

## Schedule 1 - Service Specification

This service specification is divided into three parts:

- Part One: The service as a whole - Relevant to all aspects of the contract  
 Part Two: Housing options advice and support  
 Part Three: Support for housing adaptations

### Part One: The service as a whole

- 1.1 The service specification is written in the context of the council's Housing Strategy 2015, Homelessness Strategy 2014-19, and the council's priorities for the integration of social care and health through Better Care.
- 1.2 The service will contribute towards the Council's corporate plan 2015 – 2019 and its service priorities, shared with city partners, and focus on health and wellbeing.
- 1.3 The service will contribute to the Better Care Keeping People Well prevention agenda and person centred outcome measures:
- \* I am enabled to remain independent for as long as possible
  - \* I am supported to have social connections and feel happy
  - \* I am enabled to stay well and maintain a good quality of life for as long as possible
  - \* I am able to access a range of community support to help me maintain my resilience and wellbeing
  - \* I have access to appropriate information and support to enable me to manage my long term health condition/s
  - \* I have access to appropriate advice and support to help me to avoid harm or injury
- 1.4 The Brighton & Hove City Snapshot: Report of Statistics 2014 puts the population of the City at 275,800 in 2012 with further growth projections of 5.1 per cent by 2021, which would take the resident population to 289,900. According to the 2011 census, for more than one in twenty residents (20,445 people, seven per cent) their day to day activities are 'limited a lot' due to a long term health problem or impairment. For a further 24,124 residents (nine per cent) their day to day activity is limited a little. In 2012, 16,800 residents aged 16-64 were estimated to have a moderate or severe physical impairment. In the 65 years plus age group over half of residents (54 per cent or 19,158 people) report finding their day-to-day activities limited either a little (26.8 per cent) or a lot (26.9 per cent)
- 1.5 My Life in Brighton & Hove is an easy to use on-line directory listing local and national organisations and services supporting daily living, including support groups and charities, health and social care services and an important

resource for the locally commissioned Home Improvement Agency Service Provider

## 1.2 Definitions

The following are definitions of the abbreviations and terms used within this specification.

<b>“Accessible Information Standard”</b>	Accessible Information Standard: means the formal guidance developed and issued by NHS England, known as “SCC11605 Accessible Information”, which health and social care providers are required to comply with in accordance with s.250 of the Health and Social Care Act 2012.
<b>“ASC”</b>	Adult Social Care – a key partner for this service
<b>“Care Act”</b>	The Care Act 2014, and supporting guidance, which places a series of duties and responsibilities on local authorities about care and support for adults
<b>“Case Worker”</b>	Works with the service user on evaluating their housing options and assists the service user through changes such as moving home or with support through the adaptations process
<b>“CDS”</b>	Children’s Disability Service responsible for Occupational Therapist (OT) assessment of children’s cases
<b>“DBS”</b>	The Disclosure and Barring Service established under the Protection of Freedoms Act 2012
<b>“DFG”</b>	Disabled Facilities Grant
<b>“disabled person”</b>	A person assessed under the Care Act as having a permanent and substantial disability and an eligible need for services, or child assessed under the Chronically Sick and Disabled Persons Act
<b>“Foundations”</b>	The National Body, appointed by the Department of Communities and Local Government to oversee the national network of home improvement agencies
<b>“Home Improvement Agency”</b>	The locally commissioned service to support people to retain independence in their own home.

<b>“Housing Adaptation Service”</b>	The integrated Housing Adaptations team responsible for the specialist OT assessment of adult cases, delivery of major adaptations and the Disabled Facilities Grant (DFG) administration
<b>“HRS”</b>	Housing related support. Support which enables people to maintain, sustain or improve their ability to live independently in their homes.
<b>“Major Adaptations”</b>	Housing adaptations that will cost over £1,000
<b>“ OT”</b>	Occupational Therapist, qualified and registered with the Health and Care Professions Council
<b>“Support”</b>	Tasks, advice and involvement that help service users to maintain their independence in their homes.
<b>“Service User”</b>	A person who receives or who may receive the support services under this service specification.
<b>“Service Provider”</b>	The organisation contracted to deliver the services.
<b>“Vulnerable older person”</b>	Person self assessing as older (usually 65+ but can be lower), with support needs identified by assessment.
<b>“Working Day”</b>	Monday to Friday inclusive of each week excluding Christmas Day, Good Friday, Bank Holidays and any Public holidays in England; & working hours: 09.00 to 17.30 on Working Days

### 1.3 Aims of the Service

The overall aim of the Home Improvement Agency (HIA) service is to enable vulnerable older people and disabled people in the City to continue to live as independently as possible, for as long as possible in their own homes by:

- Providing high quality up to date advice, information and support to evaluate options with regard to future housing
- Where appropriate providing a full case-working service to assist the service user through changes such as moving home or with casework and technical support through the adaptations process

- Support access to appropriate financial advice and assistance whether through private means, grants, and other sources charitable and voluntary funding to meet the individual service user's needs.
- Support with getting home repairs and improvements done
- Providing comprehensive information on and access to other suitable support services

#### **1.4 Eligibility**

These services are available to vulnerable older people and disabled people resident or normally resident in Brighton and Hove who are homeowners, private renters or people living in socially rented properties.

#### **1.5. Service Standards**

- 1.5.1 The programme of support must focus on the service user and be tailored to their individual needs. In addition to housing related support services described above, business models which incorporate a chargeable service/s with the ability to generate additional income and offer a wider range of services to the individual are encouraged.
- 1.5.2 The service provider will refer service users on to other agencies where the type of support, information or help required is outside the remit and scope of the service provider's work. Aspects of support may be delivered by the service itself or by other organisations, appropriate to the needs of the service user, and with the service provider acting as liaison/co-ordinator.
- 1.5.3 The service provider will arrange, and where necessary provide, additional support for accessibility needs such as communication and language, advocacy and other issues as appropriate to the individual.
- 1.5.4 The service provider will comply with the Accessible Information Standard

#### **1.6 Service Outcomes**

The service will:

- Reduce the number of crisis-driven housing changes such as emergency admissions to hospital or care.
- Reduce the demand for major housing adaptations by an estimated 10 - 20% (based on figures supplied by Foundations) by providing advice and support around housing options at the earliest point of the 'customer journey', helping to manage proactively the demand for disabled facilities grant ( DFG) assistance.
- Maximise the number of service users expressing satisfaction with the HIA service and able to remain independent and maintain a good quality of life for as long as possible.

## 1.7 Reviews

The service provider will review the support plan with the service user at appropriate intervals, for example:

- At agreed milestones toward the agreed outcomes
- On change of circumstances that affects the progress towards the agreed outcomes
- On change or deterioration in the service user's capacity for independence
- On achievement of the agreed outcomes

## 1.8 Emergencies

The service provider must be pro-active in addressing housing issues at an early stage, however there may be circumstances where advice is required in response to emergency or a sudden change in need. The service provider is required to have adequate procedures and protocols with partners to respond to such situations.

## 1.9 Staff

- 1.9.1 The service provider must as a minimum provide adequate staff resources so as to ensure that case management, technical advice and administrative support is available to meet the requirements of the service.
- 1.9.2 The service provider must have a fair staff recruitment and selection policy and process that take account of all relevant legislation
- 1.9.3 The service provider's staff are required to comply with relevant health and safety legislation
- 1.9.4 Staff must receive appropriate induction, training and regular formal supervision. Ongoing training must be provided to maintain and develop knowledge and support skills relating to the housing, financial, emotional and health issues affecting vulnerable older people and disabled people and their carers as appropriate.
- 1.9.5 Individual staff must have excellent interpersonal and facilitative skills in order to be able to help people work through the complex emotional issues surrounding home and change. Perfect solutions will not always be possible and staff must have clear professional and emotional boundaries in order to focus on what is achievable.

1.9.6 Staff must have good skills for fostering and building partnership working with a wide range of individuals and agencies, and have a creative, pragmatic and positive approach to joint problem solving.

1.9.7 The service provider will ensure adequate cover is in place for staff absences to ensure people receive a consistent service.

## **1.10 Equal Opportunities**

1.10.1 The service provider must comply with all non-discrimination and equality of opportunity legislation, codes of practice and the equalities section of the Contract, including the equalities monitoring required by the Housing Adaptations Service.

1.10.2 The service must be made available and delivered to individuals on an equal and consistent basis regardless of the funding source.

## **1.11 Partnership Working**

1.11.1 The service provider is required to put partnership working into practice and to proactively and continuously engage with other support services in the delivery of the HIA service outcomes.

1.11.2 This will include developing and working to formal service level agreements (SLAs) with the local authority and other support services.

1.11.3 The service provider will work in close partnership with third sector, community and local business organisations to support people make the most suitable changes to their housing circumstances. This may include for example:

- Estate agents, solicitors, removal firms, utility service providers
- Registered Providers of social housing in the City
- Independent financial advisors
- Local contractors
- Charitable organisations, benevolent trusts.

## **1.12 Care Act**

1.12.1 The service provider will work in partnership with Social Care teams to be aware of the individual's entitlement under the Care Act and will have knowledge of referral pathways into Adult Social and in respect of children's cases will work with the Children's Disability Service and have a knowledge of referral pathways into children's services

1.12.2 The service provider will engage with carers, family and friends, advocates and Homecare providers where appropriate and possible.

### **1.13 Safeguarding Adults and Children**

1.13.1 Any staff that will be in contact with service users will require an up to date DBS check

1.13.2 The service provider will work to ensure that service users are able to stay safe and secure and retain independence in their own home.

1.13.3 The service provider will be expected to work within the Sussex Safeguarding Adults Procedures and record and report safeguarding issues to Commissioners.

<http://sussexsafeguardingadults.procedures.org.uk/>

1.13.4 The service provider will be expected to work within the Pan Sussex Child Protection and Safeguarding Procedures and record and report safeguarding issues to Commissioners.

<http://sussexchildprotection.procedures.org.uk/>

### **1.14 Service User and Stakeholder involvement**

1.14.1 The service provider will collect and respond to service user and staff feedback.

1.14.2 Service users, staff and stakeholders will be consulted on and be actively involved in service developments.

### **1.15 Service performance returns**

1.15.1 The service provider will provide information on service targets and individual outcomes, including those listed in Section 4. , as required by the Housing Adaptations Service.

1.15.2 The following must be reported in line with the council's contract management duties:

- Serious incidents and complaints
- Safeguarding Alerts
- Complaints
- Equalities Information

## **Part Two: Housing options advice and support**

### **2.1 Eligibility**

This service is primarily aimed toward older vulnerable and disabled people however the service provider can provide the service to others if a) the service provider is satisfied an older person has a need for support to regain or maintain independent living in their own home and b) offering them the service does not compromise the service to older vulnerable and disabled people referred to the service

### **2.2 Service standards**

2.2.1 This service will offer a housing options advice and support service to help vulnerable older and disabled people to explore and evaluate options for future housing and long term wellbeing to support their ability to live independently.

2.2.2 Developing the housing options approach in the private housing sector is expected to reduce the need for DFG assisted major adaptations by an estimated 10 - 20% (based on figures supplied by Foundations) by providing timely advice and support.

2.2.3 The provision of housing options advice and support will include, but is not limited to:

- Providing high quality up to date advice and information about support services in the City, eligibility criteria and what an eligible service user can expect from the service
- Identifying and evaluating the service user's future housing options
- Providing a case-work service to assist the service user through changes such as moving home and help with practical arrangements e.g. assisting service users to view properties, to access choice based lettings services, HelpToBuy and help plan and organise removals
- Providing help with minor repairs and alterations to the property, through work with local contractors either through the use of a Trusted Contractors List, or by the provision of a technical support service
- Providing or supporting to access appropriate financial advice and assistance whether through private means, grants, or other sources, e.g. charitable and voluntary funding.
- Providing comprehensive information on and access to other suitable support services, for example Citizen's advice Bureau, the Department. of Work & Pensions

2.2.4 Support will be outcome focussed and person centred.



2.2.5 The service provider is encouraged to develop a business model that is self-sustaining, adds social value to the City, and can offer a wider range of services to the individual. Models which incorporate a chargeable service/s, for example for a handyperson service, with the ability to generate additional income, are encouraged

## **2.3 Referrals**

2.3.1 For housing options advice and support the service provider will accept referrals from a variety of organisations, departments and professionals, including:

- Access Point and Independent Living teams within Adult Social Care
- Local authority's Housing department
- Voluntary agencies
- Individuals and their family or representatives

2.3.2 Referral sources will be provided with information on the service to enable them to identify with their customers whether a referral to the service provider is appropriate.

2.3.3 Access Point and Independent Living teams within ASC will be the key service referring disabled people to the housing options advice and support service where they identify a potential need for major housing adaptation/s. The service provider will provide advice and support as above, identifying and evaluating the service user's housing options. Where major housing adaptation/s is the service user's preferred long term solution for meeting their needs and the type of adaptation work needed is considered to be technically feasible by the HIA then the service provider will refer the service user to the Housing Adaptations Service or Children's Disability Service for specialist OT assessment for major adaptations.

2.3.4 In the event that demand for the subsidised service exceeds capacity the service must operate a prioritisation protocol agreed with the Housing Adaptations Service.

## **2.4 Service Volumes**

We estimate the volume of referrals for the housing options advice and support service to be in the region of 8 – 10 per month. Please note figures of service volumes are estimated based on previous years' activities, and are provided for guidance only.

## **Part Three: Major Adaptations**

### **3.1 Eligibility**

- 3.1.1 The need for major housing adaptations is primarily determined by the Housing Adaptations and Children's Development services through an OT assessment to assess the need for and recommend necessary and appropriate adaptations.
- 3.1.2 The casework and technical support service should be available to those who identify themselves as needing support, whether the relevant works are grant assisted or the service user is self funding. For those self funding adaptations the terms will be negotiable between the service provider and customer but this must not negatively impact on work undertaken with disabled people referred to the service provider by the council. Where there is a cost to the service user for this service it will be collected by the service provider

### **3.2 Service Standards**

- 3.2.1 This service will provide a full case-work and technical support service to disabled people and their carers for major adaptations to the property.
- 3.2.2 The service provider will work in conjunction with a range of statutory and voluntary organisations including the council's Housing Adaptations Service and CDS to ensure that the service user's assessed needs are met through the timely provision of housing adaptations.
- 3.2.3 The service provider will provide information to the service user about the financial implications of funding major housing adaptations and provide advocacy and support to service users in accessing funding from loans, trusts, and charities and any other appropriate funding sources, as well as casework support with the Disabled Facilities Grant (DFG) application where appropriate.
- 3.2.4 The service provider will:
- Provide high quality technical support to the Housing Adaptations & Children's Disability services on the technical feasibility of major adaptations where requested and in the compilation of technical drawings and schedules of works, the selection of specialist contractors primarily through the councils Adaptations Framework or through competitive tender and managing the relevant works on site through to practical completion.
  - Provide a technical service to specify appropriate works in accordance with legislation, statutory regulations and good practice
  - Secure best value and innovation in the delivery of high quality adaptations

- Ensure that service users are kept fully involved and informed in the progress of their case throughout, and can influence and / or control the process
- Monitor the progress of cases referred to the service throughout each stage of the adaptations process and take appropriate action to ensure that adaptations are completed in a timely manner.
- Ensure that processes for DFG funded works are in compliance with legislation, statutory regulations and the council's policies and procedures.
- Attend contract review meetings with the council's Adaptations Framework contractors as required by the Housing Adaptations service

3.2.5 The service provider will be expected to agree a detailed service level agreement with the Housing Adaptations Service detailing how they work together to deliver timely major adaptations.

### **3.3 Referrals**

For casework and technical support through the adaptations process, the service provider will accept referrals from HAS and CDS. Critical cases will be referred from these services marked as urgent.

### **3.4 Service Volumes**

In 2015 - 16 180 DFG grant assisted adaptations were completed. As outlined above there is an expectation of a 10-20% reduction in the need for DFG funded adaptations as a result of the housing options advice and support services delivered through this contract and other initiatives. Please note figures of service volumes are estimated based on previous years' activities, and are provided for guidance only.

## **4 Service Targets**

4.1 The service provider will provide each service user a customer satisfaction questionnaire incorporating the person centred outcomes listed at 1.3.

4.2 The Outcomes below will require a 95% satisfaction/positive response.

Outcomes	Method for collecting data
Service users assisted to make the most appropriate housing choices for their situation, appropriate to the level of input	Standard contract monitoring and outcomes returns
Service users from diverse groups able to access the service on an equal basis (focus on underrepresented groups will be followed through in the Service Level Agreement)	Quarterly return
Service users satisfied with the length of time to complete their support programme or from the date of referral to the HIA to the completion of a major housing adaptation	Quarterly return
Service users satisfied with the quality of relevant works to their property	Quarterly return

4.3 The following outputs will be monitored through Quarterly and Annual returns:

Outputs	
All major adaptations referrals from local authority progressed appropriately by the service provider within the timescales agreed with the Housing Adaptations Service (to be agreed in SLA)	Quarterly return
10% Reduction in the demand for major housing adaptations	Annual return
Reduced hospital admissions	Quarterly return
Reduced admissions to residential and nursing homes	Quarterly return

## 5 Review of Service Specification

5.1 The Council will work in partnership with the service provider for the duration of the contract in order to develop the service through innovative practices, implementation of best practices and in accordance with the need to provide a flexible service which seeks to deliver the best solution for the service user and which is affordable to the council. There may be changes in scope

possibly reflecting budget cuts and there may be reductions or increases in scope depending upon demographics.

- 5.2 Changes in practice and procedure arising out of the collaborative working procedures or changes in best practice, technology or in legislative requirements shall be implemented through a contract variation which may also result in changes to price, monitoring measures such as key performance indicators and outputs.
- 5.3 The service provider will be expected to be flexible and the council reserves the right to work with the service provider to review, develop and change the service over time in line with changing needs, demographics and emerging good practice.
- 5.4 The specification may be reviewed to ensure that the service provider meets local needs. A review can be triggered by either the provider or the council, although the decision to implement any changes rests at the sole discretion of the Council.

