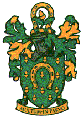
DOCUMENT TWO



**RUTLAND COUNTY COUNCIL**

**SPECIFICATION FOR**

**AN HOME IMPROVEMENT AGENCY (HIA) SERVICE IN RUTLAND**

**1. INTRODUCTION**

1.1 Rutland is England's smallest mainland county and unitary authority. It is situated in the East Midlands between Leicester and Peterborough, and has a population of some 38,000. The main population centres are Oakham, the county town, and Uppingham, although the county also has a number of village communities, as well as two military bases. Overall, Rutland in general performs well in relation to most national social care and health indicators, although it is not without its challenges.

1.2 The Council is committed to the delivery of high quality Home Improvement Agency (HIA) Services to adults. The Council wishes to work in partnership with the Provider to demonstrate and deliver Services which achieve and maintain ‘value for money’ and which meet Service Users’ housing related support needs.

1.3 The Council wishes to link housing, health and social care strategies and to develop a more unified approach to the provision of housing services for vulnerable, older and disabled people, regardless of tenure.

**2. AIM**

2.1 The overall aim of the Service is to deliver housing related support services, specifically home improvement agency services, to enable Service Users to develop or maintain their independence within the community. These Services aim to support independence in the home environment.

2.2 The Service operates across the county of Rutland. The Service will be a single access point into a range of practical housing support solutions with a common, holistic housing needs assessment process.

**3. SERVICE DESCRIPTION**

3.1 The home improvement agency will provide the following Service:

1. A Housing MOT using a trusted assessor to assess both the property and persons needs and enable a timely preventative response
2. Source and arrange installation of minor adaptations to the home environment
3. Where a possible need for a Health and Prevention Grant is identified refer to Rutland County Council for an OT (Occupational Therapist) Assessment
4. Provide a Handyperson service
5. Signposting to other services

3.2 The ultimate outcome required is that the end recipient of the Services delivered (the Service User) is totally satisfied with the Service received, is enabled to remain in the community within their own home environment, wherever possible, and is enabled to achieve maximum possible independence.

* 1. The Service must be provided in a manner consistent with the Council's policy statements, particularly in respect to the Care Act 2014, Equality Act 2010, Human Rights Act 1998, and the Leicestershire and Rutland’s Safeguarding Adults Policy and Procedures - copies of which can be provided on request.
  2. The Provider must ensure:

1. they sustain and develop a Service User’s independence by the provision of suitable contacts/services, i.e. signposting to enable the Service User to undertake improvements to their home
2. they offer needs led, structured packages of support that enable the Service User to identify their outcomes and aspirations
3. they maintain an effective platform from which social care and health services can be delivered through the repair and provision of a safe environment
4. they are proactive at recognising and reporting abuse
5. they endeavour to meet, or exceed, defined levels of service and quality as set out in Section 6, 11 & 20 of this Specification
6. they demonstrate flexibility and accommodate the Service User’s changing needs and priorities
7. they promote choice and control in how the Service is delivered and how the needs of Service Users are met
8. they work in partnership with other agencies and services to the benefit of the Service User
9. they focus on the outcomes as identified in the Service User’s needs assessment
10. they promote social inclusion and cultural sensitivity when undertaking any activity relating to this Specification
11. they are delivered in accordance with appropriate legislation and best practice relevant to the Service User group, by suitably qualified and/or experienced staff, including necessary Disclosure & Barring Service (DBS) checks and checks with the Independent Safeguarding Authority (ISA).
12. they are accessible and appropriate to the stated Service User group(s) regardless of any “protected characteristics” they may have. There are nine protected characteristics identified in the Equality Act 2010 – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex, Sexual Orientation
13. they are provided in an anti-discriminatory and anti-oppressive manner
14. they deliver value for money
15. they enable the Service User and/or their representative to participate in decisions about the Services provided to them
16. the Service is delivered reliably and consistently
17. on completion of works undertaken, the Provider will send the Service User a satisfaction questionnaire agreed by the Council

**4. PRINCIPLES**

* 1. The Provider and its staff will be expected to work within, and embrace, a set of principles. These are:

1. **Protection:** It is the right of the Service Users to be protected from abuse in line with the Council’s policies
2. **Dignity:** It is the right of the Service Users to be treated with dignity and respect at all times regardless of age, race, religion or belief, sexuality, disability, gender
3. **Choice:** It is the right of the Service Users to have the opportunity to choose from a wide range of options and to be involved in service development whenever possible
4. **Privacy:** It is the right of the Service Users to be left alone and for their privacy to be protected and respected at all times
5. **Independence:** It is the right of the Service Users to have opportunities to act and think without having to ask another person
6. **Individuality:** It is the right of the Service Users to have a reasonable expectation to have his/her needs and wishes respected and responded to taking into account age, race, gender, ethnicity, culture, sexuality and disability
7. **Complaints:** It is the right of the Service Users to have access to an established and acceptable complaint procedure and to be provided with details of how to use it. The Service User must be made fully aware, in writing, of the Provider’s own and the Council's complaints procedures

**5. SCOPE OF THE SERVICE**

5.1The referral routes into this Service can be via:

a. Primary Care Trust

b. Other health bodies

c. Housing departments

d. Statutory and Non-statutory agencies

e. Voluntary organisations

f. Self-referrals

g. Rutland County Council

h. Other agencies

5.2 The Provider will be expected to develop effective links and processes with these agencies.

**6**. **ACTION FOLLOWING A REFERRAL**

6.1 HIA to respond to a referral within 24 hours

6.2 HIA staff to visit site within 10 working days

6.3 Home visits will be made available to all Service Users within usual office working hours.

**7. HOME SAFETY ASSESSMENT (‘Housing MOT’)**

7.1The Provider will identify possible hazards and provide advice on prevention of accidents in the home, by undertaking the following tasks:

7.1.1 The Provider will provide a housing MOT to those people over the age of 18 years old or of any age with a disability who request it.

7.1.2 The results will be shared with the Service User and an action plan devised to address any risks identified. The parameters of the survey will be made explicit to the Service User and it will be made clear to them that responsibility for following the advice given rests with them. Where there is a risk of death or injury the agency will reserve the right to notify the appropriate authorities.

7.1.3 An assessment checklist will be developed by the Provider and agreed with the Council. This will include:

1. Physical and mental health
2. The home environment (repairs, hoarding, suitability)
3. Home security (risk of crime, safety measures)
4. Personal safety in the home (fire safety, phone access, lighting)
5. Getting around the home and garden (risk of falls)
6. Managing in the home (Assistive Technology (AT), aids, equipment, adaptations)
7. Home environment (damp)
8. Heating
   1. Tenure:

7.2.1 Housing MOT is available to people of all tenures.

7.3 Funding of this Service element:

7.3.1 The provision of the housing MOT Service by the Provider will be funded through this Contract.

7.3.2 Should the assessment identify that any adaptation to the property would likely to be costing in excess of £10,000 then a financial assessment (Preliminary Test of Resources (PTOR)) will be undertaken to confirm if the person will be eligible to access the Disabled Facility Grant (DFG).

7.3.3 Those eligible for a DFG will be passed to the identified provider for further assessment.

7.3.4 Those non eligible for DFG will be offered support by the Provider if they wish to self-fund at a chargeable rate.

8. **DELIVERY AND IMPLEMENTATION OF MINOR ADAPTATIONS TO THE HOME ENVIRONMENT**

8.1 The Provider will source and arrange installation of minor adaptations. The Provider will price against the list of adaptations provided in the tender submission including a flat rate to supply and fit.

8.3 The list is not exhaustive and the Provider will carry out other minor adaptations requiring similar skills as requested.

8.4 Eligibility:

8.4.1 Minor adaptations will be provided to any Service Users who are considered to be eligible under the Care Act 2014.

8.5 Funding:

8.5.1 The Council holds a separate budget to pay for minor adaptations under this part of the Service. The Provider will invoice the Council for the cost of the adaptation and installation, once the works are completed.

**9**. **IDENTIFY AND SUPPORT PEOPLE TO ACCESS THE HEALTH AND PREVENTION (HAP) GRANT**

9.1 Service description

9.1.1If the Provider identifies through the housing MOT that a possible HAP application is required (i.e. any works under £10,000) a referral will be made to Rutland County Council for an OT (Occupational Therapy) Assessment and progress to an application, where appropriate.

**10.** **HANDYPERSON AND MAINTENANCE SERVICES**

10.1 Service Description

10.1.1 Handyperson Services will be provided following a Housing MOT/OT Assessment which identifies the need for minor repairs which otherwise would not take place if left to the vulnerable adult to repair/maintain.

10.1.2 This Service will provide the cost for the labour. The Service User will pay for any materials used for the repair or maintenance.

**11.** **OUTCOMES**

11.1 Service Users will be enabled to achieve maximum independence within their own homes through the provision of a Service that seeks to ensure that they are safe and secure. The Service should minimise the risk of falls through the assessment and supply of appropriate equipment and the identification and management of risks and hazards within the home.

11.2 A key outcome for Service Users is to avoid homelessness and to prevent inappropriate and unnecessary admission into long term care or acute admissions into hospital by enabling them to remain as independent as possible through improvement of the home environment.

11.3 The Council expects the Provider to embrace developments in new and Assistive Technology to support Service Users to remain in their own homes and assist with the management of risk. The Provider is expected to develop an understanding of Assistive Technology and the equipment that may benefit Service Users in supporting their housing related needs.

**12. SERVICE PROMOTION**

The Provider will be responsible for producing publicity materials that explain the Services.

Information will be widely advertised throughout the county, providing as a minimum contact details and opening hours. Promotional and publicity material must be accessible to as many people as possible, produced in a variety of different mediums and formats, and available in a variety of different places.

All materials must be in line with standards and guidance set for Rutland County Council publicity and must be dual branded with the Rutland County Council logo – and where appropriate reference the Better Care Fund.

**13. CORPORATE GOVERNANCE**

The Provider is required to ensure that a set of standards and written protocols is agreed and implemented to regulate procedures, to guide day-to-day practices, and to maintain safe and effective operation of the Service(s). These must be available for all and any provider involved in the delivery of these Services. These should meet the Council’s standards. Copies should be available to staff, Service Users or potential Service Users on request. The list below is not exhaustive and additional appropriate policies and procedures may be required:

* Equal opportunities and anti-oppressive practice/ Diversity policy
* Health and Safety
* Safeguarding for children
* Safeguarding for adults
* Complaints & Serious Incident reporting
* Service User involvement
* Confidentiality
* Data Protection and Information Sharing

*And as set out in Clause 52 of the Terms of Contract*.

**14. QUALITY**

14.1 Quality Assurance

*As set out in Clause 52 of the Terms of Contract and in addition:*

In assessing the standards attained by the Service(s) under this Specification, the Council will make reference to national guidance and legislation, including but not limited to guidance and legislation issued by:

* any Government department
* Public Health England
* National Institute for Health & Care Excellence
* National Council for Voluntary Organisations
* Association of Directors of Adult Social Services
* Association of Directors of Children’s Services
* Care Quality Commission
* Ofsted

To ensure quality in the Service(s), the Provider will have a quality assurance system, the outcomes of which will be made available to the Council.

Key indicators of quality include, but are not limited, to:

* Rate of uptake of the Service(s)
* Access and equity in service provision
* Choice through the availability of a range of services
* Compliments, complaints and safeguarding issues
* Collaborative and partnership working
* Details of when each service was not provided with a reason(s).
* Value for money

Evidence will be required to demonstrate that:

* Support is available right across the county, including in isolated areas, and delivered within communities.
* Hard to reach groups are able to access the Service.
* Health and wellbeing messages are promoted across the county.
* Responses to enquiries, referrals, provision of the Service(s) and follow-up of individuals disengaging are managed effectively and in a timely manner.
* Stakeholder feedback is actively sought and acted upon.
* Interventions and activities are evidence-based and compliant with national good practice guidance.

14.2 Complaints and Serious Incidents

The Provider will agree with the Council the approach to managing and responding to complaints and serious incidents which will include ensuring appropriate alignment and integration with the Council, and Local Safeguarding Childrens Board and Local Safeguarding Adults Board policies and procedures.

The Council must be notified of all serious untoward incidents, and safeguarding incidents and alerts within 1 working day. Providers will be expected to provide updates on internal investigations relating to any serious incidents or safeguarding, along with the outcomes from those investigations.

**15. SAFEGUARDING CHILDREN & SAFEGUARDING VULNERABLE ADULTS**

*As set out in Clause 50 of the Terms of Contract*.

**16. EQUALITY AND DIVERSITY**

*As set out in Clause 43 of the Terms of Contract*.

**17. SERVICE USER INVOLVEMENT**

The Provider will actively implement a model for effective Service User and carer involvement and be able to actively demonstrate how Service Users’ and carers’ feedback is taken into consideration in the development of provision.

**18. WORKFORCE COMPETANCIES AND TRAINING**

*As set out in Clause 53 of the Terms of Contract, and in addition:*

18.1 Specialist Staff

The Provider will ensure that any staff delivering specialist elements of the Service(s) have sufficient and appropriate competence and expertise. Where relevant, they will have undergone accredited specialist training.

18.2 Volunteers

If the Provider uses volunteers within any aspect of the Service(s), they must be properly vetted, trained, supervised and supported appropriately.

The Provider will be expected to have a clear policy in place which covers the entire Service(s) with regards to the use of volunteers, which will be made available to the Council on request.

18.3 Disclosure and Barring Service

*As set out in Clause 49 of the Terms of Contract*.

**19. CONFIDENTIALITY, INFORMATION SHARING, DATA PROTECTION AND RECORD RETENTION**

*As set out in Clauses 23, 24 and 25 of the Terms of Contract*.

**20. PERFORMANCE INFORMATION, TARGETS AND MONITORING**

20.1 General Requirements

The general requirements of the Service(s) for contract monitoring are that:-

* record keeping is consistent with good practice standards
* an appropriate version of the data, outlined below, is made available on a quarterly basis, or at any such time as it may reasonably be required, to the Council for contract and performance monitoring
* data is submitted in a timely manner and in a format agreed with the Council in order that the contract monitoring can be undertaken effectively

The process will be:

|  |  |  |
| --- | --- | --- |
| **Action** | **To whom** | **Frequency** |
| Maintain an assessment and summary recording progress in respect of each Service User. | Provided to Rutland County Council for inclusion on the Councils database recording system | Every month |
| Maintain a summary record of the volume of activity under this Service (e.g. referrals received, works specifications drawn up, works completed etc.). | Copy this record to the Council | Every quarter |
| Keep detailed records of the process followed on behalf of each Service User, including enquiries that do not result in works being undertaken. | Copy this record to the Council | Every quarter |
| Attend monitoring meetings. | With the Council | Every quarter |
| Keep records of Service User profile showing age groups, gender, ethnicity, disability, tenure, etc. | Copy this record to the Council | Every quarter |
| Forward details of any complaints received, action taken and response times for dealing with the complaints | To the Council | Every quarter |

20.2 Data

The Provider will be responsible for their own database and will be responsible for ensuring that a suitably authorised and competent data controller is responsible for that database.

20.3 Outcomes & Targets

*As set out in Clause 6 of the Terms of Contract, and in addition:*

The Council is committed to establishing performance driven service provision, which is focussed on achievement of effective outcomes for recipients of its services. Services need to be delivered in a context that really promotes a culture of high performance management aimed at maximising service quality, effectiveness and provision that is relevant and provides competitive value for money.

The agreed performance targets will be subject to continued review and amendment as required in consultation between the Council and the Provider. The Provider will need to be flexible in implementing any changes to service delivery as a result of these reviews and amendments as well as being committed to achieving success in all aspects of performance outcomes to really enhance service delivery.

As a minimum, the Provider will be required to demonstrate delivery against the outcomes in Section 6, 11 & 20 of this Specification.

The requirements in respect of activity information will be subject to discussion and agreement between the commissioner and the Provider in line with the Service model submitted and awarded.

20.4 Additional information

Information may also be required on issues not specified in this Service Specification including issues based on principles and arrangements of governance or best value. The Council reserves the right to undertake service reviews to establish practice within the Service(s) and the effectiveness and quality of interventions, including investigating Service User satisfaction, and auditing consistency between records kept, including case files, and monitoring data submitted.

20.5 Failure to Meet Performance Standards

The Contract will be performance managed to ensure best value for money, achievement of outcomes, achievement of targets and quality of service delivery.

Where the Service(s) fail to meet the performance standards agreed, the following steps will be undertaken:

* + 1. A remedial action plan will be developed by the Provider, approved by the Council and implemented
    2. The Provider will be required to provide a formal written update on the remedial action plan to the Council on a fortnightly basis

If improvements are not made through the remedial action plan and within a timescale deemed proportionate to the level of failure to perform, the Council will invoke the right to withhold a proportion of the contract payment up to the equivalent of 20% of the Contract value for the quarter where the performance standards have failed, and for all subsequent quarters until the improvements are demonstrated and performance standards are met.

**21. CAPACITY PLANNING**

It is expected that the Provider will implement monitoring systems to reflect any increase in demand or reduction in demand for the Service(s) to the Council. Where the Provider foresee the need for significant increased capacity in future years, representation should be made to the Council as soon as possible and by 31st October of each year to allow for consideration in the commissioning cycle. Representation must include evidence of need, proposed costings and expected impact of increased capacity for the Council to consider. Representation of increased demand will not necessarily result in additional resources being granted by the Council.

**22. SOCIAL VALUE**

It is expected that the Provider will ensure the Service(s) contribute to the wide community to assist in the development of the economic, social, and environmental wellbeing of the county.

The Provider will be expected to demonstrate the social value achieved by the Service(s) during the life of the contract, and as set out in the Provider’s tender submission.

**23. ARRANGEMENT FOR VARIATION TO THE SPECIFICATION**

The Council may from time to time vary this Specification in line with changing needs and/or requirements. Any variation will be carried out in consultation with the Provider,

*As set out in Clause 30 of the Terms of Contract*.

**24. EXIT FROM THE CONTRACT**

*As set out in Clause 17 of the Terms of Contract and in addition:*

In the spirit of this agreement, at the end of the Contract, the Provider will be expected to work cooperatively and constructively with the Council to ensure appropriate exit planning is undertaken with all Service Users still in receipt of a Service and will hand over to the person nominated by the Council, without prejudice, all records and information necessary for the future provision of the Service(s) reasonably required to enable prompt and efficient transfer of the Service(s) and co-operate with any new provider appointed by the Council.

**25. RESPONSIBILITY OF THE COMMISSIONERS IN RELATION TO THIS SPECIFICATION**

1. The Council will provide the Provider with guidance and information on relevant local and national strategies, policy changes and work programmes which may impact on service provision.
2. The Council and the Provider will meet regularly for a Contract review and planning meeting to discuss the performance and needs of the Service(s).
3. The Council will pay the Provider in accordance with the Contract.

**26. RESPONSIBILITY OF THE PROVIDER**

1. The Provider will operate and manage the Service(s) in accordance with the terms of the Specification and must not substantially alter the delivery of any aspect of the Service(s) in any way without the express prior written consent of the Council.
2. The Provider must comply with all relevant and future legislation in the provision of the Service(s).
3. The Provider is expected to co-operate with other providers and will endeavour to maintain a positive relationship with all stakeholders, to ensure Service(s) meet the needs of the Service Users.