

Handypersons Service Specification Schedule A

Defined Terms

In this schedule, the following words and phrase shall, unless the context otherwise requires, have the following meaning: -

“Alliance Home from Hospital”	a Council grant funded service based in Weston General Hospital and supports people to move back home safely on being discharged from hospital to include but not limited to making small adaptations to a person’s home (for example handrails), providing equipment (for example Key Safe) , sorting bills, shopping, accessing benefits, a support service for Carers and support to the North Somerset Reablement Pathway.
“Avon Fire and Rescue”	the fire and rescue service covering the unitary authorities of Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire
“Carer”	the informal carer of a Service User or Qualifying Person usually being a family member or friend and shall include parents where the Service User or Qualifying Person is under the age of 18yrs.
“Complainant”	a complaint received by the Provider or by a Professional from a Service User or Qualifying Person relating to the Handyperson Service.
“Disabled facilities Grant”	a means tested grant, paid by North Somerset Council’s housing department for major adaptations to a disabled person’s home
“Integrated Community Equipment Service”	a service which offers a range of loan equipment to support the care needs and promote the independence and reablement of a Service User or a Qualifying Persons
“Key Safe”	a police approved, wall mounted, weather proof security box to secure and share house keys.
“Occupational Therapy”	Professionals with specialist knowledge to enable a Service User or a Qualifying Person to remain safe and independent by recommending altering their environment or adapting their homes

“Professional”	Any of the following who are authorised to refer a Service User into the Handyperson Service or a Qualifying Person into the General Services: (a) Occupational Therapy (b) professions in hospitals (c) professionals employed to deliver Alliance Home from Hospital (d) the Council’s Contract (e) private sector housing team within North Somerset Council (f) children’s Public Health professionals
“Public Health”	the roles and responsibilities of local authorities to improve the health of their local population and reduce health inequalities.
“Safeguarding”	the process of protecting a Service User or Qualifying Person from harm or damage with an appropriate measure.
“Sirona care and Health”	a not-for-profit social enterprise, delivering community-based health and social care provision in Bristol, North Somerset and South Gloucestershire
“Trust Mark”	Government Endorsed Quality Scheme that covers work an individual chooses to have carried out in or around their home.

1. Introduction

1.1. This Specification forms part of the Agreement and sets out the scope of the Handyperson Service, details how the Provider will deliver the Handyperson Service across the North Somerset area (Annex 2), the policies the Provider must adhere to in delivering the Handyperson Service and how performance and KPIs will be monitored.

1.2. Handyperson Services provide low-level, usually low-cost interventions that are considered extremely helpful if not vital by Service users or Qualifying Persons. Such services also contribute to several strategic objectives to keep vulnerable people safe and independent in their own homes and can be used to facilitate reablement, hospital discharge and home maintenance. An excellent performing service will identify other issues in a person’s life or home environment which may be having a detrimental impact on that person’s quality of life, safety or health. Early identification of such issues can reduce the likelihood of a future crisis. As

such Handyperson Services contribute to the wider prevention agenda and aid independence for people in their own homes.

- 1.3. For Qualifying Person receiving General Services, the Council will pay a contribution towards the Provider's costs which will enable the Provider to run a low-cost General Service for people with eligible needs.
- 1.4. The Handyperson Service will be monitored at contract meetings with the Council's Contract Manager.
- 1.5. The Council's Contract Manager aims to work in partnership with the Provider's Representative to develop an open and fair relationship based on mutual trust.

2. Policy and Strategic context

- 2.1. The Handyperson Services delivered by the Provider should contribute to North Somerset's corporate plan:

A commitment to protect the most vulnerable in our communities. An approach which enables young people and adults to lead independent and fulfilling lives
Corporate Plan 2022-24

- 2.2. The Handyperson Service has been developed in line with the Care Act 2014, which sets out this vision and general responsibilities for social care, supporting the wellbeing of individuals and reinforcing the transformation necessary to enable greater choice, control and personalisation.
- 2.3. The Handyperson Service forms part of the Council's early intervention and prevention offer, and supports the Adults Annual Directorate Statement 2022/23 in its ambitions to;
 - Ensure we are a Council that empowers and cares about people
 - To ensure we are an open and enabling organisation

3. Overall outcomes

- 3.1. The overall outcomes that the Provider should achieve are that Service Users and Qualifying Persons within North Somerset will have access to a safe and effective Handyperson Service to enable minor repairs and improvements to be carried out to their home, supporting them to be independent. The Handyperson Service will also look to support other areas of the Council and Public Health priorities for both adults and children:

- 3.1.1. continue to live in their own homes
- 3.1.2. feel safer, warmer, healthier, more independent, and more secure in their homes
- 3.1.3. avoid unnecessary intervention by health and social care services.
- 3.1.4. reduce risk of exposure to rogue traders, scams, or other fraud
- 3.1.5. Service Users and Qualifying Persons are signposted to relevant services when the Handyperson Service is unable to meet more complex needs
- 3.1.6. Service Users and Qualifying Persons report excellent customer service including being treated fairly and with courtesy, respect and dignity.

4. Service standards

- 4.1. Clear branding and good promotion of the Handyperson Service on a universal and targeted basis to ensure that those who need support can and do take up the Handyperson Service.
- 4.2. Good quality, consistent advice and information provided at the first point of contact to ensure that potential Service Users and Qualifying Persons understand the Handyperson Service available to them and the cost of works, including the price of materials.
- 4.3. Easy access to the Handyperson Service through set operating hours.
- 4.4. Ensuring that the Handyperson Service represents good value for money i.e. that the quality and cost of the Handyperson Service are optimised so that the Handyperson Service remains viable, cost effective and competitive.
- 4.5. Consistency and clarity in Handyperson Service availability and provision to ensure that Service Users and Qualifying Persons have the same experience of the services received, regardless of where they live, their gender, age, race, ethnic background, disability, tenure, eligibility, sexuality, or faith.
- 4.6. Ensuring that Handyperson Services are delivered in a sensitive way when dealing with vulnerable people and sometimes chaotic households. That is not based on the Provider's assumptions, but which acknowledges and listens to Service Users and Qualifying Persons and, where appropriate, their relative, carer or advocate.
- 4.7. Providing Handyperson Services which take full account of the personality, interests, taste, lifestyle, culture, physical and mental health, and communication skills of each Service User and Qualifying Person.
- 4.8. Respecting the privacy, dignity, independence, choice, rights, and aspirations of Service Users and Qualifying Persons. Ensuring that Service Users and Qualifying Persons are free from discrimination and harassment.

- 4.9. Ensuring that Service Users and Qualifying Persons can access their personal records.
- 4.10. Clear outcome-based targets set with the Council to measure the effectiveness of the Handyperson Service.

Six Components of the Handyperson Service

5. General Service

5.1. General Services will include repairs, maintenance, improvements, adaptations and “odd jobs”. This will allow Service Users or Qualifying Persons to have minor building works completed that they are unable to carry out themselves.

5.2. The Provider will supply and fit a range of minor building and related works (that take no more than three hours, ideally an average two hours) and equipment to help achieve independence and safety, including but not exclusively:

- 5.2.1. small plumbing jobs
- 5.2.2. small electrical jobs
- 5.2.3. carpentry jobs, e.g. easing doors, windows, securing boards
- 5.2.4. securing or fitting carpets (primarily to address health & safety issues)
- 5.2.5. repairs to walls, plaster, render, pointing up to 2m²
- 5.2.6. securing or repairing paving slabs and paths
- 5.2.7. cleaning and clearing paths for access
- 5.2.8. health and safety works
- 5.2.9. energy efficiency works
- 5.2.10. security improvements
- 5.2.11. internal and external grab rails, banisters and bed rails
- 5.2.12. access issues and door entry
- 5.2.13. clearing gutters, gullies and surface water drains (not above the first-floor level)
- 5.2.14. fitting bed and chair raisers
- 5.2.15. fitting external door and window locks, door chains and other home security products
- 5.2.16. fitting key safes
- 5.2.17. checking insulation
- 5.2.18. fitting smoke alarms, carbon monoxide alarms and low energy light bulbs
- 5.2.19. installing assistive electronic technology
- 5.2.20. clearing garden areas and access routes which might otherwise create an access issue or potential health and safety security risk
- 5.2.21. minor repairs and improvements internally and externally

- 5.3. Staff will use their trade skills to fit the correct equipment in the best position for the Service User or Qualifying Person.
- 5.4. The Provider will ensure that Staff have the time and capacity to identify additional needs and advise the Service User or Qualifying Person during their visit or refer them to other services
- 5.5. The Provider to refer the Service User or Qualifying Person on to the Trustmark website if the amount of work exceeds three hours.
- 5.6. The Provider will be aware of statutory and non-statutory responsibilities and refer Service Users or Qualifying Persons to the Trustmark website (where appropriate), instead of using the Handyperson Service e.g. blocked public sewer.
- 5.7. The Provider will prioritise emergency/urgent repairs that require immediate attention to address health and safety hazards.
- 5.8. The Provider will take referrals from a Qualifying Person, professional and agencies working with people in the community who are eligible for General Services. The jobs will be subsidised by the Council, with the remainder of the hourly rate and any materials paid for by the Service User/Qualifying Person.
- 5.9. The Council will not pay for works or contribute to the cost of works that are the responsibility of any landlord or Qualifying Person.
- 5.10. The Provider will have a target to complete all jobs within 10 working days from the initial enquiry. However, work to support the Home from Hospital Service should be completed by next working day if this is required by the referrer.
- 5.11. Service Users and Qualifying Persons may make use of up to six hours of Contribution Payments per annum before a decision needs to be sought from the Council's Contract Manager or the Professional making the referral into the Handyperson Service before any further financial support is allowed.
- 5.12. The Provider will offer the General Services listed in paragraph 5.2 above. if a Service User or Qualifying Person wishes additional works ('private works') to be carried out by the Provider the Service User or Qualifying Person must purchase the private works directly from the Provider. The Provider should advise the Service User or Qualifying Person there are other local service providers, and it is good practice to seek more than one quote for private works. If a Service User or Qualifying Person requests advice or recommendations on contractors, they should be referred on to the Trustmark website a government endorsed scheme for tradespersons

- 5.13. The Provider shall not carry out any private works which the Service User or Qualifying Person does not need or require or could be carried out by a third-party agency either free of charge or at a more cost effective rate for example but not limited to an agency with statutory responsibilities. The Provider shall only charge the Service User or Qualifying Person for the private works at its standard charging rate.
- 5.14. The Provider will link with the Council's Contract Manager to ensure appropriate resource deployment and use of the Council's contracted Integrated Community Equipment Service.
- 5.15. The Provider will charge Service Users and Qualifying Persons the Contribution Rate for General Services in accordance with the table set out at paragraph 2 of Schedule B.

The Provider will have a clear charging policy of the hourly rates it will charge Service Users and Qualifying Persons for private works. The Provider shall set out those rates on its website and shall notify the Service User and Qualifying Person of those rates at the time of providing a quote for the private works to them. The Provider must not carry out private works until the .[Service Provider or.] Qualifying Person has accepted the Provider's fee quotation.

6. Home from Hospital Service

- 6.1. The Home from Hospital Service will support hospital discharges or for essential adaptations to support the independence and safety of Service Users which are eligible under the Care Act 2014.
- 6.2. Jobs must be completed by the Provider the next working day following the receipt of an order for Home from Hospital Service.
- 6.3. The Provider will receive referrals from Professionals within hospital ward teams and the Alliance Home from Hospital Service.
- 6.4. Without prejudice to the General Services listed in paragraph 5.2, where a Service User will be or is scheduled to be discharged from hospital the scope of works the Provider may be asked to carry out (in addition to the works listed in paragraph 5.2) include but not limited to rearranging a room/moving furniture including between floors, fitting a Key Safe, installing extra plug sockets.
- 6.5. The cost of the Home from Hospital Service is funded by the Council.

7. Quoted Works Service

- 7.1. Quoted Works carried out by the Provider to a Service User's home shall meet the requirements of the Council's Occupational Therapy professionals as notified to the Provider from time to time.
- 7.2. The Quoted Works Service will enable small adaptations that are Care Act 2014 eligible or for children, eligible under the Chronically Sick and Disabled Act 1970. The Provider will receive referrals to the Quoted Works Service from Occupational Therapy professionals.
- 7.3. Without prejudice to the General Services listed in paragraph 5.2, the scope of the works for the Quoted Works Service that the Provider may be asked to carry out (in addition to the works listed in paragraph 5.2) include but not limited to fitting banister rails, rehanging doors, bathroom small works, installing grab rails, raising beds and sofas and installing extra power sockets.
- 7.4. [For each Service User the value of jobs carried out must not exceed the sum of £1000. If the value of the Quoted Works Service exceeds £1000 the Provider must discuss this with the referrer as the work may need to be considered via a Disabled Facilities Grant
- 7.5. The cost of the Quoted Works Service as detailed within the pricing schedule is funded by the Council.
- 7.6. The Handyperson Service will not fund works completed by the Integrated Community Equipment Services following a Care Act 2014 Assessment.

8. Urgent Works Service

- 8.1. The Provider will carry out Urgent Works Services that are required to supplement home improvement works already completed to a Service User's home or carried out under a Disabled Facilities Grant (DFG) for adults or children.
- 8.2. The Provider will receive referrals from a Professional within the Private Sector Housing Team within the Council.
- 8.3. The types of jobs that will be required will be for small repairs which the Service User is unable to pay for themselves.
- 8.4. The Provider will complete these works within three weeks from initial referral. They will only be completed on the next working day if it is indicated by the referrer at the time of referral.
- 8.5. The cost of Urgent Works Services will be funded by the Council.

9. Warm Home Advice and Money Scheme (WHAM) Service

- 9.1. WHAM was set up via the Centre for Sustainable Energy (CSE).
- 9.2. The Provider will receive referrals from case holders who work for the CSE.
- 9.3. The Provider will complete these works within three weeks from initial referral.
- 9.4. Without prejudice to the General Services listed in paragraph 5.2, the scope of WHAM services the Provider may be asked to carry out (in addition to the works listed in paragraph 5.2) include but not limited to supplying heaters, fixing leaks, fixing dangerous electrical works, draft proofing and re-silicone of windows.

10. Children Support Service

- 10.1. The Provider will identify suppliers of safety equipment to order the following: child safety gates, fireguards, cupboards and draw locks and window restrictors.
- 10.2. The Provider will receive, check and store the safety equipment prior to fitting in the home of a Child/Young Person.
- 10.3. The Provider would need to be able to store up to 60 stair safety gates and up to 10 fire guards at any one time .
- 10.4. The Provider will receive referrals from 'Sirona care and Health' Health Visiting Service or other appropriate partners e.g. children's centre Family Support Workers.
- 10.5. The Provider will complete all jobs within 10 working days of receiving the referral. No job will take no longer than up to 2 hours.
- 10.6. The Provider will aim to visit around 12 homes a month to assess for suitability of home safety equipment.
- 10.7. The Provider will liaise with families/carers to arrange a mutually convenient time for fitting equipment and ensure that families/carers are given the opportunity to rearrange any appointment made.
- 10.8. The Provider must show families/carers how to use any equipment correctly and inform them who they should contact if they experience difficulties regarding the equipment fitted.
- 10.9. If the Provider is unable to make contact after four attempts the Provider must contact the referrer to gain support.

- 10.10. If the Provider receives referrals for smoke alarms these should be passed on to Avon and Fire Rescue Service.
- 10.11. The Provider should provide home safety information to families/carers as appropriate, which may include literature provided by the Council's Public Health Team.
- 10.12. The Provider should fit all equipment ensuring compliance with the latest Childhood Injury Prevention guidelines, and in line with the manufacturer's instructions.
- 10.13. If the Provider faces any challenges in delivering the Service, they must contact the named professional in the Public Health Team.
- 10.14. The cost of the Children Support Service is funded and payable by the Council.

General Requirements of the Service

11. Eligibility

- 11.1. The Provider will deliver Handyperson Services principally but not exclusively for older people and/ or people with a Disability living in any tenure, who would struggle to complete the works themselves.
- 11.2. Older people are defined as those 60 and over.
Disabled people include those with physical disabilities, learning difficulties/disabilities, mental health issues, autism, sensory impairment and those suffering from substance misuse.
- 11.3. The Council will not fund, or contribute towards the cost of, those Handyperson Services that are the responsibility of any landlord or Qualifying Person.
- 11.4. The Council may change the eligibility criteria for any of the Handyperson Services in accordance with the terms of the Agreement.
- 11.5. The Provider will refer borderline eligibility cases to the Council for consideration.
- 11.6. The Provider will be expected to offer older and/or people with a Disability who are not eligible for Handyperson Services the opportunity to purchase some of the Handyperson Services directly. The Provider will avoid mis-selling (a) unwanted or unnecessary jobs/works and (b) services provided freely elsewhere. The Provider shall advise the Service User or Qualifying Person (as relevant) that there are other local Service providers and it is good practice to seek more than one quote for private works. If a Service User or Qualifying Person requests advice

or recommendations on contractors, they should be referred on to the Trustmark websites.

11.7. The Provider will prioritise eligible Service Users

12. Availability of Handyperson Service

12.1. The Handyperson Service must be available all year round, but greater capacity may be required at times to meet anticipated demand patterns. The Handyperson Service should not close for any period of time within the year, except for those days specifically set out in this Specification.

12.2. The Handyperson Service must be contactable Monday-Friday from 8.30am-5.00pm, by phone and email however, availability at weekends, evenings and Bank Holidays is not required.

12.3. The Handyperson Service must ensure availability within the geographical boundaries of the area served by North Somerset Council in a range of venues and locations as required

13. Needs Analysis

13.1. The population of North Somerset is growing, and in 2020 was estimated to be 215,600 people. This is predicated to grow and age over the next two decades. The current demand on the General Services is 1700 jobs a year but this is expected to increase year on year. Each job should not exceed 3 hours and should take 2 hours on average. They will cover the full range of General Services listed in schedule 5.2.

13.2. The Council estimates it will directly commission up to 200 jobs per annum to support the Home from Hospital service .

13.3. The Council will work with the Provider to manage the demand for the Handyperson Service to ensure that the Handyperson Service and the contribution payments remains affordable. Where any changes to the Handyperson Service are required in relation to high or low demand these will be completed in accordance with the Change Control Procedure.

13.4. In addition, the Provider may be commissioned directly by a Service User or Qualifying Person to provide additional hours or Services. This is permitted but represents a new contract directly between the Provider and that Service User or Qualifying Person and will be excluded from the Handyperson Service and this Agreement.

13.5. The Council may ask the Provider to source and supply specific items for General Services or Further Services from a company or business.

14. Marketing and promotion

- 14.1.1. The Provider will promote the General Services of the Handyperson Service with support from North Somerset Council to new and existing Service Users and Qualifying Persons, carers, the wider community, housing, health and social care professionals and voluntary organisations through a variety of channels and methods, including clear North Somerset branded information , webpage linked to North Somerset Council website and a clear phone number for the General Service.
- 14.2. Promotional material, marketing and advertising will be paid for by the Provider.
- 14.3. All marketing and promotion materials must be compliant with the Councils corporate style as defined in the look book (to be made available to the Provider on its request to the Council's Contract Manager).
- 14.4. The Provider will make available to Service Users and Qualifying Persons and their Carers a leaflet which sets out introductory information on the General Services as more particularly set out in paragraph 14.5 below .
- 14.5. The leaflet will have a statement of purpose including aims of the General Service, eligibility criteria, for whom the General Service is intended, including:
 - 14.5.1. the scope and details of the General Service
 - 14.5.2. contact details for the General Service including telephone (and emergency) numbers
 - 14.5.3. the days on which the General Service will operate and the opening hours on those days
 - 14.5.4. the geographical area covered by the General Service
- 14.6. The leaflet will be written in an accessible format and in plain language or alternative formats/languages as required.
- 14.7. The Provider must ensure that the leaflet is dated, reviewed annually, and updated as necessary.
- 14.8. The Provider will be alerted to any budget pressures which require managing demand well in advance to amend publicity materials.

15. Policies and procedures

- 15.1. As a Provider of the Handyperson Services, and as an employer, the Provider is governed by a complex range of legislative requirements, standards, guidance, and Codes of Practice. Some key acts and regulations are referred to in this

Specification, this is not exhaustive and there are others that will apply to the Provider that have not been listed.

15.2. As a minimum the Provider will meet the requirements set out in below, including having in place policies and procedures in respect of the following:

- 15.2.1. Safeguarding and Protection of Vulnerable Adults and Children
- 15.2.2. Financial protection
- 15.2.3. Equalities/ Bullying & Harassment/Anti-discrimination
- 15.2.4. Confidentiality/ General Data Protection Regulation (GDPR)/ Freedom of Information Act/ Recording of Personal Information
- 15.2.5. Complaints
- 15.2.6. Health & Safety/ Accidents and Incidents/ Fire safety/ Risk assessment and management
- 15.2.7. Exclusions, including a statement of a Service User's rights to self-determination and responsibilities, and consequences of unacceptable behaviour.
- 15.2.8. Human resources policies including recruitment, selection, induction, optional and mandatory training and code of conduct including disciplinary procedures which deal with circumstances where the behaviour or actions of an employee are considered unsatisfactory and require informal or formal action
- 15.2.9. Whistle Blowing
- 15.2.10. Sustainability

15.3. The Provider will record that Staff have read, understood, and have access to up-to-date copies of all relevant policies, procedures and codes of practice and that Service Users and Qualifying Persons have access to relevant documents in appropriate formats.

15.4. All the Provider's policies and procedures will be available to the Council on request.

16. Staffing capacity

16.1. The Provider will ensure that there are sufficient numbers of employees with the necessary skills, and competencies to enable the Provider to respond to the anticipated volume of requests for the Handyperson Services.

16.2. The Provider will ensure that there are the necessary resources in place to support and enable employees within the organisation to deliver all aspects of the Handyperson Service.

16.3. The Provider will ensure that there is continuity in relation to the Handyperson Service provided to each Service User and Qualifying Person

16.4. The Provider will conduct regular reviews of staffing levels and resources.

17. Employee skills and competencies

17.1. The Provider will ensure that Staff have the necessary training and personal qualities and competencies to enable them to carry out their duties, and to respond to the needs and aspirations of Service Users and Qualifying Persons. This should include induction training for new employees.

17.2. The Provider will ensure that the Staff have training in, knowledge and experience of, or qualifications to deliver the Handyperson Service specified, including:

- 17.2.1. Handypersons expertise
- 17.2.2. Level 2 Trusted Assessor Course
- 17.2.3. Technology Enabled Care awareness
- 17.2.4. Fire safety awareness
- 17.2.5. Dementia awareness
- 17.2.6. Local policies and procedures
- 17.2.7. Communicating with Service Users and Qualifying Persons with different needs.

17.3. The Provider will have written disciplinary procedures which deal with circumstances where the behaviour, or actions of an employee are considered unsatisfactory; or arrangements where such behaviour, or action from employees needs to be dealt with in a similar way.

17.4. The Provider will ensure that employee records show that appropriate action is taken where an employee has breached or not followed the Provider's rules and procedures.

17.5. Should the Provider, under their reporting responsibilities, have reason to refer an employee to the Disclosure and Barring Service (DBS) they will, at the same time notify the Council immediately or by the next Business Day. At this stage the Provider will not be required to name the individual.

18. Recruitment and selection

18.1. The Provider will have a written recruitment and selection procedure including:

- 18.1.1. Job description
- 18.1.2. Person specification
- 18.1.3. Application form (to be completed by all applicants)

18.1.4. References to be obtained from previous employer (where applicable) and other individuals (at least two references for each applicant)

18.2. The Provider will ensure that there are no significant delays in recruiting employees to key posts.

19. Security and Employees conduct in the Service User's/Qualifying Persons home

19.1. The Provider's Staff are invited into the homes of Service Users and Qualifying Persons. Staff will recognise this and act accordingly, respecting the rules of the house and the wishes of the Service User or Qualifying Person.

19.2. All employees will be provided with a means of identification showing:

19.2.1. a photograph of the employee

19.2.2. the name of the employee

19.2.3. the name of the Provider's organisation and a telephone number that can be used to verify this information

19.3. Identification must be carried by the employee at all times and must be shown to the Service User or Qualifying Person, their relative, Carer or representative (as relevant), Council staff, and any other such person who requires it.

19.4. Employees must not smoke or vape in the home of a Service Users or Qualifying Person or on their property or whilst providing support to a Service User or Qualifying Person in the community.

19.5. Employees must be free from the effects of substance or alcohol during working hours. Substance includes both illegal drugs and legal medication if the medication affects their ability to carry out their duties in a safe and sufficient manner.

19.6. Employees must not drink alcohol or take illegal substances while they are on duty.

19.7. Employees must not take any other person, including children, to a Service User or Qualifying Person's home.

19.8. Employees must not take any pets or other animals to a Service User or a's/Qualifying Person's home.

19.9. Employees will immediately notify their manager or take appropriate action if they are unable to gain entry to a Service User or Qualifying Person's home.

19.10. The Provider will notify the Council immediately where possible, or no later than the end of the next working day, in the event of any alleged theft, burglary or

accident to either the Service User or Qualifying Person or an employee in the Service User's or Qualifying Person's home, or whilst the Service User or Qualifying Person is being supported in the community.

20. Financial protection

- 20.1. The Provider will have policies and procedures in place to prevent Staff, , contractors or sub-contractors from obtaining personal benefit when working with Service Users and Qualifying Persons. This may be in the form of a documented risk assessment addressing the potential for personal benefit through abuse, e.g. in the provision of financial advice, Lasting Power of Attorney, handling Service User's and Qualifying Persons money etc., and the actions in place to minimise identified risks.
- 20.2. The Provider will have a policy and procedure for the investigation of allegations of financial irregularities and the involvement of the police, North Somerset Council and professional bodies.

21. Safeguarding

- 21.1. The Council requires the Provider to comply with its policies on Safeguarding Adults and Children, particularly when incidents of alleged abuse are reported. Upon request, the Provider shall make available to the council details of the procedures it has in place to satisfy the requirements of the policy.
- 21.2. The Council will provide training to the Provider on North Somerset's policies and procedures in relation to Safeguarding so they know how to respond when they have a concern.
- 21.3. Training on prevention of abuse and Safeguarding is given to all Staff within 4 calendar months of employment and is updated every 2 years.
- 21.4. Concerns should be reported immediately if there is evidence that a Service User or Qualifying Person at risk has suffered or is likely to suffer harm. This should be reported through North Somerset Council's Care and Connect Service immediately or by the end of the next working day.

22. Charging and Quotations

- 22.1. The Provider will visit a Service Users or Qualifying Person's home for initial assessment free of charge.
- 22.2. The details of the charging mechanism for the various services within this Specification, will be as detailed within the pricing schedule of the Agreement.

22.3. All quotations provided by the Provider will detail a brief description of the works to be carried out, all materials and their costs, how many hours of labour the job will take and the cost both to the Service Users or Qualifying Person and/or the Council.

22.4. The Provider will provide the Service User or Qualifying Persons a full receipt of works undertaken.

23. Equalities

23.1. The Provider will ensure employees understand and are sensitive to the needs of the protected groups listed below. The Provider will not discriminate based on:

- 23.1.1. Age
- 23.1.2. Disability
- 23.1.3. Gender reassignment
- 23.1.4. Marriage/civil partnership
- 23.1.5. Pregnancy and maternity
- 23.1.6. Race
- 23.1.7. Religious Belief
- 23.1.8. Sex
- 23.1.9. Sexual orientation

23.2. The Service Provider will collect equalities data on behalf of the Council, and this will be reported with the Key Performance Indicators (KPI)

24. Confidentiality and privacy

24.1. The Provider will ensure that all appropriate measures are taken to maintain Service Users and Qualifying Persons privacy in accordance with the Data Protection Laws and other statutory requirements including Freedom of Information Act, The Mental Capacity Act, and the Provider's confidentiality policy.

24.2. The Provider will have written policies concerning the management of information, and will ensure that records are secure, up to date and in good order. They are constructed, maintained and used in accordance with the Data Protection Laws and any relevant statutory requirements, and are kept for the requisite length of time.

24.3. Service Users and Qualifying Persons and their Carers or representatives will be made aware of the need to hold records of their individual information, and the appropriate processes for accessing the information. Records will be confidential and secure and access to them will only be permitted in controlled circumstances.

- 24.4. The Provider will ensure that a Service User's and a Qualifying Person's personal information is handled appropriately and that personal confidences are respected.
- 24.5. The Provider will ensure that permission is obtained, and recorded, from Service Users and Qualifying Persons to share confidential information about them, unless there is existing legislation or guidance which states otherwise. All personal data will be shared and processed in accordance with the Data Sharing Agreement.
- 24.6. Service Users and Qualifying Persons will have the right to receive a copy of any information held about them in the Provider's files, provided that this does not breach third party or legislative guidelines.
- 24.7. Service Users and Qualifying Persons will be able to discuss their needs in confidence and privacy with an employee if they wish to.
- 24.8. Service Users and Qualifying Persons can be confident that employees will not speak publicly about them unless it has been agreed with the Service User or Qualifying Person beforehand.
- 24.9. Discussions about a Service User or a Qualifying person's personal care and other sensitive matters must be held in private.
- 24.10. Copies of the Provider's policies and procedures on confidentiality, including the process for dealing with breaches of confidentiality, will be available to Service Users and Qualifying Persons and their representatives if requested.
- 24.11. Service Users and Qualifying Persons must be aware of the data held about them and agree to this information being held and to whom it is available.
- 24.12. Service Users and Qualifying Persons or their representatives have access to their records and information held about them by the Provider and are facilitated in obtaining access when necessary.

25. Complaints and compliments

- 25.1. The Provider will have a complaints procedure which is simple, well publicised and in an accessible format to enable an individual, or someone acting on their behalf, to make a complaint or suggestion in relation to the Handyperson Services they have received.
- 25.2. The Provider will establish in advance a procedure for complaints. Complainants must be informed of the means of registering a complaint. The procedure will show how complaints are dealt with, how complainants views are taken into account, how complainants are informed of the outcome of a complaint,

and any timescales. Where the complainant remains dissatisfied following a complaint the Provider will inform the complainant of the Council's own complaints' procedure.

25.3. The Provider will maintain a log of complaints and concerns showing:

- 25.3.1. Date complaint or concern is received
- 25.3.2. The name and address of the Complainant
- 25.3.3. The nature of the complaint or concern
- 25.3.4. The response to the complaint or concern (if it is a complaint a response, including timescales, should be in writing, and the date of the response letter should be included in the log, with brief details of the outcome)
- 25.3.5. The level of satisfaction of the complainant to the outcome of the complaint

25.4. The log of complaints will be available for inspection by the Council at any time. The log of complaints and an analysis of complaints and their outcomes must be provided to the Council on request.

25.5. The Provider will collate the information from complaints annually to identify any trends which may impact on the Handyperson Services and share the results with the Council.

25.6. All Staff must be aware of the complaints procedure and how to respond to a complainant. Complaints are handled promptly and courteously.

25.7. The Provider should welcome complaints and feedback as an opportunity to improve service delivery.

25.8 The Provider will keep a log of compliments which should be available for inspection by the Council at any time or shared with the Council as part of the monitoring of the success of the service

26. Health & safety

26.1. The Provider will have a health and safety policy and written procedures for health and safety management defining:

- 26.1.1. Individual and organisational responsibilities for health and safety matters
- 26.1.2. Responsibilities and arrangements for risk assessment
- 26.1.3. Arrangements to implement safe systems of work and to safeguard the welfare of Service Users and Qualifying Persons, employees and others involved in the provision of support, taking into account the findings in any risk assessments undertaken, if required.

- 26.1.4. Procedures to be followed when safe systems of work identified as necessary to safeguard a Service User or a Qualifying Person, employees and others involved in the provision of the Handyperson Service cannot be implemented
 - 26.1.5. Responsibility and procedure for reporting and investigating accidents and dangerous occurrences including those specified under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) for both Service Users and Qualifying Persons and Staff
 - 26.1.6. Procedures for managing threats or violence to Staff
 - 26.1.7. Procedures for dealing with hazardous substances
 - 26.1.8. Content of training on health and safety to be given to Staff
- 26.2. The Provider will ensure that these policies will be brought to the attention of every member of Staff engaged in the provision of the Handyperson Service.
- 26.3. The Provider will draw up policies on Lone Working that set out procedures to minimise the risks to people working alone. Where employees work alone with a Service User or Qualifying Person a risk assessment must be undertaken which specifically address the risks faced by lone workers. These policies must be brought to the attention of every employee.
- 26.4. The risks to employees associated with working in other people's homes must be assessed by the Provider before commencement of the Handyperson Service, and thereafter at least annually.
- 26.5. The Provider will have clear procedures regarding an emergency. All Staff will be instructed in these emergency procedures. The Provider will ensure a competent person is on call and contactable at all times when employees are on duty.
- 26.6. The Provider will ensure that all organisational records relating to health and safety matters are accurate and kept up to date.

27. Administrative systems

- 27.1. The Provider will have the necessary administrative systems in place to ensure it can carry out the Handyperson Services in accordance with the Agreement (including for the avoidance of doubt the Specification).
- 27.2. The Provider will maintain all the records required for the protection of Service Users and Qualifying Persons, and the efficient running of the business for the requisite length of time, which may be defined in the contract document or through other legislative requirements (also see Confidentiality and Privacy).

- 27.3. The Provider will ensure that management and employees are committed to maintaining accurate records, and effective administrative systems at all times.
- 27.4. The Provider will ensure that effective business and financial planning, budget monitoring and financial control systems are in place.
- 27.5. The Provider will be available to directly communicate with the Council, Public Health, Service Users and Qualifying Persons and others, by all normal business methods of communication i.e. post, phone, email and face to face during normal business hours.

28. Business continuity planning

- 28.1. The Provider will put in place appropriate arrangements to ensure that the Handyperson Service continues to be provided in the event of emergency, temporary closure, Service reduction, permanent closure or other circumstances that could adversely affect the Handyperson Service.

29. Quality assurance

- 29.1. The Provider will maintain effective systems for quality assurance and performance monitoring, and any information / quality reporting as maybe required by the Council to be completed in respect of work undertaken and outcomes for Service Users and Qualifying Persons, in which standards and indicators to be achieved are clearly defined and regularly monitored.
- 29.2. The Provider must achieve Trustmark accreditation within the first Contract Year.
- 29.3. Outcomes from the Trustmark process will be made available to all stakeholders including the Council.
- 29.4. The Provider will have a system in place to implement sustainable improvement in the quality of the Handyperson Service where this is required by the quality assurance and performance monitoring process. Details of any such improvements shall be made available to the Council.
- 29.5. The performance of the Provider will be reviewed by the Council. The Provider will allow access for service review or inspection by officers designated by the Council if required. Financial information will be supplied as requested by Council from time to time.

30. Sustainability

- 30.1. The Provider will reduce their environmental impact associated with the direct delivery of the Handyperson Service including but not exclusively ensuring:

- 30.1.1. the waste hierarchy is adhered to: aiming to reduce, reuse or recycle before considering appropriate disposal
- 30.1.2. energy consumption within the Provider's buildings and Service Users' homes is minimised by appropriate measures. The Provider shall direct Service Users and Qualifying Persons to sources of independent advice e.g. Centre for Sustainable Energy.
- 30.1.3. sustainable supply chain management of materials, products & suppliers
- 30.1.4. water consumption within the Provider's buildings and Service Users' homes is minimised where appropriate
- 30.1.5. all timber used in the delivery of this contract complies with the UK Government's timber procurement policy (for further details of this policy see www.cpet.org.uk)

30.2. The Provider will comply with national legislative requirements in relation sustainability.

30.3. The Provider will comply with environmental legislation where applicable in relation to waste disposal.

31. Monitoring

31.1. The key performance indicators that the Provider is required to report on as part monitoring system are set out in Annex 2. The Council may change these indicators at any time. The Council may request further information at any time to investigate service performance issues.

31.2. Quarterly contract meetings will be held either remotely, at the Providers premises or at a Council building. The meeting will be attended by managers of the Provider and the Council.

31.3. The Provider will be responsible for preparing papers and performance reports for these meetings and circulating them to the Council at least 5 working days prior to the meeting.

31.4. In addition to the key performance indicators and the job list the Council may also request to see other information, including but not exclusively:

- 31.4.1. The current Service User/Qualifying Person Guide
- 31.4.2. Policies and procedures
- 31.4.3. Evidence that Staff have read and understood the policies and procedures
- 31.4.4. Evidence of effective communication with Service Users/Qualifying Persons
- 31.4.5. Customer satisfaction surveys
- 31.4.6. Service User/Qualifying Person complaints and compliments

- 31.4.7. Complaints log
- 31.4.8. Details of the number and types of Service User/Qualifying Person complaints investigated and how they were resolved
- 31.4.9. Evidence of changes made following investigation of complaints
- 31.4.10. Service User/Qualifying Person feedback
- 31.4.11. Employees training, induction and personnel records
- 31.4.12. Evidence of qualifications held by employees
- 31.4.13. Records of referrals to the Disclosure and Barring Service.
- 31.4.14. Evidence of equalities monitoring
- 31.4.15. Job descriptions
- 31.4.16. Evidence of inspection of DBS checks being completed
- 31.4.17. Evidence of the use of employees' identification
- 31.4.18. Number of safeguarding alerts
- 31.4.19. That any safeguarding incidents have been reported and handled appropriately
- 31.4.20. Evidence that Service Users/Qualifying Persons know how to access records
- 31.4.21. Details of Provider's Health & Safety records, including risk assessments
- 31.4.22. Evidence that office procedures are effective and accurate records of the organisations work and practice will be available to the Council on request.
- 31.4.23. Trustmark registration.
- 31.4.24. Evidence that sustainability is monitored.
- 31.4.25. Financial accounts and returns to regulatory bodies

31.5. The Provider will have responsibility for day-to-day monitoring of the Handyperson Service and retain accurate and up-to-date records sufficient for this purpose.

31.6. The Provider will supply a job sheet to the Council monthly, in an electronic format split by each service area as detailed within this Specification with the Provider invoice this will include:

- 31.6.1. Job Type (Small building repairs/improvements, Safety Measures, Home Security, Energy Efficiency, and other jobs)
- 31.6.2. Total Job Cost (£ including materials)
- 31.6.3. Cost to Service User/Qualifying Person (£)
- 31.6.4. Cost to council (£)
- 31.6.5. Time to complete Job (Hours)
- 31.6.6. Service User/Qualifying Person information/demographic (Breakdown of Service Users/Qualifying Persons by age, gender, ethnic background, disability, tenure, rural living)

31.7. The Council will monitor performance against the performance requirements as set out in Annex 2 and will also consider other data to understand the impact of the Handyperson Service and its wider value for money.

31.8. The Council reserves the right to audit a sample of the jobs on the job sheet.

31.9. The Council may also carry out monitoring visits to the premises of the Provider Service to further explore performance areas or monitor against other areas of the contract not covered by the return.

31.10. Failure to meet the key performance indicators listed below without a valid reason will trigger a service performance review.

32. Key Performance Indicators

32.1. The Key Performance Indicators (KPI's) are set out below and summarised in Annex 2.

Output volumes

32.2. The Provider should aim to complete 2000 General Services jobs each year

32.3. The Provider must deliver 80% or more of output in year 1 and 90% from year 2.

32.4. If the Provider should seek to achieve these volumes 90% of the time. Where there is an underperformance on volume the Council's Contract manager will work with the Provider's Representative to increase volumes.

Works to be completed on time

32.5. The Provider will have a target to complete jobs within the times specified by each service area of this Specification from the initial enquiry. This should be met 95% of the time.

32.6. A timeline of longer than specified within this Specification would be acceptable if:

32.6.1. The Service User/Qualifying Person requests a date outside of the timescale

32.6.2. Where a job requires specialist materials/equipment that would take longer to source, the timeline of longer than the specified within this specification can be extended with agreement of the Service User/Qualifying Person and any professional involved.

32.7. Where jobs are delayed for one of these reasons above it should be indicated in the performance information.

32.8. If the Provider target achievements in relation to works completed on time are less than 90% within a four-month period, the Council may take steps to terminate the contract.

Customer satisfaction

32.9. The Provider should aim to deliver deficit free completion 100% of the time on handover to the Service User/Qualifying Person.

32.10. 95% of Service Users/Qualifying Persons and Professionals report a rate of satisfaction with the Handyperson Service of “good” or “very good” or higher. The Provider should provide the Service User/Qualifying Person and Professional with a customer satisfaction survey when works are completed.

32.11. If customer satisfaction levels fall below 90% for more than four monthly periods and after notice from the Council improvement is not evidenced, the Council may terminate the Agreement.

Health and Safety reportable incidents

32.12. The Provider will ensure that reportable Health and Safety incidents are kept as close as possible to zero.

32.13. If reportable incidents occur in more than 5% of the total number of works at any one time during the Term and after notice from the Council an improvement is not evidenced, the Council may terminate the Agreement.

Reporting

32.14. The Provider will endeavour to supply equalities data for all the Service Users/Qualifying Persons that it works with, but levels of reporting should not drop below 40%.

32.15. The Council’s Contract Manager and Provider’s Representative will attend quarterly performance monitoring meetings during which details of each of the above KPI’s, the table in annex 2 for the previous months will be supplied.

Annex 1: North Somerset and Service Users

About North Somerset

North Somerset Council is the local authority of North Somerset. It is a unitary authority, possessing the powers of both a non-metropolitan county and district council combined. There are two parliamentary constituencies in the North Somerset boundary the North Somerset constituency and the Weston-Super-Mare constituency.

The main settlements are Weston-Super-Mare and three smaller towns of Clevedon, Nailsea and Portishead.

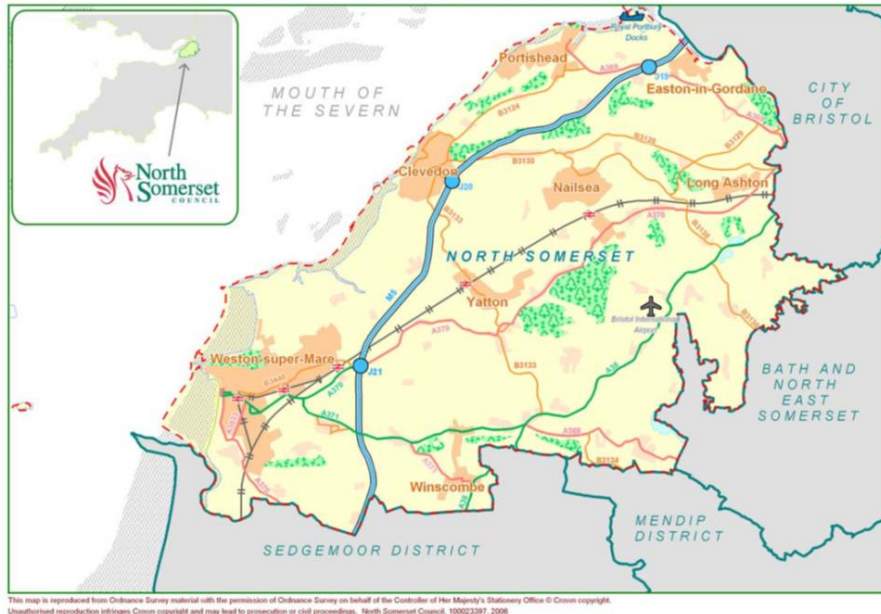
North Somerset Council provides a full range of local government Services including highways, Adult Social Services, Children Services, planning, parks and open spaces, waste collection and disposal, property maintenance and the council is also a local education authority. It has a population of around 206,100. North Somerset borders the local government areas of Bristol, Bath and North-East Somerset, Mendip and Sedgemoor.

As a contracting authority, we spend around £160 million per annum on various works, goods and Services to bring benefits to the area and its residents. The Council operates out of the Town Hall, Weston-Super-Mare and Castlewood, Clevedon. Please see below for a map of the area.

The age structure in North Somerset is older with fewer younger dependents and people aged under 40. One in five people in North Somerset are aged over 65 compared to 18% in England.

North Somerset has 18 areas in the most deprived quartile in the country. These areas are in Weston-Super-Mare. There are areas in North Somerset within the most deprived 1% nationally and within the least deprived 1% nationally. This results in North Somerset having the 3rd largest inequality gap out of the 326 English districts.

Website: www.n-somerset.gov.uk



About the Service Users/Qualifying Persons

The over 65 years population of North Somerset as of 2020 is estimated to be 52,003 people. This is an increase of 362 people since 2019 estimates and 3,205 people since 2015 estimates. The over 65s population has grown year on year and based on sub-national population projections is predicted to increase to over 60,747 people by 2030 and over 67,900 by 2040. The growth in this population group has increased in recent years and this is reflective of the fact that nationally there has been a fundamental change in the age structure of the population. The general fertility rate is decreasing (less children are being born) and people are living for longer.

As of 2020 the current age profile in North Somerset is inverted. There are more residents aged over 65 years than aged under 19 years. Sub-national population projections suggest this inversion will continue to increase with fewer young people and more older people year on year.

Considering the split by age bands within the over 65s population, North Somerset has a higher percentage of over 65s, over 75s, over 85s and over 90s compared to regional and national averages.

Annex 2: Key Performance Indicators

<u>KPI</u>	<u>Target KPI</u>	<u>Performance Indicators</u>	<u>Measurement Period</u>	<u>Service Failure Points</u>
Handypersons Services				
1 Complete 2000 North Somerset Contribution General Services jobs each year	The Provider must deliver 80% or more of output in year 1 and 90% from year 2	<p>Monthly spreadsheet with Job numbers indicated for the Handy Person Service. Broken down by each Service heading, detailing the following.</p> <p>Number of referrals</p> <p>Referrals completed</p> <p>Referrals cancelled</p> <p>Job type or equipment fitted</p> <p>Total cost of job</p> <p>Cost to Service user</p> <p>Cost to the Council</p> <p>Referrer</p> <p>Bad debt total for General Services</p> <p>For Children's Service equipment the name of and address of each</p>	Monthly and within Quarterly report	Less than 80% of volume

		Service User and the type of equipment they received.		
2. Target to complete the majority jobs within 10 working days from the initial enquiry. However, work to support hospital discharge should be completed by next working day and Urgent works where requested by the referrer.	The contractor will be required to complete all jobs within a maximum of ten working days or next day as requested, 95% of the time	<p>Job completion figures a break down of referral date to job completion date in working days e.g.</p> <p>Time taken in working days to contact customer following referral</p> <p>Time taken in working days to carry out the works from date of referral</p>	Quarterly	Completion on target less than 95% of the time.
3. 95% of Clients report a rate of satisfaction and good quality with the Handyperson Service of "good" or "very good" or higher	<p>If customer satisfaction levels fall below 90% for more than four months.</p> <p>The Provider offers a good service that promotes customer satisfaction.</p> <p>Customers report that the repairs and works undertaken have improved their feeling of safety in their home and</p>	<p>Provider to complete a satisfaction survey on completion of works that includes.</p> <p>% Of customers that stated that the Providers staff were helpful and friendly.</p> <p>% Of customers that stated that the Providers employees respected them, their home and belongings.</p>	Quarterly	Satisfaction levels fall below 90%

	improved their daily living.	% of customers were at least very satisfied with the repairs to their property. The Provider to provide 1 case study		
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4. The Provider will ensure that reportable Health and Safety incidents are kept as close as possible to zero	Reportable Health and safety incidents do not occur in more than 5% of the total number of Jobs.	Health and safety incident figures	Quarterly	If reportable incidents occur in more than 5% of the total number of works at any one time in the life of the contract.
5. Equalities data reported for 40% of works completed	Equalities data reported for 40% of works completed	Provider to complete Equalities Data with each job	Quarterly	Provider fails to meet 40% target over one quarter.
6. Marketing and Promotion	Promotional and marketing activity is undertaken	Details of the Promotion and marketing of the service is provided	Quarterly	No Promotion or Marketing is undertaken

7. Case Study	<p>The Provider will refer where appropriate Service Users/ Qualifying Persons on to other services</p> <p>The Provider supported a Service User/Qualifying Persons to live safely in their home which improved their wellbeing.</p>	The Provider will provide 2 case studies	Quarterly	0 referrals to other services
8. Social Value and Climate Emergency	Provider to provide details of how they are meeting the Social Value clause of the contract and how they are meeting their commitment to Climate Emergency.	Details within yearly report to evidence how the Provider is meeting its obligations as set out in their tender submission for Social Value and the Climate Emergency.	Yearly	Provider is meeting 70% of its obligations over the life of the contract.