



**GLASGOW CITY COUNCIL**

**SERVICE SPECIFICATION**

**CATEGORY 2 – DAY OPPORTUNITIES AND EMPLOYABILITY  
SUPPORTS**

**(2015 Social Work Framework)**

**CONTRACT Ref:**

**GCC003612SW**

## **Day Opportunities/ Employability Support Service Specification**

### **1. Introduction**

This Service Specification must be met by Providers who wish to contract with Glasgow City Council Social Work Services in terms of Category 2 (Day Opportunities/ Employability Support Services) to Service Users who reside within Glasgow. The purpose of this specification is to set out the minimum standards that the Council will expect from Providers who are delivering Day Opportunities/ Employability support for Service Users. In addition the Providers must also be able to deliver the specific requirements of each of the care groups that they wish to provide Services to. It should be noted that not all care groups have set out any additional requirements.

### **2. Definition of Day Opportunities/ Employability Support**

In defining these Services as ay opportunities/ employability the Council is bringing together a range of Services that have been previously defined separately. As a result this Service Specification is applicable to Services that have been defined in the past as:

- Building based day care
- Building based day opportunities
- Group work programmes
- Drop-in support
- Vocational Support Services
- Community based day opportunities
- Employability support

Employability support includes any Service that are working to support Service Users in line with the employability pathway including those that prepare Service Users for work, offer work experience and supported employment.

The Council accepts that some Providers will offer an integrated Day Opportunities and Employability Service and any such integrated Provider shall demonstrate to the Council that they can deliver on both the requirements of the Day Opportunities and Employability aspects of the specification. The requirements placed on both types of Providers will be set out in this specification.

### **3. General Outcomes**

For Adult Services including disabilities, mental health and older people the Providers shall work with Service Users to achieve 'Talking Points' outcomes which are also set out within the Council's assessment and review paperwork.

These are as set out as follows:

- The Service User is supported by their package of care to feel physically and emotionally safe in their own home and environments where Community Care Services are provided

- The Service User is satisfied with their involvement in their package of care and the support provided to make their own decisions and having the necessary information to enable this
- The Service User is satisfied with the opportunities available to them to engage in community leisure and social activity of their choice
- The Service User is satisfied with the opportunities available to them to take part in development activities of their choice (including employment and training if appropriate)
- If the Service User is also a Parent or Carer they feel supported and capable to continue in their role as Carer

**The following outcomes are only applicable to children's Providers.**

**Getting It Right for Every Child** is at the heart of the Council's children and families service delivery to the child or young person. The Provider and Council will work in partnership to deliver Services which will fully support Service Users who are children and young people as they grow and develop, helping them to be:

- Safe – protected from abuse, neglect or harm
- Healthy – experiencing the highest standards of physical and mental health and supported to make healthy, safe choices
- Achieving – Receive support and guidance in their learning- boosting their skills, confidence and self esteem
- Nurtured – Having a nurturing and stimulating place to live and grow
- Active – offered opportunities to take part in a wide range of activities- helping them to build a fulfilling and happy future
- Respected – to be given a voice and involved in decisions that affect their wellbeing
- Responsible – taking an active role within their schools and communities
- Included – receiving help and guidance to overcome social, educational, physical and economic inequalities; accepted as full members of the communities in which they live and learn

All Providers shall report no less than twelve [12] weekly to the Council on the applicable outcomes at an aggregated level across all Service Users from each care group. The format of this will be agreed by the Council. These reports will be used to assess the Providers performance as part of the Council's Contract Management Framework

#### **4. Individual Outcomes**

This OPSP/Care Plan will be shared with the Provider and they will be expected to agree with the Service User and/or individual with proxy powers and Care Manager, how to implement the support the person requires. To give effect to the Providers requirement under the Regulation of Care (Scotland) Act 2001 the Provider will then develop their own Support Plan with the Service User and Care Manager.

This Support Plan should be reviewed by the Provider no less than 6 monthly and should involve all involved in the Service Users support

Following the initial review by the Care Manger of the OBSP/Care Plan, the Council will review the person's care every two years unless the service user and/or individual with proxy powers requests an earlier review or there is a requirement due to changing needs and/ or Service concerns that necessitates an earlier review. As part of this review the Care Manager will be evaluating the Provider's Support Plan to ensure that it is meeting the support needs and outcomes of the individual Service User as detailed in the Outcome Based Support Plan/Care Plan.

The following are examples of individual outcomes that Providers may be expected to achieve:

#### Meeting Personal Needs

- Service Users are supported to maintain and improve their existing skills

#### Social Relationships and Community Activities

- Service Users are supported to maintain existing relationships and develop new ones where a need for this has been identified

#### Personal Development

- Service Users feel listened to and supported to make their own decisions in all aspects of daily living

#### Employability and Volunteering

- Service Users are supported into employment
- Service Users are supported into volunteering opportunities
- Service Users report an increase in their job seeking skills
- Financial benefits for Service Users

#### Running and Maintaining a Household

- Service Users are supported to maintain or improve their independence in all aspects of daily living

#### Staying Safe

- Service Users report feeling safe and supported by the Service.
- Service Users have confidence in the Service and the Provider

#### Moving On

- Service Users are supported to move on from Services when they are no longer required

## **5. Service User Groups**

Service Users in general terms are children and adults who are assessed by the Council as being eligible for a budget that enables them to purchase Day Opportunities and Employability Services. The client groups in the scope of this tender are as follows:

- Children and Families – this only includes children with disabilities

- Mental Health – this is inclusive of people under 65 years old with mental health and/or related conditions including Huntingtons
- Disabilities – this is inclusive of people under 65 years old with autistic spectrum condition and/or a learning disability and/or a physical disability
- Older People – this is inclusive of people over 65 years old and under 65's with early onset dementia

## **6. Age Ranges**

Children with disabilities will access care and support Services from birth and may continue to access the Services as children up to the age of 19. As a result children and families Providers are required to have registration that will allow them to work with children at least to 19 years of age.

The Council will be looking for Providers of Employability Services to offer Services to children and young people in transition from 16+

For Providers who deliver Services to adults the Council defines an adult from 16+ unless it specifies otherwise in the Council's OBSP or Care Plan as applicable

For Providers who only deliver Services to older people the Council defines an older person as someone who is over 65.

The Council understands that personalisation and age discrimination will break down some of these age categories and will operate on the principle that the Day Opportunities/Employability Support an individual Service User receives should be the one that best meets their needs.

## **7. Person Centred Day Opportunities/ Employability Support**

One of the main objectives of Day Opportunities/Employability Services is that it shall provide support to Service Users that enable them to live as full and independent a life as possible. The Services should also encourage Service Users to be active participants in their community whenever they so choose.

The Service should be delivered in such a way that is consistent with the Service User's status and rights as a citizen and which gives the individual Service User as much control as possible over their own life whilst protecting them and others from unnecessary harm

The Provider will ensure that the Service is offered in an individualised and personalised way. All the types of support that are discussed below should be delivered in such a way that they are in line with individual Service User's needs, choices and preferences and are subject to appropriate risk assessment.

## **8. Service User Involvement in Service Planning**

The Provider will involve and include Service Users and their parents/guardians/carers/individuals with proxy powers in decisions about the Service and future developments, particularly in the promotion of greater choice in how Services are delivered. This includes involving advocacy representatives where appropriate

The Provider will ensure that cultural, religious, spiritual and sexual orientation are fully acknowledged within the Support Plans they agree with Service Users and/or parents/guardians/carers/ individual with proxy powers

## **9. Key Elements of Day Opportunities/ Employability Services**

The following are the key elements of this Service. Providers are required to deliver these and any additions detailed in the client group specific appendices:

### **a. Day Opportunities**

- The Day Opportunities Service should be based on a programme of building-based and/ or outreach activities that enable Service Users to participate in and have a wide choice and variety of activities
- These programmes should be built around Service User needs and wishes. Activities could include: sports, music, dance, drama, computing, gardening, horticulture, art etc
- Outreach type/ building based support can be delivered on a 1:1 or shared support/small group basis
- Small group/ shared support can be delivered in a Service User's home, Provider premises, or in a community setting
- The Service will be in line with the Service User's needs and outcomes and frequency will be agreed between the Provider, the Service User and/or the Service User's Representative or the Care Manager
- While not the main type of support to be provided Providers will be able to provide personal care as required to facilitate the Service User's participation, subject to the Provider meeting the appropriate registration requirements
- The Provider shall provide support with medication if required to facilitate the Service Users participation
- Subject to negotiation and approval from the Care Manager and the Provider having the appropriate registration, support may be provided pre- and post-activity within the family home, including personal care to facilitate the Service User attending the Service

### **b. Employability Support**

The Provider will work with each Service User to get them onto the Employability Pathway. As part of this they should develop an appropriate and written 'Employability Plan' (hereinafter referred to as the Employability Plan) that sets periodic employability goals for the Service User. The main aspects of Employability Services the Provider will be expected to deliver are as follows:

- a range of support is offered to prepare the Service User for accessing employment
- exploration of suitable volunteering options
- Programmes of confidence building, self esteem, stress management, work experience are offered and personal presentation etc
- Preparation for work support such as careers advice, job analysis, benefits advice, travel training and programmes that offer CV preparation, interview skills are offered
- supported job shadowing to build skills, trust and supported learning
- A range of supported job placements [are offered]
- In-work support and personal coaching is provided where necessary to maintain work placement and meet objectives of employability plan
- Being alert to any risk of employability placement breakdown and responding appropriately to minimise risk and secure positive outcomes
- Support to employers engaged in supported employment programmes
- Support to access college courses and any other appropriate adult education and training programmes.
- Independent transport programmes are designed and implemented for Service Users
- Support should be available with money management
- While not the main type of support to be provided, Providers will be able to provide personal care as required to facilitate the Service Users participation, subject to them meeting the appropriate registration requirements

The Provider will be required to produce monthly progress report for audit by the Council's Social Work Services' Commissioning Staff on individual Service User's Employment Plans projections of when the Provider anticipates the Service User will move on from the Service, a record of outcomes attained for individuals and a record of where outcomes have not been met and the reasons why.

The Provider shall remain informed of any national policy changes or initiatives relevant to Service delivery including opportunities to apply for funding to promote the employability of the client group that they are working with.

The Provider will meet the Service described above using a variety of interventions including, but not limited to, the following:

1. Direct Service User observations, in the workplace, whilst travelling, whilst communicating with others etc.
2. 1:1 and group support learning opportunities

### c. Transport

**Building based Day Opportunities** Providers shall either provide transport to Service Users to allow them to access the Service or will support the Service User to access the Service via safe and appropriate transport.

Provider transport is not routinely supplied to Service Users who are accessing **outreach or employability support Services**. Service Users may need to make their own arrangements to access these Services. Providers will support these arrangements and where it is required Providers will also assist with programmes of independent travel.

## **10. Working With Other Agencies**

The Provider will at all times work in partnership with other agencies to avoid duplication of the Service, recognising that the lead role for assessment and care management lies with the Council. The Provider will be conscious of the limits of its own responsibilities with respect to the support of Service Users and will actively seek external professional support from the relevant multidisciplinary team in situations where these limits are reached.

The Provider will maintain open and honest communication with the Care Manager and others in the multi disciplinary team and other relevant agencies and should alert the Council to any operational difficulties that could cause risk for Service Users or the Service as a whole.

In addition Providers will play an active role in and regularly attend any multi agency meetings that relate to their Service Users. Examples of these may be Care Programme Approach (CPA), Multi Agency Public Protection Arrangements (MAPPAs), multi disciplinary reviews, hospital discharge planning meetings, adult / child support and protection meetings, workers' discussions. **Please note this list is not exhaustive.**

Additionally Providers will supply reports and updates at these meetings as well as contribute to any multi agency care plan or risk management plan

## **11. Risk Management**

The Provider will ensure conditions of safety for Service Users and others through effective risk assessment and management.

The Council will endeavour to inform the Provider of any relevant information concerning the Service User including any changes to any risk assessment carried out which the Council considers relevant to the provision of support that the Provider is required to deliver. Information regarding next of kin and emergency contact details will also be shared by the Council with the Provider.

In addition to providing the support detailed above the Provider must undertake a thorough assessment of risk in conjunction with the Service User, their representatives and members of the multi disciplinary team/other relevant agencies. If the Service User is a child the risk assessment should reflect the child's plan and will include consultation with parents/carers/guardians

The approach to risk should be proactive and supportive. Assessment should include guidance for Staff around minimising risks and contingency planning in the event of an emergency.

Risk assessments should be carried out by the Provider prior to the commencement of the Service. Where the referral is unplanned the risk assessment must be carried out within 3 working days of the commencement of the Service.

Through the process of risk assessment the Provider should report to the Council any actual or perceived risks identified that relates to Adult and/or Child Protection.

## **12. Dealing With Difficult Situations**

Providers will support Service Users who have a range of support needs and at times their behaviour may be defined as challenging and/or difficult. In situations where this is the case the Provider will:

- Record and report any serious incidents of violence, aggression, the use of restraint or any other serious incidents to the Care Manager, and persons with proxy powers at the earliest opportunity. NB if the Service user is a child the Provider should also report any incident to the Parent/Carer/Guardian where it has been agreed by the Care Manager that it is safe to inform them
- Invoke any such actions or procedures as requested by the Council in relation to violence and aggression from Service Users

The Council will:

- Work with the Provider in developing strategies to manage difficult or potentially difficult behaviour

## **13. Availability of the Service**

Traditionally building based Day Opportunities Services have operated Monday –Friday (9am -5pm). The Provider will ensure that these Services are available every day apart from the statutory holidays at Easter, Christmas and New Year. The Provider will offer building based Services during evenings, weekends and non statutory public holidays if there is Service User need and demand for such Services.

With regards to community based outreach Day Opportunities and Employability Support, the Provider will ensure that the Service is available to Service Users in line with their needs. This Service shall be available every day apart from the statutory holidays and should be available as a guide from 7am to 10pm.

Where the Service operates on a per hour basis, the Provider will provide a minimum Service provision is of no less than half an hour.

## **14. Access to the Service**

The following timescales will apply when the Council requires accessing a Service for a Service User:

- a. The In line with Clause 5A.2 of the Framework Agreement, the all Providers shall confirm their capacity to deliver a Service within two [2] working days after initial contact by the Council. This will be on the basis that the Provider has sufficient Staff to meet the Service User's needs and outcomes. There will be occasions where a speedier response is required and Providers are expected to comply with this
- Subject to the principles of confidentiality and the Service User or the Service User's Representative's consent, the Council will provide access to the information the Provider requires to make the decision to proceed with providing a Service to the Service User.
  - Providers will flexibly respond to any request for a Service and to work with the Council to agree a mutually acceptable Service start date.
  - Access to the Service will be dependent on their being, in the case of building based Services, an appropriate vacancy and, if there is, the Provider will ensure that the Service commences within 7 days of the vacancy becoming available.
  - Access to community based outreach day opportunities and employability support will be dependent on the Provider being able to meet the needs of the Service user and the start date for the Service should be within 7 calendar days of the Provider agreeing to provide the Service.
  - The Service User, the Service User's Representative and the Care Manager has the discretion to agree a start date beyond seven calendar (7) days in situations where the chosen Provider cannot deliver within that timescale ut they are considered to be the Provider that can most effectively meet the Service Users needs.

**NB Where the Council has purchased support on a short term basis (hereinafter referred to as a Short Term Intervention) this will be made clear to the Provider and they should be aware that there is no guarantee that they will be asked to continue to deliver this support beyond the end of the short term intervention**

## 15. Dealing With Emergencies

Providers will be expected to support individuals who have a range of support needs. At times where emergency situations arise the Provider will be required to manage these effectively. In these circumstances the Provider will:

- Immediately seek the help of the emergency Services or appropriate health agency (e.g. the Service User's GP) where there is an urgent risk to the health of a Service User
- Have in place a system of easily accessible back-up to support front-line Staff who need assistance when emergencies arise, including access to a manager and extra Staff support through that manager

In response to an emergency, the Provider's Staff will:

- Have their own internal systems for recording events and supporting Staff
- Inform the appropriate Care Manager, Welfare guardian of events as soon as is reasonably practical. NB if the Service User is a child the Provider should also report any incident to the Parent/Carer where it has been assessed that it is safe to inform them
- Plan jointly with the Council to respond to a recurrence of the emergency

The safety of the Service User must be paramount in an emergency. The Provider must act accordingly, even if there is an apparent conflict with Service principles described in the Framework Agreement.

## **16. Accommodation**

To support the delivery of the Service all Providers will have access to accommodation which will:

- Provide a base for the Service
- Allow issues of confidentiality to be discussed at short notice
- Provide a meeting place for Staff
- Provide facilities for Staff training
- Provide for the secure accommodation of all office materials including all client data
- Provide access to relevant documentation by the Council's contract monitoring officer or other representatives of the Council

In addition Providers of building based Day Opportunities Services shall have access to premises that facilitate the delivery of the Service and provides space for individual and group activities to take place. The Provider will ensure that these premises are maintained to a high standard of maintenance and cleanliness.

Providers shall also ensure that any equipment that is required to facilitate the Service is available for use by Service Users, e.g. moving and handling equipment and play equipment as appropriate to the age and stage of the Child/young person etc.

Providers of such building based Services can also use this premises for any Day Opportunities outreach or Employability Support Services if they are also delivering these. This is on the condition that there is sufficient space and it doesn't impinge on the activities of the building based Service.

## **17. Providers Obligations**

Prior to the Day Opportunities/ Employability Service commencing the Provider shall notify the Service User of the time and date of the first visit, and the name of their designated worker. The Provider shall make every effort to meet any Service User preferences, e.g. gender of worker, any difficulties that cannot be resolved should be referred to the Care Manager for resolution.

The Provider shall have explicit values and policies that promote inclusion and anti discriminatory practice.

The Provider shall ensure a record is kept of each time the Service User receives a Service, and relevant information is recorded appropriately.

The Provider shall inform the Service User in advance of any change in the named worker, where possible with at least twenty four [24] hours notice.

The Provider will give Service Users access, including telephone numbers, to the relevant Service Manager during the hours of the Service. The Provider shall ensure that outside of normal office hours (09:00 – 17.00) its out of hours Service operates for the duration of the Service and that appropriate contacts are available to the Council and each Service User and where the Service User is a Child the Child's Parent or Carer.

The Provider shall be informed about changes in legislation related to Service provision and amend or create policies and procedures as required. The Provider shall submit updated and amended policies and procedures to the Council.

## **18. Staffing**

The Provider's recruitment and selection procedure shall be based on the principles and obligations of 'Safe Recruitment'. Where agency staff are used the Provider should ensure that the employing agency have used principles of Safe Recruitment. Through this the Provider shall ensure the protection of vulnerable people and meet the terms of this Framework Agreement.

The Provider should ensure they have Staff who can support Service Users with communication difficulties including sensory impairment, or those whose first language is not English

The Provider shall have a Staff Code of Conduct or policies which specify the standards expected of their Staff when on duty, including in a Service User's home. These policies should include:

- Appropriate standards of dress
- Alcohol and smoking
- Communication with Service Users
- Dealing with Service Users finances
- Confidentiality
- Gratuity or gifts from Service Users
- Assuming legal powers on behalf of a Service User.

### **Please note this list is not exhaustive**

The Provider shall have an established and comprehensive Staff induction programme, which Staff will complete within three [3] months of Service. The induction programme will to match the aims and objectives of the particular Service being delivered to ensure that all Staff have a good understanding of the needs of Service Users and a positive view of their potential.

The Provider will ensure that all their Staff will receive:

- A workload appropriate to their level of skill and competence
- Sufficient information to provide the required care

- Access to line management during the course of their working day and management support out with office hours
- Individual support and supervision on a minimum three [3] monthly basis.
- A handbook detailing all relevant policies and procedures including emergency procedures
- Clear instructions regarding the management structure, their roles and responsibilities
- Training from suitably qualified, competent experienced trainers

**Please note this list is not exhaustive**

The Provider will ensure the provision of ongoing Staff training and development in accordance with the Regulation of Care (Scotland) Act 2001/SCWIS (Requirements for Care Service) Regulations 2011. The Provider will support Staff to attain any skills and qualifications required of them by the Scottish Social Services Council in order to provide the Service outlined in this specification.

The Provider will ensure that all Staff have the necessary training, competencies, personal qualities and caring attitudes to enable them to build effective and trusting relationships with Service Users.

The Provider will have a training programme accessible to all Staff members and will also ensure that additional training will be offered to meet the needs of specific Service Users. This may include but is not limited to:

- Awareness of specific conditions( in line with Provider client group specific focus) and how these may impact on Service Users e.g. long term physical conditions, mental illness, Huntington's, MS, ME, acquired brain injury, early onset dementia, dementia, supporting children affected by disabilities, autism spectrum condition Administration of medication
- Responding to Service Users with cognitive impairments e.g. challenging behaviour
- Health and safety
- Fire precautions
- Food hygiene and preparation
- Basic first aid
- Person centred care planning
- Good verbal and written communication skills
- Active listening skills
- Moving and handling
- Awareness of relevant legislation
- Adult/Child Protection Training
- safe care, safe holding and de-escalation techniques

**(Please note this list is not exhaustive)**

In line with the client group specific focus of each Provider, the Provider will have an annual training plan that specifies what training is available and how it will be delivered to Staff. In addition the Provider will meet any reasonable requirements that the Council may seek to introduce in relation to training and support in order to improve the quality of the Service provided.

## **19. Management Responsibilities**

The Provider will employ sufficient and suitably qualified managers to ensure that the work undertaken by front line Staff is appropriate, effective and safe.

The Provider shall operate a robust quality assurance system to ensure the continued delivery of a high standard of Day Opportunities and Employability Support Services.

The Provider's management team shall ensure:

- Appropriate allocation and management of requests for Services made by the Council
- Conducting risk assessments within the context of the overall support plan, to ensure Staff adhere to appropriate health and safety guidelines
- Creating Staff rotas which take account of gender requirements of Service Users and Service Users from black and minority ethnic backgrounds
- Allocating a consistent team of workers to Service Users
- Ensuring that visits take place at the times specified and for the duration of the allocated time
- Informing Service Users of any changes which could affect their planned care, including annual leave and sickness cover
- Ensuring that all reasonable actions have been taken to assist a Service User in emergency situations
- Ensuring Staff conduct is appropriate at all times

**Please note this list is not exhaustive.**

## Appendix 1

### **Mental Health Specific Requirements in addition to Day Opportunities/ Employability Support Specification**

#### **1. Client group specific outcomes**

All Mental Health Providers shall work in line with the principles of recovery which is defined by the Scottish Recovery Network as follows:

*“Recovery is being able to live a meaningful and satisfying life, as defined by each person, in the presence or absence of symptoms. It is about having control over and input into your own life. Each individual’s recovery, like his or her experience of the mental health problems or illness, is a unique and deeply personal process.”*

Additionally through the support they provide they will be expected to deliver the following:

- Reducing hospital admissions
- Support Service Users to manage their mental health and any relapses they experience
- Actively work with Service Users to prevent suicide and reduce levels of self harm
- Prevent admissions to supported accommodation

#### **2. Client group specific provided Service**

Mental Health Providers will employ Staff who are skilled at understanding the mental health of Service Users who will have a range of conditions which include but are not limited to depression, personality disorder, schizophrenia, bipolar and anxiety etc. Staff will understand and support individual Service User to seek support of their CPN, Psychiatrist when they are showing signs of deterioration in their mental health.

Service Users with mental health issues often have other conditions therefore the Providers Staff would be expected to work with and support Service Users who may also have in addition to their mental health problems: physical health conditions, drug or alcohol addiction, drug/alcohol misuse etc.

In addition to having extensive knowledge of mental health conditions Providers will engage with and empower Service Users to manage their mental illness, manage their tenancies, build and maintain relationships with their families, friends and colleagues and undertake activities of daily living. Providers will work with the Service User in a way that maximises and promotes their independence. Due to the fluctuating nature of mental ill health, the ability of Staff to motivate and assertively engage with Service Users is a critical aspect of the support that the Provider shall deliver.

#### **3. Working with People subject to Legislation**

The Provider will work with Service Users who are subject to mental health legislation and are compelled to accept support. The Provider will also work with Service Users who have committed offences; these offences could be

serious e.g. sexual abuse, murder, assault etc. Many of these Service Users will be managed by Forensic mental health teams. The Provider will support the Service User in line within the restrictions and compulsory measures they are subject to. The Provider will support their Staff with the tensions of working in a recovery focused way with Service Users who are subject to compulsory care and treatment.

The basis of engagement with Service Users will be the Provider's a support plan that is focused on outcomes and a comprehensive risk assessment that takes account of any public protection or safety issues that affects the Service User.

#### **4. Multi-disciplinary approach**

Where there is a particular concern for any Service User's welfare, the Provider's Staff will be asked to participate and play a key role in the multi disciplinary approach to supporting people who have mental health difficulties. Therefore the Provider will be asked to attend and/ or submit a report to any relevant meeting such as a MAPPA or CPA etc. If required to attend the Provider will be expected to actively contribute to support planning and risk management plans. The Provider's Staff will be expected to work with and liaise regularly with Health Staff, Police and the Care Manager over any matters of concern about the person's welfare, wellbeing or risk they present to themselves or others.

#### **5. Client group specific training**

The Provider's Staff shall have the following skills and knowledge:

- Awareness of a range of mental health conditions from mild to severe and how they impact on Service Users e.g. Mental Health First Aid
- Suicide awareness and prevention e.g. 'Safe Talk'
- Promoting mental and physical health wellbeing
- Managing and supporting Service Users who self harm
- Awareness of personality disorder and how to support Service Users affected by this
- An understanding of recovery focused practice
- Knowledge of mental health legislation and its implications for Service Users
- Risk assessment and management skills
- Ability to work within a multi disciplinary approach

## Appendix 2

### Disabilities Requirements in addition to Day Opportunities/ Employability Specification

#### 1. Scope

This appendix sets out the context and responsibilities for the purchase and provision of Day Opportunities / Employability Support Services to adults with a Learning Disability / Autistic Spectrum Disorder and adults with physical disabilities. This client group is hereafter referred to as 'adults with disabilities'. This specific appendix sets out the standards and requirements to be met for this group in addition to those detailed in the generic specification.

#### 2. Client Group Specific Outcomes

##### a. Service Users as Active Citizens

The Provider recognises that each Service User will have their own interests and preferences and that these should be supported whenever possible. Where the Provider feels existing care arrangements can be improved upon; the Provider will consult with the Care Manager on the feasibility of such a change.

##### b. Healthy Service Users

The Provider will support Service Users to improve and maintain their health through the planning of regular consultations with the appropriate generic Service agencies. (Including but not limited to registration with GP, Dentist, Optician, Audiologist, etc).

The Provider shall notify the Care Manager of significant risks to the health, safety and wellbeing of the Service User that are identified in the course of providing the Service and also, where appropriate, with the Service User's consent, make referrals to other agencies who may assist in minimising these risks.

The Provider will attend to health crisis stabilisation of Service Users. If the Provider encounters any discrimination when accessing health care or other Services on behalf of Service Users it will challenge the discrimination and share the details of the discriminatory practice with the Council in the aim of both organisations working together to tackle prejudice and injustice.

#### 3. Client Group Specific Training and Guidance

In recognition of the needs of adults with disabilities the Provider's Staff will have a sound knowledge base in the following areas which include but are not limited to:

- An understanding of the principles of 'Independent Living'
- Understanding of the 'Social Model of Disability'
- Awareness of particular conditions affecting the Service Users Staff support e.g. Epilepsy Awareness

- Understanding of Autism Spectrum Disorder including how Service Users are likely to be affected
- Understanding of the principles of the Self Directed Support Legislation and the importance of maximising Service Users choice and control
- Risk assessment and management in the context of providing positive support including support to safely manage difficult behaviour
- Knowledge of Mental Health legislation and its implications for Service Users e.g. Compulsory Treatment Orders
- Understanding of outcomes focussed support and how to assist Service Users to identify and achieve their outcomes
- Sexuality and Relationships Training
- Supporting Service Users who wish to connect to their communities
- Knowledge of good practice in Adult Support and Protection

**Please note this list is not exhaustive**