

SERVICE SPECIFICATION FOR CHESHIRE EAST COUNCIL ADULT SERVICES

INFORMATION AND ADVICE SERVICES FOR VULNERABLE ADULTS AND CARERS

Information and advice relating to all aspects of care and support for adults aged 18 and above and those in transition from childhood to adult life. This will be in all formats and will be aimed at all citizens of the Borough.

1 BACKGROUND

In Cheshire East Councils Corporate Plan 2016-2020, the Council will focus on:

- Communities - helping residents to help themselves and each other. Supporting volunteering and minimising anti-social behaviour.
- Economy - encouraging and supporting businesses to create high employment and creating opportunities for all.
- Education - supporting residents early to provide a great start in life.
- Environment - helping energy saving initiatives and making sure our green spaces make Cheshire East a great place to live.
- Health - safeguarding the vulnerable and providing appropriate care that helps people live well and for longer.

The Corporate Plan consists of six outcomes that demonstrate how Cheshire East Council will put the residents of Cheshire East first in the way that services are provided. Outcome numbers 1-5 focus on activities directly affecting residents and local businesses. Outcome number 6 focuses on maximising value for money in the way the Council operates.

Social Value

In keeping with the Council's commitment to ensure that the services it commissions create additional social value to local communities, it is expected that the service will develop appropriate volunteering opportunities and the associated volunteer training and support programmes. Provide added social value, such as supporting people to return to (or remain in) employment, addressing housing issues, work experience, apprentices etc.

2 INTRODUCTION AND PURPOSE OF THE SERVICE

In 2014 the Government introduced the Care Act which came into effect in April 2015. This legislation states that Local Authorities must “*establish and maintain a service for providing people in its own area with information and advice relating to care and support for adults and support for carers*” It must be accessible to, and proportionate to the needs of, those for whom it is being provided. The information and advice service must cover the needs of all its population, not just those who are in receipt of local authority funded care or support. People may often require information and advice before they need to access care or support services, to consider what actions they may take now to prevent or delay any need for care, or how they might plan to meet the cost of future care.

Definitions

Information – The open and accessible supply of material deemed to be of interest to a particular population. This can be either passively or actively distributed.

Advice – Offers guidance and direction on a particular course of action which needs to be undertaken in order to realise a need, access a service or realise individual entitlements, however we would not expect specialist advice to be given, such as;

- Benefits advice
- Debt advice
- Money advice
- Financial advice

We would expect the successful bidder to signpost people requiring such specialist advice to the relevant organisations.

Signposting – The process of giving a client/service user/citizen the details of other organisations that will be able to help them. When signposting a client/service user/citizen it is not likely that a significant amount of work is undertaken on the specific query that requires signposting.

People (carers included) who are likely to need information and advice include, but are not restricted to;

- People wanting to plan for their future care and support needs
- People who may develop care and support needs, or whose current needs may become greater
- People who have not presented to local authorities for assessment but are likely to be in need of care and support.
- People who are assessed by local authorities as currently being in need of care and support
- People whose eligible needs for care and support the local authority is currently meeting
- People whose care and support or support plans are being reviewed
- Family members and carers of adults with care and support needs
- Adults who are subject to adult safeguarding concerns
- People who may benefit from financial information and advice on matters concerning care and support.
- People who require information and advice on self help and self management

The focus of this commission is information and advice relating to all aspects of care and support for adults aged 18 and above and those in transition from childhood to adult life.

In line with the Public Services (Social Value Act) 2012, Cheshire East Council aims to continue to commission services that support the local market in information and advice, focusing on quality and outcomes whilst also ensuring that all services offered represent value for money for the people of Cheshire East.

3 DESCRIPTION OF THE SERVICE

Cheshire East Council is looking for a single organisation or a consortium with a lead organisation that can deliver innovative digital solutions to providing information and advice.

The services will be available at a time to suit the individual or at times which are clearly defined within the tender response. This will depend on the nature of the service being offered and may include delivery out of standard working hours.

All services will be fully operational from 1st September 2016 (see sec. 4 Mobilisation)

Experience of delivering locally-based information and advice relating to Health and Social Care services would be expected.

There is an expectation that Information and Advice services to **all** clients groups will be covered by one bid.

Client Groups

Adults with a physical disability; Adults with a mental health condition (including dementia), older people aged over 50, Adults with a learning disability, Adults with a sensory impairment (D/deaf/blind or visually impaired) and Carers and families of people with these conditions.

As an indication, this service is to provide a variety of information and advice to a minimum 2500 adults aged 18 and above or in transition (as defined by the Care Act 2014) per annum.

The interventions that we would expect include, but are not limited to:

- Provision of advice and information using specialist knowledge
- Information will be available in a range of formats that will include:
 - Digital (website, tablet, mobile phone apps)
 - Written in a range of accessible formats including easy read
 - Electronic in a range of accessible formats
 - Telephone based
 - Face to face in accessible venues across the Borough and accessible formats including Makaton/BSL and other communication aids
 - Social media
 - Accessible formats for minority groups
 - Provision of fact sheets and a-z guides
 - Campaigns to provide up-to-date information on new services and strategies

Information and advice will be available on a range of subject including, but not limited to:-

- Condition specific advice and information
- Leisure activities
- Access to healthcare
- Access to social care
- Signposting to other relevant services e.g. independent financial information and advice agencies
- Services for people with mental health conditions, their carers and or their support networks
- Planning for contingencies
- Access and discrimination issues
- Transport / mobility
- Employment and training
- Adaptive technologies and independent living aids
- Breaks from caring
- The health and wellbeing of carers
- Signposting to information on carers financial and legal issues

- Caring and employment
- Caring and education
- A carers need for advocacy
- Advocacy services
- The implementation and use of assistive technology

Suppliers will have a strategy for engaging traditionally hard to reach groups, with quantified targets and outcomes.

As required under the Equality Act 2010 reasonable adjustments should be made to ensure that disabled people have equal access to information and advice.

Some groups in need of information and advice about care and support may have particular requirements. These include, but are not limited to;

- People with sensory impairments, such as visual impairment, deafblind and hearing impaired
- People who do not have English as a first language
- People who are socially isolated
- People who are geographically isolated
- People whose disabilities limit their physical mobility
- People with learning disabilities
- People with mental health problems

The service is open to people who:

- Are aged over 18 or in transition (i.e. those people who are moving from childhood to adult life where the responsibility of their social care needs transfers from Children's Services to Adult Services) who live within the Cheshire East Borough Council area.

The service will be provided across the Cheshire East Borough footprint, and equity in the distribution of people using this service will be monitored.

Bidders will be expected to provide evidence as part of their tender submission of engagement with service users and potential service users to ensure delivery meets any identified service gap and is co-produced with service users and potential service users.

The organisation delivering this service will either be based within Cheshire East, or will have delivery bases or the capacity to deliver within the Borough.

It is expected that all organisations running information & advice services will understand other services available in the local community, and refer people on to them as appropriate.

You will need to take into account information standards published by the Information Standards Board for Health and Social Care under the provisions of the Health and Social Care Act 2012 and evidence this.

4. MOBILISATION

The full service will be required to be operational from 1st September 2016. A fully detailed mobilisation plan is required as part of this tender. Please see question 2 of the ITT

Response document. Please note the successful bidder will need approval from Cheshire East Council for this mobilisation plan.

5. OUTCOMES

The Council’s approach to commissioning is outcome based, providing services which support people to achieve their individual goals and aspirations. It places people at the heart of services that are flexible and responsive, where they are recognised as experts in their own wellbeing and independence. As part of every bid, each organisation will need to state Specific, Measurable, Achievable, Relevant and Time-bound (SMART) outcomes that they will achieve through the service that they are offering, and to give details of the specific evidence that they will provide to the Council to show how the outcomes are being achieved. They will need to support the overarching Adult Social Care outcomes.

- Enhancing quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

6. SAFEGUARDING VULNERABLE ADULTS

The Provider has a duty to protect vulnerable adults who are Service Users from abuse and has a responsibility to act on actual or suspected cases of abuse with prompt, timely and appropriate action in line with the Cheshire East Multi-agency Safeguarding Adults Policy and Procedures.

Safeguarding Adults applies to all agencies and providers in Cheshire East and to all vulnerable adults who remain the responsibility of the Borough Council. Each agency and provider should have its own internal operational policy to ensure its implementation.

The Provider shall ensure that the appropriate regulatory body is informed of all incidents which should be reported as alerts under the Safeguarding Adults procedures both as set out in their own policies and in relation to Safeguarding Adults.

7. PERFORMANCE MANAGEMENT AND SERVICE REPORTING REQUIREMENTS

The Council will work together with the Supplier to agree a performance management framework to be introduced in year 2. In year one, the Council and provider will meet quarterly to review the performance of the service and its outcomes. The provider will complete quarterly reports that help to demonstrate and understand:

- Demand for the information and advice service
- Client experience
- Emerging trends

Reporting Requirement	Frequency
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<p>1. Service Demand</p> <ul style="list-style-type: none"> • Enquiries received by channel and location, e.g. telephone, email, face to face, online, referrals from other organisations incl. Adult Social Care and Health Professionals, referrals from friends, relatives. • Type of enquiry, e.g. client specific, Care Act, Adult Social Care, VCFS Services etc • Client information – postcode, name, gender, age. • Time to respond to clients, e.g. % of telephone calls answered, average telephone wait time, average wait time for walk in face to face enquiries, average number of days to respond to emails. • Numbers of service users accessing different parts of the service. • Staffing information. • Full details of compliments and complaints received from service users including, with regards to complaints, progress to resolving these issues. • Details of leaflet production/distribution and demonstration of effectiveness. 	<p>Quarterly</p>
<p>2. Outcomes achieved for residents</p> <ul style="list-style-type: none"> • Volume. • Case studies demonstrating the impact of the service in terms of social value. 	<p>Quarterly</p>
<p>3. Emerging trends</p> <ul style="list-style-type: none"> • Analysis of emerging trends. 	<p>Half yearly</p>
<p>4. Client satisfaction</p> <ul style="list-style-type: none"> • Annual survey/questionnaires evaluating client satisfaction and resident perception and awareness of the service. • Full details of compliments and complaints received from service users including, with regards to complaints, progress to resolving these issues. 	<p>Annual</p>

8. ETHICAL FRAMEWORK

The provider will be working with vulnerable adults and is required to provide impartial high quality advice/support within an ethical framework. As such the provider will need to ensure that it has sufficient organisational safeguards to ensure that staff do not provide information or advice about services that they have some personal or financial interest in. There must be a clear policy on declaration of interests and where there is a potential of a conflict of interest this must be declared. A culture of probity and professional ethics should be central to all staff's working practices.

9. COMPLAINTS PROCEDURE

The Supplier will have a robust complaints procedure and will submit this to the Council as part of this tender. This procedure will include: confidentiality, time frames for complaints to be responded to, investigation, formal response timescales, rights of appeal and escalation process.

10. ICT

The IT solution should comply with the principles of the UK Data Protection Act 1998.

The solution shall have robust mechanisms for protection against attacks affecting system integrity, availability and confidentiality. The solution's functional security claims shall be formally and independently accredited.

Robust controls or counter measures should be provided by the system to ensure the confidentiality, integrity and availability of system data.

The supplier should confirm that data will be hosted and processed within the EEA. The solution must comply with all current relevant legislation pertaining to computer systems and data management. This will include specifically, although not exclusively, the Computer Misuse Act and the Data Protection Act.

The solution's underlying hardware, operating system and software component platforms (i.e. Windows, SQL) must have their own current vendor security patches and firmware updates applied.

Any passwords stored by the solution should be stored in a manner that prevents them from being read, disclosed or otherwise compromised.

11. INFORMATION GOVERNANCE

The service provider, along with the Council, will ensure that the service will meet the data protection requirements in respect of the all information collected for the service.

All data collected in respect of the service, and particularly that which could identify an individual or individuals, should be subject to robust controls and procedures to ensure it is stored safely – in line with relevant legislation and good practice – and should only be disclosed in appropriate circumstances.

The service provider will ensure that they get all appropriate consents from individuals to collect and store data where necessary and also ensure that information no longer required is destroyed in line with relevant guidance.

Where there is a requirement to send data or any other sensitive information to Cheshire East Council a secure e-mail method will be used e.g. EGRESS

12. WORKFORCE ISSUES

TUPE

The Provider must satisfy itself in relation to the application of TUPE and will be expected to ensure the necessary compliance with TUPE liabilities from any existing contracts.

Workforce

Staff or volunteers recruited to work within the service of the Provider or sub contracted parties should be competent to perform the role they are employed for. Staff or volunteers who have regular contact with service users should have as a minimum a current standard DBS check

The Provider will ensure that supervision is viewed as an important contribution towards continued professional development and that supervisors have the appropriate level of training to supervise staff or volunteers