## INVITATION TO QUOTE FOR Visually Impaired Support and Information for Children



**DOCUMENT 2 – SPECIFICATION OF REQUIREMENT**

Reference Number:

## 1 OVERVIEW OF PROJECT

This specification describes what commissioners want to achieve from a new service for children and young people with vision impairment or severe vision impairment. It sets out how commissioners believe these functions are best delivered.

There are currently 140 sight impaired young people known to the Medway Council Advisory Teaching service and 110 children known to the existing service provider in Medway.

These children and young people will require varying degrees of input from the service, which is likely to be more heavily focused at key times such as transition between educational key stages / establishment, or into adulthood.

The children’s vision impaired support, information and guidance service will provide assessment, rehabilitation, equipment provision, signposting and support to blind and vision impaired children and young people (CYP). It will focus on principles of promoting independence, maximising and sustaining choice, involvement and inclusion, and will deliver a person centred approach that facilitates opportunities for CYP who are blind or vision impaired to live meaningful fulfilled lives and to live independently at home

Rehabilitation for vision impaired people is a specific form of reablement; it constitutes an established form of early intervention, one of the four domains of personalisation. Rehabilitation, like reablement yields a dual benefit, in that it not only enables people to live independent lives outside of the care system, but in so doing can avoid the need for costly long-term care packages.

The service will cover the following areas:

* Provide mobility information and guidance support
* Provide rehabilitation interventions
* Provide training, advice and support for professionals working with sight impaired children and young people in Medway
* Provide training and advice for professionals

The contract term will be for two years and nine months with an option to extend by one year and then a further year. The initial contract term will run from April 1st 2019 to 31 December 31st 2021.

## 2 CURRENT SERVICE

The current contract for this service expires 31st March 2019.

## 3 SERVICE REQUIREMENTS

**Service Eligibility**

The service will be available to children and young people with sight impairment or serious sight impairment, whose loss of sight causes difficulty for independent living, and who are residents of Medway. This includes people who are registered, or registerable, as vision impaired, and where sight loss co-exists with other ailments.

**Referral Process**

All referrals/requests for the service should be made to the provider organisation:

* The contractor must carry out client assessment with 28 days of the referral date
* Urgent referrals must be assessed within 14 days, the Council will inform the Contractor when a referral is deemed urgent
* Individual clients may be refused a service where a risk assessment demonstrates that there is clear evidence that to provide a service may be a significant and unmanageable risk to the service provider staff
* Referral to the service should be open to parents directly, and from the Medway Council Sensory Impairment Advisory Teaching Service.

Core principles

The provider must operate the service in line with the following principles.

Collaboration

* The provider will aim to pool resources where appropriate, including buildings, staff and other infrastructure to create an atmosphere of collaboration and common purpose, reduce duplication and provide value for money
* The provider will work with other partner organisations in Medway and work creatively to deliver joined up and cost effective solutions to achieve positive outcomes for local people

Respect and diversity

* The provider will acknowledge and respect people’s gender, ethnicity, faith or religion, sexual identity, disability or impairment, social background, and economic status
* The provider will respect and safeguard people’s privacy at all times

Health and wellbeing

* The provider will maintain and improve people’s wellbeing through tackling social isolation and loneliness
* The provider will work together to make an improvement in people’s physical and mental wellbeing by adopting a holistic approach, that recognises that people’s emotional and physical wellbeing are intertwined and that people’s support requirements often extend beyond the presenting needs

Prevention

* The provider will focus on delaying or preventing the deterioration of people’s health or social circumstances – signposting to statutory Health and Social Care services when appropriate to do so, but empowering people to find support in other ways

Co-production and empowerment

* The provider will deliver services that are centred on the empowerment of people who need care and support, enabling them to have greater choice on how they live their lives, by:
* Working in partnership with service users, family members, carers, Health and Social Care professionals, and VCS and private sector organisations to ensure the service responds to local needs
* Maximising the use of volunteers (especially peer volunteers) in variety of roles to compliment paid staff and encourage and support volunteering across the VCS
* Developing innovative ways to work with small community groups across Medway and support aspiring micro-enterprises and develop VCS to meet unmet needs within communities

Technical competence

* The provider will demonstrate a high level of relevant experience, knowledge and skills in the delivery of all its functions
* The provider will offer continuous development and support staff and volunteers, and other VCS or relevant organisations

Accountability and trust

* The provider will work in partnership with strategic decision makers to stimulate and support the development of high quality and sustainable local services
* The provider will be transparent and actively seek feedback on performance and critically assessing its strengths and weaknesses and lessons learned
* The provider will listen to individual service user concerns, and challenge decision-making bodies where necessary on their behalf
* The provider will be a good communicator to all stakeholders. People will recognise its brand and trust the services provided
* The provider will share activity and trend data with the Commissioner and flag up any unmet need

Safeguarding

The provider will operate robust child and adult safeguarding procedures in line with Medway Council’s policies and guidance and ensure all appropriate staff and volunteers are DBS cleared and that they have frequent training on safeguarding issues.

The service outcomes

This specification is outcome–focused. The service will be required to report information relating to service outputs and activity as documented throughout this specification, and will also be required to coproduce individual outcomes with service users and their families.

Service Objectives

All of the following service objectives will be met by the contractor as part of the contracted service requirements:

Vision impairment Register

The contractor will fully maintain a Vision impairment Register as a statutory obligation, to include the administration of the register and addition of new clients to the register.

Maintenance of the register will include the

* Necessary provision of information to Medway Council, and relevant data entry regarding the register and the service in the appropriately compatible format
* Register and all information contained therein will remain the full property of Medway Council
* Contractor must ensure that it is always fully compliant with General Data Protection Regulation Legislation, and that sensitive information in transmitted securely

Assessment of Need

On referral, the contractor will undertake an initial assessment of the vision impaired client’s support needs and requirements:

* Including the Assessment of Eligibility, and Functional Vision Assessment where required
* Assessments are to be carried out at a mutually agreeable venue. This will often be in the client’s home or education setting to assess their function within normal environment.
* The client’s progress will be updated and reported to Care Managers via the Health and Social Care ICT systems where the child is known to Children’s Social Care

Specialist Equipment Provision

The contractor will provide specialist equipment for service users where necessary.

Provision of equipment must:

* Also include the training in the use of the equipment by a competent and suitably trained person.
* Be restricted to items solely relevant to vision impairment which is not covered or supplied by the Medway Integrated Community Equipment Service (MICES). For non-specialist equipment to be supplied, the contractor will follow Medway Council’s Trusted Assessor protocols.

Information and Guidance

The contractor will provide appropriate information and guidance to service users. This will include, but will not be limited to:

* Eye condition information
* Learning Disability specific information
* Information on support equipment and ICT
* Mobility information and guidance
* Daily living skills
* Effective communication
* Benefits guidance (including advice and advocacy to access essential services and benefits)
* Emotional support on adjustment to vision impairment
* Environmental assessment, advice awareness and support
* Signposting and/or referral to other agencies
* Provision of a telephone contact service, manned from 9am – 5pm on normal business days, to provide support, information and guidance.
* Guidance to families and carers of Sight Impaired children e.g. safe techniques for provision of Sighted Guiding

Rehabilitation Interventions

The contractor will provide bespoke one-to-one rehabilitation interventions with clients. The following guidelines will apply:

* Interventions will not be time limited, but must be time appropriate to achieve the required outcome for the service user.
* Long term interventions must be reviewed regularly and reported upon to the Care Manager.
* Rehabilitation interventions may include some or all of the following: specialist ICT assessment; ICT guidance lessons; touch typing support; Braille lessons; orientation and mobility support; equipment provision; group rehabilitation and peer support; low vision support; emotional support; support for parents, families and carers; benefit advice; environmental assessment and audit; life skills training in the home.
* Clients will be supported to transition to adult rehabilitation services for vision impairment

## 4 MOBILISATION AND TIMING

|  |  |
| --- | --- |
| **Date** | **Stage** |
| 25th March 2019 | Invitation to Quote issued |
| 29th March 2019 | Prospective suppliers’ Clarifications closing date |
| 29th March 2019 | Quotation Return Date |
| 29th March 2019 | Evaluation completed |
| 29th March 2019 | Award / unsuccessful letters issued |
| 01st April 2019 | Contract start date |

## 5 MANAGEMENT INFORMATION AND GOVERNANCE

The provider will ensure that there is a named person who will act as the first point of contact with the commissioner in relation to management information and governance.

The provider will ensure that the service level agreement (SLA) between Medway Council and the successful tender organisation is signed and submitted prior to the start date of the 1st April 2019.

## 6 CONSTRAINTS AND DEPENDENCIES

VCS contracts relating to the provision of adult services have recently commenced in Medway, including services for adults with vision impairment. This service will be required to link with services for adults with vision impairments, particularly in relation to transition.

## ICT

The Provider will be expected to host an up-to-date website and social media channels where appropriate. This will be used to advertise and signpost to appropriate services and provide support and advice to support self-care and self-management

The Provider will operate the necessary ICT systems and databases in order to manage the range of data from the activities listed in this service specification. Any confidential or sensitive data must be held securely in accordance with Data Protection and GPDR requirements and any further updated legislation

The Provider will work with commissioners to identify new and innovative ways of using technology to improve service provision and outcomes. This will include the development of a client management system to support data collection and reporting

## PREMISES AND ASSETS

The Provider will operate the service in line with the principles of collaboration, Providers and partner organisations will pool resources where appropriate to include buildings, staff and other infrastructure assets.

The Provider will ensure premises and facilitates will meet the requirements of the Disability Discrimination Act.

## STAFF

Staff recruitment and training

The Provider will ensure that robust recruitment and selection process are undertaken and all necessary recruitment checks are carried out.

The Provider is to ensure there is a structured induction process and training and development in place that manages gaps in expertise. This will also apply to subcontracted staff and volunteers.

The Provider will ensure that all staff delivering the service are appropriately experienced and trained to fulfil the requirements of the Service Specification. This will include a good knowledge of the communities, services and assets of the localities they are working in and a good understanding of the wider strategic priorities and outcomes to be achieved.

**Recruitment** **and supervision of volunteers**

The Provider will have robust arrangements for the recruitment, selection and management of volunteers. Volunteers will be recruited with a clear role and remit, based on need.

The Provider will ensure that all staff are supported and provided with regular supervision to carry out the service safely and in line with regulations and legislation

## PERFORMANCE AND MEASUREMENT

**Performance Monitoring**

The provider will be responsible for delivering and responding to quarterly monitoring and evaluation mechanisms implemented by the Commissioner, including providing requested data in a format provided by the Commissioner.

The provider will be subject to a formal service review on a quarterly basis with the Commissioner and nominated representatives. The service review will aim to assess the provider’s ability to deliver the service in accordance with the specification requirements and support service improvement, if this is required. The approach to Performance Monitoring will be reviewed on a regular basis to ensure that it is relevant, proportionate and effective.

The provider will need to comply with additional requests for data from the commissioners from time to time, which will not generally involve the production of a report, but can be dealt with by verbal or emailed response. The provider will not charge for responding to these requests.

The Provider is responsible for the collection and presentation of information required for the measurement of outcomes. The provider must also maintain records and operate processes in respect of resource commitment, quality assurance, and complaints. The provider needs to be flexible to moving to new reporting templates and mechanisms as the service develops.

The Provider will ensure that it maintains standards required under the contract and service specification and be able to demonstrate that it has processes and systems in place that will meet the requirements of Medway Council.

**Appendix 1 - Required Outcomes and Key Performance Measures**

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| **Objective 1 - Vision impairment Register – process outcome** |
| **Outcomes** |
| 1. A register of all clients registered as severely sight impaired or sight impaired 2. All information held is up to date and relevant 3. Register is run efficiently and accurately |
| **How will this be measured** |
| * Evidence of the total number of registered residents who are severely or sight vision impaired * Register held |
| **Objective 2 - Assessment of Need – process outcome** |
| **Outcomes** |
| 1. Service users are assessed in a timely manner and in their own home where possible |
| **How will this be measured** |
| * Evidence of quick response times for assessments |
| **Objective 3** - **Specialist Equipment Provision – process outcome** |
| **Outcomes** |
| 1. Service users will have access to the right specialist equipment at the right time to help them live fulfilling lives in their own home |
| **How will this be measured** |
| * Customer satisfaction surveys * Accurate allocation of resources |
| **Objective 4 - Information and Guidance** |
| **Outcomes** |
| 1. Service users are fully aware of services and benefits to which they are legally entitled 2. Service users are fully aware of relevant help and support services that are available from either community groups or commercial enterprises 3. Families of CYP with vision impairment are able to provide effective support 4. Service users are engaged with and value the service 5. Service users are aware of and engage with auxiliary services |
| **How will this be measured** |
| * Evidence of increased service user uptake of services and benefits * Evidence of increased participation in activities provided for the vision impaired * Increase service user participation at events * Evidence of growth in the market in Medway for activities for the vision impaired |
| **Objective 5 - Individual Rehabilitation Interventions** |
| **Outcomes** |
| 1. Service user to co-produce individual outcomes relating to vision impairment 2. Service user’s individual outcomes are met |
| **How will this be measured** |
| * Evidence of outcomes being coproduced with service users * Evidence to show how service user outcomes have been achieved * Service Users feel an improvement in relation to their independence post intervention * Service Users feel an improvement in relation to their emotional wellbeing post intervention |

**Appendix 2**

**KPI’s**

| **No** | **Output** | **MI / KPI** | **Reporting Requirements** | **Target** | **Method of Measurement** | **Data Item** | **Frequency** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Objective 1 - Vision impairment Register** | | | | | | | |
| 1 | A register of all clients registered as severely sight impaired or sight impaired | MI | To form part of quarterly performance monitoring. Register to be broken down into agreed demographic criteria |  | Report | Report | Quarterly |
| **Objective 2 – Assessment of Need** | | | | | | | |
| 12 | % and number of referrals waiting over 28 days for assessment | KPI | By month and year, age, learning disabilities, deafblind clients | 30% | Data provider/ Report | Numeric/ % | Quarterly |
| 13 | % and number of referrals seen within 42 days for assessment | KPI | By month and year, age, learning disabilities, deafblind clients | 100% | Data provider/ Report | Numeric/ % | Quarterly |
| **Objective 3 – Specialist Equipment Provision** | | | | | | | |
| 14 | Cost of equipment provided to Service Users to support independent living | MI | Total cost, by type of equipment provided, by month, by year | N/A | Data provider/ Report | Numeric/ Report | Quarterly |
|  | Number of service users reporting that they have access to appropriate equipment | KPI | Reported quarterly | 100% | Provider feedback based on service user feedback | Report | Quarterly |
| 15 | Number of Service Users signposted to Social Care for further home adaptions and the adaptions recommended | MI | Name, Number of clients, by adaption, by month and year (sent through Egress) | N/A | Data provider/ Report | Numeric/ Report | Quarterly |
| **Objective 4 – Information and Guidance** | | | | | | | |
| 18 | Number of Service Users supported with information, advice and guidance available/given | KPI | By month and year, age, with learning disabilities, deafblind clients, total time taken, by what activity: phone, face to face, online | 100% of appropriate referrals | Data provider | Numeric | Quarterly |
|  | Service users are fully aware of services and benefits to which they are legally entitled | KPI | Reported quarterly | 100% | Provider feedback based on service user feedback | Report | Quarterly |
|  | Service users are fully aware of relevant help and support services that are available from either community groups or commercial enterprises | KPI | Reported quarterly | Report | Provider feedback based on service user feedback | Report | Quarterly |
|  | Families of CYP with vision impairment are able to provide effective support | KPI | Reported quarterly | Report | Provider feedback based on service user feedback | Report | Quarterly |
|  | Service users are engaged with and value the service | KPI | Reported quarterly | Report | Provider feedback based on service user feedback | Report | Quarterly |
| 23 | Percentage of clients, families and support network, who are signposted to appropriate additional service provision such as clubs and peer support groups | KPI | By Activity, by month and year, by group, support network – carer or family, Adult, Children, learning disabilities, deafblind clients, by area | 100% | Data provider | Numeric and percentage | Quarterly |
| **Objective 5 – Individual Rehabilitation Interventions** | | | | | | | |
| 26 | Service users to co-produce individual outcomes relating to vision impairment | KPI | Reported quarterly | 100% | Provider reporting | % and Numeric | Quarterly |
| 27 | Service user’s individual outcomes are met | MI | Reported quarterly | 75% | Provider reporting | Numeric | Quarterly |
| 29 | % of Service Users that felt an improvement in relation to their independence post intervention | KPI | By client, previously known to the service, by month and year, Adult, Children, with learning disabilities, deafblind Service Users & Case Studies | 75% | Data provider | % and Numeric | Quarterly |
| 30 | % of Service Users that felt an improvement in relation to their emotional wellbeing post intervention | KPI | By, by month and year, Adult, Children, with learning disabilities, deafblind Service Users& Case Studies | 60% | Data provider | % and Numeric | Quarterly |