

The ROYAL Borough of Greenwich

DOCUMENT A1.3
SERVICE SPECIFICATION

Contract SPS XXXX

START WELL GREENWICH
QUALITY ASSURANCE SERVICE 2020 - 2025

APRIL 2019

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ROYAL GREENWICH CHILDREN'S SERVICES

Service specification

Start Well Greenwich Quality Assurance Service

1. INTRODUCTION AND VISION

- 1.1 Royal Greenwich has a rich history and good track record of delivering positive outcomes for children and young people through ambitious strategic partnership plans which focus resources and expertise. The current Children and Young People Plan (2017-20) and the Social Mobility Delivery Plan (2019) both include objectives to support those at risk of poor outcomes based on known and potential factors.
- 1.2 Improving the outcomes and life chances for children, young people and their families is the core purpose of Start Well Greenwich. The Quality Assurance Service plays a significant part in helping achieving these outcomes by ensuring that children, young people and their families receive the highest quality services, and their voice is central to service delivery and ongoing development.

2 POPULATION AND NEEDS

- 2.1 TBC

3 POPULATION

3.1 Geography

- 3.2 The service will cover all provision delivered within the Royal Borough of Greenwich.

3.3 Population Covered

- 3.3.1 This service will engage with service users of the following services:
- Start Well Greenwich Children's Centres (including Health Visiting)
 - Young Greenwich: Integrated Universal Youth and School Nursing
 - Greenwich Sexual Health services (including GSH Clinics and Pharmacies)

4 SERVICE OUTCOMES

- 4.1.1 This section sets out the outcomes that the Service will be expected to achieve.
- 4.1.2 Start Well Greenwich Quality Assurance Service will employ a number of quality assurance techniques **to identify to the extent our services are delivering** against the following outcomes:
- Services are child and young person friendly
 - Services are family friendly
 - Services are delivered in a timely way
 - Services listen and are responsive and proactive

- Services are respectful
- Services are of high quality and are effective
- Staff are well trained and knowledgeable
- Staff are compassionate
- Services are rated highly
- Services are accessible
- Services work in partnership and are seamless

4.1.3 The Service should be able to understand both the extent of the service achieving the above, alongside the potential actions that would support Providers to improve in these areas.

4.1.4 A list of key outcomes and expected measures are at Appendix X

5 SERVICE MODEL

5.1 Service Delivery

5.1.1 Central to the delivery of this contract is the utilisation of a number of quality assurance techniques:

- Mystery shopping
- Recruitment of service users to feedback as they experience a customer journey (e.g. a new mother receiving support from the Start Well Greenwich Children's Centre)
- Online surveys
- Social Media
- Text or messaging-based questionnaires
- Interviews
- Focus Groups

5.1.2 The Service will also strengthen the quality of service delivery to young people by ensuring that services are supported to gain the You're Welcome Award and remain young people friendly.

5.1.3 Royal Greenwich requires that all services accredited with the award are annually reassessed to ensure they are maintaining the standard. This is to ensure that services continue to adhere to the quality criteria set out in the Department of Health Guidance.

5.1.4 The quality standards cover the following topic areas:

- Access & Publicity
- Confidentiality
- Staff training, skills & attitudes
- Health issues for young people and signposting
- Involvement of young people
- Sexual and Reproductive Health

- 5.1.5 The Service will review and source information posted online in respect of service delivery to identify themes and views of service users that can inform service development and highlighting areas of good practice.
- 5.1.6 The Service will train local young people to become You're Welcome Young Assessors.
- 5.1.7 Work with services to gain the You're Welcome accreditation. Including supporting services to complete the Self-Assessment Toolkit and arranging mystery shopping visits by Young Assessors to complete the overall assessment process.
- 5.1.8 Use the You're Welcome online web tool to capture the Young Assessors feedback. The web tool is controlled and commissioned by Royal Greenwich.
- 5.1.9 Support existing You're Welcome accredited services to be audited through the local on-going verification process. Including supporting services to complete relevant audit documentation, arranging mystery shopping visits and preparation of documentation for presentation at the Localised Moderation Panel.
- 5.1.10 Facilitate the planning of the quarterly Local Moderation Panel ensuring all available documentation is made available for members.
- 5.1.11 Organisation of an annual event celebrating the achievements of Young Assessors and to recognise local services that have received the You're Welcome award.

6 SERVICE REQUIREMENTS

- 6.1 The Provider should be independent of all services that are being quality assured. This includes but is not limited to being employed or receiving any form of financial or other benefit from services/organisations being quality assured.
- 6.2 The Provider will need to host regular face to face meetings with volunteers to support their continued engagement in the quality assurance programme and maintain relationships.
- 6.3 The provider will need to provide appropriate training to staff and volunteers is in place.

7 PARTNERSHIPS AND USER INVOLVEMENT

- 7.1 TBC

8 APPLICABLE SERVICE STANDARDS

8.1 Applicable national standards

- 8.1.1 TBC

8.2 Response times

- 8.2.1 TBC

8.3 Equality and Equity

8.3.1 TBC

8.4 **Social Value¹**

8.4.1 The Royal Borough is utilising the Public Services (Social Value) Act 2012 to deliver on its commitment to making the most out of every 'Greenwich Pound' spent and also, improve the wellbeing of its residents. As such, we are embedding a social value approach to our commissioning and procurement activities. Social value can mean different things/outcomes to many organisations, but here in Greenwich, our definition of social value is- outcomes offered by a contractor as additional benefits over and above the core requirements. This means a social value offer from a potential supplier should not add cost to the tender price. To ensure the social value delivered through our commissioning and procurement activities addresses the real economic, social and environmental wellbeing needs of the residents, the social value outcomes sought in contracts are intrinsically linked to the 8 corporate themes of the council as listed below:

1. a healthier Greenwich
2. a safer Greenwich
3. a great place to grow up
4. delivering homes through economic growth
5. a cleaner, greener Greenwich
6. economic prosperity for all
7. a great place to be
8. a strong, vibrant and well-run borough

8.5 **Safeguarding**

8.5.1 The Provider will ensure that there are robust processes, working practices that prevent or reduce the risk of harm to service users and staff

8.6 **Workforce**

8.6.1 Staff working in this contract will be paid at least the London Living Wage

8.6.2 Staff will hold appropriate contracts based on their job role

8.6.3 Use of bank staff contracts must be discussed with the Local Authority

8.6.4 The Provider must develop an integrated management and staffing structure, with strong professional and strategic leadership for children. This structure should clearly demonstrate how all elements of the contract will work together.

8.6.5 The Provider will develop a healthy workforce and a workforce that promotes good health by using the workplace to promote and support good health and wellbeing of employees.

¹ **Social Value Act: Information and Resources** <https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources>

8.6.6 The Provider must be committed to achieving the London Healthy Workplace Charter²

8.6.7 The Provider should also review its workforce to ensure that it is representative of the demographics of the population it serves and work to address any gaps in underrepresented groups.

8.6.8 The commitment to supporting and developing the volunteer workforce should be in keeping with the above

8.7 **Record Keeping**

8.7.1 In line with contractual requirements, the Provider will ensure that robust systems are in place to meet the legal requirements of the General Data Protection Regulation 2018 and the safeguarding of personal data at all times.

8.7.2 In line with the above and following good practice guidance, the provider will have agreed data sharing protocols with partner agencies including other health care providers to enable effective services to be provided to children and their families.

8.8 **Data Collection**

8.8.1 The Provider will use a system specified and commissioned by RBG to record You're Welcome quality assurance visits. The Provider will need to commission/provide a system that enables to the broader delivery of the work.

8.8.2 Commissioners will have access to all data collected by the provider in line with GDPR, consent and any other relevant data protection legislation to allow discussions regarding service developments and performance.

8.8.3 Data pertaining to demographics (ethnicity, age, gender, post code, religion) and protected characteristics will be collected and shared with the commissioner.

8.8.4 The provider should ensure that all necessary consent forms are completed in order to share information with the commissioner.

8.9 **Information Governance**

8.9.1 TBC

8.10 **Health and Safety**

8.10.1 TBC

9 **LOCATION OF PROVIDER PREMISES / HOURS OF OPERATION**

9.1 TBC

10 **SERVICE COST**

² <https://www.london.gov.uk/what-we-do/health/priority-areas/healthy-workplace-charter>

10.1 The budget for the service will be £150,000 per annum

11 PERFORMANCE MANAGEMENT

11.1 The Provider will be measured on their success around:

- Number of children regularly supporting quality assurance activity
- Number of parent/carers regularly supporting quality assurance activity
- Number of mystery shopping visits undertaken
- You're Welcome Visits undertaken

12 APPENDICES

12.1 TBC

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