

**REDBRIDGE AND WALTHAM FOREST
LEARNING DISABILITY PARTNERSHIP**

&

**LONDON BOROUGH OF REDBRIDGE
SUPPORTING PEOPLE**

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**LONDON BOROUGH OF WALTHAM FOREST
SUPPORTING PEOPLE**

**FRAMEWORK AGREEMENT FOR SUPPORTED HOUSING SERVICES
IN THE LONDON BOROUGH OF REDBRIDGE & WALTHAM FOREST
("the Contract")**

FOR THE PERIOD

1ST APRIL 2010 TO 31ST MARCH 2014

**SERVICE SPECIFIC SPECIFICATION FOR WOMEN AND CHILDREN ESCAPING
DOMESTIC VIOLENCE: ACCOMMODATION BASED SERVICES**

VOLUME B 2

LONDON BOROUGH OF REDBRIDGE SUPPORTING PEOPLE
SERVICE SPECIFIC SPECIFICATION FOR WOMEN AND CHILDREN ESCAPING
DOMESTIC VIOLENCE: ACCOMMODATION BASED SERVICES

1. Aims and Objectives

- I. The Service shall provide Accommodation Based Support for Women and Children Escaping Domestic Violence that allows them to live independently with any risk, either to themselves or others, minimised through assessment, management and support.
- II. The Service shall work with women from a variety of backgrounds to provide support that is appropriate to Clients' needs and aspirations, including their need to provide a safe environment for their children.
- III. The Service's objectives shall be met by supporting Clients to maintain personal safety, health, independence, choice and control over their lives with a particular, but not exclusive, focus on enabling Clients to sustain their accommodation, maximise their finances, deal with legal and emotional issues, meet their potential and aspirations and access new social networks.
- IV. The Service shall support Clients to access specialist services, including health, benefits services, legal services and voluntary organisations as appropriate according to individual need. Staff shall have the necessary knowledge, skills and experience of housing related support and working with people experiencing domestic violence.
- V. The focus of the Service included within the Category of Women and Children Escaping Domestic Violence shall be on enabling women to address current issues and move on to a lower level of supported accommodation or directly to permanent accommodation to live safely and independently within their own tenancy.
- VI. The Provider shall also carry out an element of resettlement and outreach support to women in the community who have moved on recently to an independent tenancy or who are currently experiencing, or at risk of, domestic violence but do not wish to leave their current accommodation.
- VII. The Provider shall work with the Clients to enable choice and control regarding the support service they receive. To this end the Provider shall work to implement the objectives of the transforming social care agenda should the Authority choose to roll out individual budgets to this Client group.

2. Service Description for the Category of Women and Children Escaping Domestic Violence

Services included within the Category of Women and Children Escaping Domestic Violence shall provide support for women who wish to establish a stable life away from the threat of violence to themselves or their children.

This category comprises two (2) types of Services – the first one is an existing refuge which is being remodelled to provide a low level of support for three (3) families and four (4) single women with no complex needs. Its remit will be to provide move on second stage refuge provision to prepare Clients for independent living.

The second Service is a new refuge, which is being developed to provide a medium level of support for a mixture of twenty (20) single and family units, which will be spread across two sites. This will operate as a stand-alone refuge, preparing women for independent living.

The Provider shall provide staffing Monday to Friday 9:00 am to 5:00 pm.

The overall category of Women and Children Escaping Domestic Violence includes two (2) Call-Off Contracts. Appendix 1 (below) provides further indicative details of the types of Service included in these Call-Off contracts. This will be a newly remodelled and expanded Service in the London Borough of Redbridge and it will be closely monitored and developed in response to identified need as this emerges. Therefore, the Contract value and level of Service required may be subject to change based on local needs.

3. Key Tasks Specific to Service Category

In order to meet the Objectives of the Service, the Provider shall provide the following types of assistance and support as appropriate and according to need. The Provider shall note that this list is not intended to be limited or exhaustive:

- Enabling Clients to access local community organisations e.g. Women's Aid, support groups, culturally specific organisations;
- Advice advocacy and liaison, which may include supporting Clients to obtain impartial mediation or legal advice;
- Supporting Clients to develop social skills/behaviour management;
- Emotional support counselling and advice, which may include supporting Clients to access external counselling and support where appropriate;
- Assistance in finding other accommodation and preparation for move-on;

- Assistance in establishing social contacts and in accessing a range of leisure and cultural activities and opportunities for community involvement;
- Assistance in managing finances and benefit claims;
- Support with budgeting and debt management;
- Assistance in setting up and maintaining home or tenancy;
- Support in tenancy management, including support around anti-social behaviour;
- Help in maintaining the safety and security of the dwelling;
- Security support related to racial harassment;
- Peer support & befriending/overcoming social isolation;
- Supervision & monitoring of health and well-being, enabling Clients to access specialist and general health services where required;
- Developing domestic/life skills;
- Help in gaining access to other services as appropriate.

4. Eligibility

The Service shall be available to people who:

- Have a demonstrable need for housing related support to help set up, maintain or prevent loss of their accommodation and independence; and
- Are women who have a history or risk of domestic violence.

5. Move On

This Category of Service is short-term (up to 2 years). The Provider shall support Clients to move on as appropriate to independent accommodation or a second stage refuge which is currently being developed.

6. Referral and Access

Referral Agencies	Women's Aid Federation England (most referrals). Refuges advertise their vacancies on the WAF database. Housing Aid Advice Centres Self-referrals Other statutory and voluntary organisations
Household Groups	Single Women Women with children

Exclusions	Men (including boys over 14 years of age) Women with high support needs, e.g. drug and alcohol abuse, mental health needs
Requirements for Referrals to have Local Link	No
Additional Information	Cross Authority Provision

7.Outcomes

The Provider shall be required to achieve and report against the following Outcomes in relation to the Service.

Economic Wellbeing

- No. of Clients receiving increased benefits as an outcome of benefits check-up

Enjoyment and Achieving/Making a Positive Contribution

- No. of Clients involved in volunteering/work like activities
- No. of Clients engaged in their chosen training and/or education
- No. of Clients involved in their chosen cultural/ leisure/ faith/ learning activities

Being Healthy

- No. and percentage (%) of Clients helped to access GP's, dentists and opticians
- No. of Clients' physical and/or mental health reviewed
- No. of Clients referred on to appropriate services to help them better manage their physical/mental needs

Safety and Security

- No. of Clients supported to avoid eviction following serious breach of tenancy
- No. of Clients supported to avoid eviction after a notice has been served by their Landlord
- No. of evictions

- No. of Clients helped to minimise harm/risk of harm to themselves by their actions or by the action of others

8. Housing Management and Landlord Issues

Where the accommodation is owned (or leased) by the organisation that provides the housing related support, the Provider shall commit resources to managing the accommodation. Housing management activities are not eligible for Supporting People funding.

Where the accommodation is not owned by the organisation that provides the housing related support, the Provider shall set up a Service Level Agreement with the Landlord.

The Service Level Agreement shall set out the terms of the relationship between the Provider and Landlord with respect to ensuring the continued availability of the accommodation and arrangements for rental of office space, where applicable. The Service Level Agreement shall include conditions of occupation of the property, conditions of accommodation exchange (where a property is exchanged for another property on the same premises or elsewhere), legal liabilities, financial arrangements, maintenance (including repairs protocol and issues relating to permitted alterations to the property), management of voids, new tenancies, legal action against tenants, health and safety, termination of relationship and any other issues that the Landlord and the Provider consider to be pertinent.

9. Strategic Relevance

National Strategic Objectives

This Category shall contribute to a range of Government initiatives aimed at supporting people to remain independent, including:

- The Second London Domestic Violence Strategy 2005
- Saving Lives. Reducing Harm. Protecting the Public: An action plan for Tackling Violence 2008-11
- Domestic Violence Crime and Victims Act 2004
- The Forced Marriage (Civil Protection) Act 2007
- National Service Standards for Domestic and Sexual Violence Services 2009

Local Strategic Objectives

Redbridge Supporting People Strategy 2006-2011

Our Future Together – A Sustainable Community Strategy for Redbridge 2008-2018

Redbridge Crime, Disorder and Substance Misuse Partnership Plan 2008-2011

Appendix 1 – Schemes in Category: Women and Children Escaping Domestic Violence Accommodation Based Services

Contract 1

Number of Services: 1

Contract 1 – Service A	(2nd Stage)
Type of Service	Accommodation based (with resettlement/ outreach) support
Number of units	7 accommodation based
Type of contract	Block Gross
Indicative Total Weekly Support Hours for the Service	70 (including 17.5 on resettlement/outreach hours)
Duration of Service	Short term
Out of hours arrangements	None
Locum cover	Yes
Times	Monday to Friday 09:00 am to 5:00 pm.
Locations	<ul style="list-style-type: none"> • Redbridge Women’s Refuge (Confidential Address) • Outreach Service Offices • Resettlement service at client’s move on accommodation
Office Base	Office on site for accommodation based service only – no office available for outreach provision.

Contract 2

Number of Services: 1

Contract 2 – Service A	(1st Stage)
Type of Service	Accommodation based (across 2 sites)
Number of units	20
Type of Contract	Block Gross
Indicative Total Weekly Support Hours for the Service	175 (split across the 2 sites)
Duration of Service	Short term
Out of hours arrangements	None
Locum cover	Yes
Times	Monday to Friday 09:00 am to 5:00 pm
Locations	<ul style="list-style-type: none"> • Redbridge Women’s Refuge (Confidential Address) • Resettlement service at client’s move on accommodation

Office Base	Office available on each site
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