

**Medical Advisory Contract Specification**

**Contract Manager: Housing Solutions & Support Lead**

1. **SERVICE SPECIFICATION - MEDICAL ADVISORY SERVICE**

*For the provision of medical advice relating to Community Housing applicants.*

**2. Definition of task**

The Provider shall provide advice and guidance on medical matters that relate to the assessment of housing applications or other matters which fall within the responsibility of the Council.

The Council’s requirement does not extend to the Provider interviewing or assessing the applicant in person. However, from time to time the Provider may make enquiries to relevant medical practitioners in order to expedite or seek further information at the request of Community Housing.

The Provider’s personnel involved in the performance of this service must be on the United Kingdom (UK) General Practitioners (GP) register as administered by the UK General Medical Council (GMC) and have a working knowledge of the *Housing Act 1996*

**(a) Housing Register**

The Provider shall assess and advise on medical information in relation to applications from households to join the Kingston Housing Register in accordance with the Council’s Housing Allocation Scheme 2017, Housing Act 1996 Part VI and relevant statutory guidance.

The Provider shall provide a report to provide advice and guidance to Community Housing for the purpose of awarding medical priority, mobility categories and overall banding with recommendations on banding being made with regard mobility categories and overall banding.

**(b) Housing Options**

The Provider shall assess and advise upon medical information in relation to applications from households wishing to be considered for assistance with housing through the statutory homelessness schemes in accordance with Housing Act 1996 Part VII, as amended, relevant case law definitions, Homelessness Code of Guidance for Local Authorities.

This advice is not limited to the issue of vulnerability under the Housing Act 1996, Part VII, as amended, but also to provide advice on;

- Suitability of accommodation in respect of current accommodation

- Suitability of accommodation in respect of temporary accommodation offered

- Recommendations as to the type of temporary accommodation required to be provided

- Other situations where medical advice is required to aid decision making including whether pets are required under a medical need.

The Provider shall complete a report to provide such advice and guidance to Community Housing for the purpose of assessing homeless cases mentioned at (Housing Options) and make suitable recommendations.

**3. Process**

**Council responsibilities**

The Council is responsible for preparing the documentation for the Provider to assess.

The Council will, when providing documentation for consideration, complete a template which will accompany any medical documentation, supporting documentation and medical self-assessment form.

**The Provider’s responsibilities**

The Provider will review the documentation supplied by the Council and provide advice and/or recommendations in the form of a completed template.

**3. Documents**

Documents will normally be made available in hard copy form for the Provider to review within the Council premises. Documents are not to leave the Council Offices with the exception of where the Provider may need to take details in order to make further enquiries. Refer to ‘exceptions’ below.

**4. Exceptions**

In circumstances where the Council Offices are closed to staff and contractors e.g. during Covid-19 or other restrictions, arrangements will be put in place whereby Community Housing staff will email the document bundle (template Annex A and relevant documents) via secure email to the Provider.

The Provider will respond to those requests via secure email to the Community Housing officer who sent the original documentation (unless other arrangements have been agreed in advance).

**5. Timescales**

The Provider’s representative shall attend the Council offices on a weekly basis to review documentation and provide advice and recommendations within five working days.

The Provider shall, by exception and where required, accept urgent cases where a fast turnaround is needed as part of the usual assessment process and feedback within a 48 hour period.

**6. Start and End date of the contract**

Start date: 1 September 2024

End date: 31 August 2027

**7. Performance requirements and how KPIs will be monitored**

Type: The information required below as an MS Excel document.

Contents: Number of assessment requests received from the Council;

number of assessments undertaken,

turn-around time for each assessment,

number of emergency requests and response times,

number of complaints,

number of cases where the provider was unable to assess due to a Council error or omission,

number of cases where the provider was unable to undertake an assessment for other reasons (those reasons must be recorded).

number of complaints received,

number of complaints upheld against the provider.

Frequency: Quarterly