

SERVICE SPECIFICATION

SERVICE NAME: The Hive Youth Hub

PROVIDER NAME: **Catch22**

DELIVERY PERIOD: 2022-2027

The Minding the Gap project aims to improve existing mental health services for young people and develop an integrated base from which a range of services can operate to meet the needs of 16 – 24 year olds holistically, in addition to enabling staff to share skills and knowledge. The Hive is an integral part of Minding the Gap. It is an integrated, innovative youth hub, located on the Finchley Road in Swiss Cottage, within Camden Council owned premises.

The Provider's responsibility will be to employ and manage a multidisciplinary team of mental health and young people's workers, based at the Hive, to provide a wide range of services and activities for Camden young people aged 16 to 24, as set out in more detail below. The Provider shall be responsible for managing all aspects of the service, including management of the existing premises.

1. SERVICE OBJECTIVES

1.1 The service will have the following objectives:

- 1.1.1 To create a more straightforward, responsive and easy access referral pathway for young people aged 16 to 24 years old with a mental health need regardless of thresholds for traditional clinical interventions.
- 1.1.2 To decrease the number of young people who disengage in the transition from child services to adult mental health services and decrease the percentage of clients defined as 'unmet need'.
- 1.1.3 To develop systems to identify, target and engage those in the target age range most at risk of mental illness. Improve early intervention and prevention, to reduce the number of young people seeking help at crisis point.
- 1.1.4 To deliver young people friendly services, which improve reach, access and engagement with the target group and reduce the burden on public services through managing young people's wider health and social needs more effectively and at an earlier stage.

- 1.1.5 To provide local young people with the genuine opportunity to shape the way that services are delivered in the borough.
- 1.1.6 To develop new solutions with partners to reduce inequality. Working with young people, partner agencies and the wider community to develop creative and innovative approaches to working with vulnerable young people.
- 1.1.7 To create conditions for and harness the benefits of economic growth by increasing the number of young people gaining local employment. This will reduce unemployment amongst vulnerable young people, increase the number of young people in education, employment and training plus increase the number of young people employed in new business developments.
- 1.1.8 To deliver value for money services by getting it 'right first time' – changing services so young people can access support in the way that best suits their lifestyles & increases their satisfaction in the services they receive.

2. PRINCIPLES OF CARE

- 2.1 The Provider is required to abide by the following care principles when providing the service:
 - Service users have the right to dignity, privacy and independence.
 - Respect for the service user and his/her way of life.
 - Maintaining confidentiality in relation to the Service.
 - Involve the service user in decisions relating to service delivery.
- 2.2 The Provider shall be expected to support and be guided by the principles of Camden 2025, which is the Council's communities' vision for Camden, and of Our Camden Plan, which is the Council's response to Camden 2025¹.
- 2.3 The Hive is expected to contribute to the ambitions of Our Camden Plan and Camden 2015 by:
 - Helping reduce the prevalence of mental ill health in the borough, fighting against the root causes such as social isolation and tackling the stigma that exists towards mental illness in public attitudes.
 - Working with health partners and the voluntary sector to support young people to look after and improve their mental health.
 - Focusing on intervening early and preventing long-term conditions arising.

3. QUALITY STATEMENT

¹ <https://www3.camden.gov.uk/2025/>

- 3.1 In providing the services, the Provider shall ensure that its staff maintain high standards of professional behaviour and job performance at all times when delivering the service.

4. THE SERVICE

4.1 Scope

4.1.1 The contract budget should cover the following aspects of the service:

4.1.1.1 Management (including team management, premises management and provision and coordination of staff clinical supervision).

4.1.1.2 The Provider shall be expected to employ a team of staff from multiple disciplines who are able to provide high quality interventions (working both from within the base and on an outreach basis across the borough) to improve the health and well-being of young people and help achieve the outcomes specified in Section 1 above. The size of the team will need to be sufficient to support the delivery of the objectives and outcomes set out in this service specification.

4.1.1.3 Members of staff from other Camden teams (the Young People's Sexual Health Service and the Young People's Substance Misuse service) will be based at the Hive for regular weekly clinics. These workers will be employed through other contracts and the Provider will not be expected to employ these workers directly within the budget for this service. However, the Provider shall be expected to work in partnership with these Providers to ensure the service delivered to young people is holistic and integrated under one roof.

4.1.1.4 Provision of communications, activities and involvement of young people (including apprenticeships and work experience).

4.1.1.5 Provision of IT equipment for the multi-disciplinary team and a records management system for the service.

4.1.1.6 Training and staff development.

4.2 Description of the Service

4.2.1 The Provider shall manage and provide a holistic service for young people aged 16-24, that brings together mental health, substance misuse, sexual health advice, employment, training and other support services. This should include, but not limited to, the following:

- Individual mental health interventions for young people normally not engaged with other mental health services.
- One-to-one general support for young people aged 16-24 from across the borough who are currently not engaging with support

services, to help them identify their needs and bridge them into the necessary support service.

- Individual substance misuse interventions (see section 5.1.1.4 above regarding provision of staff for these interventions).
- A weekly sexual health clinic provided by a sexual health nurse from the young people's sexual health network which provides free and confidential sexual health services for young people under 25 years of age (see section 5.1.1.4 above).
- A wide range of social wellbeing activities, including yoga, music, cooking, art therapy, etc.
- Group educational activities to explore and discuss topics such as sexual health, sexual consent, youth violence/knife crime, equality and diversity, LGBT issues, gender identity racial discrimination, etc, and other topics identified by young people themselves.
- Where deemed appropriate and helpful for the wellbeing of young people, the team will provide family therapy to a small number of young people and their families. A report will be prepared on a quarterly basis demonstrating impact.

4.2.2 The Hive shall be centered on the needs and wishes of vulnerable 16 to 24 year old's.

4.2.3 The Provider shall promote innovation.

4.3 Where the service shall be provided

4.3.1 The service will be delivered from the Hive Youth Hub. The Hive Youth Hub is a creative, welcoming space located on 118 Harben Parade, London NW3 6JP. The premises were designed in 2015 by Ash Sakula Architects (commissioned by Camden Council), with extensive input from Camden young people. The ground floor comprises a big, flexible open plan space, with a small kitchen area. The lower ground floor comprises of an open plan office space, smaller meeting rooms, a fully equipped clinical room and a kitchen. There is a small outdoor space/ garden at the back. The premises are fully accessible. They are owned by Camden Council.

4.3.2 The Provider will also be expected to be flexible in terms of location, and be able to carry out some outreach work with young people outside of the Hive, to reach young people who are not currently accessing support and those that are unable to access a central Camden location. The Provider should be flexible to meet young people in a venue of their choice.

4.3.3 The Provider shall arrange and pay for the following in relation to the premises:

- Landlines, mobile phones, IT/Computer equipment (laptops, desktops and printers)
- Key holders services
- PAT testing of the Provider's own equipment

- Telephone, mobile and internet/broadband bills and charges

4.3.4 Camden Council will be responsible for arranging and paying for the following in relation to the premises:

- Rent
- Electricity, gas (including central heating) and water utility bills
- Business rates – the provider will be registered and will pay business rates. Camden Council will reimburse the Provider.
- Cleaning of premises including windows
- Sanitary ware (female hygiene bins) disposal
- Clinical waste disposal
- Fire extinguishers and equipment including training and maintenance
- Fire alarm testing and maintenance
- Door entry system maintenance
- Security/burglar alarm testing and maintenance
- Lift maintenance
- CCTV testing and maintenance
- PAT testing of Camden Council equipment

4.3.5 The Provider shall hold no responsibility for the following in relation to the premises:

- Repairs and/or maintenance to the internal and external areas of the building, including the foundations, roof, load bearing walls, load bearing columns, plasterwork, ceiling and floors (including any screens, finishes and decoration).
- Repairs and/or maintenance to the mains services media provision, conduits, cables, pipework, drainage pipes or any other service media that provides any means of mains service to the premises (excluding broadband).
- Repairs and/or maintenance to internal fixtures & fittings to be agreed with the commissioner.
- Repairs and/or service or maintenance charges, howsoever arising, including all utilities, water/ sewerage rates and charges and any other service related rates which may become applicable to the premises in the future.

4.3.6 The ground floor of the premises is currently used by the Royal Free School, a Camden Council maintained school for young people who are inpatients or day patients on the paediatric wards at the Royal Free Hospital or with the CAMHS Eating Disorder Service, from Monday to Friday 8:30am – 3:30pm, for education purposes. As part of this agreement

with Camden Council, the provider is required to issue a “License to Occupy” to the Royal Free School for this purpose.

4.3.7 The premises may also be used by staff from the local authority, voluntary and community sectors as well as health for hosting specific activities e.g. drop-ins, appointments with young people, activity sessions, clinics.

4.4 Cost of the service

4.4.1 The total budget available for the service is £550,000 per year.

4.5 When the service shall be provided

4.5.1 The service provided should be flexible and meet the needs of young people aged 16-24. This should include evenings and weekends to the extent that is possible in light of restrictions allowed by Planning, on the use of the youth base building. Most of the group activities at the Hive take place after school time.

4.6 Volume of the Service

4.6.1 The Provider will be expected to manage a rolling caseload of 125 young people for the provision of one to one support.

4.6.2 The Provider will be expected to manage up to 3,000 Hub visits per year from up to 1,500 individual young people per year.

4.6.3 Specific targets in relation to activity are provided in Section 10 below.

4.7 Target Group for the Service

4.7.1 The eligibility criteria for the service are young people who:

4.7.1.1 Are aged 16 to 24.

4.7.1.2 Are Camden residents and/ or registered with a Camden GP.

4.7.1.3 Have mental health and emotional well-being concerns.

4.7.1.4 Experience issues related to the wider determinants of mental health and wellbeing (relationships breakdown/ family issues, issues around sexuality or gender identity, discrimination, bullying, housing problems, issues with education and employment, substance misuse amongst others).

4.7.1.5 Do not traditionally access already existing services.

4.7.1.6 Referral sources and process will include but not be limited to GPs, social care, family support workers, youth services, youth offending

service, voluntary sector, connexions, police, schools (including special schools), higher education e.g. further education college or university.

4.7.1.7 Young people must be able to self- refer to the service.

4.8 Publicity of the service

4.8.1 The Provider is required to publicise and disseminate information regarding the service, including through the use of websites and social media, in order to maximize take up of the service, subject to approval in advance from the Council's authorised officer.

5. EQUAL OPPORTUNITIES AND ANTI-DISCRIMINATION

5.1 Camden Council has an ambitious equality agenda to address the needs of people who have traditionally been disadvantaged or treated less favourably because of protected characteristics covered by the Equality Act 2010 – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Information on Camden's approach to equality and how to meet the Public Sector Equality Duty can be found on the Council website.

5.2 Camden has set a number of equality objectives which will direct the work to tackle inequality in the borough. These objectives are:

- protect the social mix of the borough supporting all our communities to get on well together;
- improve the employment chances for Camden's most economically disadvantaged groups;
- prioritise support to those most in need, informed by a greater understanding of all our communities;
- ensure all residents have access to the help they need to resolve their problem;
- increase the opportunity for all Camden residents to fulfil their potential and participate in the renewal of the borough
- promote staff development and career progression across the organisation to ensure equality of promotion prospect's (workforce objective).

5.3 The Provider will be expected to take a proactive approach to inclusion and equality both within their organisation and in service delivery.

5.4 The Provider must have in place, prior to commencement of the contract, an anti-racism policy and code of practice so far as it relates to employment of staff in connection with the delivery of the Service, and to ensure this policy is complied with. This policy shall include (but not be limited to) provision of mandatory equality, diversity and unconscious bias training for all staff, as well as having clear mechanisms in place to enable staff to report discrimination.

- 5.5 The Provider will adhere to the Equality Act 2010, and maintain a zero-tolerance approach to any kind of discrimination, including racial, sexual orientation, gender or disability discrimination, both within their workforce and in the delivery of interventions and activities for young people.
- 5.6 The Provider shall ensure that all services provided will address inequality issues appropriately and provide a service that represents and meets the needs of Camden's diverse communities. In order to do this, the Provider shall regularly collect and monitor demographic, ethnicity, religion and sexual orientation data for service usage, and critically appraise whether there is appropriately diverse representation in access and usage of the service, by comparing this data to Camden's population make up.
- 5.7 As well as monitoring the service usage data above, the Provider shall conduct regular (at least annual) qualitative exercises, using tools such as one-to-one and group interviews and questionnaires) to collect qualitative data on the experiences and barriers to access to the Service of groups with protected characteristics, including those from ethnic minority backgrounds.
- 5.8 The equality data above shall be included in the quarterly monitoring reports - see Section 9 (Monitoring and Evaluation) - with a narrative report containing analysis specific to equality and diversity in service provision.
- 5.9 The Provider shall use this data to take specific action to improve the Service, to address any gaps in service delivery identified by staff and by young people, and to target and engage any under-represented groups by developing an action plan in agreement with the Commissioner.
- 5.10 The Provider shall work towards recruiting an inclusive and diverse workforce which reflects the ethnic diversity of Camden young people who use the Hive, and provide employment and traineeship opportunities for staff who may not had opportunities to come through the regular education and professional training routes.

6. STAFF

6.1 Size and composition of the team

- 6.1.1 The Hive will host a team of multiagency workers skilled in areas such as mental health, social care, parenting and substance misuse who use outreach skills to reach those needing services. Using outreach and providing of a range of social and welfare services from within the base will enable young people with risk factors for mental disorder to be targeted, identified and engaged early to prevent late presentation to support services.
- 6.1.2 The Provider will ensure that at all times there are sufficient staff in order to carry out the Service as described in this Agreement.

- 6.1.3 The final staff structure for the service shall be agreed with commissioners prior to the start of the contract. The staff structure will need to include appropriate capacity to manage the anticipated volume of activity in the service, as per section 5.6.
- 6.1.4 The Provider shall ensure that staff are properly and regularly supervised and achieve this by compliance with its supervision policy included as Schedule 3 of the Contract.
- 6.1.5 The service will ensure that adequate levels of clinical supervision are available.

6.2 Staff qualifications & training

- 6.2.1 The Provider shall employ staff who are appropriately qualified, competent, trained, skilled and experienced, and it shall ensure that all staff are properly instructed and supervised in the provision of the Service.
- 6.2.2 The staff structure will need to include a mixture of clinical and non-clinical staff in order to ensure the service is clinically safe.
- 6.2.3 The Provider shall ensure that staff have access to regular training related to the provision of the service.

6.3 Staff Recruitment

- 6.3.1 The Provider must ensure that recruitment procedures are designed with due regard to safeguarding children in line with pan London child protection procedures.
- 6.3.2 The Provider must obtain, with respect to each staff member, a satisfactory reference from the most recent previous employer and at least one other satisfactory reference prior to the person coming into post.
- 6.3.3 The Provider shall require from applicants for a post in connection with the service, a declaration of convictions that would otherwise be spent under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. The Provider shall ensure this declaration in respect of all potential staff performing any of the service before commencing any work in connection with the provision of the Service.
- 6.3.4 It is a legal requirement for every organisation that employs staff and/or involves volunteers to work with children, young people and vulnerable adults to ensure that they are suitable for these posts. This may include staffs who work in a support function in a limited range of regulated establishments.
- 6.3.5 The recruitment process should identify staff who, alongside professional excellence, can demonstrate the ability to engage young people through 3H

model (Heart, Hand and Hand). Professionals must demonstrate that they are able to engage young people.

6.3.6 Disclosure and Barring Service (DBS) Checks at the Point of Recruitment:

- 6.3.6.1 The Provider MUST have a safer recruitment policy and DBS checks procedure in place. A copy of this policy MUST be provided to the London Borough of Camden.
- 6.3.6.2 The Council has a legal duty to ensure that all commissioned organisations (whether through contracts or grants) and partner agencies have carried out DBS checks for their staff/volunteers.
- 6.3.6.3 The Provider MUST carry out enhanced criminal record DBS checks and obtain the relevant certificate for all new employees and/or volunteers before attending any of the premises to perform any of the Service. No employee and/or volunteer should be allowed to work with children, young people and families before a Disclosure Certificate has been received and cleared.
- 6.3.6.4 The Provider shall require from applicants a declaration of convictions that would otherwise be spent under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. The Provider shall ensure this declaration in respect of all potential staff performing any of the service before commencing any work in connection with the provision of the Service.
- 6.3.6.5 DBS guidance says that where information has been disclosed, a decision will need to be made based on the relevance of this information to working with vulnerable groups.
- 6.3.6.6 The Provider shall ensure that the Commissioner is informed immediately at all times during the contract term of any member of staff who, subsequent to his/her commencement of employment as a member of staff, receives a conviction or whose previous convictions become known to the Provider.

7. PARTNERSHIP WORKING

7.1.1 The Provider shall ensure that it works in partnership with relevant local statutory, voluntary and community organisations in order to promote and practice an integrated approach to service delivery and to enhance the success of the service in terms of sharing expertise, good practice and relevant information. These organisations will include, but not be limited to:

- Local NHS Trusts, specifically our NHS mental health service Providers (The Tavistock & Portman NHS Trust and Camden and Islington NHS Foundation Trust).
- The Camden Young People's Sexual Health Network (CAMISH).

- Camden Young People's Substance Misuse service (FWD).
- Camden Young People's Accommodation Pathway (for young people who are LAC or UASC).
- Local voluntary sector providers of mental health services for young people and young adults.
- Fitzrovia Youth in Action (young people's peer support).

7.1.2 The Provider will ensure that its staff work together with Camden Council and NCL CCG staff, partner agencies and practitioners who will also be using the Hive Hub, in order to achieve positive outcomes for young people, in accordance with the Council's Integrated Working policy and guidelines. The Provider will facilitate the other agencies' use of the Hive premises as appropriate.

7.2 The provider shall promoting and practise an integrated approach to work with other agencies.

8. QUALITY ASSURANCE

8.1 Quality Systems

8.1.1 The Provider shall set up and implement a quality audit system as required by the Council.

8.1.2 The Provider is required to provide to the Council details of the quality aspects of the service at the quarterly monitoring meetings for consideration by the Council.

8.2 Complaints Procedure for Service Users and Carers

8.2.1 The Provider is required to have in place prior to commencement of the service and abide by its Client Rights and Complaints Procedure.

8.2.2 The Provider shall inform service users that if the service user wishes to make a complaint, they can use either the Provider's Client Rights and Complaints Procedure or the Children Act complaints procedures or both.

8.3 Confidentiality

In addition to the confidentiality obligations set out in clause 29 of the Contract

8.3.1 The Provider is required to keep confidential records and any details, data, information about service users and is required to abide by the obligations under the Data Protection Act 1998 in providing the service.

8.3.2 The Provider shall include a statement on confidentiality in its general leaflet providing information about the Service to Service Users.

8.3.3 The Provider is required to permit service users to access to their files subject to the provisions of the Data Protection Act 1998.

8.4 Service User Involvement

8.4.1 The Provider shall ensure that service users are actively involved in agreeing the goals, methods and duration of work. The service user shall also be encouraged by the Provider to participate in and have input into service design and the evaluation of progress against these goals. This will be evidenced by the Provider and feedback will be provided as part of quarterly monitoring information.

8.4.2 The Provider shall produce and issue to service users the necessary leaflets to encourage service users' involvement.

8.4.3 The Provider shall obtain the feedback of service users in relation to the services at the end of each quarter, copies of which shall be supplied to the Council's delegated officer, at least one week prior to the quarterly monitoring meetings.

8.4.4 The Provider shall plan and carry out multiple opportunities for service user surveys during the term of the contract.

8.4.5 The Provider shall ensure the ongoing involvement of young people in the development of the service. Young people should be representative of Camden's diverse communities. There should be links to existing fora.

8.5 Safeguarding and Child Protection:

8.5.1 The Provider shall ensure that appropriate child protection procedures are in place and implemented and training is provided for staff, in line with the pan London Child Protection Procedures and Working Together to Safeguard Children (HMG, March 2010).

8.5.2 The Provider shall maintain and keep up to date written policies and procedures on safeguarding. These shall comply with the current Department of Health guidance and also with guidelines/directions issued by the Camden Safeguarding Adults Partnership Board and/or the Camden Local Safeguarding Children Board and/or the Council as appropriate. They shall also be compatible with the London Multi-Agency Safeguarding Adults policy and procedures plus the London Child Protection procedure.

In addition to the Safeguarding obligations set out in clause 32 of the Contract

8.6 Serious/ Untoward Incidents

8.6.1 The Provider shall follow the serious/ untoward Incidents guidance issued regarding serious and untoward incidents occurring in commissioned services.

8.6.2 The Provider shall supply the commissioner and operational lead in the Council with copies of all serious untoward incident reports and shall provide any further information which the commissioner and operational lead of the Council may reasonably require in relation to any serious/untoward incident. Incidents should be reported to the Council's operational lead and the lead commissioner as they occur.

8.6.3 The commissioner may use all or any part or parts of the information provided by the Provider under this section in any report which the commissioner makes to any NHS Body or any department, office or agency of the crown, or any other body in connection with such serious untoward incident or in relation to the prevention of such serious untoward incidents.

9. MONITORING AND EVALUATION

9.1 Outcomes

9.1.1 The Provider shall work towards delivering the following four outcomes during the tenure of the project, evidenced by the following methods:

Table 1. Key outcomes

	Outcome	Method of Evidencing
1	Young people who have, or are at risk of having poor mental health will achieve improved mental health outcomes.	Evidence will be demonstrated via the outcomes tools used with young people – these include Goal Based Measures, Short Edinburgh Warwick Scale and Social Resilience scale. These will be reported quarterly with an accompanying narrative.
2	Fewer young people seek help at mental health crisis point.	Annual audit and narrative of high-risk young people evidencing avoidance of crisis access and inpatient bed usage.
3	Young people will have an improved experience of care.	Young people will regularly fill out the Experience of Service Questionnaires at various points in their time with The Hive. This will be reported on quarterly basis with an accompanying narrative.

4	More young people are able to access support easily (with professionals and services working with them and together).	An annual audit and narrative of young people – their referral pathway into the service, the services/professionals where joint working took place and details of outward referrals.
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9.2 Key performance indicators

9.2.1 Performance shall be measured using the following indicators and quarterly targets.

Table 2. Key performance indicators.

Key indicator	Target Q1	Target Q2	Target Q3	Target Q3	Annual
121: Number of young people in 121 support*	125	125	125	125	Rolling 125
121: Percentage of young people with reliable change in goals*	60%	60%	60%	60%	60%
121: Percentage of young people with reliable change in the Short Warwick Scale*	40%	40%	40%	40%	40%
HIVE: Number of visits to the Hive*	500	500	500	500	3000
No. of Individual Young People to the hub*	300	300	300	300	1500
HIVE: Number of activity sessions in Hive led by YPW	87	87	87	87	260
HIVE: Number of sessions by other teams at Hive	39	39	39	39	156
Employability: Number of group work sessions held	24	24	24	24	96
Employability: Number of 121 sessions held	96	96	96	96	384
Year 1: Apprenticeships: Young People entering level 2 apprenticeships	2	3	3	2	10
Year 1: Apprenticeships: No. of young people on level 2 apprenticeship carrying into level 3.	0	0	2	3	5
Year 2: Apprenticeships:	4	6	6	4	20

Young People entering level 2 apprenticeships					
Year 2: Apprenticeships: No. of young people on level 2 apprenticeship carrying into level 3.	0	2	4	4	10
Number of safeguarding concerns and action taken	n/a	n/a	n/a	n/a	
Number of complaints	n/a	n/a	n/a	n/a	
% response to complaints within 21 days	95%	95%	95%	95%	
Number of compliments	n/a	n/a	n/a	n/a	

** All data above shall be presented broken down and analysed in the narrative report by demographic group, including gender, ethnicity, religion, disability and sexual orientation.*

9.3 Staff safety indicators

Staff safety indicators	Frequency	Thresholds
Staff with up-to-date child protection training – reported by level: <ul style="list-style-type: none"> • No. of staff requiring Level 1 Child Protection Training and % who have received Level 1 CP training within 2 months of starting work. • No. of staff requiring Level 2 Child Protection Training and % who have received Level 2 CP training • No. of staff requiring Level 3 Child Protection Training and % who have received Level 3 CP training • 	Annual	≥ 100% green 90-99% amber ≤90 % red
Sickness and absence rates	Quarterly	≥ 2% green 2-6% amber ≤ 6% red

9.4 Monitoring and Evaluation Meetings

- 9.4.1 The Provider is required to attend quarterly formal monitoring meetings which shall take place between the representative of the Provider and the Council's commissioner at least quarterly.
- 9.4.2 The commissioner shall be responsible for scheduling quarterly monitoring meetings for the service. These will take place held between 3 and 4 weeks after the end of the quarter.
- 1st quarter = 1st January to 31st March
 - 2nd quarter = 1st April to 30th June
 - 3rd quarter = 1st July to 30th September
 - 4th quarter = 1st October to 31st December
- 9.4.3 The Provider shall complete a quarterly monitoring report in advance of the meetings. This will consist on a spreadsheet with the performance data relevant to Outcomes and KPI delivery specified in Tables 1 and 2 above (Sections 10.1 and 10.2), as well as a narrative report with further analysis, commentary on the data and other service delivery. The report will include analysis of the data by demographic factors, as well as equality factors such as ethnicity, gender, disability, sexual orientation and religion.
- 9.4.4 The templates for the quarterly reports will be agreed with the Commissioner and will contain the performance data against the Outcomes Key Performance indicators specified in Tables 1 and 2 above
- 9.4.5 The Provider shall send the monitoring report to the commissioner at least 7 calendar days in advance of the scheduled quarterly monitoring meeting.

9.5 **Financial Monitoring**

- 9.5.1 The Provider shall provide quarterly income and expenditure statements to the Commissioner in relation to the service.
- 9.5.2 The Provider shall provide a copy of its annual audited accounts to the delegated staff member for the previous financial year as soon as possible but not later than 6 months from the end of the given financial year.

9.6 **Review of the Service**

- 9.6.1 In addition to specified monitoring requirements, this service shall be subject to regular review during the term of the contract
- 9.6.2 The service shall produce an annual report using the agreed format for commissioned services.

10. **RESPONSIBILITIES FOR MONITORING THE SERVICE**

- 10.1 The Provider shall inform the commissioner (Council's Authorised Representative) immediately if there is a change to its authorised representative during the term of the contract and if there is likely to be a substantive change to the service or any matter affecting the service users or the provision of the service during the term of this contract.
- 10.2 The Provider must provide the authorised officer and/or the operational officer or any nominated Council staff as appropriate access to locations where the service is delivered with no notice for the purpose of monitoring service delivery.

11. Social Values

Social Value Outcome	Outputs	Evidence	Measurement / KIPs	Reporting
A healthier, active borough	All Hive staff will complete "Making every contact count" training within the first 6 months. Monthly deliver of awareness raising sessions on health interventions (e.g., stop smoking (London Stop Smoking) obesity, alcoholism, etc.) and wellbeing initiatives in the community, including physical activities (e.g. London Zoo visits).	Quarterly report with details of completed trainings, health and wellbeing initiatives and agencies worked with; as well as group work session delivered by young people.	No. of staff completing Training. No. of health/wellbeing initiatives undertaken by Hive young people.	Quarterly
Increased access to health and support services, including mental health	Staff completion of Mental Health Training.	The team will be trained and will work to respond in a trauma informed way. The service is a fusion of youth work and mental health.	No. of staff trained, and No. of MH trainings completed	Annually
Increased recycling and reduced waste	Minimise waste as far as practicable and where unavoidable use recyclable/recycled	Team will develop an approach to recycling, resource and	Strategic approach and No. of trainings and workshops	Quarterly

	materials (ie. paper free work environment, food waste etc.).	waste prevention and management, We will provide training opportunities on sustainability to young people.	provided to young people	
More opportunities and greater representation of disadvantaged residents	Young people entering intermediate apprenticeships (Level 2), advanced apprenticeships (Level 3) and higher degree apprenticeships (Level 4) on the Young People.	Apprenticeships workshop delivered by a member of the Catch22 Apprenticeships team monthly: *Awareness & Information sessions of what *Promotion of Catch22 Apprenticeship vacancies *Support with application *Collaboration with other providers.	No. of apprenticeships applied for by young people. No. of apprenticeships completed by young people. Year 1: 10 YP entering level 2 – with 5 of those carrying onto level 3. Year 2: 20 YP entering level 2 – with 10 of those carrying onto level 3	Quarterly - for 2 years
More opportunities for youth in the borough	Young people will be supported into EET through a dedicated worker	Employability Caseworker (ECW) who will have an employability focus and will support young people into Employment, Training and Education (ETE). 121 sessions and group employment	No. of interviews attended by young people. No. of young people gaining employment. 2 x group employability sessions a week = 96 sessions a year	Quarterly

		sessions will be held with young people.	8 x 121 employability sessions a week = 384 sessions a year = 96 a quarter	
Crime is reduced	Young people engagement with local programmes to reduce gang/crime related activity, including knife crime (e.g. reporting anti-social behaviour, lighting for public spaces, private security, etc.)	Monthly awareness sessions with young people about gangs and knives crime and work in collaboration with other providers.	No. of workshops sessions delivered with other providers and number of young people attended.	Quarterly