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**Department for Community and Children’s Services**

**Proposal for City of London Mental Health Centre**

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**Introduction**

The Community and Children’s Department of City of London is proposing to deliver a mental health centre that provides additional clinical interventions for those working and living in the Square Mile.

There are two key provisions of the mental health centre:

1. low-cost sessions for low-income workers, and
2. long-term therapies not available through, and in addition to those provided by the NHS

This would improve access to treatment, and the range of treatments available. The target group for the centre will be City of London workers, and adults (18+ years) residing within the square mile. Providers will need to demonstrate an understanding of the target groups and their service needs; developing a service model that will deliver better mental health and maximise take up by those who otherwise could not afford such treatments.

To facilitate this approach the City of London is offering two adjoining shop units on Middlesex Street, rent free, for a period of three years. The shop units will be renovated to form one, fit for purpose mental health centre.

This proposal is the responsibility of the Corporation’s Department of Community and Children’s Services. The department has a significant role in working with the City’s communities to support, safeguard and plan for the future. Our vision and strategic objectives reflect our continuing journey towards delivering effective, relevant and reliable services and support the Corporation’s vision and aims.

**Service aims**

* End of year one, 10% of sessions are being provided to low-income users.
* End of year two, there is a x% increase of sessions provided to low-income users
* End of year three, 30% of sessions provided to low-income users

**Section 1 About the City of London**

The City of London is both the historic and geographic heart of the capital bordered by seven central London boroughs. At just over one square mile in size it is the world’s leading international financial centre with more than 6,000 businesses, and is also an important visitor destination and transport hub.

The City has a resident population of 8,760[[1]](#footnote-1), found in densely populated pockets of the Square Mile. This resident population, found within 4,400 households, has grown slowly over last decade, but is projected to grow more rapidly to reach 9,190 by 2021. In addition to those who live permanently in the City, there are also 1,400 people who have a second home in the Square Mile.

The City of London is easily accessible and well connected. The majority of our service users live close to our boundaries with the London Boroughs of Camden, Islington, Hackney and Tower Hamlets. Many of our current service providers also deliver contracts in these areas

**Age**

Compared to Greater London there is a greater proportion of people aged between 25 and 69 and fewer young people resident in the City. Only 10 % of households have children compared to around 30 % for London and the rest of the country. Average household size in the City is the lowest of all local authorities in England and Wales with 56 % of households comprising of one person.

The chart below outlines the City’s population in age groups.

|  |  |  |
| --- | --- | --- |
| **Age** | **City Population 2015** | **% of Population 2015** |
| 0-4 | 411 | 4.69 % |
| 5-9 | 301 | 3.44 % |
| 10-14 | 250 | 2.85 % |
| 15-19 | 247 | 2.82 % |
| 20-24 | 567 | 6.47 % |
| 25-29 | 973 | 11.11 % |
| 30-34 | 1032 | 11.78 % |
| 35-39 | 619 | 7.07 % |
| 40-44 | 632 | 7.21 % |
| 45-49 | 708 | 8.08 % |
| 50-54 | 615 | 7.02 % |
| 55-59 | 553 | 6.31 % |
| 60-64 | 492 | 5.62 % |
| 65-69 | 474 | 5.41 % |
| 70-74 | 295 | 3.37 % |
| 75-79 | 244 | 2.79 % |
| 80-84 | 161 | 1.84 % |
| 85-89 | 123 | 1.40 % |
| 90+ | 63 | 0.72 % |
| **Total** | **8760** | **100.00 %** |

*Figure 1 Source: ONS mid- year 2015 population estimates for local authorities*

**Ethnicity**

The City’s population predominantly self-identifies as white (79 %) with the second largest ethnic group self-identifying as Asian (13 %) – a group that includes Indian, Bangladeshi and Chinese populations and which has grown over the past decade. The proportion of the City’s population who self-identify as black is smaller in comparison to both the London wide population and that of England and Wales.

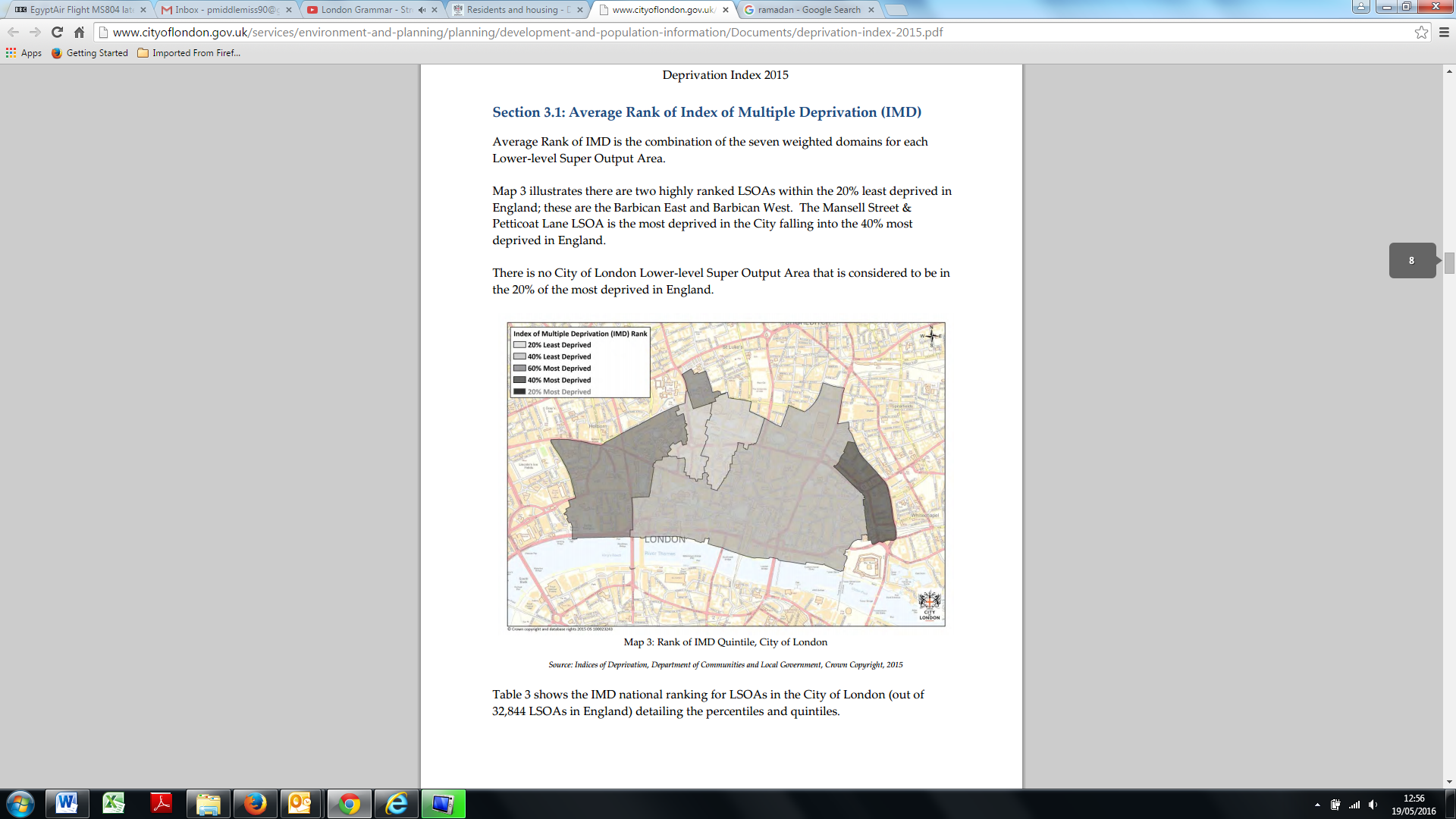
**Housing and deprivation**

The map below represents the ‘hotspots’ where our residential housing is located across the City.



*Map1: Residential hotspots, City of London*

Whilst most of the City of London is relatively affluent, there are pockets of deprivation, as the index of multiple deprivation (Map 2) demonstrates.



*Map 2: Rank of IMD Quintile, City of London*

**Mental Health**

Mental health, particularly mental ill health, is a high-profile issue. The City and Hackney Joint Strategic Needs Assessment (JSNA) City Supplement (2014) identifies that 21 per cent of City workers report suffering from depression, anxiety, or other mental health conditions. Among residents, the JSNA estimates that 1,300 of 19 to 64-year-olds have at least one common mental health disorder, of whom half have depression and/ or anxiety.

**Values**

Our commitment to the population of the square mile is outlined in the City of London Corporate Plan (2018–23) through our three aims: contribute to a flourishing society, shape outstanding environments and support a thriving economy.

Our mental health services will specifically need to align with the following City of London Corporate Plan Outcomes:

1. People enjoy good health and wellbeing
2. People have equal opportunities to enrich their lives and reach their full potential
3. Communities are cohesive and have the facilities they need

In addition, supporting good mental health among resident’s and worker populations’ is a key strategic priority for the City of London. The City of London Corporation’s 2017 Joint Health and Wellbeing Strategy commits to improving services, tackling the issue and increasing opportunities for intervention. This is consistent with the department’s Business Plan and the draft Corporate Strategy.

Many of the services provided by the Corporation are funded from our own resources, at no cost to the public, and benefit London and the nation. More information is available on our website <http://www.Cityoflondon.gov.uk>

**Section 2 About the Department for Community and Children’s Services**

The Department for Community and Children’s Services (DCCS) covers a wide remit of services which include housing, education, social care, public health and libraries. The structure chart below describes the teams and service areas that sit within the department.



**Business plan and Outcome framework**

Local drivers that inform service priorities and delivery include the City of London Corporate Plan, and the Department of Community and Children’s Services Business Plan 2017-22.

The Department has developed an Outcomes framework which identifies five priority themes by which progress will be tracked and measured by. We will expect our service providers to align themselves to delivering our vision and, through their delivery, demonstrate how they are helping us to meet our five priority objectives.

|  |  |
| --- | --- |
| **Priority objective 1: Safe**  People of all ages live in safe communities, safe and well maintained accommodation and estates are protected from harm | Outcomes:   * children and adults with additional needs are protected from harm, abuse and neglect * the impact of homelessness is minimised, and homelessness is resolved and prevented * residents live safely, and feel safe, in their homes and on our estates * tenants and leaseholders live in well maintained homes and estates. |
| **Priority objective 2: Potential**  People of all ages can achieve their ambitions through education, training and lifelong-learning | Outcomes:   * children and young people in the communities we serve have the best start in life and realise their full potential * young people and adults are better educated, more skilled and maximise their capabilities |
| **Priority objective 3: Independence, Involvement and Choice**  People of all ages can live independently, be active in their communities and exercise choice over their services | **Outcomes:**   * people in the communities we serve have control and choice over their care and support * people are able to maintain independence for as long as possible and can access appropriate support when they need it |
| **Priority objective 4: Health and Wellbeing**  People of all ages enjoy good health and wellbeing | **Outcomes:**   * health inequalities in our communities are reduced * residents and workers live healthier lives * tenants and leaseholders live in well-maintained and managed homes and estates * the delivery of sexual health services to Londoners is transformed |
| **Priority objective 5: Community**  People of all ages feel part of, engaged with and able to shape their community | **Outcomes:**   * people live in sustainable, resilient and cohesive communities, where they feel socially included * the communities we serve are consulted and co-produce the services we deliver for them |

More information on the Department can be found on the City of London Corporation’s website

<http://colnet/Departments/Community%20and%20Childrens%20Services/Pages/Default.aspx>

**Section 3 Service offer to Adults and Communities**

**Mental Health**

The City of London has a range of mental health and mental wellbeing services on offer for its workers and residents. These are all advertised through the central City of London Corporation website, and include:

The Dragon Café at Shoe Lane Library welcomes anyone working or living in the Square Mile. It's a space to "release the pressure of work, home or day-to-day life” – offering a range of free activities promoting mental wellbeing, relaxation and meditation space.

City Advice is a free advice service that offers confidential and impartial advice to help those living, working, or studying in the Square Mile (or a City of London Corporation Estate). Their expert advisors are qualified to advise on:

* Welfare benefits
* Debt
* Legal issues
* Consumer rights
* Employment rights
* Family and relationship problems

CALM's (Campaign Against Living Miserably) is a helpline for men who are down or have hit a wall for any reason.

Maytree offers a telephone helpline to people in suicidal crisis, plus a respite stay in a friendly, relaxed environment.

Further services and organisations available to City of London residents can be found at:

<https://www.cityoflondon.gov.uk/services/health-and-wellbeing/Pages/mental-health.aspx>

and

<https://www.cityoflondon.gov.uk/services/health-and-wellbeing/healthy-living/Pages/mental-wellbeing.aspx>

The availability and access to NHS services for City residents experiencing poor mental health is limited both in terms of the range of interventions available and the timeliness in which they can be accessed. Some interventions – such as psychotherapy - are rarely available on the NHS. For those working in the Square Mile, local NHS mental health services are generally not available other than for crisis intervention. For some this is mitigated by access to private or subsidised healthcare by their employer, but this accounts for only half the working population. Those without such cover tend to be lower paid and find it difficult to access either NHS or private healthcare, including mental health treatments.

**Care and support**

We support people on a long term basis who may otherwise have had difficulties with normal daily tasks, from washing and cooking to socialising with friends and family. Over time we have witnessed an increase in requests requiring a higher level of support and for a longer time period.

The City Corporation is committed to help people remain in their own home as long as possible to help them regain their independence. This included providing equipment for a short period or advice on health care.

The City Corporation does not have residential or nursing homes within the Square Mile, so we arrange access to this accommodation in our neighbouring boroughs. We work with those boroughs, and London-wide groups, to ensure we secure value for money and are not disadvantaged by our size.

We support people with long term mental health or memory and cognition needs and commission a range of youth services and support services

More details of our service offer can be found at: <https://www.cityoflondon.gov.uk/services/adult-social-care/Pages/default.aspx>

**Health**

For health purposes, the City of London Corporation is linked to Hackney through the City and Hackney Clinical Commissioning Group, but has its own Health and Wellbeing Board. The Corporation has responsibility for local public health. The Health and Social Care Act requires that the Corporation promote the health and wellbeing of people who live or work in the City.

The City and Hackney Public Health team produce the Joint Strategic Needs Assessment (JSNA) which includes chapters which outline the wider determinants of health relevant to children and young people. .

The JSNA and associated chapters can be found here:

<https://www.hackney.gov.uk/jsna>

The data and recommendation laid out in the JSNA has been used to develop the Joint Health and Wellbeing Strategy. The strategy identifies the following priorities to improve health and wellbeing in the City of London:

## Priority 1: Good mental health for all

## Priority 2: A healthy urban environment

## Priority 3: Effective health and social care integration

## Priority 4: Children have the best start in life

## Priority 5: Promoting healthy behaviours

The City of London has one GP practice in the Square Mile – the Neaman Practice. However over 25 % % of our residents are registered at GPs in other boroughs, including 16 % registered with GPs in LB of Tower Hamlets.

Through commissioned independent research, the City Corporation has identified loneliness and social isolation as a growing issue for our residents. We have launched a Social Wellbeing Strategy which will develop a number of interventions with individuals and communities to reduce loneliness and increase participation. See info at <https://www.cityoflondon.gov.uk/services/health-and-wellbeing/healthy-living/Pages/social-wellbeing.aspx>

**Housing and Homelessness**

The corporation is a social landlord. The Corporation has two housing estates in the Square Mile at [Golden Lane](https://www.cityoflondon.gov.uk/services/housing/housing-estates/Pages/golden-lane-estate.aspx) and [Middlesex Street](https://www.cityoflondon.gov.uk/services/housing/housing-estates/Pages/middlesex-street.aspx); and also manages 10 other estates situated in six different London boroughs.

We have produced a Housing Asset Management Strategy which sets out our vision for housing in the City and our estates in neighbouring areas from 2015 – 2020. We will use our strategy to help us deliver the following key priorities:

* increase the supply of homes
* provide homes that are secure, can be economically heated, are free from damp and can be adapted to accommodate changing needs
* continue to implement the Decent Homes Standard and enhance this standard by developing a new City of London Housing Standard
* develop and deliver a new letting standard to all empty properties
* deliver value for money across capital investment, responsive repairs and the re-letting of empty properties

Our location, size, population and boundaries inform the nature of the City Corporation’s homelessness challenge. Homelessness and housing needs arise among the City’s resident population and its working population. Many who are already homeless, particularly those who sleep rough, come to the City’s streets drawn by the busy transport hubs or quieter night-time environment of the non-residential areas. The most harmful and most obvious manifestation of homelessness is rough sleeping. However, the City Corporation also assist households who are homeless (but not street homeless) or who are threatened with homelessness.

The City Corporation Homelessness Strategy 2016-2019 sets out the challenges and how we will meet them within 5 five priorities:

* Preventing homelessness
* Ending rough sleeping
* Increasing supply of and access to accommodation
* Delivering outstanding integrated services
* Improving the health and wellbeing of homeless people

See more at <https://www.cityoflondon.gov.uk/services/housing/Pages/default.aspx>

**Our working adult populations**

Workers in the City tend to be healthier because they are younger than the general population. They have many assets that they contribute to the prosperity of the city. But many people work long hours and can have a range of lifestyle factors, such as smoking, alcohol consumption, poor diet, stress and mental health issue and low levels of physical activity that impact negatively on their health and wellbeing.

For City businesses, public health interventions that address behavioural risk factors (such as poor diet, excessive alcohol consumption, physical inactivity and smoking) can play a significant role in improving employees’ physical health and mental wellbeing, increasing workplace productivity and output and boosting staff retention and recruitment, as well as reducing sickness absence.

In the City, we procure a range of substance misuse services and smoking cessation services which can be accessed by both our resident and working adult populations. See more details here: <http://www.squaremilehealth.org.uk/>

**For more information about our commissioning approach and how the corporation expects to work alongside providers please see the Commissioning Prospectus: Services for Adults 2017-2019 under ‘Commissioning’ here:**

<https://www.cityoflondon.gov.uk/services/Pages/community-childrens-services.aspx>

**Section 4 Minimum expectations of our providers**

**Statutory requirements**

The legislation, regulations and guidance on which this service specification is based, is contained in the following:

* Care Act 2014
* [The Care Quality Commission (Registration and Membership) (Amendment) Regulations 2012](http://www.legislation.gov.uk/uksi/2012/1186/contents/made)
* [The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015](http://www.legislation.gov.uk/uksi/2015/64/pdfs/uksi_20150064_en.pdf)
* [The Local Authority Social Services and National Health Service complaints (England) regulations 2009](http://www.legislation.gov.uk/uksi/2009/309/contents/made)
* Mental Capacity Act 2005
* Housing Act 2004
* Housing and Planning Act 2016
* Localism Act 2011
* Public Services (Social Value) Act 2012

The above list is not exhaustive and it will be the responsibility of the service provider to comply with the requirements of all legislation where applicable.

**Strategies and Policies**

City of London Corporation policies and procedures that will support providers to meet the requirements for mandatory polices include;

City of London Corporation policies and procedures that will support providers to meet these requirements are listed below:

|  |  |
| --- | --- |
|  | **City of London policies / procedures to be adopted or adhered to by Service Providers** |
| **1** | **Equal Opportunities Policy Statement**  <https://www.cityoflondon.gov.uk/jobs/Pages/commitment-to-equality-and-diversity.aspx> |
| **2** | **Complaints approach**  <http://www.cityoflondon.gov.uk/about-our-website/Pages/feedback.aspx> |
| **3** | **Sustainability Policy**  <http://www.cityoflondon.gov.uk/services/environment-and-planning/sustainability/Pages/sustainability-policy.aspx> |
| **4** | **Data Protection Policy**  <https://www.cityoflondon.gov.uk/about-the-city/access-to-information/Pages/data-protection-policy.aspx> |
| **5** | **Anti-Fraud and Corruption Strategy**  <https://www.cityoflondon.gov.uk/about-the-city/anti-fraud-activities/Pages/default.aspx> |
| **6** | **City of London Service Standards** |
| **7** | **Working with Responsible Suppliers**  <https://www.cityoflondon.gov.uk/business/tenders-and-procurement/Documents/Comprehensive%20guidance%20note%20for%20contracts%20over250k.pdf> |
| **8** | **Air Quality Strategy**  <http://www.cityoflondon.gov.uk/business/environmental-health/environmental-protection/air-quality/Documents/city-of-london-air-quality-strategy-2015.pdf> |
| **9** | **Climate Change Adaptation Strategy**  <https://www.cityoflondon.gov.uk/services/environment-and-planning/sustainability/Pages/Climate-Change-Adaptation.aspx> |
| **10** | **Government guidance on employing ex-offenders**  <https://www.gov.uk/exoffenders-and-employment> |
| **11** | **City of London Dignity Code**  <https://www.cityoflondon.gov.uk/services/adult-social-care/Documents/dignity-code.pdf> |
| **12** | **City of London DCCS Provider Concern and Poor Performance Procedure** |

The Service Provider will also have considered the ‘Best practice: voluntary standards for any organisation’ of the Government Buying Standards at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

The City of London Corporation adheres to the requirements of the Government Transparency code:

<https://www.gov.uk/government/publications/local-government-transparency-code-2015>

Other policies which are relevant to services for adults:

|  |
| --- |
| **Safeguarding**  Safeguarding of Adults in City of London is a priority, there is an expectation that all commissioned services who work with children and adults adhere to the safeguarding policies of the City of London, the City and Hackney Safeguarding Adults board (CHSAB) policies and the Pan London Safeguarding Adults Multi-Agency Procedures are to be used alongside this policy.  Policies can be found here:  <https://londonadass.org.uk/safeguarding/review-of-the-pan-london-policy-and-procedures/>  <https://www.hackney.gov.uk/safeguarding-adults-board>  Corporation Safeguarding Children and Vulnerable Adults Policy and Procedures  <http://www.cityoflondon.gov.uk/services/children-and-families/Pages/worried-about-a-child.aspx>  <http://www.cityoflondon.gov.uk/services/adult-social-care/Pages/safeguarding-adults.aspx> |

**Provider Policies and Procedures**

The Service Provider will have their own policies, procedures and protocols (where applicable) in place and/or agree to adhere to the City's policies. Providers will include a schedule of renewal. These are as follows;

|  |  |  |
| --- | --- | --- |
|  | **Policies, procedures and protocols** | **Date of renewal** |
|  | Equality and diversity policy |  |
|  | Health & safety policy |  |
|  | Quality Assurance accreditation / approach |  |
|  | Safeguarding policy in alignment with, or adoption of, the requirements of City of London Adult Social Care safeguarding protocol |  |
|  | Data Protection Policy |  |
|  | Freedom of Information policy |  |
|  | Living wage policy |  |
|  | Data and Information Sharing protocols appropriate to the types of data and information to be shared |  |
|  | CRB Risk assessment and approach to carrying out DBS checks |  |
|  | Secure Storage, Handling, Use, Retention & Disposal of Criminal Records Bureau Certificates and Certificate information |  |
|  | Employee code of conduct |  |
|  | Complaints and compliments |  |
|  | Approach to reducing their impact on climate change and poor air quality |  |
|  | Approach to Sustainability |  |
|  | Physical and verbal abuse code |  |
|  | Workplace smoking code |  |
|  | Emergency procedures |  |
|  | Lone Working Procedure |  |
|  | Risk Taking Procedure |  |
|  | Recruitment and selection Policy |  |
|  | Grievance and Disciplinary Procedure |  |
|  | Whistle blowing Procedure |  |
|  | Staff Induction Procedure |  |
|  | Training Plans |  |
|  | Financial Procedures |  |
|  | Confidentiality Policy and procedures |  |
|  | Privacy and Dignity Policy |  |
|  | Referral Procedures |  |
|  | Written system for taking action from Quality Assurance Feedback |  |
|  | ‘No Reply’ Procedure |  |
|  | Kitchens and Food Hygiene Procedures |  |
|  | Medication Procedure |  |
|  | Transmittable Diseases Procedure |  |
|  | Procedures in event of an accident |  |
|  | Procedure for special needs |  |
|  | Protocol for responding to the Think Family agenda |  |
|  | Event of death Procedure |  |

**Contract and Performance Management**

Services may be delivered in conjunction and/or partnership with other providers. The DCCS requires providers to working in partnership and co-operate with changing needs of service users.

Providers will be expected to work with commissioners and service managers to agree on baseline key performance indicators. These may be a variation or an addition to the indicators outlined in the addendum.

Complaints and poor performance issues and/or concerns will be managed using the DCCS Commissioning team’s poor performance procedure.

Providers will be expected to comply with contract monitoring requirements, outlined in the addendum.

As part of the evaluation process, providers will be expected to demonstrate how their service delivery model will achieve the outcomes desired, and the performance tool / mechanism that will be used to measure progress.

**Data collection**

Providers are expected to regularly collect the following minimum data, and report the data as per the contract monitoring requirements;

* Gender
* Date of Birth
* Ethnicity (using the CBDS definitions for ethnicities)
* Post code
* Reasons involved in service

The Corporation reserves the right to use and share appropriately any data that is collected on its behalf. Providers will share all data that is relevant to demonstrating:

* best use of the Corporation’s resources
* improved outcomes for our communities
* compliance for the Corporation to report on its statutory and other performance indicators
* safe and appropriate service delivery

Providers are expected to adhere to data protection requirements when storing and sharing data online and otherwise.

**Inspections of adult services**

The City of London Corporation is subject to a range of inspection frameworks that regulate services provided to adults. These include Care Quality Commission (CQC) inspections on many of our internal and externally provided services. In order to comply with any inspection framework, we would require that any commissioned services provide support to the inspection process by providing any information as necessary when requested by the Corporation and ensure that representatives from the commissioned services are able to speak with or meet inspectors as part of the inspection.

**Equality and Diversity**

As an organisation with local authority functions, the City of London Corporation pays due regard to the Public Sector Equality Duty (Section 149 of the Equality Act 2010) in the way that it delivers services to City residents, City workers and visitors, the Corporation's staff and our service users in the Square Mile and across London.

Under the Public Sector Equality Duty, the City of London Corporation is required to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out our activities and delivering services, with specific reference in relation to age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex or sexual orientation (known as the nine protected characteristics of the Equality Act 2010).

As this duty applies to any private bodies or voluntary organisations that carry out public functions on our behalf, we would therefore require that any commissioned services pay due regard to the Public Sector Equality Duty in carrying out our activities.

**Partnership working**

The provider will be expected to participate and engage with the following services, as required;

* City and Hackney safeguarding Board and/or sub-groups
* Community and Children’s Committee, and/or sub-groups
* CCG
* DCCS officers
* Other provider organisations delivering similar or complementary services
* Other statutory partners

Attendance at meetings will be based on need from City of London Corporation. Mandatory attendances to specific meetings are stipulated in the addendum to specification.

Where the service provider proposes to hire venues to deliver services in the Square Mile or elsewhere they will need to make all arrangements for hire / lease agreements directly with those venues.  However, concerns or complaints raised by, or about, venues which are used to deliver services on behalf of the Corporation may be subject to the DCCS poor performance procedure.

**Service User Involvement**

Providers are expected to consult with service users and ensure service user satisfaction and/or complaints are recorded and monitored. The Corporation is committed to an Asset Based Community Development approach across the development and delivery of its service offer.

**Social Value Act**

The Social Value Act requires local authorities to ensure that public services connect to economic, social and environmental well-being. They have a responsibility to demonstrate how and what they commission supports the needs of the wider community. Providers will be expected to have demonstrated a positive contribution to social value through the delivery of their services.

As a minimum the Corporation expects all providers to;

* pay the London Living Wage to staff delivering services on behalf of the Corporation
* Limit the use of zero-hours contracts, and ensure they are not used instead of a substantive contract where the employee requests one
* Encourage the use of apprenticeships
* Encourage the use of volunteers & local labour opportunities
* Be proactive in the inclusion of services users from vulnerable communities as identified in the specification

Providers should contact the commissioning team if they wish to discuss any concerns about meeting this requirement.

**Time Credits**

The City of London is committed to providing volunteering opportunities for its residents, users and employees and operates a volunteering brokerage and a Time Credits scheme. Providers will be expected to work in partnership with the time credit provider, Spice, to integrate City of London Time Credits into their provision and ensure staff are trained in the theory and implementation.

The Provider will need to ensure that systems and processes are in place to encourage and record volunteering including earning and spending of Time Credits if appropriate. Spice will be able to provide guidance and support around integrating Time Credits to service delivery and outcomes.

For further information on time credits, please visit <http://www.justaddspice.org/>

**Additional costs to delivery**

The provider will bear all costs to ensure their staff meet the needs in the specification and their proposed delivery model. These costs include training requirements, DBS and attendance for meetings.

The provider will be responsible for agreements made with organisations for the hire of venue or equipment required for the delivery of the service.

**Communications**

Providers are expected to adhere to the following best practice principles:

* Use plain English (no jargon) across all digital and print channels / materials.
* Ensure brand is correctly used as per City of London Corporation guidelines – contact [the commissioning team] for more details.
* Ensure City Corporation font is used on City Corporation materials – Century Gothic 16 (heading), 14 (sub-heading), 12 (paragraph text).
* Ensure all digital content and related downloadable documents meet national accessibility standards.
* Ensure messaging across all channels is consistent in tone / content.

**FYi Service and Directory**

The Family and Young People’s Information Service (FYi) is an impartial statutory service mandated to meet the requirements of Section 12 of Childcare Act 2006 (duty to provide information). The service collates, validates, maintains and publishes up to date, good quality and comprehensive information, advice and guidance reference points, services and support available in the local area families and practitioners.

The service manages FYi online directory which has validated and quality assured information on a host of services that families might need from early years to care for older people. Residents can also search online for activities and events happening in their local area.

The FYi manages and actions, three different tiers of public and residents’ enquiries. Note that all Tier 1 calls/enquires are currently being managed by the City of London Corporation’s Customer Contact Centre:

* Tier 1 calls/enquires are routine enquires that take about two to four minutes to resolve. FYi acts as the client manager for this service.
* Tier 2 calls/enquires are specialist brokerage calls/enquiries that could take from 30minutes to 3hours to complete.
* Tier 3 calls/enquires are complex brokerage calls/enquiries that involves consulting and involving other professionals and could take more than a day to resolve.

Providers will be expected to contribute to the FYi service and directory by providing accurate information in timely manner as stated in the addendum. Providers will supply initial information about their service delivery to upload to the website and database within four weeks of the contract start date. At all times providers will adhere to national best practices in data protection and information security to mitigate data and safeguarding breaches.

1. *ONS mid-year population estimates 2015 (latest figures)* [↑](#footnote-ref-1)