

# Wiltshire Council



dated

2023

**Agreement for the Provision of Carer Support Services for  
Young carers and young adult carers age 5yrs to 25yrs**

**Lot 1 AC1852**

**SPECIFICATION**



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## INTRODUCTION

### 1 Preamble

- 1.1 This Specification describes Wiltshire Council's (the **Authority**) requirements for the [Carer Support Services for Young carers and young adult carers age 5yrs to 25yrs] (the **Contract**).
- 1.2 The Supplier shall deliver the Services in accordance with the requirements set out in this Schedule 2 (Specification).
- 1.3 In this Specification, the words and expressions used shall have the meanings set out in Schedule 1 (Definitions, of the Conditions of Contract).

### 2 Scope

#### 2.1 The Contract shall include the following Services:

- 2.1.1 Wiltshire Council (WC) and BSW Integrated Care Board (ICB) wish to commission a service provider to support unpaid carers aged between 5-25\* years old in Wiltshire. This commissioned service is part of an overall support framework for young carers which includes actions and guidance for schools, family hubs, communities, employers, the voluntary sector, and statutory partners.
- 2.1.2 The service will be provided for young carers up to the age of 18 and young adult carers up to the age of 25. These groups of young carers are recognised as having different needs and as such there is a requirement for separate age-appropriate support. The support for the young adult carers between the age of 16 and 25 is expected to be delivered in collaboration with the adult carers service, which is commissioned to deliver adult carer needs assessments (from 18 years plus). The vision is for the young adult carer provider and adult provider to complete a full, safe transition of the carer to adult carer services and support on their 26th birthday.
- 2.1.3 The service provider will be required to work with all referred unpaid carers aged between 5-25 years old who live or are registered with a GP in Wiltshire.
- 2.1.4 A young carer is a child or young person under 18 years old who spends time looking after or helping a family or household member that would find it difficult to cope without this help. The person may require support from a young carer for a range of reasons, including because that person has physical or mental health or emotional well being needs, disabled or uses alcohol or other substances. Most young carers look after a parent or a brother or sister. A young carer may be caring for more than one person, for example, a parent and a sibling.
- 2.1.5 A young adult carer is a carer 'in transition to adulthood' and aged between 16\* and 25. This service provider is expected to support young adult carers in the transition stages of their life by working with the awarded adult carer provider(s) closely to ensure that although the support will be provided by the young carer and young adult carer provider the carers 18-25 will be entitled to support from the awarded adult carer provider also, the expectation is that this cohort of carers do not tell their story more than once and therefore the awarded provider of this

contract must develop a close working relationship with the awarded provider(s) in the adult carer lots.

- 2.1.6 \*It is expected the provider understands that although a young person is considered an adult at 18, the support to transition must start at 16 to enable them to be fully prepared for adulthood and transition accordingly.
- 2.1.7 A important consideration to this specification is that in October 2023 52% of 63 young carers referred to our current carers provider were sibling carers, the provider will need to be aware that within this contract Wiltshire Council considers siblings that fit certain criteria as carers and should be treated as such throughout the entirety of this contract.
- 2.1.8 Young carers and young adult carers, and the people they support, are from all backgrounds, cultures, and religions, with a diverse range of needs. Young carers are more likely than their peers to have a special educational need or a disability, meaning they may have care and support needs of their own.
- 2.1.9 All service providers are expected to maintain a relationship with carers at least 18 months after their caring role has ended, appropriate to the carer and their wishes.

## GENERAL

### 3 Outline

All the paragraphs in this General Service Specification section are applicable to all the Services and shall apply throughout the Contract Period.

### 4 Authority's strategic outcomes

4.1 The Authority requires the achievement of the following key strategic outcomes:

- 4.1.1 **Strategic Outcome 1:** to identify and support young unpaid carers and young adult carers equitably throughout Wiltshire, through increasing the number of carers supported year on year and to increase young carers satisfaction in the service provided; and
- 4.1.2 **Strategic Outcome 2:** [to work with Wiltshire Council and other key providers to improve the lives and reduce isolation of young carers and young adult carers.

### 5 Social value

**Service Output 1 - The Supplier supports the Authority by delivering Services which contribute to improve the economic, social and environmental well-being in the Authority's area.**

- 5.1 The Supplier shall produce and submit to the Authority within one (1) month in advance of the Service Commencement Date a Community Benefits Plan to deliver benefits and social value in the Authority's area.
- 5.2 The Supplier shall, throughout the contract term and at least annually, review, update and submit to the Authority the Community Benefit Plan.

5.3 In the delivery of the Services, the Supplier shall comply with the requirements of the Public Services (Social Value) Act 2012.

5.4 The Supplier will agree with the Contract Manager, proportionate actions they will take through the duration of the contract to identify and reduce their carbon emissions. This would include:

- Assessing their carbon footprint and identifying the biggest source of greenhouse gas emissions from their operations.
- Collecting data (e.g., energy use and mileage) in order to establish a baseline for greenhouse gas emissions and set up plans to reduce them.
- Report data and progress to the Contract Manager.

## 6 **Quality Systems**

### **Service Output 2 - Accredited Quality Systems are in place throughout the Contract.**

6.1 The Supplier shall:

6.1.1 design, maintain and keep in force management systems that are certified by a UKAS certified assessment body (or a body of similar standing) as covering the scope of activities detailed in this Specification and covering the local premises used for the delivery of the Services, and to the minimum following standards:

(a) BS EN ISO 9001:2015; and

(b) BS EN ISO 14001:2015

6.1.2 obtain certification, as a minimum to the above standards, within the first 12 months of the Service Commencement Date; and

6.1.3 permit the Authority's Representative access to and inspection of all relevant records and information relating to the maintenance and accreditation of the quality systems, including verification by external inspectors and auditors.

## 7 **Performance management, monitoring and reporting**

**Service Output 3 - The Supplier delivers and takes ownership of the Key Performance Indicators for all relevant Service activities. Appropriate mechanisms for measuring and reporting Key Performance Indicators are developed, agreed with the Authority's Representative and applied in the relevant performance management reports.**

**Service Output 4 - The monitoring of the Contract by the Supplier reflects the actual performance of the Services, identifies and improves poor performance and resolves issues in a timely manner, with regular liaison with the Authority.**

7.1 The Authority requires the Supplier to monitor its own performance against the requirements of this Contract and to report to the Authority on its performance of the Services using the appropriate performance management reports set out in Table 1. The Supplier shall notify to the Authority's Representative any performance defaults and rectify such defaults as set out in Schedule 5, Payment and Performance.

- 7.2 The Supplier shall provide electronic means, using a Web based Management Information System (**MIS**), as detailed in section 9, which is accessible by the Authority to provide real-time data relating to the Service. The MIS shall be compatible with the Authority's current systems for producing the performance management reports.
- 7.3 The Authority has provided the suite of performance management reports that it considers appropriate for the management and reporting of the performance of the Services in Table 1. Bidders will be required to support the development of the content of this report as part of their tender submissions.
- 7.4 The suite of performance management reports that shall be required are set out in Table 1.

*Table 1 – Performance management reports required under the contract*

<b>Report</b>	<b>Frequency</b>	<b>Reference</b>
Monthly Performance Management Report	Monthly (no more than 5 Working Days after the last day of the month)	Section 7.5 of this Schedule
Quarterly Performance Management Report	The report summarises the previous monthly performance management reports	Section 7.6 of this Schedule
Annual Service Report	The report summarises the performance achieved by the Supplier during the Contract Year	Section 7.7 of this Schedule
Annual Service Improvement Plan	The plan provides a strategic overview of the service initiatives that are planned for the next Contract Year	Section 7.8 of this Schedule

## 7.5 **Monthly Performance Management Report**

- 7.5.1 The Supplier shall provide the Authority's Representative with a Monthly Performance Management Report. The report shall be produced no later than 5 Working Days after the last day of the month to which it relates, in a format approved by the Authority's Representative, and shall include data and information regarding:
- (a) Progress against mobilisation plan I year 1
  - (b) Progress against activity targets ;
  - (c) Performance against KPIs;

7.5.2 The Authority shall verify the Supplier's performance monitoring and inspection regime. The Authority's Representative will carry out random inspections of Services and will notify the Supplier of any performance failures in writing. Data collected by the Authority shall be utilised to audit the Supplier's Monthly Performance Management Reports.

(a) ;

#### 7.6 **Quarterly Performance Management Report**

At the end of each quarter, the Supplier shall provide a summary of the previous Monthly Performance Management Reports for that quarter just ended. The report shall cover the same data and information topics as the Monthly Performance Management Report as detailed in paragraph 7.5 above.

#### 7.7 **Annual Service Report**

The Supplier shall develop, to the approval of the Authority's Representative, and subsequently provide an Annual Service Report. The Annual Service Report shall summarise the performance achieved by the Supplier during the Contract Year and cover the same data and information topics as the Monthly Service Report detailed in paragraph **Error! Reference source not found.** above.

#### 7.8 **Annual Service Improvement Plan**

7.8.1 The Supplier shall develop, to the approval of the Authority's Representative, and subsequently provide an Annual Service Improvement Plan. The Annual Service Improvement Plan shall provide a strategic overview of the service initiatives that are planned for the next Contract Year and include information regarding:

- (a) the Supplier's proposals for improvements to the Service; and
- (b) Others.

#### 7.9 **Contract management review meetings**

7.9.1 The Authority's Representative and the Supplier's Representative shall unless otherwise agreed pursuant to paragraph 7.9.3 meet once every calendar month, the first such meeting to be held within one (1) Month of the Services Commencement Date.

7.9.2 The purpose of each meeting shall be to:

- (a) review and discuss any day to day issues arising out of the provision of the Services;
- (b) consider any improvements to the provision of the Services; and
- (c) review and discuss any other matters relating to the provision of the Services.

7.9.3 At any time the Authority's Representative and the Supplier's Representative may agree to reduce the frequency of the meetings, but not so that they should occur less frequently than every two (2) Months.

## 8 Business Continuity Planning and Emergency Management

**Service Output 5 - The Business Continuity Plan and Emergency Management are designed, maintained, reviewed and, where necessary, implemented by the Supplier to reduce, mitigate and/or negate the impact of failure of the Services in whole or part. The Supplier provides means, including a phone line, through which it can be contacted and reached 24 hours a day.**

8.1 The Business Continuity Plan and Emergency Management shall address risks, including but not limited to, the following:

8.1.1 disruption of Services for any reason including exceptionally inclement weather;

8.1.2 the loss of access to Supplier's staff (e.g. flu pandemic, industrial action);

8.1.3 the loss of access to any required premises;

8.1.4 failure and lack of resilience of the Management Information System and other technologies;

8.1.5 failure of Assets and Equipment; and

8.1.6 failure of the goods and services supply chain.

8.2 The Supplier shall have in place an Emergency Management Plan to support the Authority in the discharge of its obligations under the Civil Contingency Act (2004). The Emergency Management Plan shall provide an effective response in the event of a situation which could have a significant impact on human welfare and/or the environment. The first Emergency Management Plan shall be produced and agreed within three months of the Service Commencement Date. The Emergency Management Plan shall be in a format approved by the Authority's Representative.

8.3 The Supplier shall review and update the Emergency Plan regularly, for example following the occurrence of any event that requires the Emergency Plan to be put into effect and update it so as to ensure that it corresponds to developments and/or changes in risks and circumstances and in any case at least annually.

8.4 The Supplier shall submit the updated Emergency Plan to the Authority as part of the next Service Report following the review.

8.5 The Supplier shall:

- 8.5.1 ensure that, as far as practically possible, the delivery of each element of the Services continues during emergencies;
  - 8.5.2 reprioritise resources and Assets, if required, to support the response to Emergencies;
  - 8.5.3 co-operate fully with the requirements of the Authority's Emergency Plan.
- 8.6 The Supplier shall provide an on call, out of hours service to deal with any emergencies or requirements related to the Services

## 9 Management Information System

**Service Output 6 - The Management Information System (MIS) records and reports all data and information relating to the delivery of the Services in real-time and takes full advantage of developments in new technology.**

- 9.1 The Supplier shall provide and manage the MIS to:
- 9.1.1 deliver operational management information to monitor and report the real-time performance of the Services;
  - 9.1.2 measure and record data accurately and transparently for the day-to-day management of the Contract and to report against agreed Key Performance Indicators;
  - 9.1.3 provide Performance Management Reports for the performance monitoring of the Contract as required by the Authority's Representative;
  - 9.1.4 measure and record data accurately and transparently for cost information of the Contract and for the generation of accurate monthly invoices as approved by the Authority's Representative;
  - 9.1.5 provide licences to the Authority's Representative and all other authorised users of the Authority to access the Management Information System; and
  - 9.1.6 provide any further information to the Authority's Representative as reasonably requested, including information that is needed to complete statutory returns and other similar requirements.
- 9.2 The Supplier shall provide a MIS that:
- 9.2.1 includes 'live' interactive dashboards to monitor Service delivery and report on the performance of the Contract;

- 9.2.2 takes full advantage of innovation and new technologies, the development of new interfaces and software upgrades and regular enhancements during the Contract term;
- [is able to adopt common Application Programming Interfaces (**APIs**) and data standards, enabling channel shift to online self-service and that online self-service for customers is available outside of normal office hours;
- 9.2.3 complies fully with the Government Digital Standards e.g. through the use of XML schemas to integrate systems and is accessible through browser technology;
- 9.2.4 is able to use web services to maintain existing integration with the Authority's website and support integration with a publicly accessible web-based reporting system;
- 9.2.5 meets the legislative requirements and the Authority's good practice requirements in relation to data protection, security, integrity and audit, including compliance with data retention and storage, and Freedom of Information;
- 9.2.6 has in place and implements arrangements in relation to data maintenance, data backup and disaster recovery; and
- 9.2.7 includes functionality to enable the Authority to discharge any relevant enforcement functions.
- 9.3 The Supplier's MIS must integrate data with the Authority's current system, Liquid Logic and Citrix and any future systems.

10 **Service requests and complaints management**

**Service Output 7 - The Supplier supports the Authority in dealing with, and where relevant managing, enquiries, service requests and complaints.**

- 10.1 The Supplier shall:
- 10.1.1 immediately investigate any complaint regarding the service and take corrective action as appropriate within reasonable and appropriate timescales; and
- 10.1.2 respond to service requests and complaints [from the Authority's Representative] and provide regular updates in order to allow the Authority to meet the minimum standards in Table 2;

*Table 2 – Minimum Standards for Service Request and Complaints*

Type	AUTHORITY Acknowledgement (Working Days)	Supplier response time	AUTHORITY Response (Working Days)
Service Request	2	2	3
Stage 1 Complaint	2	5	10

Stage 2 Complaint (Authority's responsibility)	2	10	20
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11 **Assets**

**Service Output 8 - The Assets used in the delivery of the Services are managed and maintained effectively by the Supplier.**

11.1 The Supplier shall:

11.1.1 be required to finance, specify and procure all Assets employed in the performance of the Services for the Initial Contract Period;

11.1.2 be required to maintain all Assets employed in the performance of the Services for the Contract Period;

11.1.3 ensure Assets are of a design and condition which is suitable for the delivery and performance of the Services and maintained in accordance with the manufacturer's instructions and manual to ensure the proper performance by the Supplier of its obligations under the Contract;

11.1.4 provide Assets that are capable of discharging the Services in accordance with all relevant legislation;

11.1.5 maintain an accurate and up to date electronic Assets and Equipment Register, throughout the Contract Period;

11.1.6 submit the Assets and Equipment Register to the Authority one (1) month prior to the Service Commencement Date. The Supplier shall update and maintain the Assets Equipment Register throughout the Contract Period as required, with annual updates submitted to the Authority within one (1) month following the relevant anniversary of the Service Commencement Date;

11.1.7 at all times be fully responsible for:

(a) provision of appropriate Insurances to deliver the Services;

(b) the payment of all licensing fees, taxes and insurance premiums required in connection with or arising out of the possession or use of all Assets employed in the performance of the Services;

11.2 No Assets employed in the provision of the Services may be used for any other purpose than the delivery of the Services without prior written agreement from the Authority's Representative.

12 **Resources**

**Service Output 8 – The Supplier provides trained and qualified human resources to provide the Services.**

- 12.1 The Supplier shall:
- 12.1.1 appoint competent management and supervisory staff for the efficient and effective management of the Services;
  - 12.1.2 provide a named and suitably qualified contract manager. The contract manager shall work exclusively for this Contract;
  - 12.1.3 provide sufficient number of named and suitably qualified supervisors to ensure that the Supplier's Staff are adequately managed and properly perform the duties to meet the Authority's requirements;
  - 12.1.4 have in place adequate contingency resource plans to cover for absences;
  - 12.1.5 ensure that the Supplier's Staff, including those employed on a temporary or agency basis, receive appropriate and relevant induction training before commencing any operational activities;
  - 12.1.6 address under-representation of diverse groups in the workforce and target relevant opportunities to people experiencing barriers to employment such as long-term unemployment, disability, mental health issues, being ex-offenders or ex-service personnel, and communicating those opportunities to local communities and local employment agencies;
  - 12.1.7 provide ongoing staff training in accordance with Good Industry Practice, including the development of trade or professional skills, and maintain detailed personal development plans;
  - 12.1.8 ensure that staff show respect and responsibility for the people within the communities that they are operating in and that they act as ambassadors of the Authority; and
  - 12.1.9 maintain an accurate and up to date electronic resources schedule throughout the Contract which is available to the Authority on an ongoing basis.

### 13 **Mobilisation**

**Service Output 9 - The transition and mobilisation of the Services from the date of Contract Award to the Service Commencement Date is seamless and continuity of the Services is maintained.**

- 13.1 The Supplier shall implement, monitor and review the Mobilisation Plan. The Mobilisation Plan shall, as a minimum, set out the details and timescales of the transition and mobilisation of the Services, which shall also account for all potential service disruptions, failures and delays. The final Mobilisation Plan shall be submitted to the Authority [three (3)] months prior to the Service Commencement Date for approval (approval not to be unreasonably withheld or delayed).

### 14 **Authority Policies and legislation**

The following Table sets out the Authority policies and legislation relevant to the Services:

*Table 3 – Authority Policies and legislation*

The Care Act 2014	Equality Act 2010
Human Rights Act 1998	The Sex Discrimination Act 1975 (amendment) regulations 2008
The Disability Discrimination Act (amendment) regulations 2003	Mental capacity Act 2005
Data Protection Legislation	Health and Care Act 2022
Disclosure and Barring service	Safeguarding of Vulnerable Groups Act 2006
Mental Health Act 1983 and 2007	The NHS Act 2006
Local Authority (public health, health and wellbeing boards and health scrutiny) regulations 2013	The Health and Social care Act 2012
The Autism Act 2009	Childrens Act 1989 and 2004
The Care and Support (assessment) Regulations 2014	The Young Carers Regulations 2015
The Children and Families Act 2014	Wiltshire Council Provider Alerts Police and Guidance
Health and Safety at Work etc. Act 1974	Safeguarding Adults at Risk in Wiltshire Policy and Procedures (July 2019) <a href="https://wiltshiresvpp.org.uk">https://wiltshiresvpp.org.uk</a>
Adult Commissioning Contract Monitoring Guidance for providers	Statement of Policy on Adults Social Care and Support <a href="https://www.wiltshire.gov.uk/adult-care-policies">https://www.wiltshire.gov.uk/adult-care-policies</a>
Statement of Policy on Adults Social Care and Support Published on its website <a href="https://www.wiltshire.gov.uk/adult-care-policies">https://www.wiltshire.gov.uk/adult-care-policies</a> Charging Policy – Determining Contributions to Personal Budgets Published on its website <a href="https://www.wiltshire.gov.uk/adult-care-policies">https://www.wiltshire.gov.uk/adult-care-policies</a>	Preventing, Reducing and Delaying Eligible Needs Policy Published on its website <a href="https://www.wiltshire.gov.uk/adult-care-policies">https://www.wiltshire.gov.uk/adult-care-policies</a>
Personalisation and Self-Directed Support Policy Published on its website	Provider Alerts Policy and Guidance Published on its website <a href="https://www.wiltshire.gov.uk/adult-care-policies">https://www.wiltshire.gov.uk/adult-care-policies</a>

<a href="https://www.wiltshire.gov.uk/adult-care-policies">https://www.wiltshire.gov.uk/adult-care-policies</a>	
Who Pays? Determining which NHS commissioner is responsible for making payment to a provider Published on its website <a href="https://www.england.nhs.uk/publication/who-pays-determining-which-nhs-commissioner-is-responsible-for-commissioning-healthcare-services-and-making-payments-to-providers/">https://www.england.nhs.uk/publication/who-pays-determining-which-nhs-commissioner-is-responsible-for-commissioning-healthcare-services-and-making-payments-to-providers/</a>	National framework for NHS continuing healthcare and NHS-funded nursing care  Published on its website  <a href="https://www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care">https://www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care</a>
Care Quality Commission (CQC) independent regulator of health and adult social care in England.	Care Quality Commission (Registration) Regulations 2009

## 15 **Service integration and interface management**

- 15.1 The Supplier shall provide effective integration of the Service with other services provided by or procured by the Authority.
- 15.2 It shall be the Supplier's duty to maintain a close liaison between the appropriate levels of management of the Supplier and Authority and Others, to ensure effective integration of the Service and interface arrangements at all times.
- 15.3 The Supplier shall, during the mobilisation phase (from the Commencement Date to the Service Commencement Date), meet the representatives of the Authority and/or their Suppliers/agents to present and agree effective Service interface arrangements.
- 15.4 The Supplier shall, where required, provide any required performance information to demonstrate effective service integration and interface management.

## **SERVICES**

### 16 **Detail of Services**

- 16.1 The Supplier of young carers services will have a close working relationship with the Wiltshire Council young carers assessment team. The Wiltshire Council young carers assessment team will operate an open referral system and accept self-referrals and referrals from a range of professionals and partner organisations. These referrals may include young carers in crisis, the Supplier must ensure that the Wiltshire Council young carers assessments team receives all referrals, and all assessments must go through this team before support planning.
- 16.2 It is expected that the awarded Suppliers prime aim is awareness raising of the issues of young carers, thus increasing identification and referrals. The Supplier will devise the support plan with the carer after assessment by Wiltshire Council young carers assessment team and will be responsible for reviewing and updating once a year.
- 16.3 The service will be delivered flexibly to meet the needs of all young carers across the whole of Wiltshire.

- 16.4 The base for the service will be multi centre located for ease of access for young carers and their families but community based support, including home visits and community facilitated sessions will also be offered to meet young carers needs.
- 16.5 The Supplier will support young carers in schools, family hubs, and community settings suitable to the young carer by coproducing support and activities to reflect their individual needs and interests.
- 16.6 All agencies will work together within the framework, adhering to the following principles and actions.
- 16.7 The priority is always to improve and add value to the lives of young carers and young adult carers.
- 16.8 Mutual respect and partnership working is key.
- 16.9 Data and information will be shared within the Framework Suppliers to enable assessment of performance and ensure positive outcomes for young carers.
- 16.10 All framework partners will engage with a quarterly young carer commissioning meeting and will update their part of the joint dashboard prior to the meeting.
- 16.11 Roles, responsibilities, and time critical actions will be set out in a Standard Operating Procedure (SOP)
- 16.12 **Improving identification of young carers and young adult carers**
- 16.13 Raise awareness of young carers, their rights and how to access support across a range of partner organisations, including health, education, primary care, voluntary and statutory services, including Family Hubs through relationship building with key individuals' attendance at diverse team events on a monthly basis, for example Primary care network meetings and community led events, at least 2 per month.
- 16.14 Develop a suite of promotional/communication materials, using appropriate methods, that are audience appropriate co-produced with young carers.
- 16.15 Plan over the 3 years of this contract a roll out of Young Carers in Schools award which is a free initiative that makes it as easy as possible for schools to support young carers and awards good practice. Run jointly by The Children's Society and Carers Trust, the Young Carers in Schools (YCiS) programme works with schools across England to share good practice, provide relevant tools and training, and celebrate the great outcomes many schools achieve for young carers. This is a partnership with Wiltshire Council young carers school support worker.
- 16.16 Work in partnership with appropriate organisations in Wiltshire such as Wiltshire Parent Carer Council to support the improvement in identification of young carers
- 16.17 **Young carers are aware of their rights and what support is available to them.**
- 16.18 Deliver intelligent signposting where the needs of the individual are considered and offers them relevant, appropriate, and proportionate information on other sources of support which are relevant to their needs at that time and to other sources of information, advice and support which are relevant to their situation as it is likely to develop in future.

- 16.19 Provide information, advice, support and signposting to all young carers, regardless of if they take up the offer of an assessment.
- 16.20 Complete annual (or in times of significant change) reviews with young carers and update support plan
- 16.21 A clear and open referral process is developed to ensure all referrals are recorded, actioned, and monitored
- 16.22 **Young carers have access to a range of opportunities that supports their health, well-being and progression.**
- 16.23 A support plan will be developed following the young carer's needs assessment; this will demonstrate a clear pathway of support that enables the young carer to achieve the outcomes that they have identified and explore ways to develop their own natural sustainable support networks in the future. This will take place within 5 business days of referral or contact with the service.
- 16.24 Make available, direct one to one support for young carers in taking forward their agreed support plan.
- 16.25 Work with community and voluntary sector groups/ initiatives to make available a range of opportunities to young carers based on their desired outcome, interests, aspirations and needs. This support to include, but not limited to:
- Training for carers, including life advice and life skills.
  - Financial benefits and entitlements
  - Direct payment support
  - Counselling and 1-2-1 mentoring services
  - Bereavement support and after care
  - Services to maintain a healthy and active lifestyle.
  - Travel training and remaining independent ready for adulthood, such as: budgeting, cooking and maintaining a household.
  - Services to support young carers maintain skills and experiences to support them getting into high education and/or paid work including but not limited to, CV writing, interview techniques and learning to drive.
  - Access to social opportunities
- 16.26 Advocacy support delivered by the Wiltshire Council team, and any other specialist support, is offered to the young carer where appropriate, and a referral is made following consent.
- 16.27 The Supplier will work with Social Care, Primary care and health services to develop support pathways for young carers -e.g., how to access support in a crisis supporting the cared for person, this is to include hospital, GP and pharmacy support for the young person and training staff members to identify young carers.
- 16.28 **Young carers have opportunities to do the things that they enjoy, giving them a break from their caring role.**
- 16.29 To deliver a range of age appropriate activities, trips and short breaks will be offered to young carers regularly throughout the year, being considerate of educational commitments,

- 16.30 Barriers for participating in respite for young carers to be considered and mitigated for each young carer, where possible.
- 16.31 A range of regular peer support/ social groups, will be held for young carers, on a fortnightly basis, in the form that best suits the children/ young people, i.e., drop-ins, clubs, after school activities.
- 16.32 Create and run events, peer support groups and activities including creative arts for young carers with easy equitable access across the County. Organise events to bring wellbeing value during holiday times and seasonal celebrations to include all cultural backgrounds and faiths.
- 16.33 Transport to and from respite and social opportunities will be provided, if there are no other reasonable ways for the young carer to attend.
- 16.34 Explore how social media and being online can support young carers with a break if that is what they choose to do, whilst ensuring they understand how to do this safely.
- 16.35 Support for the young carer to attend their own health and wellbeing appointments (such as GP, dentist and hospital appointments) or carry out tasks in the caring role in order to do so where appropriate ensuring that they are supported to find appropriate care for their cared for.
- 16.36 **Young carers have the right skills and confidence in undertaking their caring role.**
- 16.37 The Supplier will work with young carers and other agencies to develop a skills building programme aimed at increasing young carers resilience and confidence; topics that would be expected to be covered include healthy lifestyles (including staying safe online and in the community), relationships, mental health, wellbeing and relaxation, self-esteem and confidence.
- 16.38 The programme to be delivered in a fun and age appropriate way using interactive activities, talks and media.
- 16.39 Young carers and their families are made aware of the programme, and it is promoted to all as part of the service offer.
- 16.40 Once young carers have completed the programme, they are signposted to universal and community services for further support, including the monthly young carer drop-ins.
- 16.41 **Young carers feel valued and involved in the things that matter to them.**
- 16.42 Young carers will be involved in service development and their views/ feedback will be used to shape new activity and develop the service. Young Carer Voice will be lead by a Wiltshire Council service , but the Supplier will be expected to participate in priority projects .
- 16.43 Identify and encourage wider participation of young carers in local and national developments.
- 16.44 Young Carers and young people with caring experience are able to be identified as young carer champions, creating peer support networks. The Supplier will support this network with regular events and online resources.

- 16.45 Identify unmet or growing needs of young carers and share with the Commissioner.
- 16.46 Young carers from vulnerable groups feel protected and safe.
- 16.47 Although young carers are a vulnerable group of people, there are certain characteristics that also need to be considered such as:
- Adopted, fostered and looked after.
  - Ethnic minorities
  - Has a social worker presence in the family
  - Has a special education need diagnosis
  - Under the free school meals programme
  - Parent/carer in the armed forces
  - Part of the LGBTQIA+ community
  - Has a family member in prison now or in the past
  - Part of the travelling or nomadic communities
- 16.48 All service Suppliers will be expected to, along with their other roles and responsibilities:
- 16.49 Undertake engagement both on behalf of and in partnership with the officers from Wiltshire Council and Wiltshire ICB.
- 16.50 Must ensure that engagement is accessible and suitable for the audience they wish to consult with.
- 16.51 Include equality, diversity and inclusion and positive action to engage effectively.

**1 Key Performance Indicators (KPIs)**

<b>Lot 1 Young Carers and Young Adult Carers KPI's</b>	<b>Measure</b>	<b>Variation in first 12 months</b>	<b>Data return</b>	<b>Category</b>	<b>Service Failure Score *</b>
Initial contact with a carer referral or approach	95% of initial referrals received from the Council Assessment team is acknowledged within 2 working days	80% within the first 5 working days but in the first 3 months we recognise there will be a backlog and this may not be achieved	Monthly return	<b>Black</b>	<b>3</b>
Support plan delivery	95% of support plans to be	80% of support plans	Monthly return	<b>Black</b>	<b>3</b>

	completed and agreed with young carer within 28 working days of referral from Wiltshire Council * evidence of family availability and cancelation of booked appointments due to changing family circumstances if not achieved	completed within 28 working days of contact with the service			
2 Wiltshire wide awareness campaigns designed and delivered, one to coincide with national carers day	Delivery of campaigns through social media and the Authorities communications dept		Annual return	Red	2
Roll out of Schools programme in primary schools	Agreed mobilisation plan with commissioner to see increase in Wiltshire primary school sign up each year with a base line of March 2025		Quarterly return	Red	2
Identification of carers	Increase year on year of the contract of carers assessed and accessing support (using March 2025 baseline activity)		Quarterly report	Black	3
Short breaks and respite activities	Range of short breaks of different types available throughout the year		Monthly return	Black	3

	<p>Young carers satisfaction of the activities they attend and indicate it has helped them develop skills, confidence and make friends</p> <p>Number of activities delivered and attendance rate reported</p> <p>75% of those attending show satisfaction</p>				
Age appropriate Young Carers peer groups/ activities to be accessible throughout Wiltshire on a monthly basis , varying range of venues, schools, leisure centres for example with specialist groups for example substance misuse , either in collaboration with other VCS agencies or set up by the provider. To include seasonal and religious celebration	<p>A minimum of 218 groups or activities set up and active per annum available to carers across the 18 areas in Wiltshire</p> <p>Number of young carers accessing activities, places filled</p> <p>Satisfaction rates reported as above</p> <p>Geographical reports</p>		Monthly return	<b>Red</b>	<b>2</b>
Young carers satisfaction rates	<p>Annual carers survey run by the authority will show overall satisfaction rates for those accessing the service provision</p> <p>May include:</p>		Annual return	<b>Black</b>	<b>3</b>

	<ul style="list-style-type: none"> <li>• My wellbeing is improved following support</li> <li>• My support network has increased</li> </ul>			
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\* Service Failure Score to be halved for the first three months of the Contract.

Service Failure means the Supplier's failure to meet a KPI, or a combination of KPIs, which generates a Service Failure Score of three or more points.