**Regulated Below-Threshold Tender**

Invitation to Tender – Statement of Requirements

A Support Service for Parents/Carers of Children and Young People Affected by or at risk of Extra-Familial Exploitation and/or who Repeatedly go missing in York and North Yorkshire

Ref. 2324-0223

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# Introduction

## This Invitation to Tender (“ITT”) has been issued by the contracting authority who are seeking to award a below-threshold contract for the provision of A Support Service for Parents/Carers of Children and Young People Affected by or at risk of Extra-Familial Exploitation and/or who Repeatedly go missing in York and North Yorkshire.

## This will be tendered on behalf of The York and North Yorkshire Combined Authority Policing, Fire and Crime Directorate (YNYCA).

## The YNYCA recognises the devastating impact that exploitation and repeat missing episodes can have on an individual, families, children, and communities, and are committed to provide effective and consistent support and interventions to meet the needs of all those affected.

## The requirement will be tendered with a view to awarding a contract to a single provider. This may include however sub-contracting or consortia arrangements involving a number of organisations

## The intention is to award any resulting Contract for a period of 48 months (4 years), commencing on the 1st April 2026 to 31st March 2030 with an extension option of two (2) periods of 12 months from 1st April 2030 to 31st March 2032.

## The YNYCA are inviting bids up to the maximum Contract Value of £237,048 for the initial four-year period. Bids submitted that exceed the maximum Contract Value will be deemed as non-compliant and therefore will not be evaluated.

## At the time of publication of this ITT, the YNYCA have secured additional ring-fenced national funding through the Ministry of Justice (“MoJ”) National Domestic Abuse & Sexual Violence (DA & SV) Fund. This additional national funding is only committed until 31st March 2026; if these arrangements are extended by the MoJ, and / or similar national ring-fenced funding is made available to the YNCA, this may be passported where applicable to the Provider beyond 2026.

## In any event the Provider will be required to actively work with the YNYCA throughout the Contract period to identify, apply for and/or allocate any ring-fenced or additional national funding available to develop and enhance the local commissioned service delivery model to enable more parents / carers to access the Service.

## The Transfer of Undertakings (Protection of Employment) Regulation 2006 (SI 2006/246) (“TUPE”) may apply in respect of the award of any Contract and that for the purposes of the Regulations the undertaking shall transfer to the successful Provider on the commencement of any Contract. Tenderers should seek their own legal advice regarding TUPE.

## TUPE information supplied by the incumbent provider is available. To receive this information bidders are required to complete Appendix 2 – TUPE Confidentiality Acknowledgement Document. Once the signed confidentiality document has been returned via the clarification function of the Bluelight Tender portal the TUPE documentation will be released.

## Pre-Market Engagement has been conducted as detailed in Find a Tender notice [2025/S 000-049221](https://www.find-tender.service.gov.uk/Notice/049221-2025).

## A copy of the Pre-Market Engagement Questionnaire plus subsequent Supplier questions and Authority responses is included in this tender pack at Appendix 6 – Pre-Market Engagement Questionnaire.

# North Yorkshire and City of York Overview

##

## **North Yorkshire Police (NYP)**

### North Yorkshire is England’s largest, mainly rural, policing county. It covers 8,320km2 and has a population of 818,300 people (ONS Census 2021) spread across our towns and villages. This is an increase of 2.7% over the 10 years from 2011.

### North Yorkshire is a popular tourist and cyclist destination which includes the North York Moors, Yorkshire Dales National Parks, coastal hubs such as Scarborough and Whitby and the iconic historical city of York.

### North Yorkshire attracts a significant number of visitors per year, swelling resident populations and increasing policing and partner agencies demand both in terms of visitors to our beautiful countryside and into our towns and cities vibrant night-time economy.

### The county has a road network of more than 6,000 miles (one of the country’s largest) with arterial routes traversing the county. This infrastructure is a key factor in the demand placed upon the force both from increased traffic on the roads and travelling criminals linked to cross-border crime.

### North Yorkshire and the City of York has one of the lowest crime rates in the country, with 48,769 recorded crimes in the year ending December 2022, which is 59.4 recorded crimes per 1,000 population compared to the national average of 93 recorded crimes per 1,000 population.

### North Yorkshire Police uses the THRIVE (Threat, Harm, Risk, Investigative opportunity, Victim vulnerability and Engagement) model to determine the appropriate policing response.

### More information can be found at the [HMICFRS website](https://www.justiceinspectorates.gov.uk/hmicfrs/police-forces/north-yorkshire/more-about-this-area/).

## **North Yorkshire**

### North Yorkshire has a population of around 618,054 (ONS mid-2019 population estimate). Harrogate has around 75,070 residents and Scarborough around 52,100.

### North Yorkshire has a diverse and dispersed population. 98% of the County is either sparsely (13%) or super-sparsely (85%) populated with just over a third of the population living in these areas; this results in a population density of just 77 people per square kilometre, compared with an England average of 432.

### North Yorkshire has an ageing population, and many younger people leave the county following secondary and further education. People who are 65 years old and over make up 24.7% of the population. This compares to 18.4% in the population of England as a whole. North Yorkshire has a lower population of young people than the national average -25% under 25 compared to 29.8% nationally.

### North Yorkshire Council is a unitary local authority, which covers most of the ceremonial County of North Yorkshire. Since 1st April 2023, the new North Yorkshire Council assumed responsibility for the areas previously administered by North Yorkshire County Council and the district councils of Craven, Hambleton, Harrogate, Richmondshire, Ryedale, Scarborough, and Selby. North Yorkshire Council are responsible for providing a wide range of public services; more information can be found at [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

## **City of York**

### York has a population of around 202,821 (ONS 2021 population estimate)

### York consists of a mixture of urban areas and rural villages. York has a large student population with two universities within the city and 10% of residents are aged between 20 and 24, compared with around 6% nationally. Furthermore, residents aged over 65 account for 19.1% of residents, evidencing the diversity of health needs within the population.

### CYC is a unitary authority, having the powers of a non-metropolitan county and district council combined. It provides a full range of local government services including Council Tax billing, libraries, social services, processing planning applications, waste collection and disposal, and it is a local education authority; more information can be found at [City of York Council](https://www.york.gov.uk/).

## Data from the 2011 Census shows that ethnic minorities make up 5.2% of the population in North Yorkshire. However, a report published by the North Yorkshire Equality and Diversity Strategic Partnership in 2016 concluded that rural ethnic minoritised communities remain largely invisible, particularly in relation to policy and practices and that there was little specific targeted support available to these communities. People from ethnic minority backgrounds are known to face significant health inequalities that are rooted in current and past disparities in wealth, power and resources for health and differential exposure to health damaging environments and risk. These findings echoed research carried out in other rural parts of England which observed that ethnic minority groups are often invisible to policy makers and service providers because their numbers are small, and people are often not concentrated together. This can lead to the absence of culturally appropriate services and few specific support organisations either locally or strategically across a wider area.

## **Policing, Fire & Crime Directorate, part of the York and North Yorkshire Combined Authority**

### In February 2024 the York and North Yorkshire Combined Authority was formed, which is led by an elected Mayor. The Combined Authority has responsibility for Policing, Fire & Crime throughout York and North Yorkshire, which the Deputy Mayor for Policing, Fire and Crime has delegated responsibility for. The Deputy Mayor is supported by a team of staff employed by the YNYCA. Whilst the Mayor and Deputy Mayor are politicians, the PFC Directorate is a non-political, impartial organisation.

### The work of the PFC Directorate includes commissioning support services for people who have experienced or (in some cases) committed crime and to address the root causes of offending, alongside work with other organisations, such as central and local government, national agencies, local authorities, and the criminal justice system, to deliver positive outcomes for those living in York and North Yorkshire**.**

# Background

## In 2018, the then Office of the Police, Fire and Crime Commissioner for North Yorkshire, invited organisations to tender to provide a support service for parents/carers of young people affected by extra-familial exploitation in York & North Yorkshire. The service was designed to provide emotional and practical support to parents/carers from the point of crime throughout the criminal justice process, if appropriate, and beyond; to enable them to cope with the immediate impacts of the crime and to build resilience from the harm experienced. The successful provider was commissioned to deliver a Parent Liaison Officer Service, which commenced on 1st July 2019.

## The current service is due to terminate on the 31st March 2026, and the YNYCA are now in a position to launch an open and competitive tendering process to procure a replacement Service to go live on 1st April 2026, to support on-going need and demand. National research and local data (see section 11) suggest that there is an ongoing need to continue to provide a support service for parents/carers whose children are affected by exploitation.

## The YNYCA require a seamless transition between the current service provision and the new replacement Service to minimise any adverse impact on parents/carers currently in receipt of support.

## The YNYCA recognises that supporting individuals around exploitation is complex, as the variety of forms it takes does not fit neatly into categories. For example, victims of exploitation may be being coerced or exploited to engage in harmful and illegal behaviours, so may not necessarily be identified as a victim, and as a result, may not receive an effective response or appropriate support.

## There are existing initiatives and safeguarding arrangements that support vulnerable and exploited individuals in York and North Yorkshire including those that repeatedly go missing, in which the new service will be required to embed. However, due to the increasing prevalence of exploitation in our communities, we know that more people, including young children, are being drawn into exploitative situations. Whilst those who are most at risk might be being identified via the existing arrangements, we know that there are individuals and children who are not known, who may be targeted due to the very nature of their anonymity. Therefore, in addition to working closely with the existing arrangements, the new service will be required to adopt a proactive approach, to identify and engage with parent/carers whose children are not known to services or readily identifiable as being at risk of exploitation.

# Proposed Service

## The aims of the proposed service are to:

* Help safeguard children and young people from extra-familial exploitation
* Reduce harm
* Prevent and intervene at an early stage to reduce exploitation incidents
* Disrupt perpetrators of extra-familial Child Exploitation
* Enhance the wellbeing of parents/carers and their children
* Improve the skills of parents/carers to manage the risks of extra-familial exploitation
* Strengthen parents/carers and professionals understanding of exploitation and increase their confidence to protect their children
* Foster positive partnerships between families and support services

## The service will offer both brief intervention and longer-term one-to-one support.

## The main focus of the service will be to support parents/carers of children and young people between the ages of 10-25, affected by extra-familial exploitation and/or repeat missing episodes, to cope with the impacts and rebuild resilience from any harm experienced. Support will be offered across a range of pathways to address any underlying needs and wider vulnerabilities.

## The service will also offer targeted prevention and early intervention support to parents/carers of children and young people who are at risk of exploitation. The provider will be required to generate referrals into service both by working closely with partners/carers whose children are identified as at risk of exploitation by the local safeguarding agencies and by proactively reaching out to parents/carers who are not known.

## The successful provider will be required to be part of the Prevention & Early Intervention Working Group, established so that multiple agencies can share intelligence and effectively coordinate and target interventions to those who may be at risk of exploitation. The group are provided with data relating to educational settings who have high rates of suspensions and permanent exclusions so that prevention work can targeted.

## The service will also be required to raise awareness of exploitation, and it’s affects, to both parents/carers and professionals to develop and strengthen understanding of exploitation. This will include awareness raising in education settings - parents, carers, and school staff are often best placed to notice early warning signs of exploitation. By increasing their awareness and providing practical tools, we aim to strengthen early intervention and safeguard children more effectively.

## The service will offer consistent, accurate and timely support, advice, and signposting to appropriate services either via brief intervention or longer-term one-one-one support (see sections 9.13 & 9.16)

# Strategic Context

## The [Code of Practice for Victims of Crime](https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime/code-of-practice-for-victims-of-crime-in-england-and-wales-victims-code) sets out the Rights that victims of crime are entitled to. A parent or guardian, if the victim is under the age of 18 is also entitled to the same rights.

## The YNYCA has a number of key priorities, some of which are outlined in the [North Yorkshire Police and Crime Plan](https://www.northyorkshire-pfcc.gov.uk/police-crime-plan/). One priority highlighted in the plan is to Protect the Public - to be achieved by identifying children and young people who are victims of County Lines. Also, by providing coordinated support to those at risk of harm and to identify and intervene early with children at risk of exploitation. This will include understanding need beyond police statistics, to identify and tackle vulnerability and hidden harms that might not otherwise be reported. To this end, the Provider will be required to work proactively to offer support to underrepresented victims/communities.

## The Service will be commissioned in line with entitlements under the [Code of Practice for Victims of Crime](https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime/code-of-practice-for-victims-of-crime-in-england-and-wales-victims-code) namely: Code of Practice for Victims of Crime Right 4 which states that Police and Crime Commissioners shall provide or commission, dedicated emotional and practical support services for victims of crime to help them cope and, as far as possible recover from the effects of crime. Right 4 also sets out that individuals should be referred to services that support victims and have services and support tailored to their needs.

## The [North Yorkshire Multi-Agency Child Exploitation (MACE) and Contextual Safeguarding Strategy](https://www.safeguardingchildren.co.uk/wp-content/uploads/2024/03/Mace-and-Contextual-Safeguarding-Strategy-2024.pdf) recognises that while traditionally safeguarding young people focused on risks within the home, some children experience abuse and exploitation outside the home (extra familial harm). Harm can occur in a range of extra familial contexts including schools and education settings, peer groups, within community spaces and in the online world. Children may experience this harm from other children and/or from adults. When a child moves through the transitions of early childhood into adolescence, and onto adulthood they invariably become involved in social networks, relationships, and environments outside of their school and home setting. The majority of children in North Yorkshire make this transition in a safe and fulfilling way. However, all children and young people can encounter individuals who exploit vulnerability and environments which place them at risk of exploitation. We know that children will not always recognise that they are being groomed, nor will they always recognise what is happening to them as abuse and for some children the abuse they experience is believed by them to be consensual and they do not see themselves as victims.

## Often parents, carers and the supportive networks around young people are disempowered by the perpetrators of this form of abuse who will try to undermine safe and positive relationships to further the control they have over that child or young person. For this reason, in terms of the identification, responding to and management of MACE and Contextual Safeguarding risks, parents, carers and the supportive networks are often part of the solution, and this strategy recognises the role that parents and carers can play as relational safeguarding partners.

## The City of York Safeguarding Children Partnership (CYSCP) highlights the importance of understanding that experiences of abuse are often associated with the local community and public spaces in which children spend their time. Public environments also include those in the virtual world, online and offline domains are no longer two distinct and separate areas, the relationship between the two is now fluid and interchangeable and as such we need to be able to recognise and respond to this effectively (NY MACE Strategy and Contextual Safeguarding Strategy)

## The [CYSCP Adolescence Strategy (2020-2022)[2]](https://www.saferchildrenyork.org.uk/Downloads/1.%20CYSCP%20Adolescent%20Strategy.pdf) highlights the importance of Contextual safeguarding - an approach to understanding and responding to adolescents’ experiences of significant harm beyond their families. It recognises that the relationships adolescents form in neighbourhoods, schools and online can feature violence and abuse. Parents have little influence over these contexts, and adolescent’s experiences of extra-familiar abuse can undermine child-parent relationships.

## It must also be understood that vulnerability factors and the root causes of these impact upon and increase the risk of a young person being exploited. Gangs set out to prey on vulnerable children and to exploit their weaknesses, and certain vulnerabilities and risk factors increase susceptibility to gang violence and may increase the likelihood of children and young people being targeted by exploiters via grooming, physical or emotional abuse, sexual exploitation, or trafficking. Identifying the factors that make children more susceptible to gangs enables us to identify which children are at the greatest risk: the children who have multiple interlinked vulnerabilities – both at the individual level (such as mental health or special educational needs) and the family level (such as abuse and neglect). These risks can be moderated or exacerbated by whether and how services respond when the child’s needs first emerge. Vulnerabilities and risk factors should not be addressed in isolation, rather a holistic offer of support should be made to achieve improved, long-term outcomes for the child or young person. The Hidden in Plain Sight Report (2022) published by the Commission on Young Lives highlights that those involved in gang activity and criminal exploitation are disproportionately young, vulnerable, and unknown to services and questions why it is that so many of these young people need to commit criminal offences or become the victims of exploitation before their needs are noticed.

## Individuals that are being exploited may often commit crimes themselves, however, they may not be seen as victims by adults and professionals, despite the harm they have experienced. CYSCP assert that a criminal justice response to an individual involved in County Lines for example, who may be under significant duress from gang members and have a neglectful home environment, is unlikely to result in a change for a young person.

## The Hidden in Plain Sight report also highlights that County Lines, criminal exploitation and serious violence is not only limited to the most deprived parts of inner-city Britain but can stretch to small rural villages. Rural market towns can be lucrative import areas for County Lines, as these are seen as relatively low risk for perpetrators of exploitation compared to more traditional urban export cities. It is also important to recognise that it is not always gangs from large urban cities that may target young people, local crime groups, using the same recruitment strategies as their larger counterparts, may also target and exploit local people.

## **Violence Against Women & Girls**

### The Service will also be commissioned with regard to the joint overarching Violence Against [Strategy to Address Violence Against Women & Girls (VAWG)](https://www.northyorkshire-pfcc.gov.uk/womenandgirls/our-strategy/) for York and North Yorkshire. This local Strategy was published in June 2022, setting out a collective commitment to tackle VAWG across different settings, communities, and locations, throughout York and North Yorkshire. Addressing VAWG is a key priority for the YNYCA, and the Provider will be required to contribute to the VAWG partnership arrangements.

### The Hidden in Plain Sight report states that young women and girls who are affected by violence and gang-related activity often go unseen. These young women experience multiple vulnerabilities, trauma, and unmet need, and often face violence, intimidation, sexual abuse, and criminal and/or sexual exploitation. They are often recruited as they are believed to be less likely to attract the attention of police and they can be made to fulfil several roles in the group, from administrator and organiser to girlfriend or sexual partner. Girls involved in criminal or sexual exploitation often go unrecognised, with not enough professional understanding of the issues relating to young women involved in gang activity or the impact this activity and exploitation can have on them personally. This might include labelling girls as victims of CSE, without recognising wider CCE they may also be experiencing. It is suggested that exploitation can be overlooked because an exploited girl may not fit into society’s idea of what a victim should be.

### The local partnership is also reporting an increase of girls being drawn into gangs due to the ‘glamourisation’ of this lifestyle and a need for increased awareness around ‘sexting’ and online safety. It is felt that there needs to be a specific focus on prevention and raising awareness amongst girls in Year 5 and Year 6, before they move to secondary education.

### Conversely, it is also important to understand that boys / young men can be and are victims of CSE. Research shows that boys and young men may respond differently to experiences of exploitation, are more likely to come to the attention of CSE services via the Criminal Justice System and the role of masculinity and sexual identity in supporting boys and young men who have been sexually exploited is relevant.

## **Serious Violence Duty**

### [The Serious Violence Duty](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1125001/Final_Serious_Violence_Duty_Statutory_Guidance_-_December_2022.pdf) (2022) has legislated to ensure that relevant services work together to share information and to target their interventions through existing partnership structures and to collaborate and plan to prevent and reduce serious violence within their local communities. The Duty makes serious violence an explicit priority for Community Safety Partnerships and ensures there is a strategy in place to explicitly tackle serious violence by taking a multi-agency approach to understand the causes and consequences of serious violence, focusing on prevention and early intervention, and informed by evidence.

### In considering how to define serious violence within local areas, the Duty states that authorities should include a focus on public space, youth violence including homicide, violence against the person which may include both knife and gun crime, and areas of criminality where serious violence or its threat is inherent, such as in County Lines drug dealing. Criminal exploitation, modern slavery and violence against women and girls should also be considered.

### The Duty states that in addition to tough law enforcement, we need to understand and address the factors that cause someone to commit violent crime in the first place, this includes where coercion is a factor regarding vulnerable children and adults. It is essential that frontline professionals recognise the specific needs and vulnerability of children and young people, regardless of the circumstances around any interaction they may be involved in such as gang or drug related violence. There needs to be a proportionate response so that children and young people impacted by criminal exploitation and engaging in serious violence are seen as victims and are safeguarded and supported as opposed to criminalised.

### The aims of the local Serious Violence Partnership are to:

* understand the extent of violence throughout York and North Yorkshire through the analysis of characteristics, patterns of behaviour and the impact on the wider community.
* establish the risk factors that increase the likelihood of violence, and how these factors can be reduced through prevention, diversion, and early intervention; and
* establish effective interventions in a variety of settings and monitor the impact on reducing serious violence these interventions produce.

### The successful Provider will be required to provide the local Serious Violence Partnership with relevant data and information to help demonstrate the achievement of the above aims.

## **North Yorkshire Victims’ Voice**

### In 2023, Victim Support undertook a piece of research: [North Yorkshire Victims’ Voice](https://www.northyorkshire-pfcc.gov.uk/wp-content/uploads/2023/07/North-Yorkshire-Victims-Voice-report-July-2023.pdf). The research focused on the needs of victims and survivors, their experience of accessing support services, good practice, and gaps in service provision in York and North Yorkshire.

### A pertinent finding from the research was that the needs of victims change over time, for example because of the progress of their case through the Criminal Justice System, therefore regular needs assessments should be conducted to identify any changes of the victim’s needs.

### Also, support services should be offered in the first few days after victimisation; if someone declined support in the first few days or weeks, support should be reoffered a few weeks later and victims should be able to re/access the support service when and if it is needed in the future.

### Although support provision that is commissioned by the YNYCA in York and North Yorkshire is available to all, the research identified a perceived gap in service provision for specific groups, including LGBTQ+, males, older people and children and young people.

### The research identified a variety of circumstances which might act as a barrier to accessing support services and suggested that:

* The visibility of victim support services should be increased, and awareness raised of how to access support quickly and at the time of need.
* Knowledge of accessing the routes into services should be increased.
* Services should be accessible to victims who would benefit from language or communication support.
* Flexible, out-of-hours provision should be considered in certain circumstances.

### Providers must consider amongst other things how to provide a tailored and bespoke package of support for parents/carers:

* who are older (aged 65yrs+)
* who identify as transgender, non-binary or other
* who identify as lesbian, gay, bisexual, or other
* from global majority communities
* in Gypsy, Roma, and Traveller communities
* from different faith communities
* with language barriers
* from isolated and/or marginalised communities, including rural and military communities
* with disabilities, including hidden disabilities and neurodiversity
* with complex or multiple needs e.g., those for whom the impact may have increased their mental health issues
* who are also offenders
* with no recourse to public funds or insecure immigration status

# Types and Definitions of Exploitation

## The provider will be expected to provide support to parents/carers and raise awareness of various types of exploitation, which may include:

## **Child Criminal Exploitation (CCE)** - where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. CCE does not always involve physical contact; it can also occur using technology

## **Child Sexual Exploitation (CSE)** - a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears ‘consensual’. CSE does not always involve physical contact; it can also occur through the use of technology.

## **Missing** - a missing episode is defined by the College of Policing (2017) as anyone whose whereabouts cannot be established will be considered as missing until located and their well-being or otherwise confirmed.

## **Online Harms** - behaviour online which may hurt a person physically or emotionally. It could be harmful information that is posted online, image-based sexual abuse or information sent to a person. Children can be groomed online, and gangs can use social media to spread gang culture and the use of violence. The internet can also be used to intimidate people to pressure them to do something they don’t want. Between 2020 and 2021 there was a 40% increase in reports of online imagery abuse, also known as so-called ‘revenge porn’. In the first 6 months of 2022, more offences were recorded that in the whole of 2020. Even though the abuse occurs virtually, the impact on the victim, their loved ones, and the community can be just as harmful as sexual violence committed in person. Victims and Survivors of online sexual violence will also experience trauma, and the Provider will be required to demonstrate they understand and can respond to the different complexities of the trauma caused by online harm.

## **Modern Slavery & Human Trafficking** – Modern Slavery describes offences such as human trafficking, slavery, forced labour, criminal and sexual exploitation, and domestic servitude. Human Trafficking involves the recruitment or movement of people for exploitation using threat, force, fraud, or the abuse of vulnerability. Trafficking is a crime that can occur across international borders or within a country

## **Radicalisation & Extremism** - Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

## It is acknowledged that this list is not exhaustive, and the nature of vulnerability and exploitation means that the above will invariably intersect.

# Joint Working

## The Provider will work closely with the YNYCA, NYP, and other specialist service providers both strategically, and to continually improve effective referral processes.

## Whilst remaining independent from North Yorkshire Police, the provider will be required to work closely with the police, particularly the dedicated Exploitation & Missing team, who will make referrals into the service and who the provider may be required to undertake joint visits to parents/carers with. Also, Neighbourhood Policing teams who work directly with local communities so will hold knowledge of local risks and issues, and the Operation Sentry Team who work across the force area to disrupt Serious & Organised Crime including County Lines and Modern Slavery, whilst also safeguarding those who may be vulnerable to these sorts of crimes.

## The provider will often be required to act as conduit between the parent/carer and the police and other agencies such as Children’s Social Care. Parents/carers will have access to useful intelligence about offenders, young people and locations, and the provider will be required to support the parent/carer to share this intelligence. The provider will also advocate for the parent/carer, to ensure that their voice is heard and improve communication between the parent/carer and statutory agencies.

## Provision of training and awareness raising for partner agencies and frontline staff of other support agencies will be required to facilitate a deeper understanding of the needs of parents/carers of children who have been (or who may be at risk of) extra-familial exploitation and those who repeatedly go missing, to assist then in responding appropriately particularly around the use of non-judgemental language, so that the parent/carer does not feel blamed. Training and awareness raising should also result in an increase in agency referrals and improve pathways into support.

## The provider will be required to proactively engage with educational settings, as directed by the Prevention & Early Intervention Working Group (see section 4.5) to raise awareness of exploitation and to encourage the educational settings to make referrals into the service.

## The Provider will attend relevant multi-agency meetings, forums and other events as directed by the YNYCA.

## The Provider will be required to work closely with a range of other services and local partnerships, including other support providers. The full list of YNYCA Commissioned Services can be found [here](https://www.northyorkshire-pfcc.gov.uk/for-you/services/commissioned-services/). It is expected that the Provider will establish strong relationships with the following YNYCA commissioned services in particular:

### [Supporting Victims in North Yorkshire](https://www.northyorkshire-pfcc.gov.uk/for-you/services/commissioned-services/#Supporting_Victims_in_North_Yorkshire)

### [North Yorkshire SOS+](https://www.northyorkshire-pfcc.gov.uk/for-you/services/commissioned-services/#Exploitation_Missing_Support_Service_North_Yorkshire_SOS_200000) Exploitation & Missing Service provided by St. Giles Trust

### [Change Direction](https://www.northyorkshire-pfcc.gov.uk/for-you/services/commissioned-services/#Change_Direction_Young_Peoples_Diversion_scheme_North_Yorkshire_Youth_8211_185000) provided by North Yorkshire Youth

## In addition to YNYCA commissioned services, the provider will also be expected to work closely with [York](https://www.york.gov.uk/YouthJusticeService) and [North Yorkshire](https://www.northyorks.gov.uk/children-and-families/north-yorkshire-youth-justice-service) Youth Justice Services

## The Provider will also be required to attend local / regional / national meetings as directed by the YNYCA.

# Local Safeguarding Arrangements

## **York**

### City of York Council have a Multi-Agency Safeguarding Hub (MASH) which is a multi-agency single point of contact for all concerns about children and young people, to ensure they receive the right level of support. Where a practitioner has reason to believe that a child or young person has suffered or is likely to suffer significant harm, they must make a referral to the MASH. All children and young people referred to the MASH will have a multi-agency risk assessment completed.

### The City of York Safeguarding Children Partnership (CYSCP) hold monthly Child Exploitation Disruption Meetings (CEDM) meetings whereby partner agencies can share information where there are concerns that a child or young person is at risk of, is being exploited, or is frequently missing from home or care. These meetings are led by Children’s Social Care and North Yorkshire Police. The York CEDM meeting provides an overview of exploited children in York, making sure that all agencies know which children and young people are at greatest risk and why. The meeting also discusses potential perpetrators, locations of concern and any emerging themes and trends to encourage the active sharing of information between partners.

## **North Yorkshire**

### North Yorkshire have a Multi-Agency Screening Team (MAST). The function of the MAST is to create an environment where sensitive information can be shared securely by Social Care teams including Children and Families and Early Help, the Police and Health partners, to decide on how best to support and safeguard children and young people. MAST professionals access their own agency’s information about a child and family to support shared decision making to improve outcomes for children and young people where statutory intervention is required or where alternative services may be needed. Multi-Agency Child Exploitation (MACE) meetings are held regularly to review risk levels and protective factors of children and to focus on contextual safeguarding and information relating to the links between children at risk or subject to exploitation, perpetrators or individuals who may pose a risk by exploitation and/or locations and community intelligence. This involves the sharing of community intelligence related to perpetrators or individuals who may pose a risk by exploitation as well as locations where harm is being caused within communities.

### The provider will be required to attend the relevant meetings in both York and North Yorkshire to identify those parents/carers who may require cope and resilience support or early intervention and prevention support. The provider will work closely with the Chair of these meetings to facilitate robust information-sharing and to agree where resources would be directed most effectively.

# Scope and Specification

## The overall objective of the Service is to enable parents/carers to cope with the immediate impacts of any crime, empowering them to make informed choices and rebuild stability and resilience to move forward from the harm experienced.

## Also, to reach out to an increased number of parents/carers, particularly those from underrepresented communities to encourage them to access support.

## The aim is for parents/carers to be able to support themselves independently or through an appropriate peer support network by the end of the provision of support.

## The Service will offer as a minimum:

### Immediate advice, support, and safety planning

### Brief Intervention Support

### Intensive longer-term support in the form of one-to-one emotional and practical support

### Support through any police investigation and/or court proceedings

### Supported group work and peer support networks

### Onward referrals and/or liaison with other agencies and support services as appropriate

### Awareness raising of extra-familial child exploitation and its impacts

### Skilled frontline delivery staff will be required to effectively improve the experience of anyone accessing the Service, particularly parents/carers with more specific needs or who may experience multiple disadvantages.

## **Ministry of Justice National Domestic Abuse/Sexual Violence Fund**

### On 25th March 2022, the Ministry of Justice (“MoJ”) announced the National DA/SV Fund, a multi-year national investment until 31st March 2025 (has now been extended 31st March 2026) to support victims and survivors of domestic abuse or sexual violence which was allocated to Police (Fire) & Crime Commissioners, aligned to Joint Local Needs Assessment completed by the OPFCC.

### At the time of publication of this Invitation to Tender the MoJ funding outlined above is only committed until 31st March 2026; if these funding arrangements are extended and / or similar national ring-fenced funding is made available to the YNYCA, this may be passported where applicable to the Provider. We expect the Provider to utilise this funding to employ additional front-line staff so that an increased number of parents/carers can be supported and to include a stronger focus on proactive prevention and early intervention work, particularly with underrepresented communities.

### In any event the Provider will be required to actively work with the YNYCA throughout the Contract period to identify, apply for and/or allocate any ring-fenced or additional national funding available to develop and enhance the commissioned service delivery model to enable more parents/carers to access the service.

## **Budget**

|  |  |
| --- | --- |
|  | **Initial Contract Period** |
| **Contract Period** | **Year 1**1st April 26-31st March 27 | **Year 2**1st April 27 – 31st March 28 | **Year 3**1st April 28-31st March 29 | **Year 4**1st April 29 – 31st March 30 | **Total Initial Contract Value** |
| **Core Contract Value** | £59,262 | £59,262 | £59,262 | £59,262 | **£237,048** |
| **Additional Funding Value** | £0\* | £0\* | £0\* | £0\* | **£0\*** |
| **Totals** | **£59,262** | **£59,262** | **£59,262** | **£59,262** | **£237,048** |

### The budgets outlined above indicates the maximum financial value of the Service over the initial Contract period.

### The budgets should be spent in the appropriate financial year identified above and cannot be carried forward to the following financial year or drawn back from a future financial year without prior agreement of the YNYCA.

### The budget allocated for ‘Additional Funding Value’ elements of the Service is subject to national grant funding being secured and must only be spent in connection with development and enhancement of the commissioned service delivery model through the employment of additional frontline staffing, including any training or on-costs.

### The Provider must report on all expenditure in full against the budget allocated for the ‘Additional Funding Value’ elements of the Service, and separately from reporting of expenditure against the Core Service budget line as above.

### Financial monitoring, including any underspend will be broken down on a monthly basis, but submitted and reviewed with Commissioners on a quarterly basis.

## **Staffing Levels & Caseloads**

### The table below sets out the minimum requirements for front-line staffing and throughput of the service for full CMP cases.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  **Min FTE Keyworkers** | **Caseload per FTE** | **Average time on programme** | **Cases per year, per FTE** | **Maximum cases per year across service** |
| **1.2** | **15** | **6 months** |  |  |

### The caseload expectation per 0.6 FTE is 15. If a worker has several complex cases on their caseload, then this number can be reduced in agreement with the YNYCA.

### The average length a parent/carer should be supported by the service is six months, at this point it is expected that parents/carers should be at the end of their support journey from the service or at a point where they require some form of step-down support.

### If caseload levels fall below this number for a period of four weeks or more then the provider will be expected to initiate further outreach engagement work.

### Capacity levels will be review by the YNYCA on an ongoing basis.

## **Service Accessibility**

### It is expected that staff and resources will be based from various suitable locations across York and North Yorkshire, and may incorporate a combination of experienced paid and voluntary staff, in order to achieve the specified Outcomes and Outputs of the Service.

### The geography of North Yorkshire is vast (see Section 2), and the Provider must consider the accessibility and location of both staff and resources to ensure a victim-led delivery model, including the required infrastructure to offer remote (telephone or online) support options to effectively support parents/carers from across York and North Yorkshire based on need and demand.

### The Provider will pay for any resources, premises, or facilities necessary to deliver the Service, and these costs will be included within the overall Contract Value. Coverage of the whole of York and North Yorkshire must be included and accounted for within the total cost envelope.

### The locations and means by which the Service is delivered must be accessible and appropriate to facilitate effective case management and the geographical location of parents/carers.

## **Hours of Service**

### The Service will be made available as a minimum between standard office hours i.e. Monday to Friday, from 9am to 5pm (excluding bank holidays).

### However, the Service must be provided in line with individual needs i.e. to fit around work, caring or childcare commitments; we expect the Provider to ensure parents/carers needs can be met, in relation to standard office hours and where necessary out of regular hours service availability whilst remaining within the overall maximum Contract Value stated in Section 9.6.

### The Provider is required to meet the minimum offer regardless of staff holidays or sickness; where insufficient specialist support staff are available; the Provider will be required to arrange appropriate relief staffing provision whilst remaining within the overall maximum Contract Value stated at Section 9.6

## **Eligibility for Service**

### The Service will be made available to all parents/carers of children and young people who have been affected by all forms of exploitation and who have repeatedly gone missing:

### **Gender Identity**: parents/carers of any gender.

### **Age**: any age if they have the responsibility of a child or young person between the ages of 10-25

### **Location**: any resident of York and North Yorkshire.

### **Time**: both recent and non-recent incidents. Support shall be provided to repeat victims (where support was previously provided) and re-referrals, whether they have previously engaged with the Service or not.

### **Risk**: any assessed level of actual or perceived risk

### Both those going through a **criminal investigation or trial** and those who chose not to report an incident to the police.

### The Provider must consider how best to support those individuals who do not report crime to the police but who self-refer to the Supporting Victims in North Yorkshire Team or directly to the Provider and who are still entitled to support.

### During delivery of support, any disclosure regarding other crimes, particularly where domestic or sexual abuse is disclosed, must be treated appropriately. In these instances, victims and survivors must be given the opportunity and choice to be referred to a specialist domestic or sexual abuse service, or to continue with the current support, or both.

### The Service will be non-discriminatory and support parents/carers from diverse populations (e.g. Global Majority; people with disabilities; neurodiversity; those with different cultural and religious beliefs; those with previous criminal records) and delivered in ways deemed suitable for everyone’s different circumstances (e.g. age appropriate, culturally sensitive, easily understood).

## **Prevention & Early Intervention**

### As directed by the Prevention & Early Intervention working group, the provider will target interventions to educational settings with high rates of suspensions and permanent exclusions. This will involve raising awareness of the signs and symptoms of all forms of exploitation to parents/carers and teaching staff, to reach an increased number of individuals and provide them with the ability to recognise young people who may be vulnerable to exploitation. Also, to establish ongoing referral routes for children into the service.

### This work should aim to build capacity to respond to and support children and young adults in a non-judgemental way. The provider will be expected to be able to challenge victim-blaming language for example and ensure that individuals are treated as victims where appropriate.

### Educational settings will be prioritised across York and North Yorkshire to arrange and deliver awareness raising sessions for identified individuals who will benefit from targeted support.

### The provider will be required to engage with a minimum of four educational settings per annum. This will be documented on an ongoing basis and reviewed quarterly during contract management meetings in a manner agreed with the YNYCA Contract Manager.

## **Referrals and Initial Contact**

### The service will receive referrals from any agency; it is expected that NYP and Children’s Social Care will be main referrers.

### The In-House [Supporting Victims](http://www.supportingvictims.org/) team who assess the support needs of victims of crime and refer to specialist support services in line with the Victim’s Code will also make referrals.

### The Provider will also accept self-referrals direct into the Service and will ensure appropriate pathways are in place to enable parents/carers to refer themselves directly.

### On receipt of an eligible referral, the Provider will ensure contact has been attempted with 90% of all parents/carers within 72 working hours (see KPIs at 9.23) - if the Provider fails to meet this objective in relation to a specific referral, the Referral Agency must be contacted within 12 working hours of the time lapse to explain the action taken to achieve this objective and why contact has not been made; the Provider must also confirm the actual timescales when contact has been attempted for these specific referrals.

## **Case Management Process**

### For those parents/carers who require longer-term one-to-one support, the process through which the Provider will manage cases, hereby known as the Case Management Process (“CMP”) is intended to guide parents/carers through their recovery journey, through any criminal justice process and beyond. The CMP will incorporate the following stages:

### Referral and initial contact (see section 9.12)

### Risk & Needs Assessment, which includes baseline scoring of the MoJ [nine categories of need as defined in the Code of Practice for Victims](https://assets.publishing.service.gov.uk/media/60620279d3bf7f5ceaca0d89/victims-code-2020.pdf) (see section 9.16)

### Support Plan (see section 9.17)

### Exit Review and Strategy (see section 9.21)

### The CMP will be incorporated into ‘Orcuma’ a cloud-based Case Management System (“CMS”) to automate, track and streamline the process. The Provider may use their own CMS in addition; however, the Provider **will be expected** to use Orcuma on Contract award to record progress against the CMP as directed by the YNYCA.

### The YNYCA will make a maximum of 3 part-time licences available to the Provider to access Orcuma; however, the Provider may purchase additional licences if required at a cost of £300 per full-time licence or £150 per part-time licence, excluding VAT, per annum. The initial cost and ongoing annual renewal costs of any additional licences for Orcuma is the responsibility of the Provider throughout the remaining contract period but can be included within the pricing response to this ITT; but the Provider cannot include any costs associated with their own CMS if they choose to use their own CMS in addition to Orcuma.

## **Consent & Information Sharing**

### For every parent/carer who accepts the support offer, the Provider must gain and document explicit and specific consent for information to be shared with the YNYCA including sensitive personal information where required, in relation to an individual’s support journey at various stages of the CMP (Initial Assessment, Support Planning and at Exit from Service) so that the YNYCA can monitor the quality of the support provided and understand how best to improve support services moving forward.

### The YNYCA recognise that there will be parents/carers who would benefit from the Service who do not wish for their personal information to be shared with the YNYCA; therefore, the Provider must include an option for parents/carers to specify what information can be shared with which agency but manage expectations that anonymised performance reporting at an individual level is required in all cases.

### It will be the responsibility of the Provider to maintain an understanding of the other national and local support services that parents/carers may be referred from or need to access to as part of their overall support journey.

## **Confidentiality**

### The Provider must comply with the requirements outlined in Appendix 5 – Security Standards Agreement and will be required to sign up to an Information Sharing Agreement (see Appendix 3 for a draft example).

### The Provider must ensure the security of data and integrity of systems is managed. Any data breaches must be reported to NYP and the YNYCA within 24 hours, using the reporting template that will be provided (see Appendix 4).

### The use of a secure email (e.g. CJSM) is required in order to communicate with the YNYCA and other partners under this Contract.

## **Risk & Needs Assessment**

### For parents/carers who receive short-term support, a basic risk and needs assessment will be required.

### For those parents/carers who require the full CMP, the Service will be required to utilise information shared by the referring agency to make direct contact with the parent/carer to carry out a full Risk & Need Assessment for all police and third-party referrals; a Risk & Needs Assessment must also be completed for all direct self-referrals.

### This full Risk & Needs Assessment must be used to inform and agree a bespoke Support Plan (see 9.17) for every parent/carer who require the full CMP, to ensure that their individual needs are met either by the Service or by referring on to another appropriate service provider to best meet the identified need.

### The Risk & Needs Assessment will be recorded in a format as specified by the YNYCA and must also specifically identify a baseline position across the following nine categories of need as defined in the [Victims Services Commissioning Framework](https://www.gov.uk/government/publications/victims-services-commissioning-framework):

### Mental Health & emotional wellbeing

* Physical health
* Shelter and accommodation
* Relationships with family, friends, and children
* Education, skills and employment, including training and informal learning and/or volunteering opportunities.
* Substance Use and harmful behaviours
* Finance, benefits, and debt management
* Outlook, attitudes, and empowerments
* Social interactions

### This baseline position against the above needs will allow for progress to be measured as the parent/carer progresses through their support journey. As a minimum, this scoring process will take place at the start, mid-point and upon exit of the service, to monitor the progress of everyone engaged with the Service.

### The Risk & Needs Assessment must also specifically record those who have (recently) reported an incident / crime to the police prior to engaging with the Service.

### The Risk & Needs Assessment must also specifically record those who have been referred into mental health support, either by another agency or have self- referred because of the harm experienced by their child being affected by exploitation (not for any other or pre-existing health conditions).

### The Provider must ensure a consistent and measurable assessment process is used to identify additional needs outside the scope of the Service, and that any and all onward referrals are recorded, including which agency or service has been referred to or where explicit consent for such onward referrals has not been given by the parent/carer.

### The Provider must ensure that every parent/carer is routinely assessed for risk of suicide, self-harm or harm to others and appropriate risk management protocols are followed where this risk is believed to exist.

### An additional assessment should be made in relation to whether a home, outreach or virtual venue is appropriate should a parent/carer require such support. Additional risk assessments will be carried out on these cases to ensure staff are provided with as much information as possible to best support the parent/carer.

## **Support Plan**

### The Service must ensure that an individual bespoke Support Plan is developed and maintained for each parent/carer who requires the full CMP, this should be based on the individual’s Risk & Needs Assessment and tailored to include the specific interventions or actions that are required to manage the risk and/or support needs of each parent/carer.

### Parents/Carers must be allocated to an appropriately experienced member of staff, including volunteers, based on the level of identified need and specialism or skill level of that staff member, to offer emotional and/or practical support in line with the agreed Support Plan to help them cope and rebuild their resilience to move forward from the harm caused.

### The Support Plan should be regularly reviewed and updated together with each individual parent/carer as part of every significant planned contact and should form the basis for the specific support or interventions provided by the Service.

### The Support Plan should also be used by the Provider’s managers to ensure safe practice and monitor overall service provision and capacity.

## **Brief Intervention Support**

### A proportion of parent/carers will accept an offer of support but will not want to engage with the Service over a longer period, and others may only accept immediate or very short-term support to be delivered over a single or small number of contacts.

### As a minimum, the Provider must:

* complete immediate safety planning if required, with the parent/carer based on a basic risk & needs assessment.
* provide immediate practical and/or emotional support.
* where additional support needs are identified, offer an onward referral or signposting to other appropriate support services to meet these needs.

### In some instances, parents/carers who receive Brief Intervention support may not provide consent for information to be shared and recorded on Orcuma; where this applies the provider will maintain an anonymised record of the number of parents/carers supported via Brief Intervention and the nature of the support, in a format agreed with the YNYCA. This data will be supplied to the Contract Manager on a quarterly basis and will form part of the total number of outputs/outcomes of the service.

## **Support through the Criminal Process**

### The Provider must ensure their staff are able to:

### Provide accurate information on current process and procedures when reporting to the police.

### Provide practical and/or emotional support through any subsequent criminal investigation or trial.

### Liaise with the police and Crown Prosecution Service (“CPS”) on behalf of the parent/carer, keeping them informed about case progress through the criminal justice system.

### Participate in case conferences with the police, CPS and prosecuting barrister as required.

### Work with the Witness Care Unit and CAB Witness Service to arrange pre-trial visits, support at court and claim expenses as appropriate.

### Support parent/carers to make an application for Criminal Injuries Compensation where appropriate.

## **Advocate on behalf of Parents/Carers & Onwards Referrals**

### The Provider will support parents/carers to access services to which they are entitled as informed by the Risk & Needs Assessment – including providing feedback to other agencies in relation to consistent difficulties parent/carers encounter accessing their services.

### The Provider will develop and maintain effective joint working arrangements with key partners and advocate on behalf of the parent/carer to ensure their wishes or views are considered and remain integral to any decision making.

### The Provider will keep other agencies informed about important changes in the parent/carer situation as appropriate.

## **Service Exit Planning**

### The Provider must ensure that appropriate exit planning is incorporated into the Support Plan in line with individual needs and circumstances, with clearly defined milestones to support the parent/carer to move through their support journey and empower them to be able to support themselves independently, or through an appropriate peer support network, by the end of the provision of support.

### The Provider must manage expectations of the parent/carer in terms of the scope of the Service by agreeing clear aims and support goals. These support goals should be regularly reviewed with each individual as part of every significant planned contact and should form the basis for an Exit Strategy to be agreed with each parent/carer exiting the service in a planned way.

### This Exit Strategy must include identification of any remaining areas of need and onward referrals required to meet specific needs outside the scope of the Service; and collecting feedback on overall service delivery.

### A rescoring against the MoJ categories of need will also take place as part of the exit strategy.

## **Service-User Feedback & Service Development**

### The Provider will undertake a satisfaction survey with everyone that engages with the Service to help measure impact and effectiveness. As a minimum, individuals will be asked if they would:

* Recommend the Service.
* View the service in a positive light; and
* Feel that their support goals have been met.

### The Yes/No response will be input into the CMS, but the individual should also be provided with the opportunity to elaborate on their answers and provide further feedback.

### The Provider must ensure all parents/carers are given the opportunity to provide feedback, whether they exit the Service in a planned way or not.

### The Provider will be required to provide data on this parent/data feedback as requested to evaluate the Service, locally highlighting common themes and issues as they arise through the Contract and Performance Management process.

### The Provider will establish a Parent/Carer Forum within 6 months of Contract start date (if such a forum is not already in place) and maintain the Forum throughout the life of the Contract to undertake consultation on Service design and delivery and enable continuous service improvement and development.

### The YNYCA may also undertake consultation and engagement with parents/carers from time to time, including co-production opportunities, and the Provider will be expected to promote and encourage parents/carers to take part.

## **Key Performance Indicators**

### The following Key Performance Indicators (“KPIs”) and tolerance levels have been identified by the YNYCA as a minimum requirement to demonstrate contractual performance and outcomes achieved by the Service. These may be changed at the discretion of the YNYCA throughout the duration of the Contract.

###  **First Measurement Milestone**

**Referrals**

* **KPI 1** – Contact is attempted within 72 hours/3 working days of receipt of an eligible referral for a minimum 90% of those parents/carers referred to the Service by police or other third parties (excluding self-referrals who make direct contact with the Service)
* **KPI 2** - 100% of those who are contacted are offered an appointment within 7 days of receiving the referral.

If the Provider fails to meet either of these KPIs in relation to a specific referral, the Provider must also confirm the actual timescales when contact has been attempted and/or appointment offered for each specific referral outside of these KPIs.

**Risk & Needs Assessment**

* **KPI 3** - Minimum 90% of those parents/carers who accept full case-management support receive a full risk and needs assessment which includes a baseline score across the 9 categories of need.
* **KPI 4** – 100% of all Full Risk & Needs Assessments must include whether the parent/carer has (recently) reported the incident / crime to the police prior to engaging with the Service or not.
* **KPI 5** – 100% of all Full Risk & Needs Assessments must include whether the parent/carer has been referred into mental health support, either by another agency or have self-referred because of the harm experienced by their child being affected by exploitation (not for any other or pre-existing health conditions)

**Support Plan**

* **KPI 6** - Minimum 90% of those parent/carers who receive a needs assessment have a bespoke Support Plan developed in agreement with the parent/carer.
* **KPI 7** – Minimum 90% of those who have a mental health need identified as part of their full Risk & Needs Assessment, and are not already engaged with mental health services, are referred onto appropriate mental health support services as part of their Support Plan
* **KPI 8** - Minimum 90% of those who have other additional needs identified which are outside the scope of the service, are referred into other appropriate services to meet these needs such as financial help and advice, housing, substance use services, etc (the Provider must ensure any and all onwards referrals are recorded, including which agency or service has been referred or where explicit consent for such onward referrals has not been given by the individual)

The Provider must ensure all onwards referrals are recorded, including which agency or service has been referred to, or where explicit consent for such onward referrals has not been given by the parent/carer.

**Exit Strategy & Planning**

* **KPI** **9** – Minimum 90% of those parents/carers who have a Support Plan in place, Exit the Services in a Planned way with an exit strategy

**Service Satisfaction & Feedback**

* **KPI 10** – 100% of those parents/carers, who Exit the Service in a Planned way are asked to provide Feedback.
* **KPI 11** – Minimum 90% of those parents/carers, providing Feedback, would recommend the Service to others.
* **KPI 12** – Minimum 90% of those parents/carers, providing Feedback, view the Service in a positive light.
* **KPI 13** – Minimum 90% of those parents/carers, providing Feedback, feel that their support goals have been met.

**Outcomes**

* **KPI 14** – In order to measure service impact, 90% of individuals who have a Support Plan will have improved scores where there is an identified need in at least four of the MoJ categories of needs (demonstrated by an increase of the baseline score) on exit from Service**.**

NB the number of parents/carers who accept the offer of support, then disengage or become non-contactable will also require collection and reporting and monitoring in terms of conversion rates for service improvement purposes and to gauge the success of KPIs.

**The YNYCA recognise that there will be many parents/carers** **who would benefit from the Service who do not wish for their personal information to be shared with the YNYCA or other agencies; there will be an option for anonymised performance reporting at an individual level on an exception only case by case basis.**

## **Performance and Quality Management**

### The Provider will identify a named Contract Manager who will maintain communication with the YNYCA Contract Manager for Contract Management purposes; and provide timely reports to the YNCA Contract Manager to include delivery of outputs to be agreed prior to Contract award.

### The YNCA Contract Manager will undertake quarterly performance meetings with the Provider’s named Contract Manager to discuss Contract Performance and quality of delivery.

### The Provider will ensure staff document accurate and up to date information in relation to referral and support offered to parents/carers including the uptake of the Service and provide statistical information on performance with a focus on outputs and outcomes.

### The Provider will ensure staff working to this Contract complete the CMP as outlined above at 9.13 and as per YNYCA CMS for every parent/carer who requires the full CMP, and an anonymised record of parents/carers who receive Brief Intervention support and do not consent for their personal data to be shared, in order to record progress on achieving the outcomes, and effectively case manage parent/carer journeys.

### The SVT System Administrator will have overall responsibility for ensuring appropriate use of Orcuma and will quality assure data entry via dip sampling throughout the life of the Contract.

### An annual review of all monitoring information will be undertaken by the YNYCA Contract Manager and discussed with the Provider with recommendations for improvement, highlighting areas of good practice and any gaps.

### Where concerns exist around quality of delivery or performance is deemed to be below agreed tolerance levels (as specified at 9.23.2), the YNYCA Contract Manager will agree a reasonable timeline with Provider for improving Service/Contract delivery/quality through a Rectification Plan.

### Should the YNYCA Contract Manager continue to have concerns in these areas/not see improvement within agreed timescales, a Default Notice may be issued on this basis, which may carry with it a financial penalty in line with the element of non-rectification.

### The Provider will be required to produce a minimum of four anonymised case studies per annum to the YNYCA Contract Manager in a format to be agreed with the YNYCA.

### The Provider will be expected to produce an Impact & Evaluation Report of the Service on initial Contract completion, within two (2) calendar months of the final day of the initial Contract period.

## **Quality Assurance Requirements**

### The Provider will evidence, as part of their bid submission, that their staff will be suitably qualified and experienced and trained on the key entitlements for victims and their responsibilities in relation to the [Code of Practice for Victims;](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/254459/code-of-practice-victims-of-crime.pdf)

### Will keep up to date and informed of national and local government decisions and policies pertinent to the area of work of supporting victims and exploitation; and

### If any gaps in training are identified, the successful Provider will ensure staff have access to appropriate Continuous Professional Development (“CPD”) training and encourage staff to develop knowledge and support skills in other areas such as Mental Health, Substance Use, etc which will continually improve support provision in York and North Yorkshire.

### The Provider must provide evidence of all relevant staff qualifications and training to the YNYCA prior to commencement of the Service, and annually thereafter including ‘refresher’ training where required.

### The Provider must commit to enabling staff to attend training, events, and conferences at the request of the YNYCA.

### The Provider must ensure that all staff working under this Contract are vetted by NYP to NPPV (Non-Police Personnel Vetting) Level 2 (abbreviated) and have also appropriate DBS clearance in place before the commencement of their role.

### The Provider must supply a full list of all staff working under this Contract, with a breakdown of their contracted hours on a quarterly basis throughout the Contract period to the YNYCA Contract Manager.

## **Complaints Process**

### All complaints with regards to delivery of the Service and/or the Provider’s staff will be dealt with via the Provider’s documented complaints process which will be provided to the YNYCA prior to Contract award.

### All complaints must also be referred to the YNYCA Contract Manager so that information is logged which will be discussed at performance management meeting and can be followed up as appropriate; specifically, the number of formal complaints received, the nature of such complaints and number of formal complaints upheld.

### Where the complainant is still not satisfied with the resolution offered and/or where no resolution can be agreed internally, the Provider must inform the complainant of the option to escalate their complaint to the YNYCA.

## **Serious Adverse Incident Reporting**

### A Serious Adverse Incident includes:

* Any death of a Service User, including suicide.
* Attempted suicide of a Service User.
* Incidents resulting in hospitalisation or police involvement (including incidents related to violence, drug, or alcohol misuse).
* Serious anti-social behaviour (criminal damage, discrimination, threats to others).
* Any report of abuse or neglect (including physical, emotional, sexual, psychological, or financial abuse) being carried out by a Service User; or
* Near misses involving a Service User.

### All Serious Adverse Incidents must be reported to the YNYCA Contract Manager within 24 hours (1 working day) of the Provider being notified of the incident and in a format as directed by the YNYCA.

### In the event of an individual’s death because of domestic abuse, the Provider must participate in a Domestic Abuse Related Death Review as required by the relevant Community Safety Partnership.

### In the event of an individual’s death because of illicit drug use and/or alcohol, the YNYCA Contract Manager will notify the relevant local Authority Drug & Alcohol Related Deaths Coordinator. The Provider will be expected to contribute to any case reviews as required by the relevant Drug & alcohol related deaths review process.

## **Business Continuity**

### As Category One Responders under the Civil Contingencies Act 2004, police forces have a legal duty to have effective business continuity plans and arrangements in place to ensure they can maintain essential services and critical functions following a disruptive event.

### As a business-critical supplier, the Provider therefore must provide assurances that it would be able to continue to deliver the Service in the event of experiencing a disruption themselves. In addition, the YNYCA require the Provider to have the capability to respond to and be flexible to provide enhanced Service during times of emergency or disruption and seek the agreement of YNYCA on contingency and response plans.

## **Safeguarding Vulnerable Adults and Children**

### The Service will ensure they follow safeguarding procedures to ensure all adults at risk and all children and young people are safe by providing effective support for parents/carers – particularly where a young person aged 0 to 18yrs is involved, or an adult at risk has been identified and specifically in reference to safeguarding.

### The Provider must keep up to date in relation to local safeguarding policies particularly when dealing directly with adults at risk and/or children and young people in relation to safeguarding. The Provider must ensure that they receive regular updates from North Yorkshire and City of York Safeguarding Partnerships both in respect of Children and Adults.

### There may be times when parents/carers are less able to protect themselves or make informed decisions about their safety. Therefore, it is essential that all staff have a clear understanding of how and when to support vulnerable service users and understand the process to follow when escalating issues. It is important that all staff are aware and cited on local assessment frameworks for North Yorkshire and City of York which are underpinned by the Children Act 2004 and Working Together 2024.

### Additionally, an adult at risk includes adults with learning disabilities and/or mental health needs, including those with dementia, those who may be older with additional support/care needs and those who are physically frail or have a chronic illness e.g. brain injury or stroke with physical/sensory disability or who misuse drugs or alcohol.

### Such characteristics do not in their own right make parents/carers vulnerable. All individual’s circumstances are affected by their environment, for example their proximity to risk, and the support available to them.

### The term adult at risk may also include trafficked women or victims of forced marriage or modern slavery.

### The Provider will ensure that cases at risk of suicide and/or self-harm are also dealt with appropriately under organisational safeguarding processes and procedures. Ensuring staff have suitable and appropriate training and are cited on key strategies.

### The Provider must comply with both the North Yorkshire and the City of York Safeguarding arrangements for both adults at risk and children and young people:

* [North Yorkshire Safeguarding Children Partnership](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.safeguardingchildren.co.uk%2F&data=05%7C01%7CSarah.Arnott%40northyorkshire.police.uk%7Cbca7bdd0ee604bc3dd4108db709e016b%7C2c84bc9193af476e9721cdad67cb3ead%7C0%7C0%7C638227596149455192%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=CUt8Z8IqtU6j66w9WN91PqroMVEH%2FCcEv6UWDmi8nWw%3D&reserved=0)
* [North Yorkshire Safeguarding Adults Board](https://safeguardingadults.co.uk/)
* [City of York Safeguarding Children Partnership](http://www.saferchildrenyork.org.uk/)
* [City of York Safeguarding Adults Board](http://www.safeguardingadultsyork.org.uk/)

### The Provider are required to work collaboratively across agencies to ensure a holistic contribution to safeguard and protect adults and children at risk of significant harm in accordance with statutory guidance contained in Working Together to Safeguard Children – March 2018, and any subsequent amendments.

### The Provider must therefore have dedicated Safeguarding Policy and Procedures in place, in line with requirements of the local Safeguarding Children Partnerships and Adult Safeguarding Boards.

### Consideration must be given to safeguarding children and adults at risk when the Services are dealing with parents/carers who have dependent care obligations which may include care for children and other adults at risk.

### The Provider must be able to safeguard and promote the welfare of children and young people up to the age of 18 years or 25 years for those young people with Special Educational Needs or Disabilities (“SEND”).

### The Provider must follow local Safeguarding Procedures and refer to MAST/MASH via the Universal Referral Form to ensure children and young people are safe and protected from harm.

## **Modern Slavery**

### The Slavery and Trafficking Survivor Care Standards 2018 aim to ensure that adult survivors of trafficking receive high quality care wherever they are in the UK. The standards were re-published in 2015 following the Modern Slavery Act 2015. The 2018 update accounts for changes in law, policy, and practice in the rapidly changing landscape of preventing and combatting trafficking and modern slavery and supporting its victims to rehabilitate and rebuild their lives.

### For every survivor of trafficking there should be an appropriate pathway for provision which considers, and is tailored to, their specific individual risks and needs. This includes all survivors who have a high level of need and require specialist provision.

## **Translation and Interpreting Services**

### The Provider will be responsible for the provision (and cost) of any required translation services or interpreters.

### The YNYCA do have access to the Police Interpreter Contract which may be accessed if required. The service is currently provided by DA Languages and enquiries with regards to accessing the service should be made directly to the YNYCA Contract Manager.

### It is at the Provider’s discretion as to whether they wish to use this service.

### All interpreters used by the service must be appropriately vetted and be nationally accredited as per National Police Language Services (NPLS) guidance [National Police Language Services (NPLS) guidance](https://www.police.uk/pu/policing-in-the-uk/national-police-language-services-npls/).

## **Equalities**

### Under the Equality Act 2010 the Commissioners have an ongoing legal duty to pay ‘due regard’ to the need to:

* eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct.
* advance equality of opportunity between different groups (those who share a protected characteristic and those who do not); and
* foster good relations between different groups.

### The Provider is required to act in accordance with this duty, as well as the more general provision of the Equality Act.

### Victims of crime should be treated in a respectful, sensitive, and professional manner. They should receive appropriate support to help them, as far as possible, to cope and build resilience and be protected from re-victimisation. The [Code of Practice for Victims](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/254459/code-of-practice-victims-of-crime.pdf)  sets out the services to be provided to victims of criminal conduct by criminal justice agencies in England and Wales.

## **Social Value**

### The YNYCA are committed to considering the social, economic, and environmental impact of the services they commission and to the implementation of the Social Value Act. This means they want to encourage local supply chains, and approaches that build local capacity and skills. The YNYCA support the Living Wage for those delivering services on their behalf and expects the successful Provider to consider relevant environmental issues.

### The YNYCA require the Provider to be able to measure and demonstrate their social value. The term ‘value’ does not simply mean best price but rather this should be seen in a wider context of achieving greater economic, social, and environmental impact and benefits for both staff and the local community.

## **Policies & Procedures**

### The Provider must have the following policies and procedures in place or be willing to put them in place and ensure that these are reviewed at least every three years; some policy areas may be incorporated within one document where appropriate:

* Equal Opportunities
* Health & Safety policy
* Recruitment & Selection
* Staff Appraisal
* Staff supervision
* Harassment
* Disciplinary
* Grievance
* Whistle blowing
* Complaints
* Data Protection
* Safeguarding
* Lone Working Policy
* Risk Assessment Policy
* Business Continuity Plan
* Receipt of Gifts Policy / Professional Boundaries Policy

### The Provider must provide copies of the above policies prior to commencement of the Service, and any revised versions thereafter.

### The Provider must ensure that all staff, including any volunteers, are aware of and will carry out all elements of the Services in accordance with these policies and procedures.

## **Service Promotion**

### The Provider will actively promote the service using whatever means are available and in agreement with the YNYCA and will utilise opportunities to promote access to the Service for parents/carers throughout York and North Yorkshire.

### The Provider will liaise with other agencies representing and working with parents/carers and exploited young people to increase public awareness of the issues surrounding exploitation and promote the work of the Service and the commissioned exploitation support service for young people.

### All collateral used for the above purposes should be that agreed with the YNYCA Contract Manager prior to distribution.

### The Provider will be responsible for updating the YNYCA Contract Manager with regards to key updates that might be valuable for updating the Supporting Victims in North Yorkshire team, YNYCA, NYC and CYC websites, and Social Media feeds in relation to the Service and other key developments.

# Contract Exit Planning

## The YNYCA require a seamless transition between the Service and any replacement services to be procured in the future, as a minimum the Provider is required to ensure that all case management processes remain in place throughout any notice period to minimise the impact on any parents/carers in receipt of the Service.

## The Provider shall produce a full, detailed Exit Plan for the Service twelve (12) months prior to expiry or termination of the Contract and maintain arrangements for achieving an orderly transition of the Service from the Provider to any replacement provider/s on the expiry or termination of the Contract.

## As a minimum the Exit Plan will include:

### a detailed description of how the Service will cease and/or be transferred to a replacement provider/s.

### details of the management structure to be employed to effectively withdraw and/or transfer the Service.

### details of how relevant knowledge will be transferred; and

### details of any assets and/or sub-contracts (if any) which may be available for transfer upon transfer, expiry, or termination of the Contract.

## The YNYCA will undertake a joint risk assessment with the Provider of the Exit Plan.

## The Provider is required to regularly review and update the Exit Plan as required to reflect any changes in the Service and other matters necessary to minimise the impact on any parents/carers and ensure that any replacement provider/s can implement the proposed transition arrangements at any time.

# Need and Demand for Service

## **Current Commissioned Service data for 2021/22 to 2024/25:**

### The table below shows the number of referrals, engagements (including brief intervention cases) and exits into the current service over the last four financial years.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Referrals** | **Engagements** | **Exits** |
| **2021-22** | **61** | **56** | **28** |
| **2022-23** | **67**  | **56** | **39** |
| **2023-24** | **72**  | **60** | **53**  |
| **2024-25**  | **116** | **81** | **44** |

### The table shows the locations of the parents/carers that were supported during 24/25

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Area** | **Referrals** | **%** | **Engagements** | **%** |
| Harrogate | 20 | 17% | 14 | 17% |
| York | 19 | 16% | 13 | 16% |
| Scarborough | 13 | 11% | 9 | 11% |
| Selby | 10 | 9% | 6 | 7% |
| Ryedale | 8 | 9% | 5 | 6% |
| Craven | 9 | 7% | 5 | 6% |
| Richmondshire | 5 | 4% | 2 | 2% |
| Hambleton | 4 | 3% | 3 | 4% |
| Out of Area | 1 | 1% | 1 | 1% |
| Unknown\* | 27 | 23% | 23 | 28% |
| **Total** | **116** |  | **81** |  |

\*31 cases out of the 116 referrals and 81 engagements were supported via Brief Intervention which included Online & in-person Awareness Raising Sessions – demographic data was not recorded for these cases

## **Child Exploitation Data**

### **City of York**





### **North Yorkshire**





# Social Value

## The contracting authority will consider how economic, social, and environmental well-being may be improved through the goods, works and services we procure, and how procurement may secure those improvements, under the provisions of: the National Procurement Policy Statement and Wales Procurement Policy Statement (Procurement Act s.13-14), the Public Services (Social Value) Act 2012 and the Well-being of Future Generations (Wales) Act 2015.

## We want to use the opportunity the Act presents to support delivery of the Government’s missions as detailed within the [National Procurement Policy Statement](https://www.gov.uk/government/publications/national-procurement-policy-statement) :

* Kickstart economic growth
* Make Britain a clean energy superpower
* Take back our streets
* Break down barriers to opportunity
* Build a National Health Service fit for the future

## To support organisations with the delivery of Social Value, the contracting authority have developed a free of charge Social Value Action Planning Tool online solution that enables organisations to develop customised Social Value Action Plans. Detail of this tool can be found on [Social Value Action Planning Tool (bluelightcommercial.police.uk)](https://bluelightcommercial.police.uk/how-we-help/social-value/social-value-action-planning-tool/). It will be a requirement for any successful bidder to register on the tool and create a Social Value Action Plan.

# Additional Information

## **Vetting**

### In the event the Highest Scoring Bidder(s)’ staff must attend Force sites or access force systems they may need to undertake a full vetting process. Due to the information the supplier and their staff will be party to, there may be a requirement for vetting under this contract. Any cost for undertaking staff vetting will be met by the Highest Scoring Bidder(s). The vetting must remain valid for each contracting authority throughout duration of Contract. Please note the contracting authority reserve the right at any time within the contract to revise the vetting levels and costs.

### All persons (including sub-contracted employees) connected with the Bidder(s) and deemed to require vetting will be required to submit and pass the vetting process.

### There is a fee attached to each vetting application an example is provided here:

## <https://www.warwickshire.police.uk/police-forces/warwickshire-police/areas/warwickshire-police/about-us/about-us/police-national-vetting-service/useful-documents/>

### Staff that are not vetted must not be used on the contract until such time as the vetting has been completed and you have been notified that all is in order.

# Pricing

## Bidders must complete the pricing schedule document within the tender pack.

## Price will be evaluated on the overall cost for the whole term of the contract period and must include all services as detailed in ITT Statement of Requirements.

## The lowest overall cost will be awarded full marks available for price and all subsequent bids will receive a proportion of the available marks based on the lowest overall submission:

## (Lowest bid received divided by the bid being evaluated multiplied by 10%)

## Total, maximum budget available for this Contract is:

|  |  |
| --- | --- |
|  | **Initial Contract Period** |
| **Contract Period** | **Year 1**1st April 26-31st March 27 | **Year 2**1st April 27 – 31st March 28 | **Year 3**1st April 28-31st March 29 | **Year 4**1st April 29 – 31st March 30 | **Total Initial Contract Value** |
| **Core Contract Value** | £59,262 | £59,262 | £59,262 | £59,262 | **£237,048** |
| **Additional Funding Value** | £0\* | £0\* | £0\* | £0\* | **£0\*** |
| **Totals** | **£59,262** | **£59,262** | **£59,262** | **£59,262** | **£237,048** |

# Contract Management

## As part of the submission, the successful Bidder must provide a point of contact who will be responsible for contract performance and delivery. This representative will liaise with the contracting authority Contract Manager regularly, in addition to Quarterly Performance Meetings and must ensure that any questions or issues are reported to the correct person for timely resolution, as detailed in the KPIs in section below.

## The Bidder(s) will provide a process map with contact information to illustrate timeframes and how queries will be logged, prioritised and resolved as part of their submission.

## Over the lifetime of the contract, successful Bidder(s) will be expected to meet the following Key Performance Indicators, which will be reviewed on a quarterly basis as part of the contract management process:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI No. | Activity Description | Measurement frequency |  Target  |
| 1 | Contact is attempted within 72 hours/3 working days of receipt of an eligible referral of those parents/carers referred to the Service by police or other third parties (excluding self-referrals who make direct contact with the Service) | Quarterly | 90% |
| 2 | Those who are contacted are offered an appointment within 7 days of receiving the referral. | Quarterly | 100% |
| 3 | Those parents/carers who accept full case-management support receive a full risk and needs assessment which includes a baseline score across the 9 categories of need. | Quarterly | 90% |
| 4 | All Full Risk & Needs Assessments must include whether the parent/carer has (recently) reported the incident / crime to the police prior to engaging with the Service or not. | Quarterly | 100% |
| 5 | All Full Risk & Needs Assessments must include whether the parent/carer has been referred into mental health support, either by another agency or have self-referred because of the harm experienced by their child being affected by exploitation (not for any other or pre-existing health conditions) | Quarterly | 100% |
| 6 | Those parent/carers who receive a needs assessment have a bespoke Support Plan developed in agreement with the parent/carer. | Quarterly | 90% |
| 7 | Those who have a mental health need identified as part of their full Risk & Needs Assessment, and are not already engaged with mental health services, are referred onto appropriate mental health support services as part of their Support Plan | Quarterly | 90% |
| 8 | Those who have other additional needs identified which are outside the scope of the service, are referred into other appropriate services to meet these needs such as financial help and advice, housing, substance use services, etc (the Provider must ensure any and all onwards referrals are recorded, including which agency or service has been referred or where explicit consent for such onward referrals has not been given by the individual) | Quarterly | 90% |
| 9 | Those parents/carers who have a Support Plan in place, Exit the Services in a Planned way with an exit strategy | Quarterly | 90% |
| 10 | Those parents/carers, who Exit the Service in a Planned way are asked to provide Feedback. | Quarterly | 100% |
| 11 | Those parents/carers, providing Feedback, would recommend the Service to others. | Quarterly | 90% |
| 12 | Those parents/carers, providing Feedback, view the Service in a positive light. | Quarterly | 90% |
| 13 | Those parents/carers, providing Feedback, feel that their support goals have been met. | Quarterly | 90% |
| 14 | In order to measure service impact, individuals who have a Support Plan will have improved scores where there is an identified need in at least four of the MoJ categories of needs (demonstrated by an increase of the baseline score) on exit from Service**.** | Quarterly | 90% |

KPI data must be provided within 10 working days of the agreed due date(s). KPI data will be used to measure and track the successful Bidder(s)’ performance across each individual contract and across all contracts awarded under the contract.

## As part of the contract management process, the contracting authority will hold quarterly reviews with the successful bidder(s).

## Please see section 9.24 for further information on Performance and Quality Management.