**Worcestershire Promoting Independent Living Service**

**Specification – Background and wider context**

1. **Introduction**

The Promoting Independent Living Service is local branding to describe the Home Improvement Agency Service (HIA) operating across the county of Worcestershire. The service is being jointly procured by a partnership of six District and Borough and City Councils and Worcestershire County Council as set out below;

* Bromsgrove District Council
* Malvern Hills District Council
* Redditch Borough Council
* Worcester City Council
* Wychavon District Council
* Wyre Forest District Council
* Worcestershire County Council

Home Improvement Agencies are local, trusted organisations that help older, disabled and vulnerable people to live a good life for longer. They offer reliable information and advice and support people to make modifications to their homes as their health and needs change through later years especially.

There are nearly 200 HIAs in England, sometimes known as Care & Repair or Staying Put schemes, covering 82% of local authorities.

1. **Population Data**

* Worcestershire covers an area of over 672 sq miles and has a population of around 603,600 (2021 Census).
* The number of one-person households in Worcestershire is increasing - this is linked to the ageing population.
* Across the County, 20% of people live in rural areas, increasing to over 50% in Wychavon and Malvern Hills. This needs to be factored into the PIL service as travel has an impact in this area. Compared to this are Redditch and Worcester City, that are almost completely urban.
* BAME population is 11.3% up from 7.6% in 2011 so the service needs to be mindful of catering for the increasing needs of BAME communities.

1. **Service Overview**

The Provider will support people to arrange adaptations or make improvements to their existing home or explore other possible means of support. The service will support the improvement of the health and wellbeing of the local population by restoring the use of the home so that people can regain or retain their independence and carry on living in the community.

The Provider will be guided by the following key principles, from the perspective of the customer when delivering outcomes for people:

* you take as long as necessary to understand me and the issues I need help to solve;
* you help me decide how I want to solve my problems; and
* you only help me to solve the problems that I want your help with.

The provide will facilitate access to the following core service elements:-

* Minor Adaptations such as grab rails, banister rails and eternal rails
* Mandatory Disabled Facilities Grants and discretionary top up grants when the grant exceeds mandatory limits
* Housing Options advice and support to help customers move to more suitable accommodation
* Hospital Discharge Scheme to support timely discharge from hospital through the provision of necessary adaptations/equipment/deep clean.
* Dementia Dwelling Grant providing a range of measures including night lamps and dementia clocks to people with a dementia diagnosis
* Home Repair Assistance to help people on low incomes undertake repairs or improvements to their home. Ensuring it is safe, and fee of serious defects or hazards.

1. **Collaborative approach**

Collaboration and strong partnerships are a key element to this contract and it is important to recognise the links between this service and key strategies in the county including (click on link to view strategy document):

[Adults Prevention and Early Intervention Strategy](https://www.canva.com/design/DAFxIlQobsQ/YRhEwIZAKHkrwYzJmRQ-qg/edit?utm_content=DAFxIlQobsQ&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton):

[Adult Social Care Strategy](https://www.canva.com/design/DAFwTu4FXVk/7p8tjydNpmwj01qbkTKipw/edit?utm_content=DAFwTu4FXVk&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton):

[Worcestershire Housing Strategy](https://www.worcester.gov.uk/filelink/fileman-files/PDF%20Documents/About%20your%20council/Consultations/2023/Worcestershire%20Housing%20Strategy.pdf):

[Worcestershire Joint Local Health and Wellbeing Strategy](https://www.worcestershire.gov.uk/sites/default/files/2023-05/HWBS-Consultation%20Document-22-32%20v01.pdf)

The Provider will also need to support and work with the Councils to support wider partnership working across Worcestershire with a greater focus on prevention. This will include the potential of widening service provision, particularly engaging with social care, health partners and developing relationships with Registered Providers, Age UK, ex-services organisations and other charities. This may involve working with such stakeholders to source additional funding for adaptations. The aspiration is to create:

* Virtual integrated team/s in all areas to simplify and speed up the customer journey.
* A single point of access with ‘good conversations’ at the start and people routed down appropriate pathways via Worcestershire County Council’s Adult Front Door service with referral from the Adult Front Door and other services into the PIL service where appropriate.
* Joined up the PIL service (including minor adaptations) with equipment provision.

1. **Housing Assistance Policies**

Below are the links to the Housing Assistance Policies for each Council which set out the detail for the service elements within the contract:

[Bromsgrove Housing Assistance Policy](https://www.bromsgrove.gov.uk/council/policy-and-strategy/private-sector-housing-assistance-policy.aspx)

[Redditch Housing Assistance Policy](https://www.redditchbc.gov.uk/media/4593651/rbc-private-sector-housing-assistance-policy-2019-1-.pdf)

[Worcester Housing Assistance Policy](https://www.worcester.gov.uk/component/fileman/file/PDF%20Documents/Housing/housing-policy/Housing%20Assistance%20Policy.pdf?routed=1&container=fileman-files)

[Wychavon and Malvern Housing Assistance Policy](https://www.wychavon.gov.uk/component/fileman/file/Documents/Housing/HS%20-%20Housing%20Assistance%20Policy%202020-%20updated%202020.pdf?routed=1&container=fileman-files)

[Wyre Forest Housing Assistance Policy](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.wyreforestdc.gov.uk%2Fhousing-and-homes%2Fhousing-strategy-documents%2Fhousing-assistance-policy%2F&data=05%7C02%7C%7C7577306462f34ee140ab08dc8488cced%7C3fa26e850ac24d4b8ce7781013dde536%7C0%7C0%7C638530970326004829%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=XGj3hzVhEcyPKXFK%2BzWZcYhlTHw7DyTMjR5%2BIb9P5%2Bw%3D&reserved=0)