

## APPENDIX 2 - PREVENTION AND INCLUSION FRAMEWORK AGREEMENT – CORE AND SPECIALIST CATEGORY QUESTIONS

### METHOD STATEMENTS

#### Core Questions

<b>Delivery</b>	
1.	<p>Detail how you would effectively deliver support services in Southwark or Lewisham. At a minimum this must include:</p> <ul style="list-style-type: none"> <li>• the use of any infrastructure that is already in place or how you would address developing the required infrastructure both now and in the future</li> <li>• managing the required resources effectively</li> </ul>
<b>Service User Involvement and Choice</b>	
2.	<p>Explain how you offer service users personalised services that enable them to have more choice and control over the support that they receive in order to achieve independence. Your answer may reference to:</p> <ul style="list-style-type: none"> <li>• personalised budgets</li> <li>• personalised approaches to support planning</li> <li>• other ways of using a personalised approach to develop peoples independent living skills</li> </ul>
<b>Quality, Performance and Outcomes</b>	
3.	<p>Explain the approach you will use to measure the quality and outcome of services provided under the Framework Agreement. At a minimum this must include:</p> <ul style="list-style-type: none"> <li>• how you evidence the effectiveness of support interventions to the Councils</li> <li>• any internal systems providing data that is used to capture and evidence service impact</li> <li>• systems that the organisations uses to capture service user progress against support needs</li> <li>• encouragement of service user involvement in any of the above systems</li> </ul>
4.	<p>Explain how you will ensure that high quality services are delivered and how continuous improvement will be maintained. At a minimum this must include:</p> <ul style="list-style-type: none"> <li>• understanding of local strategic priorities and ensuring that services are designed to meet these priorities</li> <li>• ability to respond flexibly to any changes in local demand and priorities</li> <li>• service response to any relevant sub- regional and national policy agendas</li> </ul>
5.	<p>Explain how you will support service users to make healthier choices and achieve better mental and emotional wellbeing. At a minimum this must include:</p> <ul style="list-style-type: none"> <li>• understanding of the determinants of health and mental wellbeing</li> </ul>

	<ul style="list-style-type: none"> <li>• service interventions that will enable service users to live healthier lives</li> <li>• understanding of Southwark and Lewisham's local Health and Wellbeing priorities</li> </ul>
6.	<p>Explain how you will enable service users to improve their employability and enable them to access employment, training and education (ETE). This at minimum must include:</p> <ul style="list-style-type: none"> <li>• use of support planning to assist people access ETE</li> <li>• use of other local resources to support service users improved access to ETE</li> <li>• recruitment that encourages the employment of former services users in the delivery of support services and how this is evidenced</li> </ul>

### Specialist Questions for Accommodation Based Services

*This section is applicable to the following service categories.*

Accommodation based service categories	
1.	Mental Health
2.	People with clearly assessed support needs
3.	People with Disabilities
4.	Young People
5.	Violence against Women and Girls

Specialist Knowledge	
1.	<p>Explain your approach to delivering housing related support to this client group. At a minimum your response must include:</p> <ul style="list-style-type: none"> <li>• reference to facilitating access to a range of interventions</li> <li>• how you will enable tenancy sustainment</li> <li>• description of processes that underpin the provision of these services</li> <li>• how you will apply other policies such as risk assessment and management, and safeguarding to support service delivery</li> </ul>
2.	<p>Explain how you will enable all service users to achieve and maintain independence, including enabling them to access suitable move on accommodation from short-term services. At a minimum your response must include:</p> <ul style="list-style-type: none"> <li>• how staff work with service users in an enabling way, and an awareness of not creating dependence within the client</li> <li>• providers should illustrate how you work with service users to meet the outcomes as indicated in the relevant supplementary specification</li> <li>• how you taper off the support provided and how service users are linked into mainstream services and sources of advice.</li> <li>• how you will source a range of move on options including private rented sector and other move on sources.</li> <li>• how you will support service users to access to accommodation with higher</li> </ul>

	levels of support if required				
<b>3.</b>	<p>Explain how you will ensure that operational staff at all levels are suitably qualified, experienced and supported to provide specialist support services to the client group. At a minimum your response must include:</p> <ul style="list-style-type: none"> <li>• the range of training and development opportunities available to staff</li> <li>• continuing professional development and maintenance of specialist skills</li> <li>• your approach to managing and supporting staff</li> <li>• competency based recruitment and training systems</li> </ul>				
<b>Added Value</b>					
<b>4.</b>	<p>In a time of ongoing financial constraints, describe how you would bring added value to any contract called off the framework. At a minimum your response must include:</p> <ul style="list-style-type: none"> <li>• enhancements that the Councils doesn't have to fund directly</li> <li>• innovative approaches to service delivery</li> <li>• economies of scale achieved by pooling resources and working in partnership with other organisations</li> <li>• added resources - extra practical resources that the provider can bring to the service</li> </ul>				
<b>Partnership Working</b>					
<b>5.</b>	<p>Explain how you will work in partnership with statutory services and voluntary organisations and manage the different interests or priorities to deliver effective support to the client group. Please illustrate your answer with examples from your current services. At a minimum your response must include:</p> <ul style="list-style-type: none"> <li>• links that are made with other statutory and voluntary agencies in relation to the assessment process</li> <li>• how you would develop strategic partnerships</li> <li>• how you broker access to other services</li> <li>• how you would work with other providers of support services</li> <li>• awareness of tensions within partnerships and how you manage differing priorities of stakeholders to achieve the required outcomes - with examples</li> </ul>				
<b>Case Study</b>					
<b>6.</b>	<p><b>6. Specialist Case Studies</b></p> <p>Outline your approach to providing support to an individual as described below:</p> <ul style="list-style-type: none"> <li>• approach to support planning and risk assessments</li> <li>• approach to identifying and meeting needs</li> <li>• approach in supporting service users to achieve identified outcomes</li> <li>• evidence of multi- agency working</li> </ul> <table border="1" style="width: 100%;"> <tr> <td style="width: 80%;"><b>Mental Health</b></td> <td style="width: 20%;"><input type="checkbox"/> tick</td> </tr> <tr> <td colspan="2">My name is Peter and I have just moved into supported housing. After</td> </tr> </table>	<b>Mental Health</b>	<input type="checkbox"/> tick	My name is Peter and I have just moved into supported housing. After	
<b>Mental Health</b>	<input type="checkbox"/> tick				
My name is Peter and I have just moved into supported housing. After					

	<p>the breakdown of several relationships and the death of my father I began struggling to cope with living on my own. I can't face or deal with bills, rent etc and have stopped looking after myself. I am depressed and have suicidal thoughts. I am also a heavy drinker.</p>		
<p><b>People with clearly assessed support needs</b></p> <p>My name is Carl I have just moved into supported housing. When my marriage ended I decided I'd had enough and tried to end my life. I ended up in hospital and then found myself sleeping rough. I use crack on a regular basis and have served time in prison as I steal and sex work to fund my addiction.</p>	<input type="checkbox"/> tick		
<p><b>People with Disabilities</b></p> <p>My name is Rachel I have just moved into supported housing. I am living in a group environment which is not really working for me. I find it very difficult to interact with my co-tenants and tend to stay in my room all the time. I am seen as a high risk due to my difficulties and family members exploiting me. I find it very difficult to trust other people.</p>	<input type="checkbox"/> tick		
<p><b>Younger People</b></p> <p>My name is Mohammed I have just moved into supported housing. I'm hanging around with the wrong crowd and getting involved with gangs. I got in to drugs and alcohol and I'm in and out of prison. I want to sort my life out and get a job and a flat. I also miss my family.</p>	<input type="checkbox"/> tick		
<p><b>Violence Against Women and Girls</b></p> <p>My name is April I have just moved into supported housing. I am an elderly lady. I can't continue living in my own council flat where I have lived for more than 20 years, due to on-going abuse from my grown-up son both financial and physically. Life is extremely stressful due to increasing debts, rent arrears, the effects of an abusive relationship.</p>	<input type="checkbox"/> tick		

### Housing management Questions

Answer the following two questions with answers no more than a total of two sides of A4 paper, Arial font 11. The third question needs to be answered as a yes or no.

#### Experience

1. Detail the experience of your organisation and the skills of your staff in providing housing management to residents living in your services.

#### Regulation

2.	What is your understanding of the standards that a registered provider is expected to meet in providing housing management to residents in receipt of these specialist support services?
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Performance		
3.	Has your organisation has had any management agreements terminated over the past five years as result of poor performance?	<i>tick one</i> Yes <input type="checkbox"/> No <input type="checkbox"/>