**Specification of Requirements**

**Change that Lasts – CLEAR in Cardiff and the Vale of Glamorgan.**

**December 2021**

**Section 1**

**1.1 Purpose**

1.2 Change that Lasts is a systems’ change approach developed by Welsh Women’s Aid and Women’s Aid Federation England. The approach supports communities and professionals to provide a needs-led, strengths-based, trauma informed and gender responsive response to women and children who have experienced Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV). The approach builds the skills of individuals to encourage survivors’ help seeking and challenges the conditions that enable abuse to begin in the first place.

**1.3 Introduction**

1.4 Respect in partnership with Welsh Women’s Aid has developed the Change that Lasts Awareness Raising (CLEAR) perpetrator response. This is a complementary strand of work to the Change That Lasts Approach, addressing perpetrators of VAWDASV. The aim is to intervene with perpetrators as early as possible, increasing awareness and accountability with the safety and wellbeing of survivors and children at the heart of the design.

1.5 We are looking to contract the delivery of CLEAR from an organisation who has established perpetrator services in South Wales and is able to deliver the CLEAR programme in Cardiff and the Vale of Glamorgan. Applicants must be accredited by the Respect Standard or willing to work towards accreditation, beginning in the first year of delivery.

1.5 The perpetrator response will be delivered via CLEAR:

* CLEAR is an established intervention
* The focus of CLEAR is on raising awareness and providing an early response to those using abusive behaviour or are concerned about their behaviour in their intimate relationships.

1.6 The survivor response is delivered by Cardiff Women’s Aid (Cardiff) and Atal y Fro (The Vale of Glamorgan) and collaborative partnership working is required with the survivor response organisations.

1.7 There is also a requirement to support with the delivery of training and briefings that sit within the trusted professional strand of work. This work is led however by Respect.

1.8 There is a requirement to support with the delivery of the community outreach strand and Ask Me. This strand of work is under further development, led by Respect and Welsh Women’s Aid.

1.9 This work will run from the point of commissioning in to March 2022. Whilst funding is not secured past this point, we have had an early (but unconfirmed) indication that it will continue

1.10 Applicants must be established in South Wales and be in a position to commit to delivery over the course of the project.

1.11 Applicants must be Accredited by Respect or, committed to working towards accreditation within the first year.

1.12 Applicants must have an established track record of working with perpetrators of domestic abuse.

1.13 Applicants must be survivor focussed in all of their work and implement the highest quality standards in ensuring survivors are central in any decisions made around work with perpetrators.

1.14 There is currently one member of staff employed by Respect delivering this service (the second role is vacant) therefore the current member of staff will be subject to TUPE arrangements with the successful applicant.

**Section 2**

**Perpetrator intervention**

**3.1** **Overview**

3.2 The Partnership requires the provision of the following services to be delivered:

* A survivor-focussed service that will provide
  + direct interventions to perpetrators including advice and guidance to professionals through the delivery of the CLEAR intervention
  + training, development and expert support for professionals (led by the Change that Lasts Wales Perpetrator Response Manager henceforth referred to as Respect Manager)
  + community engagement activities, awareness raising and outreach

The total available budget for these services is paid in arrears at the end of the quarter subject to successful reporting to Respect.

Exact funded amounts will be calculated on a quarterly basis from the award date until the 31st March 2022. The total funding is £83,788 per annum. Funding is not yet confirmed for 2022/23 however early indications have been given that the work is intended to continue.

An example schedule of payment is:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Q1 | Q2 | Q3 | Q4 | **Total** |
| Year 1 |  |  |  | £20,946 | **£20,946** |
|  | Q1 | Q2 | Q3 | Q4 | **Total** |
| Year 2 – subject to ongoing funding | £20,946 | £20,946 | £20,946 | £20,946 | **£83,788** |

**3.3 Service Provision Requirements**

3.4 As a requirement of the contract, the Provider is required to:

Provide multi-skilled staff that are suitably qualified to be able to work across all three workstreams of the project in relation to perpetrators:

* Support Respect and Welsh Women’s Aid with the provision of community engagement
  + Engaging with communities and supporting personal and professional development through outreach, advice, seminars, workshops and training
* Support Respect and Welsh Women’s Aid with the provision of training and skill development for organisations including frontline staff
  + Identify, engage with and support groups of professionals who may benefit from this approach
  + Support the delivery of training and development for organisations, alongside the Respect Manager
* Direct support to perpetrators and professionals
  + Deliver the CLEAR intervention by providing expert support, working with perpetrators of abuse in a 1:1 and/or group work capacity and providing advice and consultancy to organisations and individuals to support their development.
  + Conduct needs-based assessments
  + Signpost to relevant services
  + Provide advice and consultancy to organisations and individuals to support their development
  + Provide advice and guidance to those working with perpetrators of abuse, ensuring messaging in the training and skills development is embedded in services
  + Discuss the Change that Lasts model of work with partners and other professionals in an accurate and survivor-centred way
  + Provide and ensure robust risk management procedures for perpetrators attending CLEAR
  + Ensure all (ex) partners are referred to the survivor support partners
  + Engage in case management with survivor support partners
  1. The provider must take a multi-agency approach to working with those perpetrating domestic abuse. Change that Lasts believes that ‘the system counts’. Therefore, the system change is as important as the direct work.
  2. The Provider must be flexible to the development of the approach, feeding into developmental work and building best practice. The work will be led by the Respect Manager and Welsh Women’s Aid lead.
  3. The Provider must embed the resources provided and associated approaches to working as outlined in the delivery model and for the purpose of delivering an effective community response, alongside professional development and expert support. Tools and training will be provided.
  4. The Provider must work closely with the survivor support service (Cardiff Women’s Aid in Cardiff and Atal y Fro in the Vale of Glamorgan) and outline a clear survivor-focused plan for the expert support strand of the work that places the survivor at the heart of the intervention and also holds perpetrators accountable. This must be assessed over the course of the intervention, to ensure they are working to the goals and needs of the survivor, while also challenging perpetrator behaviour and presenting opportunities for change as part of an early response.
  5. The Provider must work within national guidance for safeguarding, confidentiality and data protection. Safeguarding concerns must be logged with a clear rationale for actions. A sufficiently skilled senior manager must have overarching responsibility for Safeguarding and due diligence. This work must be reported on to the partnership to ensure compliance.
  6. The Provider is responsible for working with Respect and Welsh Women’s Aid to ensure that the outcomes as outlined in 3.13 are met. This will involve support with the development and delivery of relevant materials, processes and approaches to capturing progress and impact.

**3.13 Outcomes for the Perpetrator Response**

The service will aim to:

* Increase the safety of survivors by reducing abusive/ controlling behaviour
* Improve relationships by promoting respectful, equal and co-operative relationships
* Promote positive attitudes by holding CLEAR perpetrators to account and providing opportunities to change their behaviour based on victim safety
* Ensure all survivors associated to CLEAR perpetrators are offered an intervention

Objectives

* Maximising the specialist support services response to both survivors and perpetrators through the delivery of the CLEAR intervention.

Outcomes

Over the period of a year, the service is expected to:

* Manage referrals into the service, ensuring onward signposting and referral where referrals are not appropriate
* Collect data and information on those referred and worked with, including onward referrals
* Provide 50 perpetrators with effective interventions leading to increased safety of survivors, through the delivery of CLEAR
* Conduct robust and timely risk and needs assessment, considering the needs of those referred
* Ensure that details of (ex) partners are passed to the partner support service
* Take a multi-agency approach to the work, ensuring that the work is not conducted in isolation and is part of a wider response to ensure the needs of those seeking support (survivors and children) are met
* Work with evaluation partners and the partnership to assess the effectiveness of the intervention

**3.14 Criteria for Delivery Partners**

3.15As a requirement of the contract the provider is required to:

3.16 Be Respect Accredited (or working within the Standards with a view to applying for accreditation within one year of starting the project) <http://respect.uk.net/wp-content/uploads/2017/02/Respect-Standard-15.11.17.pdf>

3.17 Be established in South Wales and to be in a position to be able to commit to delivery over the course of the project

3.18 Be committed to working with both Welsh Women’s Aid and Respect

3.19 Demonstrate that their alignment to Welsh Women’s Aid and Respect values, principles and standards and be willing to work to the Change that Lasts approach.

3.20 Be committed to working with other organisations (including but not limited to, other voluntary sector organisations, police, health organisations, social care, community safety partnerships) in the relevant areas to develop the response. Especially, a willingness to work with other voluntary sector organisations delivering elements of this work if the survivor and perpetrator response is split over different organisations.

3.21 Be committed to working alongside the Respect Manager and engage in practice development, reflective practice and be willing to take direction from Respect and/or Welsh Women’s Aid to ensure project fidelity and development in line with relevant standards.

3.24 Include Respect in any panels associated with recruitment/appointment of staff working on CLEAR.

3.25 A good understanding of and commitment to the Change That Lasts model.

3.26 A commitment to developing VAWDASV responses that are responsive to need, incorporate professional judgement and are not solely reliant on risk assessment.

**3.27 Operational and Case Management, Staffing and Supervision**

* 1. The provider is required to provide operational management of the service and provide contingency planning for the continuity of services should unforeseen circumstances arise that impact upon delivery.
  2. It will be the responsibility of the provider to provide to staff with:
* Monthly clinical supervision – this must be held independently of line management structures and robust confidentiality agreements must be in place.
* Participation in development meetings led by Respect and Welsh Women’s Aid
* Development opportunities recorded in supervision with equality of opportunity across the organisation
* Access to line management support
* Access to safeguarding advice and support
* A lone working policy and process
* Access to clearly outlined staff policies and processes to support staff over the course of their employment
* A clearly defined grievance policy and process
* A clearly defined performance management policy and process that recognises the emotional, physical and mental impact of the work, including the experience of power dynamics and gender roles
* Policies that acknowledge the difficulties of the work and address the stress and vicarious trauma that some staff may experience as a result of this work
* Robust domestic abuse policies for both survivors and perpetrators in place to mirror the ethos of the work.
* Support to implement the model including delivering community-based, early responses, an assertive outreach approach, the delivery of training, workshops and seminars, the provision of expert support and consultation services
* Engagement in case management, in partnership with survivor support
* Delivery of treatment management for all staff undertaking frontline work, this involves the use of video and audio recording as required

3.31 The Provider will have in place effective disciplinary procedures for staff and volunteers.

3.32 The Provider will employ staff that are appropriately qualified, competent, skilled and experienced for the provision of the Service.

3.33 The Provider will ensure that all staff and volunteers are checked and cleared by the Disclosure and Barring Service (DBS) at the enhanced level prior to employment. The Provider will also require from applicants a declaration of convictions that would otherwise be spent under the rehabilitation of Offenders Act 1975. Any staff undertaking occasional work who are supporting this work must not undertake any unsupervised work without a relevant DBS, this includes any sessional staff or volunteers. It is the organisation’s responsibility to ensure that DBS checks are up to date and current within their organisational policies. Any risks that are identified as a result of a member of staff sessional worker or volunteer that arises out of the course of this contract must inform Respect immediately and ensure that formal guidance is followed and the issue is robustly investigated.

3.34 The service must be offered from Monday to Friday during, over the course of a minimum 35 hour week. Some delivery will need to be in evenings to ensure that those who work during core hours can access the service. There is no requirement for a daily out of hours service however planning should be made for emergency provisions where flexibility in service provision will be needed.

3.35 The provider will use their case management system. However, data and information will be provided to the partnership and evaluators in a pre-agreed format so that consistency can be drawn across the partnership.

**3.36 Service Locations**

3.37 The Provider will be responsible for ensuring they have appropriate premises from which to operate and deliver their day to day business.

3.38 It will be the responsibility of the Provider to cover all running costs (utilities etc), which include the cost to furnish the building and provide the Information Communication Technology systems.

**3.39 Service Accessibility**

3.40 This intervention is being developed to meet some of the challenges that service users may face such as issues around access, location, knowing where to go for help, ability to speak out, tolerance of abuse in communities. To deliver this, providers are expected to adopt an assertive outreach approach as the expectation is on services to pro-actively engage with communities rather than for communities to seek help. It is expected that Providers will deliver an intersectional approach and therefore must demonstrate that they have considered individual, overlapping needs and systemic disadvantage and how these will be planned for and addressed.

* Clear and accessible service access routes
* Joint working with professionals who have existing relationships
* Policies and procedures that set out the use of interpreters and the steps the organisation takes to maintain the confidentiality of adult and child survivors when an interpreter is required.
* Promoting the intervention as an integral part of Welsh Women’s Aid Change that Lasts approach including links to the Welsh Women’s Aid website that explains the work
* Applying consistent narrative and working across the partnership to embed shared messaging
* Policies that recognise and support the overcoming of barriers for marginalised groups and those with protected characteristics
* Regular organisational training and commitment to upholding equality and promoting diversity in the workplace and with service users
* Professionals leading the response do so in an approachable and supportive manner

3.41 Providers will be expected to provide or seek out partnerships to enable safe and confidential spaces to deliver and promote accessibility of the intervention as developed by Respect and Welsh Women’s Aid.

**3.42 Partnership Working**

3.43 Providers will need to have in place strong local working relationships and referral pathways with partners and an appetite to maintain these through the development of the intervention acknowledging some of the challenges of working together brought about by different organisational priorities in order to ensure the best responses for survivors at the point of their first access.

3.44 Providers are expected to attend the partnership/development/impact/evaluation meetings to ensure that learning is captured and the benefits of partnership working are maximised.

3.45 Work will be undertaken to ensure the development of organisational policy and progress, diplomacy, and understanding as well as being the critical friend to ensure that the ethos and values of Change that Lasts is embedded in partner processes.

3.46 Providers will need to participate in Safeguarding processes for both children and vulnerable adults as the need arises.

**3.47 Contract Monitoring and Evaluation**

3.48 The Providers will need to provide a brief monthly update on the work being mobilised between inception and March 2022 to the Respect Manager. Beyond this, the Respect Manager reserves the right to request for this to continue based upon the performance of the delivery partner against the agreed project plan for mobilisation and delivery.

3.49 For the first six months of the contract, monthly meetings will be held between the Provider and the Respect Manager to discuss the establishment of the service and any initial performance issues. After which time, quarterly meetings will be held to discuss performance and any other service issues which arise. The Provider will inform the Respect Manager and Welsh Women’s Aid of any material problems with the provision of the service immediately and will not wait for these quarterly meetings to do so.

3.50 The Provider will provide a quarterly report outlining:

* Delivery and progress against project plan
* A description of all activities undertaken
* Participant numbers against each activity
* Feedback from participants
* Outcomes data for the participants
* Details of work they have undertaken across the partnership
* Details of any events and activities taken
* Details of engagement with evaluators
* Challenges faced and how these were overcome
* Successes achieved
* Any points of learning
* An anonymised and brief overview of any safeguarding concerns, staff incidents or other issues including changes to commissioning of the organisation that may affect programme participants, the project or the reputation of delivery partners, the local areas, Respect or Welsh Women’s Aid.
* Updates on any areas to be added or that are currently in place on the risk register
* A brief and anonymised overview of any service complaints that have been received.

3.51 The Provider will also provide a quarterly detailed breakdown of spend. Respect reserves the right to claim back unspent and unaccounted for funds or in the case on non-delivery of the terms of the contract

3.52 The outcomes to be measured are indicated in point 3.13.

3.53 The provider consents to the partnership organising and conducting any other Service evaluation as required, including case audit exercises.

**3.54 Information sharing and Intellectual Property**

3.55 The Provider must be compliant with UK GDRP legislation and have an associated policy to underpin the organisational commitments.

3.56 All consent gained must be informed and gained freely from participants, using clearly outlined consent templates. Multiple mediums must be available to record consent, particularly in the case where reading/writing might be an issue. Consideration must be given to the use of different languages, interpreters and verbally recorded consent.

3.57 It must be clearly outlined to service users and participants who can access their data, including police and court requests and the process for this is available.

3.58 Participants must have access to policies that are explained to them such as the process undertaken when police request data and complaints processes.

3.59 Provisions must be made for participants to be able to access the data held on them, have the right to have the data removed prior to agreed organisational statutes.

3.60 The Provider must agree to the Information Sharing Agreement.

3.61 The Provider must have, as a minimum, encryption on their laptops to secure data and all phones must be password protected.

3.62 There must be provision to hold case information securely and provisions in place to minimise the risk of data being shared inappropriately.

3.63 There must be provision for the storing of third party material that is separate from case files (such as the information of children, and survivor information).

3.64 Staff must be sufficiently trained in the use and storing of information.

3.65 The Partnership is the data and intellectual property owner and the Provider(s) is the data controller.

3.66 All materials created during the lifetime of the project remain the intellectual property of Welsh Women’s Aid and Respect. Delivery Partners will be named as contributors to the development of the response and will hold a continuous licence to use the resources for the lifetime of the grant agreement.

**3.67 Governance**

3.68 The Provider will be expected to:

* Participate in a quarterly governance meeting
* Work collaboratively with both Respect and Welsh Women’s Aid
* Have clear lines of accountability between front line staff, management, directors and trustees

3.69 There must be sufficient senior oversight at director and trustee level of:

* Safeguarding
* Risk to staff
* Risk to the continuance of the organisation i.e. funding and commissioning
* Manages legal and financial risks
* Matters that impact upon organisational reputation
* Clear escalation processes
* Oversees wider organisational and project performance and takes responsibility for contractual arrangements.

3.70 The Provider must follow safe recruitment guidelines and have clear job descriptions in place for roles that will be developed collaboratively with Respect and WWA

**3.71 Safeguarding**

3.72 Robust arrangements for safeguarding must be in place with clear policies and processes that outline responsibilities and actions to take at the point of concern. Provision must be made for staff to be supported should safeguarding arise out of hours.

3.73 Safeguarding policies must take into account:

* + The Social Services and Wellbeing Act (Wales) 2014
  + Human Rights Act 1998.
  + United Nations Convention on the Rights of the Child (UNCRC).
  + The Wales Rights of Children and Young People in Wales Measure 2011.
  + Safeguarding Children: Working Together under the Children Act 2004.
  + Wales Safeguarding Procedures 2019

3.74 Safeguarding leads must be sufficiently skilled to be aware of legal responsibilities and the needs of survivors.

3.75 Staff must be sufficiently skilled and trained. They must complete the relevant training as determined by the Regional Safeguarding Boards

3.76 Safeguarding must be regularly addressed in supervision, form part of the organisation case management policy and be reviewed via case supervision. An overview of the safeguarding concerns and responses must be reviewed at trustee level to ensure compliance.

**3.77 Equality and Diversity**

3.78 The Provider must have an up-to-date equality and diversity policy. The organisation must ensure that this is adhered to in line with the Equality Act 2010.

3.79 Project engagement must be monitored to be able to assess the demographics of those who access services. Meaningful and reflective use of this data must be undertaken with steps put in place to ensure that the services is available as widely as possible and any barriers to engagement are identified.

**END**