



CAPITAL CITY PARTNERSHIP

SERVICE SPECIFICATION

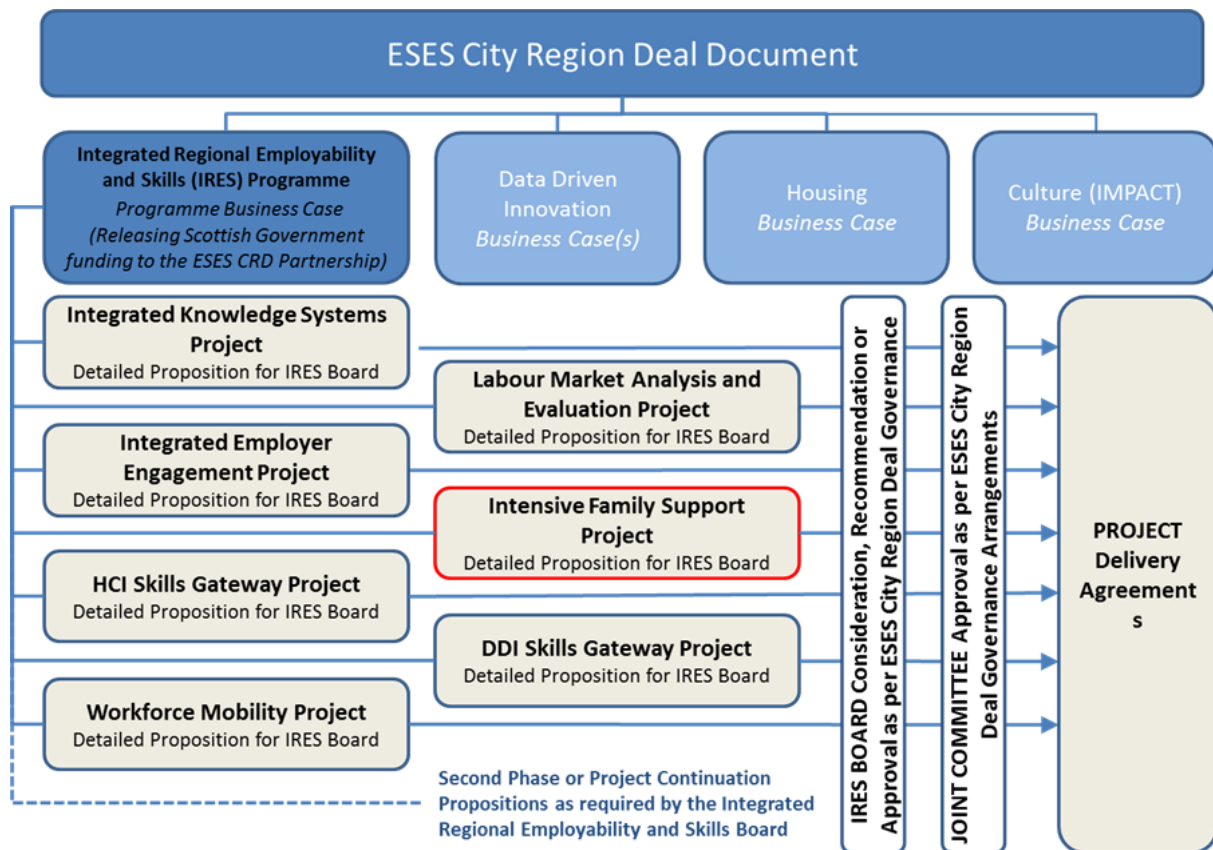
**PROVISION OF AN INTENSIVE FAMILY SUPPORT
SERVICE – PHASE ONE**

**ACCELERATING
GROWTH**

EDINBURGH AND SOUTH EAST SCOTLAND
CITY REGION DEAL

1. INTRODUCTION

- 1.1. With a population of 1.4 million people, representing 24% of the total in Scotland, Edinburgh and South East City area contributes over £36bn of Gross Value Added (GVA) to the Scottish economy. This equates to 30% of the country's output.
- 1.2. Prosperity and success are not universal across the city region: 22.4% of children are living in poverty; there is a lack of mid-market and affordable housing; and too many people are unable to move on from low wage/low skill jobs. The Edinburgh and South East Scotland City Region Deal will address these issues; it will accelerate growth, create new economic opportunities, and meaningful new jobs that will help to reduce inequalities.
- 1.3. The Integrated Regional Employability and Skills (IRES) Programme and its underpinning private, public and third sector partnership is a key way in which partners intend to embed Inclusive Growth practices in the city regional labour market and evolving policy and practice. £25 million will be spent on seven project propositions over eight years to:
 - increase the visibility and unlock access to good opportunities for all the city region's citizens;
 - open up new talent pools to business and stimulate increased recruitment from under-represented groups into the good jobs and careers being generated in the region;
 - evolve, streamline, and integrate employability and skills services to ensure citizens are equipped with the skills they need to succeed throughout their working life;
 - put in place complementary support to help people mitigate barriers they may have in achieving their potential and ensuring that these supports are part of an integrated person-centred approach;
 - develop the collective knowledge, organisational cultures, networks, policies and practices that are essential to accelerating progress to an inclusive, innovative and future-proofed regional economy; and
 - maximise the impact of employability and skills investments by public, private, and third sector partners and fully harness the potential of City Region Deal to stimulate a step change in performance.



1.4. The Intensive Family Support Service (IFSS) will support the IRES programme by targeting significant pockets of persistent, entrenched worklessness and poverty that are evident throughout the ESES city region and implement a holistic, “whole family” approach that will tackle intergenerational disadvantage. The service will focus primarily on workless, lone parent and low-income households. It will support adults to provide a better environment for their young people and promote progression opportunities for every member of the family. Raising attainment levels, reducing the number of those leaving school to a negative destination and increasing employment levels in those families where work has not previously been seen as an achievable goal.

1.5. The Intensive Family Support Service will start with £4.7M of funding from the Integrated Regional Employability and Skills Programme but it is expected that significant match funding will also be applied. The project will be split into two phases:

Phase One: will be concentrated on establishing and refining service delivery, building capacity in the third sector and developing relationships with identified families that are supported by the project in order that they can participate in future service design. During this phase we will take a test of change approach to delivery. Key to this phase will be commencing learning activity so that we build an understanding of best practice in this emerging policy area. A community of practice will be established

for providers and other stakeholders. **It is CCP's intention to make awards for this grants programme to allow programme start in July 2020 (October for Fife), this will be dependent on the ongoing Covid-19 pandemic and start dates may need to be flexed in response.** The IFS will be evaluated and any recommendations for change will be implemented in the commissioning of Phase Two.

Phase Two: will build on and, if applicable, adapt the work established in phase one. This phase will look at developing results, reviewing and evaluating best practice and continuing to support existing families to progress, while continuing to expand the engagement. Research on the IFS will be completed. It is our intention that the impacts and outcomes gained for families in phase one will provide an evidence base for further local or national investment to mainstream the service by the end of phase two. It is likely that some grant-recipients in Phase 1 will have their projects extended in to Phase 2.

This specification is for Phase One (from July 2020 – June 2022 for East Lothian, Edinburgh and Midlothian; and October 2020-September 2022 for Fife). Please note that start dates are likely to be flexible due to the Covid-19 situation.

2. SERVICE REQUIREMENTS

- 2.1. On behalf of the ESESCRD and Fife Council who are the lead partner for this workstream, Capital City Partnership will establish and operate an Intensive Family Support Service, supporting families who are experiencing entrenched worklessness and complex, multiple barriers to employment.
- 2.2. Capital City Partnership recognises that there are similar projects across the Edinburgh and South East Scotland City Region Deal area and is keen that these projects which are locally, nationally and charitably funded can be aligned to the IFS programme. Therefore, grants can be to allow for capacity building and extra resource for existing projects as well as new stand-alone projects. Key to the success of the IFS programme will be building on existing best practice and providing robust data for the IFS model to support mainstreaming of the approach.
- 2.3. Four of the six Local Authority areas will be involved in a competitive grants process, whilst the other two (West Lothian and Scottish Borders) will use Phase 1 funding to develop existing programmes of local authority delivery. This mixed model of commissioning will be evaluated during Phase 1. All six local authorities will have IFS support as outlined in this specification.
- 2.4. Capital City Partnership will award 4 grants, one per local authority area, for phase one delivery. Each of these grants will form a Lot of this specification. Through co-

production and consultation with stakeholders Capital City Partnership have developed specific service delivery specifications for each Lot Area based on local need and existing best practice. Details of these individual specifications can be found at Appendices 2-5. The Lots are as follows:

LOT	Local Authority	Expected start date	Maximum grant amount Phase 1 (2 years from start date)
LOT A	East Lothian	From July 2020	£140,000
LOT B	Edinburgh	From July 2020	£240,000
LOT C	Fife	From October 2020	£280,000
LOT D	Midlothian	From July 2020	£170,000

LOT A – Delivery of an intensive family support service in East Lothian;

LOT B – Delivery of an intensive family support service in Edinburgh;

LOT C – Delivery of an intensive family support service in Fife;

LOT D – Delivery of an intensive family support service in Midlothian.

Organisations or partnerships can elect to apply for a grant in one or more Lots but must submit a separate application for each one.

2.5. Services will focus on Stage 1 and 2 of the Strategic Skills Pipeline (engagement and needs assessment), adopting a holistic approach and ensuring any client who accesses the service receives a direct suitable service or a referral to another service provision. As such, integration with other services will be vital. Further details on the employability pipeline can be found online at:

<http://www.employabilityinscotland.com/employability-pipeline/the-employability-pipeline/>

2.6. IFS delivery providers will undertake a range of interventions relevant to the needs of each family. They will seek to mitigate poverty and social exclusion by increasing family income where applicable, stabilising vulnerable housing and living situations, and building positive relationships within the family. It is anticipated that the IFS service will provide the following three elements as standard, however this model is flexible:

- **Family Support:** ongoing engagement with a Family Support Worker who will assess the family's needs and work with the family holistically to develop an action plan based on their personal needs and goals. This may include support with routine/structure, parenting skills and/or health and wellbeing.
- **Advice:** The IFS will offer support via a dedicated Advice Worker carrying out financial health checks for families and addressing money and budgeting, income maximisation, benefits, advocacy, and housing issues.

- **Employability:** The Employability Worker will promote independence and support families to engage in employment and or/employability related activities by offering tailored advice and support to parents and older school pupils seeking employment.

Service delivery will take place in the local community, and consist of one-to-one support, home visits and group work, following a pathway of engagement, up-skilling and progression.

2.7. Clients will receive an appropriate assessment of their needs and receive a one-to-one caseworker, offering a personalised service as standard. This will be done using standard registration and assessment documentation, with information then uploaded on to the management information system CASELINK. Training on the CASELINK system will be made available to the successful bidder. It is likely that support is interdisciplinary, and it is envisaged that services offered will include but not be limited to family support, money advice, income maximisation and/or employability. Where appropriate a youth work approach may be necessary.

2.8. Creating links to other significant provisions in the area will be required, both gaining referrals from as well as referring clients to other provision when necessary. These provisions include but is not limited to:

- Council Services (Social Work, Early Learning Leads, Criminal Justice, Children and Families, Housing etc)
- Colleges and schools, including primary and early years
- DWP
- Health services
- Youth Services
- Skills Development Scotland
- Housing Associations
- Third Sector Interface (TSI)

2.9. The service will have a clearly defined offer that can be promoted and understood. A communications plan will be produced, including a clear brand suitable for a wide range of clients and accessible materials produced in accordance with the needs of all clients. Brand guidelines will be issued to successful applicants

2.10. Successful applicants will identify publicity opportunities including celebrating success and promoting the service in publications, web media and social media. Edinburgh and South East Scotland City Region Deal should be acknowledged as funder on all marketing and promotional materials.

2.11. Outreach via service offers in community facilities, including Council run facilities such as Libraries and Community Centres, is expected. It is envisaged that home visits will be a key feature of this service. The provider will ensure that all necessary staff training and safe-guarding policies are up to date to deliver in this manner.

2.12. Through significant co-production with clients, service providers and stakeholders; core themes have been developed. There is a summary of co-production at **APPENDIX 1**.

3. KEY PERFORMANCE INDICATORS AND SERVICE LEVELS

3.1. The nominated Contract Manager at Capital City Partnership will be required to give continual review and support and consider reasonable adjustments to be made in response to the changing economy.

3.2. A formal review will take place at the end of year one of the grant, with key performance indicators reviewed where necessary in partnership with the provider.

3.3. Annual minimum Key Performance Indicators for engagements are set out in Appendices 2-5. A service will demonstrate what added value they can bring in addition to these minimum standards.

3.4. Expected engagements 2020 - 2022:

Local Authority Area	Families engaged 2020-22
East Lothian	19
Edinburgh	27
Fife	33
Midlothian	19
Scottish Borders	19
West Lothian	22

3.5. Based on previous similar projects we anticipate that 3.4 individuals will be registered in each family group (including parents, young people 16+ and extended family) the Key Performance Indicators (KPIs) are based on this number. If smaller family groups are encountered, then the provider will engage with more families than outlined in section 3.4 above.

4. COMMISSIONING PRINCIPLES

4.1. The following overarching principles have been identified by the ESESCRD IFSS Project Board as our priorities for delivery of the service. The service will:

- Be focused on supporting vulnerable families to progress within the Strategic Skills Pipeline toward employment
- Include a combination of intensive, general and specialist advice on money, welfare, fuel, and financial services, including preventative approaches to financial problems
- Provide transformational change for families, by building a network of support for families living the most deprived areas, to encourage and nurture their capacity. Supporting a family culture that will ensure that young people and their parents can fully engage in existing mainstream education and employability provision and have the best opportunity to progress
- Be located as close as possible to the client base and should be configured around the needs of the client rather than the provider
- Include provision of client tracking and aftercare support for a minimum of 12 months
- Integrate with other services ensuring the provision does not duplicate but rather complements others that are available in the area
- Contributes to learning about the impact of a whole family approach to tackling poverty and social inclusion

5. MONITORING AND EVALUATION (INCLUDING LEARNING ACTIVITY)

- 5.1. Key to this service will be ensuring all activity in relation to client engagement is recorded and tracked on the management information system, CASELINK. This will also be used to sign-post clients to services within the Strategic Skills Pipeline and to receive referrals from other providers.
- 5.2. Compliance with monitoring systems will be required. This includes facilitating annual visits for audit monitoring by a dedicated contract manager from Capital City Partnership, use of the management information system CASELINK as well as qualitative reports.
- 5.3. There will be a detailed Monitoring and Evaluation schema produced for this project and supported by both CASELINK and reporting templates. This will be linked to the Integrated Knowledge Systems workstream of ESESCRD and Scottish Government's Shared Monitoring Framework. Details of this schema will be available prior to project start date.
- 5.4. The IFS service will be supported by a regional network of delivery partners to share innovative and best practice solutions to helping workless, lone parent, and low-income families. Local IFS managers and frontline workers will create and implement a

Community of Practice (CoP), which will be managed and facilitated by Capital City Partnership.

- 5.5. The CoP will be supported by a network intervention to promote a shared vision of IFS service goals, strategies, and best practices. Frontline staff and managers will be trained in the collection and practical use of social network data. The CoP will use social network data to continuously improve IFS implementation by coordinating resources, facilitating cross-sector and region-wide learning, and co-developing practical tools based on local knowledge.
- 5.6. Participation in activities and events that support the development of the CoP, especially network intervention exercises, will be required. This includes collecting social network data, using social network data to inform practice, and meeting with a dedicated network intervention specialist from Capital City Partnership. Frontline staff and managers will also be required to meet regularly with peers from other delivery area and periodically complete professional surveys to monitor and assess CoP work.

6. DETAILED AND TECHNICAL REQUIREMENTS

- 6.1. The service must be designed within the Strategic Skills Pipeline 5 stage model, supporting clients at the earlier stages of the pipeline:
<http://www.employabilityinscotland.com/employability-pipeline/>
- 6.2. Services will be geographically based in the specific Lot area. Any buildings used must be fully accessible and conducive to encouraging visits. As this is a personalised service, premises will offer confidentiality for one-to-one sessions to take place. The service provider must offer home visits to clients who require them.
- 6.3. Appropriate support provision must be made to the client group so they can access the service and the transition into employment or education. This includes use of interpreters, sign-readers, conversion of materials into other languages and/or formats.
- 6.4. As the client group may contain people from vulnerable groups and this will be a personalised service where one to one meetings are expected to take place, all staff must have undergone Protection of Vulnerable Group (PVG) vetting where appropriate and for this to be maintained and updated as per the regulations of PVG. The service provider will have the necessary safe-guarding, lone working and child protection policies to operate this service safely. Providers will be signatories of the Scottish Business Pledge at time of contract award. Providers should also have a registration with the Information Commissioner's Office as they will be retaining client data.

6.5. All staff will be required to use the computer-based management information system CASELINK. Training for this will be provided.

6.6. The agreed Price for the service will be paid quarterly in arrears and must be supported by a valid claim and report.

APPENDICES

Appendix 1 Summary of co-production findings

Appendix 2 LOT A – East Lothian Intensive Family Support Service Specification

Appendix 3 LOT B – Edinburgh Intensive Family Support Service Specification

Appendix 4 LOT C – Fife Intensive Family Support Service Specification

Appendix 5 LOT D – Midlothian Intensive Family Support Service Specification

Further related background documents can be found [XXXXXXX.co](#).

APPENDIX 1 – SUMMARY OF CO-PRODUCTION FINDINGS

Capital City Partnership has undertaken significant desk research and co-production activities during the development of this specification. This has included stakeholder forums, surveys and sessions with current and potential service users across the City Region area. Full details of our co-production activity can be found here:

<https://esescrdifss.co.uk/supporting-documents>

From this work, five key themes emerged as being crucial to delivery of this service:

Theme 1: Engagement

Targeted marketing and making use of the stories of service users and word of mouth seems to be the key to engagement with the right people. Stakeholders agreed that monitoring soft outcomes and indicators should be on a par with KPI reporting.

Theme 2: Local Delivery

Stakeholders gave a clear message that any commissioned service should be focussed on local delivery with mobile workers and accessible, flexible support. Use of local community assets was highlighted as best practice this could include volunteering and peer support.

Theme 3: Integration

Partnership working and relationship building will be key to the success of any service. The service provider should ensure that their service complements existing projects and makes use of existing resources. Services may be required to align with local 'Parental Employment Support' funded delivery.

Theme 4: Empowerment

Service providers should ensure that they are providing families with the tools and skills to enable long term, sustainable change beyond the end of the service. Clients should be involved in the design and review of the service.

Theme 5: Reducing Inequality

Ensuring the service is holistic, person centred and intergenerational was a key message. Key issues of parental mental health, drug and alcohol use, cultural factors, caring responsibilities, and families with children who have additional support needs should be considered. Services will be expected to demonstrate a commitment to ensuring equity of access their service and should consider innovative ways of encouraging engagement.

APPENDIX 2

LOT A – East Lothian Intensive Family Support Service Specification

The intention is that IFS delivery in East Lothian will support and expand the Our Families project in Musselburgh East.

The 'Our Families' is a public and third sector approach to working with families who are experiencing disadvantage in the Musselburgh East, Wallyford and Whitecraig areas. The team will be based on a Total Musselburgh approach with a focus on families with children aged between 0 and 12 with particular emphasis on early intervention with families with primary aged children.

This is a new project which is just starting and is supported and governed by the East Lothian Children's Strategic Partnership. There is a Project Oversight Group which draws membership from: ELC (Area Partnership, Children's Services, Community Planning, East Lothian Works), NHS and third sector.

The existing staff team consists of:

1 Family Support Worker (ELC substantive post)

1 Family Support Worker (delivered by CareFree Kids and funded by the Area Partnership; this staff member is particularly focused on families with pre-school children and the post is currently funded to March 2021)

1 Family Project Worker (delivered by Children 1st and funded by the Area Partnership; this staff member also has a development role within the team, the post is currently funded to March 2021)

Children 1st will provide 7 hours a week support and supervision time delivered by an existing Team Leader working within a service commissioned by East Lothian Children's Services.

East Lothian Works will support the project through an Employability Development Officer who will work with the team to develop employability and core skills provision for families.

To complement the existing team and ensure that the goals of the ESESCRD IFS are achieved, CCP is encouraging applications for additional staff resource.

This will comprise of one FTE post that will be responsible for:

- Income maximisation support (benefits calculations, debt advice, support applications).

One 0.5 FTE post that will be responsible for:

- Employability support (including one-to-one support, group work and support to engage with national provision such as Fair Start)

One 0.5 FTE Co-ordinator who will be responsible for

- Co-ordination of the staff team and development of the project including evaluation and reporting on impact

This will take the form of a grant agreement for up to 2 years, grant applications should not exceed £140,000.00 over the two-year period.

Staffing support should be flexible and based around the needs of the family (including home visits), staff will be part of the interdisciplinary project team and premises will be provided. Applicants' budgets should include provision for staff IT, training and travel.

The Our Families project aims to work with 19 families over the first two years of the project (July 2020-22) but applicants should consider any additionality that they can bring to these proposed figures.

Minimum expected outcomes – East Lothian	Phase 1
Families Engaged	19
Registrations (no. of individuals)	66
Action Plans Completed	66
Improved Money Management Skills	36
Participants no longer affected by debt as a barrier to social inclusion	36
Adult positive outcomes (Employment and Education)	17
Young person positive outcomes (Employment, Education and Training)	4

APPENDIX 3

LOT B – Edinburgh Intensive Family Support Service Specification

The intention is that IFS delivery in Edinburgh will focus on early years, working in partnership with five Early Years Centres in the North East and North West of the city.

This service will take an early intervention approach, targeting families with at least one child aged 0-5 that face multiple barriers to moving out of poverty and require additional support.

Support should be offered to all members of the family, including older siblings where applicable. Early Years practitioners will work with the successful applicants to identify families that would benefit from support.

The service will be co-located within the Moffat, Greendykes, Craigmillar, Fort and Granton Early Years Centres in the North West of the city, working in partnership with early years practitioners.

To ensure that the goals of the ESESCRD IFS are achieved, CCP is encouraging applications for the provision of this service. This will comprise of the following posts:

One FTE post that will be responsible for:

- a) Family Support Work (including one-to-one support and whole family support). This role involves looking at the core issues that may affect the whole family and addressing these to stabilize families and increase independence – this might include improving mental health and wellbeing and supporting and developing parenting skills.

One FTE post that will be responsible for:

- b) Advice work (including income maximisation support (benefits calculations, debt advice, support applications).

One FTE post that will be responsible for:

- c) Employability and training support (including one-to-one support, group work and support to engage with national provision such as Fair Start) and b) parenting support within a group setting.

This will take the form of a grant agreement for up to 2 years, grant applications should not exceed £120,000 per annum. Staffing support should be flexible and based around the needs of the family (including home visits), staff will be part of the interdisciplinary project team and premises will be provided. Applicants' budgets should include provision for staff IT, training and travel.

The Intensive Family Support (Early Years) project aims to work with 27 families over the first two years of the project (July 2020 – June 2022) but applicants should consider any additionality that they can bring to these proposed figures.

Minimum expected outcomes – Edinburgh	Phase 1
Families Engaged	27
Registrations (no. of individuals)	90
Action Plans Completed	90
Improved Money Management Skills	49
Participants no longer affected by debt as a barrier to social inclusion	49
Adult positive outcomes (Employment and Education)	23
Young person positive outcomes (Employment, Education and Training)	6

APPENDIX 4

LOT C – Fife Intensive Family Support Service Specification

The intention is that IFS delivery in Fife will be targeted in the 'Mid Fife' area which comprises the Cowdenbeath, Lochgelly, Kirkcaldy, Glenrothes and Levenmouth areas.

The service should focus on families where there is at least one young person in S1 or S2 at secondary school. The service should identify and work in partnership with school cluster/s, and providers will work with school staff to identify young people and families that would benefit from this type of support.

Schools will be one of the main points for identifying and referring suitable families. Referral points should, however, be flexible, with scope for engagement with families via young person(s) or parent(s) directly.

Due to the youth work approach of this service, it is a requirement that the young person(s) and adult(s) within the family engage with separate key workers, allowing for individual support alongside the whole family support approach.

To ensure that the goals of the ESESCRD IFS are achieved, CCP is encouraging applications for the provision of this service. This will comprise of the following posts:

One FTE post that will be responsible for:

- d) Family Support Work (including one-to-one support and whole family support). This role involves looking at the core issues that may affect the whole family and addressing these to stabilize families and increase independence – this might include improving mental health and wellbeing and supporting and developing parenting skills.

One FTE post that will be responsible for:

- a) Youth Work (including one-to-one support and whole family support). This role involves looking at the core issues that may affect the young person/s and addressing these to support the young person/s –support will be tailored to the individual needs of the young person and may include improving mental health and wellbeing and supporting and developing skills.

One FTE Advice Worker that will be responsible for:

- a) Advice work (including income maximisation support (benefits calculations, debt advice, support applications).

One 0.5 FTE Employability Worker that will be responsible for:

- a) Employability and training support (including one-to-one support, group work and support to engage with national provision such as Fair Start).

This will take the form of a grant agreement for up to 2 years, grant applications should not exceed £140,000.00 per annum.

Delivery should be based in local community and/or family home, but providers should establish and maintain strong links to the school cluster/s to provide support for the young people.

Staffing support should be flexible and based around the needs of the family. Applicants' budgets should include provision for staff IT, training and travel.

The Intensive Family Support Fife project aims to work with 33 families over the first two years of the project (October 2020 – September 2022) but applicants should consider any additionality that they can bring to these proposed figures.

Minimum expected outcomes – Fife	Phase 1
Families Engaged	33
Registrations (no. of individuals)	109
Action Plans Completed	109
Improved Money Management Skills	61
Participants no longer affected by debt as a barrier to social inclusion	60
Adult positive outcomes (Employment and Education)	26
Young person positive outcomes (Employment, Education and Training)	8

APPENDIX 5

LOT D – Midlothian Intensive Family Support Service Specification

The intention is that IFS delivery in Midlothian will take a targeted approach across Midlothian, focusing on high risk families with at least one child under 16 that are known to have a recurring need for support and face multiple barriers to moving out of poverty.

The service will be aligned with Midlothian Council’s Communities and Lifelong Learning team and will work in partnership with local third sector and statutory agencies as part of an established multidisciplinary group to identify families that would benefit from this type of support.

Communities and Lifelong Learning Service will support the project through a CLL keyworker who will work with the team to develop employability and core skills provision for families.

To ensure that the goals of the ESESCRD IFS are achieved, CCP is encouraging applications for staff resource to work in partnership with existing service provision. This will comprise of the following posts:

Two FTE Key Worker posts that will be responsible for:

- a) Family Support Work (including one-to-one support and whole family support). This role involves looking at the core issues that may affect the whole family and addressing these to stabilize families and increase independence – this might include improving mental health and wellbeing and supporting and developing parenting skills.
- b) Advice Work (including signposting and supporting families to engage with welfare local and national advice and employability provision).

A barrier removal fund will form a part of this service. Applications should specify an amount/percentage of funding to be utilised as a barrier removal fund for families when alternative resources cannot otherwise be found.

This will take the form of a grant agreement for up to 2 years, grant applications should not exceed £85,000.00 per annum.

Staffing support should be flexible and based around the needs of the family (including home visits). Premises will be provided if this is a requirement. Applicants’ budgets should include provision for staff IT, training and travel.

The Intensive Family Support Midlothian project aims to work with 19 families over the first two years of the project (July 2020 – June 2022) but applicants should consider any additionality that they can bring to these proposed figures.

Minimum expected outcomes – Midlothian	Phase 1
Families Engaged	19

Registrations (no. of individuals)	66
Action Plans Completed	66
Improved Money Management Skills	36
Participants no longer affected by debt as a barrier to social inclusion	36
Adult positive outcomes (Employment and Education)	17
Young person positive outcomes (Employment, Education and Training)	4