

SCHEDULE 2b

SERVICE SPECIFICATION

FOR THE PURCHASE OF

**Lot 9: Specialist Support in the Community for
Adults with a Physical Disability**

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INTRODUCTION

1. This Service Specification, in conjunction with the Contract Terms and Conditions and other documents which form this Contract, defines the Commissioners' minimum requirements for Service Providers who deliver specialist support for adults with physical disabilities in the community commissioned through this contract. It details the standards and outcomes that must be achieved and describes how these will be evidenced and monitored.
2. This Service Specification sets out the requirements for the provision of Specialist Physical Disability Services in the Community which are designed to deliver community based wellbeing services for adults with physical disabilities in Kent which help prevent or delay deterioration in individuals' health and wellbeing and help to manage demand for statutory health and social care services.
3. In the Equality Act (2010) a disability means having a physical or mental impairment which has a substantial and long-term impact on an Individual's ability to do normal day-to-day activities.
4. The term Specialist is used within this Service Specification to express the importance of the service being focused on activity which is specific to Individuals with physical disabilities; and provided by skilled professionals and/ or individuals with lived experience of physical disabilities.
5. Delivered in the community, these services will be accessible for all adult residents of Kent with physical disabilities and their Carers. These services will be outcome focused – the primary aims being to promoting wellbeing, support independence, and reduce loneliness and social isolation for residents regardless of whether or not they are receiving other services from Adult Social Care.
6. This Specification supports the aim of developing an outcome-focused care and support model throughout the Contract term to meet the Council's strategic objective that 'Older and vulnerable residents are safe and supported with choices to live independently'.
7. It is important to ensure that the services delivered through this Specification are accessible to all adult Kent residents, reflecting their diversity and range of needs and aspirations.
8. This Specification has been produced through engagement with individuals with physical disabilities and Carers, Provider organisations, CCG Commissioners and local care leads, District and Borough Councils, key stakeholders in the community and Kent County Council (KCC) Commissioners. KCC wishes to thank all those who have contributed to this Service Specification.

KENT STRATEGIC CONTEXT

9. Kent is home to 1.55 million people, the most populated county in England.
10. KCC's vision is to help individuals to improve or maintain their wellbeing and to live as independently as possible. ['Your life, your wellbeing'](#) details KCC's vision for the future of Adult Social Care. As the demand for Adult Social Care is increasing and finances are under pressure, expectations of Adult Social Care are changing.
11. Adult Social Care in Kent needs to continue to respond to these challenges. 'Your Life, your wellbeing' sets out our approach to Adult Social Care into three themes that cover the whole range of services provided for individuals with social care and support needs and their Carers:
 - 1) **promoting wellbeing** – Finding out what matters to an individual in their life in order to enable them to live the life they want to live. Supporting and encouraging individuals to look after their health and well-being to avoid or delay them needing Adult Social Care.
 - 2) **promoting independence** – providing short-term support so that individuals are then able to carry on with their lives as independently as possible. This will include promoting choice, control, dignity and respect whilst understanding whether an individual's needs require urgent interventions.
 - 3) **supporting independence** – for individuals who need ongoing social care support, helping them to live the life they want to live, in their own homes where possible, and do as much for themselves as they can.
12. This Service Specification is a key element in achieving the themes above.
13. Preventative community based wellbeing services which help to prevent or delay deterioration in individuals' health and wellbeing, and thereby enable them to live safely in their own homes for longer, are seen to be a key strand in the strategy to reduce demand on health and social care resources. The universal support services commissioned will therefore be available to all those who require support, regardless of whether or not they are receiving any services from Adult Social Care.
14. The Council's 'Your life, your wellbeing' strategy is due to come to an end in 2021. Commissioners will work with Providers to ensure that services commissioned under this contract align with the strategy that supersedes 'Your life, your wellbeing' when it is published. In response to the COVID-19 pandemic the Council is currently working to priorities outlined the [Strategic Reset](#) paper presented to the Cabinet in July 2020. The strategic reset sets out the key elements for how, by working in partnership with the VCSE sector in Kent, the county will move successfully towards recovery from COVID-19.
15. The VCSE sector has been increasingly recognised nationally for its contribution to shaping local communities, and its importance is also recognised in Kent. The council's [Civil Society Strategy](#) (currently in draft format following a public consultation period) is due to replace the Voluntary,

Community Sector (VCS) policy adopted in 2015 and represents the Council's commitment to developing a strategic relationship with the Voluntary, Community and Social Enterprise (VCSE) sector. The Civil Society Strategy recognises the huge contribution made by volunteers to communities, made by both formal and informal volunteers.

16. The NHS, social care and public health in Kent and Medway are working together to plan how we will transform health and social care services to meet the changing needs of residents.
17. The Kent and Medway Sustainability and Transformation Plan (STP) is focussed on how best to encourage and support better health and wellbeing, and provide improved and sustainable health and care services, for the population of Kent and Medway.
18. The vision for the STP local care model is a:

“...collective commitment of the health and care system in Kent and Medway to fundamentally transform how and where we will support people to keep well and live well. We will help people to understand that hospitals aren't always the best place to receive care. Clinical evidence shows us that many people, particularly frail older people, are often better cared for closer to home. The model will build a vibrant social, voluntary and community sector to support people to look after their health and wellbeing, connect with others, manage their long-term conditions and stay independent.” *(The Kent & Medway Sustainability and Transformation Partnership - 'Local Care' Investment Case)*
19. Improving the way the Council works with the NHS through integrated commissioning and provision to promote the wellbeing of adults with care and support needs, including Carers, is vital to delivering the ambition of effective and efficient co-commissioning and delivery. This service must co-operate with any activity to further enhance this and adhere to any developments and enhancements as this develops. Providers will be required to work collaboratively with the Integrated Care System and Local Care Partnerships.
20. The services commissioned through these contracts are a key delivery and support mechanism Kent residents being referred through from Community Navigation and Social Prescribing Providers.
21. KCC and CCG officers are engaging at both a strategic and operational level, through established networks, to discuss interdependencies and joint working, including the opportunities to further joint commission.
22. KCC asked disabled people's user led organisations to look at the experiences and views of physically disabled adults, their families and carer's living in Kent about what was working and what needed to change in the design and delivery of services that could best meet their needs. The results of this work was published in a report [‘Towards a Better Future – Making it Work’](#) in May 2013. One of the biggest issues that was identified from this piece of work is the basic lack of useful information and advice which prevents

individuals with physical disabilities from being connected to key services, benefits advice and specialist support that would enable them to live more independently.

23. Further information on the numbers of adults with physical disabilities in Kent can be found in the attachment to the Kent Business Portal titled *Disability in Kent*.

THE SERVICE

24. The service will be for residents of Kent across the whole of the county, supporting adults (aged 18 and over) with physical disabilities
25. The service will focus on primarily supporting Individuals to maintain and improve their wellbeing and develop resilience and confidence to help them live as independently as possible. This may include supporting Individuals to access tools which enable or maintain their independence (e.g. Blue Badge applications, benefits applications).
26. The delivery model should aspire to promote wellbeing and support Individuals to continue participating in activities that they enjoy and to maintain or establish new networks and support systems, rather than a default option of meeting Individuals needs through a formal service. However, a person centred approach must also recognise that how this is achieved will vary depending on the needs of the individual. Individuals with more complex and/or multiple needs may require a more structured offer to help and support them.
27. The service will need to promote wellbeing as a concept to individuals in order to build resilience and help keep individuals mentally, emotionally and physically well. The service should sign post or support Individuals to take part in activities which promote wellbeing such as those identified through the [‘Six Ways of Wellbeing’](#) or via [‘One You’](#) national resources. This may include being active (e.g. health walks), learning, or taking an active role in their community (e.g. volunteering).
28. The service will support Individuals to tackle any disability hate incidents that they may experience.
29. The service should deliver interventions that have an evidence based approach demonstrating good practice. This should not stop innovation and creativity to meet the specified outcomes. It would be expected that robust evidence is collected so that evaluation forms part of this process therefore enabling the service to evolve over the lifetime of the contract as necessary to provide services that are evidenced as achieving the outcomes of the service.
30. Mechanisms used to identify the support Individuals need and the appropriate response in each case will vary depending on the needs of the individual and be based on best practice standards.

31. Providers should have an awareness of other specialist services available in their area which support Individuals, their Carers and their families, so that they can refer them on to services which are able to provide them with specialist information, advice and support where appropriate. This will include raising awareness of, and recommending the use of, the [This is Me](#) tool when supporting anyone living with, or caring for someone who is living with, dementia.
32. Providers should work with other specialist services to ensure that best practice is incorporated within their own organisation in relation to specialist knowledge and support (for example via staff training).

Community Focus

33. Community Navigators have been commissioned under a separate contract to have oversight of the full range of social, health, economic and environmental support available locally and establish excellent knowledge of, and links with, local opportunities and sources of information/support. This includes supporting Individuals to access a range of community activities which allow them to connect with, and contribute to, their local community. Community Navigators are also Trusted Assessors supporting Individuals to access equipment and technology that helps them remain independent for longer.
34. Providers should work with their local Community Navigator(s) as appropriate to support Individuals to access their local communities.
35. Providers are expected to work with existing KCC community based assets as described in Section 6 (Delivery Network Collaboration) of the Service Specification Schedules.
36. The Council has partnered with [Breaking Barriers Innovations](#) to develop a strategy for making complex health and social care systems work for the benefit of residents in an area with the ultimate aim of creating more resilient communities. The project is currently being piloted in Gravesend and Sheppey. Providers are expected to engage with the project when it is rolled out in each contract area and implement learning from the project as it publishes findings from its activities.

Aims and Objectives of the Service

Individual Objectives

37. The Provider will work with Individuals to identify their needs in order to deliver the following objectives, which support the Personal Outcomes identified in this Specification:
 - Individuals are empowered and supported to achieve their personal goals

- and address any immediate concerns; and
 - Individuals health, wellbeing and independence is improved, or maintained, as a result of the support received.
38. The success of the service in meeting the above objectives will be assessed using the measurement tool that the provider chooses.

Community Objectives

39. The Council supports the national [Changing Places](#) scheme, which encourages the provision of a Changing Places toilet facility within the community for individuals who are unable to use standard accessible toilets. The Provider is expected to work in conjunction with the Council to support the establishment of Changing Places. This includes, but is not limited to:
- Checking that each Changing Place used is on the National Changing Places Map and liaise with the organisation directly to facilitate registration on the National Changing Places Scheme database and map; and
 - Acting as a point of contact for individuals to report instances where registered facilities in Kent do not meet the required standards (either in terms of equipment provision or usability), or other feedback, and escalate such concerns through the appropriate channels

OUTCOMES

40. This Specification responds to development in social policy regarding a shift in focus from service inputs to the outcomes they achieve and as such this Specification primarily focuses on the outcomes of the services required. This model may appear different from previous specifications as it does not tightly prescribe what providers should do in order to achieve the outcomes required.
41. KCC is confident that provider organisations have the ability and skills to organise their resources in the best way possible to achieve the outcomes specified.
42. Providers are encouraged to operate flexibly, be innovative and 'try new ways of delivering services, outcomes and interventions', then learn and improve what they do. As such KCC welcomes innovative approaches that add value and maintain and improve Individuals' wellbeing whilst also meeting Individuals' needs.

43. Outcome focused services are fundamentally person-centred in approach, recognising that each Individual is unique and will have different requirements and levels of needs. Outcomes can be defined as “the intended impact or consequence of a service on the lives of individuals and communities”. An outcomes focused service aim is to achieve the aspirations, goals and priorities as defined by the Individual accessing the service through interventions and activities.
44. KCC is specifying the outcomes which the providers are to achieve, these outcomes have been co-produced and are what people have told us is important to them.
45. This Specification details the service outcomes in terms of minimum levels of delivery and requirements. It is expected that Providers will seek alternative and additional ways of working to ensure all outcomes are fully delivered across Kent.

Personal Outcomes

46. Providers are expected to support all Individuals that they work with (under all Parts of this Specification) to achieve their personal outcomes by using an approach which best meets each Individual's needs. A range of different responses and approaches will be required, particularly in relation to the level of need and identified goals/outcomes of Individuals with physical disabilities.
47. The Personal outcomes set out below have been identified by the people of Kent as being important to them:

Information and advice

1. I am supported to find the correct and relevant information and advice for me
2. I am supported to access and understand benefits advice and income maximisation information

My Community

3. I am able to access social activities that I enjoy

My Care and Support

4. I feel listened to and feel the benefit of having my voice heard

My Health

5. I feel less lonely;

48. These personal outcomes have been developed through a process of engagement including public consultation, and co-production. The summary report of the public consultation can be found attached to the Kent Business Portal.

System Outcomes

49. By working in partnership with Commissioners, the Provider should be able to demonstrate how the service has contributed to the following:

- Reduction in the number of individuals entering social care and health services unnecessarily;
- Reduction in the level of unmet need at the point of referral to social care or health; and
- An increased community capacity so that communities are more able to support vulnerable residents to feel less lonely and isolated

Social Value

50. KCC services have a social purpose and therefore The council will require that services become smarter at determining social value working within the commissioning process. This will be through improving the economic, social and environmental wellbeing of Kent.

51. The Public Services (**Social Value**) **Act 2012** requires public bodies to consider how the services they commission and procure might improve the economic, social and environmental wellbeing of the area.

52. The Provider must demonstrate how they will contribute to and measure the following social value contributions in their delivery of the contract:

Theme	Description
Good Employer	Support for staff and volunteer development and welfare within the service providers' own organisations and within their supply chain.
Community Development	Initiatives to support people with physical disabilities to build stronger community networks and reduce social isolation.
Green and Sustainable	Protecting the environment within the providers' own organisation and within their supply chain.

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