9	9	6	3	Tameside	2	1	3	5	6	6	6	6	6	6	6	4	2	Trafford	2	1	3	5	6	6	6	6	6	6	6	4	2	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	Total demand	54	27	81	135	162	108	54						
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C4	<p>Accommodation shall be available for up to 84 nights per Person on Probation. A Person on Probation shall remain in the same Accommodation throughout the 84 nights.</p> <p>If the Supplier identifies an acceptable reason that the Person on Probation will have to leave the Accommodation early, due to unforeseen circumstances related to the property or surrounding area, it shall immediately inform the COM and HPT and offer a solution including as a minimum suitable, replacement Accommodation which ensures that the Person on Probation is not without Accommodation at any point during their 84 nights.</p>
C5	<p>If a Person on Probation ceases to reside the Accommodation for any reason the Supplier shall inform the HPT and COM and ensure that the Accommodation is ready for a replacement Person on Probation to reside in within twenty-four (24) hours.</p> <p>In the handover time between the Supplier must complete a check of the property and a written inventory to keep on file. Ensure that all items that are required in accordance with the Schedule are in place for the next Person on Probation. If there are items that are missing and the Supplier suspects this is due to theft, they must inform the police and the COM. Ensure the property is clean and in good repair in accordance with the requirements of the Schedule.</p>
C6	<p>The Supplier shall provide an induction meeting for a Person on Probation upon arrival at the Accommodation, providing that arrival is before 19:00 on a Working Day. The date and time of the induction meeting shall be agreed with the Referrer in advance and shall include;</p> <ul style="list-style-type: none"> • a full tour of the Accommodation; • keys to the Accommodation, and; • a copy of the Accommodation rules and conditions of residence including regarding Personal Property. <p>For any Person on Probation arriving outside of these hours the Supplier must find an alternative solution to the induction to ensure that the Person on Probation is able to access the Accommodation on their date of release.</p>
C7	<p>As a minimum, the Accommodation provided shall comply with Decent Home Standards published by the Ministry of Housing, Communities and Local Government (formerly known as Department for Communities and Local Government). https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7812/138355.pdf</p> <p>Including by undertaking necessary:</p> <ol style="list-style-type: none"> i. repairs and maintenance to furnishings, including replacements; ii. repairs and maintenance of internal fixings and decoration; iii. repairs and maintenance of the Accommodation or ensuring the landlord or owner of the Accommodation (if that is not the Supplier) does so; and iv. routine maintenance of external fixings and areas, including lawned areas, driveways and public rights of access routes. The Supplier shall ensure that this is completed at a required frequency sufficient to ensure the Accommodation meets or exceeds the standards of the properties in the immediate area. v. <p>Any gardens at the Accommodation shall be secured by the Supplier by fencing and/or walls, clear of rubbish and there should be no debris that could cause harm including but not limited to broken glass and potential weapons.</p>

	<p>As a minimum, the Supplier shall ensure that the Accommodation complies with the respective Local Authority housing standards and with the Housing, Health and Safety Rating System published by the Ministry of Housing, Communities and Local Government. https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-Landlords-and-property-related-professionals.</p> <p>The Supplier must ensure:</p> <ul style="list-style-type: none"> • Smoke alarms and carbon monoxide alarms must be fitted and tested in accordance with The Smoke and Carbon Monoxide Alarm (England) Regulations 2015.
C8	<p>The Supplier shall ensure that all Accommodation is checked and meets the requirements set out in this Schedule before any Person on Probation resides in the Accommodation. These checks shall be accurately recorded and available upon request of the Authority.</p> <p>The Authority reserves the right to complete its own checks of the Accommodation at any time. These checks will consist of either announced or unannounced visits.</p>
C9	<p>The Supplier shall ensure that the following is provided at each Accommodation property as a minimum and shall be maintained in good condition. The Supplier shall replace any furniture when it fails to meet this standard:</p> <p>The Supplier shall ensure that for each Bed Space there shall be:</p> <ul style="list-style-type: none"> • 1 single bed; • 1 cupboard and 1 set of drawers for storage of clothing including space for hanging clothes; and <p>The Supplier shall ensure that in each Accommodation there is a kitchen and dining area which shall include (in adequate quantities sufficient for the maximum occupancy of the Accommodation plus 1):</p> <ol style="list-style-type: none"> i. Oven and hob; ii. Washing machine; iii. Refrigerator; iv. Appliances including a kettle and toaster; v. set of saucepans and frying pan; vi. set of cutlery settings; vii. dinner set; viii. set of kitchen utensils; ix. set of glasses; x. washing up bowl; xi. set of oven trays; xii. 1 dining table and 1 dining chair per Person on Probation; xiii. cooking utensils / equipment (e.g. bread knife / masher); xiv. tea towels; and

	<p>xv. washing up cloths. xvi. Vacuum cleaner xvii. Iron and Ironing board</p> <p>The Supplier shall ensure that in each Accommodation there is a working television and access to at least terrestrial channels.</p> <p>The Supplier shall ensure that a working toilet, washbasin and bath and/or shower is available in each Accommodation in line with the ratios for shared rented accommodation.</p> <p>The Supplier shall ensure the following disposable items will be issued to the Person on Probation upon arrival at the Accommodation:</p> <p>i. Sheets, duvets, duvet cover, pillow; and ii. 1 bath towel and 1 hand towel.</p> <p>The Supplier shall ensure the following additional items will be issued to the Person on Probation upon arrival:</p> <p>i. 1 toiletry pack, including toothbrush, toothpaste, shampoo, soap, flannel and personal hygiene and appropriate sanitary items; ii. welcome food pack containing 24 hours' worth of food (48 hours of food if the Person on Probation arrives on a Friday or ahead of public holidays), including sliced loaf, margarine, milk, cereal, coffee, tea bags and sugar. The Supplier needs to consider whether the Person on Probation has any food allergies or special requirements.</p> <p>Any of the above items which are left in the Accommodation after a Person on Probation ceases to reside in the property and cannot be reused must be disposed of in an environmentally safe manner and compliant with relevant COVID guidance.</p> <p>All rooms in the Accommodation will have flooring (carpet or vinyl), window coverings (curtains or blinds), furniture, furnishings and equipment all of which shall be maintained to a clean, undamaged standard in accordance with the requirements of this Schedule.</p> <p>The Supplier shall procure that:</p> <ul style="list-style-type: none"> • kitchens are clean and safe, free of mould and well ventilated; • doors are intact; • cookers and ovens are clean; • bathrooms are free of mould and mildew and well ventilated; and. • has a separate lockable bedroom for each People on Probation. <p>The Supplier shall ensure that Accommodation complies with all relevant Law in relation to the Accommodation.</p>
C10	<p>The Supplier shall ensure that all new Accommodation shall be procured in line with protocols set out in section C of this Schedule. The Supplier shall obtain the Authority's Approval to new Accommodation before it is used for the Services (with justification given for any refusals). For example,</p>

	information received by the Authority from the police or local authority. In the event the Supplier cannot deliver the new Accommodation it is the responsibility of the supplier to find alternative new Accommodation.
C11	<p>The Supplier shall ensure that Accommodation shall not be allocated to the Person on Probation where it is aware that planned events may affect the Accommodation, including building works if such events would require People on Probation to be relocated. The Supplier shall repair and maintain the Accommodation to a standard compliant with those for disrepair and maintenance under the Landlord and Tenant Act (1985) and Defective Premises Act (1972) and which shall include:</p> <ul style="list-style-type: none"> i. arrangements for emergency temporary accommodation as set out in C within this Schedule; and ii. conducting an individual needs assessment on each Person on Probation to identify any individual requirements.
C12	<p>The Supplier shall ensure that each Accommodation is furnished and arranged in compliance with any applicable law, regulation, or guidance concerning COVID-19.</p> <p>The Supplier shall ensure that it has in place all procedures as may be required by any applicable law, regulation, or guidance concerning COVID-19 for each Accommodation and that such procedures are of a satisfactory standard.</p> <p>The Supplier shall manage the Accommodation in compliance with any applicable law, regulation, or guidance concerning COVID-19.</p>
C13	<p><u>Damages</u> The Supplier is liable for any damages which may occur in the Accommodation that has been caused by a Person(s) on Probation that have been accommodated as part of the contract; the Authority shall not be liable for any damages to the Accommodation, howsoever such damages may have been incurred.</p>
C14	The Supplier should have access to Accommodation suitable for those with additional needs (for example, accessible accommodation for those with disabilities) and provide this where needed, in discussion with the Authority.
C15	<p>Four weeks prior to the expiry of the Person on Probation's placement in the Accommodation, the Supplier shall provide a reminder notice to the Person on Probation, COM and HPT stating the date their placement in the Accommodation is due to expire (a "Departure Reminder"). The Person on Probation shall be entitled to use the Accommodation during the period of the Departure Reminder.</p> <p>The Supplier must inform the Authority when issuing a Departure Reminder.</p>
C16	<p><u>Move On</u> The Supplier should work with the COM to support the move on arrangements as set out in Section D.</p> <p>This is unless other arrangements are in place which enable a Person on Probation to remain in the property, they are in. This would be under arrangements separate to this Schedule. If the Supplier wishes to follow such options, they must be able to still meet the bed space requirements of this Schedule.</p>
C17	It is the Supplier's responsibility to ensure the Person on Probation leaves the property on or before the 85 th night.

C18	<p>The Supplier shall offer a range of Accommodation -including properties with one (1) Bed Space in self-contained units up to properties with a maximum four (4) Bed Spaces. Each Accommodation unit shall be dedicated to single gender usage (i.e. men or women or transgender (as required)).</p> <p>A minimum of 10% of total Bed Spaces must be kept exclusively for females on probation, subject to the approval of the Authority, which may include changing the gender usage depending on demand. The location of the female units to be determined in discussion with the Authority. Female accommodation units should be 1 or 2 bed spaces.</p> <p>For transgender individuals the Authority will liaise with the Supplier in order for their Accommodation to be managed on an individual basis.</p> <p>A minimum of 50% of bed spaces to be in single unit self-contained accommodation.</p> <p>The accommodation units will be for the sole use of People on Probation eligible under this Schedule.</p> <p>The Supplier will need to be mindful of the number of People on Probation in the same road/area and ensure that there is not a high density. For the purposes of these services, high density will be defined as 10 or more individuals in one locality.</p>
C19	<p><u>Personal property</u></p> <p>All the terms regarding personal property in accommodation during a Person on Probation's stay and afterwards, must be explained on induction and clearly recorded. A disclaimer form should be discussed and signed by the Person on Probation acknowledging this. A copy of the signed disclaimer should then be placed in the Person on Probation's file for future reference.</p> <p><u>Property Following Departure</u></p> <p>On planned departure, a Person on Probation should take all of their personal items with them. The Supplier accepts no responsibility for anything left at the premises by the occupant at the end of the term of residence and the Person on Probation agrees that the Supplier may dispose of them in any way they see fit.</p> <p>There may be unplanned departures when a Person on Probation is unable to take all their property with them for a variety of reasons. If they have left at short notice (e.g. has been recalled to prison), and where it is apparent that the goods involved are of apparent significant monetary or sentimental value, consideration may on occasion, and where space permits, be given to retaining the items for up to 7 days. The Supplier must attempt to contact the Person on Probation or with next of kin and where appropriate the COM in attempting to return such property. In such circumstances, an inventory must be taken of all the belongings indicating, where possible, the value of them. The member of staff involved should sign the inventory.</p>
C20	<p>Where any Bed Space is permanently or temporarily below the standards set out in Section C of this Schedule the Supplier shall temporarily withdraw the Bed Space(s) from use and shall, at its cost, address the issues. If the property may be unavailable for a period of more than seven (7) calendar days, regardless of the cause, a written plan must be produced by the Supplier and sent to the Authority within the 7 days of the bed space(s) being out of use for its approval that clearly sets out:</p>

	<p>i. why the Bed Space(s) are not ready for use;</p> <p>ii. the date the Bed Space(s) are expected to be brought back into use;</p> <p>iii. details of the required works the Supplier is organising to bring the Bed Space(s) back into use;</p> <p>The Authority will consider the plan and will not withhold Approval unless the plan is incomplete, inaccurate or is wrongly categorised and the time approved by the Authority will become the agreed repair time. The Authority will reserve the right to visit the Bed Space(s) and verify the plan.</p> <p>The Supplier must ensure that any Bed Space(s) that are out of use does not impact on the ability of the Supplier to meet the accommodation demand requirements as set out in the Schedule.</p>
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D – Support

Service Output Group	Service
D1	The Supplier shall provide Support to a Person on Probation residing in the Accommodation. The Support provided by the Supplier must include contact at least once per week.
D2	The Supplier shall keep clear, accurate records of the Support delivered and provide feedback to the Person on Probation’s COM following every contact (through scheduled Support or other contact) with the Person on Probation via email and within 24hrs, unless there is a need for the notification to be sooner, in accordance with the Schedule.
D3	<p>The focus of the Support is to help the Person on Probation maintain their Temporary Accommodation and support the COM in their work to assist the Person on Probation to move on to Settled Accommodation.</p> <p>In terms of assisting People on Probation maintain their temporary accommodation activities must include, but are not exhaustive:</p> <ul style="list-style-type: none"> • A minimum of fortnightly home visits to the Accommodation to check how the Person on Probation is getting on in taking care of the property and confirming the Person on Probation is still residing in the Accommodation and is using it to its intended purpose (single occupancy accommodation). • Ensuring all utilities are in working order and the Person on Probation is able to use these. This should include budgeting advice for essentials (electricity etc.). • Ensuring the Person on Probation is taking appropriate steps to ensure their own safety in the property (closing windows, locking doors etc.).

	<ul style="list-style-type: none"> • Communicating weekly with the Person on Probation’s COM, including clearly outlining any concerns regarding maintenance of accommodation or regarding contact with the Person on Probation, including escalating any safeguarding or risk concerns to the COM • The COM should be informed at the earliest possible opportunity of any issues that may cause the Supplier to wish to withdraw the accommodation from a Person on Probation. • Assistance with specific housing related support needs as identified by the COM. • To prepare the Person on Probation to manage the Accommodation without further support. • Identifying further areas of support that may be needed. • Ability to work with People on Probation from a range of backgrounds including (but not exhaustive) female, those with disabilities, where English is not their first language. <p>Support with move on to settled accommodation activities must include:</p> <ul style="list-style-type: none"> • Discussion and agreement with the COM as to what activities to undertake. <p>This could include, but is not exhaustive:</p> <ul style="list-style-type: none"> • Involvement in discussions regarding move on options with the Person on Probation. • Accompanying a Person on Probation to visit a potential settled accommodation placement. • Liaison with other staff/services involved in securing settled accommodation. • Help setting up a bank account, support making a benefit claim. • To provide an accommodation reference to the Person on Probation to use with future Landlords.
D4	Upon written request of the Authority, the Supplier shall contribute and provide relevant input to case reports, incident reports and contribute or participate in multi-agency meetings. For example, a Person on Probation with high needs.
D5	Decisions regarding withdrawing a Person on Probation from a Bed Space should be made by the Authority after consultation with the Supplier. This will happen if they assess that the risks/ behaviour cannot be managed safely in the Bed pace. It may also occur if the Person on Probation is not adhering to the requirements in the Accommodation Compact.

E - Communication and Marketing

Service Output group	Service
E1	<p>Media enquiries and communication:</p> <p>The Supplier shall refer any and all communication as part of their proactive community engagement, media enquiries and press releases to the Authority for Approval prior to release.</p> <p>The contact for the handling of media enquiries are:</p> <ul style="list-style-type: none"> i. Contract Manager (details TBC) ii. Ministry of Justice Press Office: 020 3334 3506 iii. Supplier:

F - Management Information

Service Output group	Service
F1	<p>The Supplier shall provide to the Authority Management Information in accordance with this section F of the Schedule, and where otherwise requested by the Authority from time to time, promptly, and in event within two (2) Working Days of request. This shall commence from service go live.</p> <p>The Authority may make reasonable changes to the format and frequency in which the Management Information must be provided at any time by giving the Supplier one (1) months' notice.</p>
F2	<p>As part of the Contract award the Authority wishes to work with the successful Supplier(s) to agree the data which will be collected. The information will be used to support monitoring and evaluation purposes. These include, but are not limited to the following as a minimum;</p> <ul style="list-style-type: none"> • Bed spaces, including the total number secured, and if the Accommodation is Available Accommodation, Occupied Accommodation or Allocated Accommodation. This should be separately detailed for women and People on Probation with disabilities. If not immediately available, the date when it is expected to be.

	<ul style="list-style-type: none"> • an overview of all referrals received and their status, this includes, date received, date responded to, number of referrals received per week/month/total, any that are pending; • People on Probation case level details (all which the Supplier has access to) to include: Protected Characteristics: age, ethnicity, gender and/or disability status; • an overview of People on Probation in Accommodation, including the Accommodation type they are in, the arrival date and departure date; • the Referrer; • details of any complaints received, their status and action taken, and; • details of all Reportable Incidents and Major Incidents, including date and time they took place, were realised and were reported. • Number of Support worker sessions completed, per week/ month/ total • The number of People on Probation who have been accommodated per week/ month/ total. The numbers that have left per week/month/total.
F3	Management Information shall be delivered to the Authority via secure email on a monthly basis no later than 17:00 on the 5 th business day of the calendar month for the preceding month.

G – Feedback from People on Probation

Service Output group	Service
G1	The Supplier shall have arrangements in place to obtain feedback from Service Users on the delivery of services that affect them and to use this to improve the service that they provide. As a minimum this should be undertaken bi-annually.

H – Incidents

Service Output group	Service
H1	<p>The Supplier shall ensure that the COM and HPT shall be consulted and informed of all concerns, in respect of a Person on Probation immediately (in conjunction with any others that need to be informed) upon becoming aware of the same by phone or if unavailable by email.</p> <p>The Supplier shall report to the police any offence or suspicions that the Person on Probation may be engaged in criminal activity. The Supplier must contact other emergency services, if they become aware of circumstances which require this.</p>
H2	<p>Out of Hours Support</p> <p>The Supplier shall have in place, at all times including outside its normal business hours on each day of the year, arrangements to enable a suitably qualified duty manager or other equivalent member of the Supplier's Personnel to deal with any event or circumstance arising out of or relating to the Services or this Contract which requires an immediate action or response:</p> <ul style="list-style-type: none"> i. to mitigate risk of Serious Harm; ii. to safeguard data and all other information which the Supplier is required to produce and/or maintain under this Contract; and iii. to respond effectively to an emergency or contingency event;
H3	<p>Major Incidents are:</p> <ul style="list-style-type: none"> i. Death of a Person on Probation while in receipt of the Services (or within seven (7) days of the end of the receipt of the Accommodation if the Person on Probation dies within this period upon leaving the Accommodation) ** ii. Unexpected death, deliberate or accidental injury of anyone present in any Accommodation or any person involved in the provision of the Services ** iii. Evidence of anyone under 18 years old at the Accommodation other than dependent children permitted to be present iv. Sexual assault and/or abuse ** v. Indecent exposure ** vi. Physical assault requiring emergency medical intervention ** vii. Racially aggravated assault and/or abuse ** viii. Serious threats of violence where a child is involved or implicated ix. Other physical assault and/or abuse where a child is involved or implicated x. Serious accidental injury to any person whilst at any Accommodation or any person involved in the provision of the Services and emergency medical intervention

- xi. People on Probation self-harm needing emergency medical intervention
- xii. Fire, flood, structural damage resulting in full and/or partial evacuation of the Accommodation**
- xiii. Other incidents resulting in evacuation or closure of Accommodation **
- xiv. Attack on the Accommodation
- xv. Bomb threat
- xvi. Police raid
- xvii. Discovery of firearms and/or other weapons (including swords and knives)
- xviii. Discovery of drugs, or drug related activity including the supply and/or manufacture of drugs
- xix. Arrest on criminal charges in relation to an incident involving a Person on Probation, the Supplier's Personnel or anyone with access to the Accommodation **
- xx. Serious anti-social behaviour involving a Person on Probation(s) at or close to any Accommodation
- xxi. Attempted suicide
- xxii. Arrest of a member of the Supplier's Personnel on duty or in relation to work issues

Reportable Incidents are:

- i. Serious threats of violence
- ii. Other physical assault and/or abuse
- iii. Verbal assault and/or abuse
- iv. Other abuse including bullying, neglect and/or financial abuse
- v. Minor injuries (not cuts and bruises) in the Accommodation or in the provision of the Services
- vi. Other fire, floor and/or structural damage to the Accommodation
- vii. Vandalism and/or criminal damage to the Accommodation
- viii. Alleged theft, including of property of another People on Probation or the Supplier
- ix. Arrest on criminal charges other than as described above
- x. Evidence of overnight guests at the Accommodation

	For those marked with ** the Supplier shall ensure a case review will be undertaken and reported to the Authority within twenty eight (28) days of the incident occurring provided that the Supplier shall in any event comply also with the notification requirements set out in this Specification.
H4	<p>Unacceptable behaviour/ withdrawal of Accommodation</p> <p>I. If problems arise with the behaviour of a Person on Probation, the Supplier shall raise these with the Person on Probation, wherever possible, to discuss openly and seek a resolution.</p> <p>II. It is expected that there will be instances when some People on Probation will behave in a way which will undermine their involvement in the Service. The Supplier should ensure that the reasons for any concerns are investigated.</p> <p>III. The Supplier shall ensure that the COM and HPT shall be informed of any concerns, relating to or received by a Person on Probation immediately upon becoming aware of the same by phone, or if unavailable by email. Any contact must be followed up to check it has been received and to confirm what action is taken.</p> <p>IV. The COM must act on any concerns that are raised by the Supplier. The action(s) will depend on the nature of the concerns raised. The COM will need to consider whether the Person on Probation is in breach of their custodial Licence, or Post-Sentence Supervision requirements, depending on the terms under which they are being supervised by probation, and therefore whether to take enforcement action (apply sanctions).The actions must include acknowledging to the Supplier they have received the concerns from them, within one business day (Monday – Friday) and providing an update as to the action(s) taken/ to be taken, also within one business day (Monday – Friday).</p>
H5	In all circumstances, the Authority retains the discretion to instruct the Supplier to cease using an Accommodation and/or Bed Space for any reason including but not limited to a failure to meet the requirements set out in this Schedule.

I – Information Management

Service Output group	Service
I1	<p>In the collection, handling and storing of data the Supplier shall ensure it complies with Data Protection Act 2018 (DPA 2018) requirements and the following legislation; Human Rights Act, 1998, Crime and Disorder Act, 1998. Minimum security requirements will be required to protect personal data.</p> <p>Suppliers will need to adhere to cyber essentials in line with the National Cyber Security Centre guidance https://www.ncsc.gov.uk/guidance.</p>

12	The Supplier shall collect relevant management information data and keep records, as detailed within the Schedule.
13	Email correspondence will need to be secure, as a minimum this is to be in line with the National Cyber Security Centre guidance https://www.ncsc.gov.uk/guidance