

APPENDIX 1: SPECIFICATION FOR AN EQUITY, DIVERSITY AND INCLUSION FOCUSED CRITICAL FRIEND.

Introduction

Safer London is an organisation which supports young Londoners, families and communities impacted by exploitation and violence. Equity, Diversity and Inclusion (EDI) is integral to our work, particularly in relation to how we engage with young Londoners, families, communities, partners and key stakeholders. EDI is a fundamental principle of good safeguarding practice, and we are committed to challenging ourselves to ensure we are consistently applying an EDI lens across all of our work.

In April 2024, Safer London, St Giles Trust, New Horizon Youth Centre and Anna Freud were confirmed as the successful new pan-London Alliance of organisations to deliver the new Children and Young People's Violence & Exploitation Support Service, commissioned by the Mayor's Office for Policing and Crime (MOPAC).

Recognising that young Londoners affected by violence and exploitation have complex lives and often present with multiple needs, this new service aims to provide a holistic and comprehensive package of support. The Alliance's unifying vision is a future where all young Londoners, their families and communities – regardless of background – can thrive, live safely, and fulfil their potential, free from violence and exploitation.

The Alliance delivers an integrated model that draws on the strengths of each organisation, building interventions around four core themes:

- Simple navigation to, through and on from the service
- A team around the worker – aiming to ensure young Londoner's don't need to retell their story
- Safeguarding
- Young Londoner & parent/carer participation – shaping decisions, design and taking leadership

The Alliance is committed to ensuring the successful delivery of the service by bringing together a range of knowledge and expertise. We are deeply committed to embedding EDI at the heart of everything we do – from our internal operations to the way we engage with young people and communities. To support this journey, we are seeking an experienced and insightful Critical Friend to provide strategic and practical guidance on EDI and hold us accountable to our goals in this area.

Safer London is commissioning this work on behalf of the Alliance partnership, but the Critical Friend will be expected to work alongside all of the Alliance partners.

Alliance Partners

Anna Freud is a mental health charity that has been supporting children and young people for over 70 years. The charity listens to and learns from their diverse voices and integrates this with learnings from science and practice to develop and deliver mental health care. As part of the Alliance Anna Freud provides the foundations of key practice

principles and ways of working including AMBIT, data-driven practice, as well as youth participation.

New Horizon Youth Centre supports 16–24-year-olds who are homeless or unsafe in London through support to find safe accommodation; access education, training, and employment (ETE); improve their emotional and physical health; and to get the help they deserve through advocacy. They will bring their expert knowledge and experience around housing and youth homelessness, with dedicated caseworkers for housing advice and resettlement.

Safer London delivers pan-London services with a proven single-front-door pathway, supporting young Londoners, their families, peers, and communities affected by violence and exploitation. They have a team of caseworkers who will work alongside young Londoners and their families, providing intensive one to one support that is person centred and trauma informed. This includes girls and young women workers and family workers. Safer London's Front Door referral and screening team will oversee all referrals into the service.

St Giles' Trust helps people held back by poverty, exploitation, addiction, mental health problems, caught up in crime or a combination of these and other issues. They have a team of caseworkers, including dedicated outreach caseworkers who have experience of 'County Lines rescues', alongside a team of specialists focusing on Education, Training, and Employment.

The Mayor's Office for Police and Crime is funding this service over three years (2024/5-2026/7) as part of the mayor's wider commitment to reduce and prevent violence and exploitation and protect children and young people from being exploited or harmed as part of the Police and Crime Plan 2022-25.

Background

Our collective vision for London is for the provision of a service which offers consistency and stability for all young Londoners, has the flexibility and agility to adapt to the capacity and needs of London's communities, and provides equity of service for children and young people across London. All Alliance members are aligned to the same principle that EDI is a lens through which we frame and inform all our work.

Within the Alliance there will be diversity of approach and practice, which is the strength of the collaboration between four organisations. To provide robust assurance that principles are being adhered to, and activities are effective, we have developed a robust EDI assurance framework. This will include:

- Employing an independent 'Critical Friend' to review our EDI standards and practices objectively and challenge us to continuously improve.
- Convene an EDI Advisory Group as one of our core governance sub-groups reporting to the Alliance Management Team.
- Committing to a benchmarking assessment coordinated by the Advisory Group and with the support of the Critical Friend to identify our priority focus areas (as an Alliance and for each member, including MOPAC as the Commissioner and a key Alliance participant).

Service Requirements

a. Scope of Services

The Critical Friend will act as an independent, expert voice to challenge, support, and guide our work in EDI with a focus on ensuring our policies, practices, and culture authentically reflect our commitment to embedding and practicing EDI.

The Critical Friend will work collaboratively with our leadership, staff, young Londoners and stakeholders to foster a culture of reflection and continuous improvement in line with EDI best practices.

Key Deliverables

1. Strategic Guidance:

- Provide expertise and advice to inform the Alliance's strategic approach to EDI.
- Support the development and implementation of an actionable EDI roadmap aligned with our mission and values.

2. Critical Evaluation:

- Act as a constructive challenger, offering an external perspective on our EDI initiatives.
- Assess current practices, policies, and processes through an EDI lens, identifying gaps and opportunities for improvement.

3. Capacity Building:

- Facilitate training and workshops to upskill staff, including leadership on EDI principles and practices.
- Promote a deeper understanding of systemic inequities and how they impact young Londoners accessing our services.

4. Accountability and Monitoring:

- Provide ongoing feedback and accountability to ensure progress against EDI commitments.
- Help design and/or review metrics to evaluate the effectiveness of EDI efforts.

5. Inclusive Engagement:

- Collaborate with young Londoners, families, staff, and external partners to co-create inclusive practices.
- Support the Alliance to ensure that the voices and experiences of underrepresented groups are amplified and integrated into decision-making.

Required Expertise

We are seeking an individual or organisation to deliver the Key Deliverables and work with the Alliance to support us to achieve our aims. We anticipate the successful provider will demonstrate the following attributes and expertise:

- **EDI Expertise:** Demonstrable knowledge and experience in equity, diversity, and inclusion, particularly in the context of safeguarding, youth work, or voluntary and community organisations.
- **Track Record:** Proven ability to deliver impactful EDI strategies and support organisational change.
- **Critical Thinking:** Strong analytical skills with the ability to provide constructive feedback and challenge assumptions respectfully.
- **Facilitation Skills:** Experience designing and delivering effective training and workshops on EDI topics.
- **Lived Experience:** Deep understanding and/or lived experience of the systemic barriers faced by marginalized communities in London.
- **Communication Skills:** Exceptional ability to engage and collaborate with diverse stakeholders, including young Londoners, staff, and key stakeholders.

In addition, the successful provider should demonstrate the following:

- Familiarity with the specific challenges and opportunities of the London context.
- Knowledge of safeguarding, criminal justice, youth work, education.
- Experience working with complex governance structures.

b. Outputs and Milestones

The following outputs will be required during the delivery of the services

- Creation of a co-produced, clearly defined, and actionable EDI strategy embedded in the Alliance's operations and culture.
- Robust systems for accountability and monitoring of EDI goals
- A report which outlines how the Alliance is performing in relation to EDI practice, with clear recommendations for continuous improvement
- Attendance at a monthly review meeting between Safer London, Alliance partner representatives and the contractor
- Any other reports as set out here or agreed between Safer London, Alliance partner representatives and the contractor

Outcomes through delivery of the services will demonstrate:

- Improved understanding and capacity for EDI among staff and stakeholders.
- Tangible progress toward creating an inclusive environment for young Londoners, families and communities.

c. Contract Period

The estimated contract period is as follows: 2nd June 2025 until 30th May 2027

d. Fees and Costs

Rates and prices shall be deemed inclusive of all additional expenses howsoever incurred.

Award Criteria

Successful bidders will be able to demonstrate the following skills and experience:

- Understanding of this specific project requirements
- Experience of undertaking EDI focussed work where appropriate ethical and safeguarding considerations are embedded into the process
- Demonstrable knowledge of best practice around working with children and young people impacted by violence or exploitation
- Experience of delivering relevant services where you have led an active and flexible process which is responsive to the needs of the commissioners
- Experience of employing approaches to working with children, young people and families with integrity and accountability and reflecting this throughout the process
- Commitment to equity, diversity and inclusion, and evidence of how you apply these principles in practice
- Ability to demonstrate how Safer London's [values and vision](#) align with your own and how this shows up in your practice
- Recognition of the importance of resilience in coping with the emotional demands of the project
- Excellent communication skills, both written and verbal, to communicate and influence a wide range of internal and external colleagues on matters relating to the research, and produce reports for a variety of audiences
- Able to prioritise own project and work without close supervision
- Able to deliver the project within the agreed budget and timeframes

The following Key Performance Indicators will be applied to the contract to reflect the final outputs and milestones:

- **Time targets and project deliverables** will be met and monitored at monthly meetings
- **Productivity indicators** will include contractors establishing and maintaining positive engagement and communication with the organisation, Alliance partners young Londoners, and families to ensure successful delivery of the services.
- **Quality of service** will be evidenced by the standard of the outputs produced demonstrating the contractors subject matter expertise, diligence, and attention

to detail. In addition, the planning and delivery will ensure extensive consideration of safeguarding and ethics in practice.

- Bidders are invited to suggest other appropriate KPI's for monitoring performance of the service. Final KPI's will be agreed following award.

Additional information

Additional Considerations

An enhanced DBS will be required for any contractors who will meet directly with young Londoners or families and those who will have access to confidential information. DBS shall be arranged at the providers expense and proof may be required before delivery can commence.

In order to effectively engage with a range of stakeholders including flexibility to the lives of young Londoners, the successful contractor may be required to travel to different locations around London and may occasionally be required to work evenings or weekends.

Safer London is an agile working organisation. This means employees and contractors can work from different locations, e.g., from home, our office premises and community locations such as libraries/co-working spaces. The contractor should demonstrate how they will effectively work alongside staff in this context.