

Appendix A

Service Specification for Gloucestershire County Home Improvement Agency

1. Introduction

- 1.1 This specification describes the service specific requirements for the provision and delivery of a home improvement agency service across the Gloucestershire County area. The individual elements that will comprise the service are detailed in Schedule A. General Contract Terms and Conditions covering purchaser and provider responsibilities (statutory & contractual) will be dealt with by Gloucestershire County Council in their capacity as the Contract Lead for the joint procurement exercise. This service specification will form part of the wider contract documentation.
- 1.2 The service is being jointly procured by a partnership of the Gloucestershire Primary Care Trust (PCT), Gloucestershire County Council, and the six District Councils, namely:-
- Cheltenham
 - Cotswold
 - Forest of Dean
 - Gloucester
 - Stroud
 - Tewkesbury

The terms and conditions concerning the liabilities of each of the participating partners in the joint procurement exercise are set out in a separate partnering agreement.

2. Service Aim

- 2.1 The procurement of HIA services is a part of Gloucestershire's commitments under the 'Putting People First' Concordat, signed by Gloucestershire's Director of Adult Social Care in December 2007 to incentivise and stimulate quality service provision, support the third sector and work jointly with the PCT. Furthermore it is in line with a commissioning strategy that seeks to maximise choice and control for people and balance investment in prevention with support for those with high level complex need.
- 2.2 The principle aim of the home improvement agency service is to enable those vulnerable people in need of support, to maintain their independence, health and well-being in their chosen home for the foreseeable future. This may include older people, people on low incomes, disabled people and other vulnerable groups determined by local circumstances.
- 2.3 Outcomes will normally be achieved by supporting individuals throughout the repair, adaptation or improvement of their home, so that they are able to remain there in a warm, safe and secure environment. This could include the direct provision of repair and maintenance services, accident prevention or crisis avoidance measures, information on accessing appropriate, including private, finance, welfare benefit advice, and signposting to other local services.

- 2.4 The overriding purpose is to provide assistance in making choices about the home environment. The service will include the co-ordination of some services provided by other agencies. Referrals to the service may be received from statutory, community or voluntary organisations, and those working for them, or from individuals or their carers.
- 2.5 Specifically these services will contribute to meeting the priorities and targets agreed between Gloucestershire's strategic partnership and the Government Office for the South West to:
- increase the number of people supported to live independently through Social Services (NI 136)
 - increase the extent to which older people receive the support they need to live independently at home (NI139)
 - increase the number of carers receiving needs assessment or review, a specific carer's service or advice and information (NI135)
 - raise the percentage of vulnerable people achieving independent living (NI141)
 - Reduce the number of people aged 75 or over admitted to hospital with fractured femur (L18)
 - increase the overall/general satisfaction in the local area (NI5) and specifically to increase overall general satisfaction with the local area in the most deprived Areas (LI22)
 - contribute to the number of measures (cavity wall, loft insulation and central heating) installed via Gloucestershire Warm and Well scheme
- 2.6 The aim is to provide fair and equitable services to people of all tenures, although eligibility for actual services may vary.

3. Objectives

- 3.1 The home improvement agency specification has been drawn up to meet a range of objectives arising from the shared strategic vision of the partnership that will jointly procure this service. These include:-
- To enable those in need of support to maintain their independence, health and well-being in their chosen home for the foreseeable future.
 - To help increase the number of people successfully discharged from hospital to their own home.
 - To help reduce the number of people entering more institutional forms of care.
 - To help reduce the number of emergencies amongst people living independently that might result in more intensive services being required.

- To help increase the number of people live with dignity in their chosen environment, which is made safe and secure.
- To extend the healthy life expectancy of older people by improving the quality of homes in order to reduce fuel poverty, prevent ill health, falls and other accidents.
- To help tackle some of the causes of ill health associated with living in poorly insulated homes and reduce excess winter deaths.
- To help reduce the number of non-decent homes across the County and to tackle incidences of Category 1&2 hazards, as defined by the Housing Health and Safety Rating system.
- To help eradicate fuel poverty amongst vulnerable households and reduce fuel costs for poor households.
- To help people access and secure unclaimed benefits and a range of community based services that help them to remain at home.

4. Service Values and Principles

4.1 The following service values will underpin all activities undertaken by the service provider:

- service users should retain the greatest possible control over their lives.
- service users should be treated with courtesy, respect and dignity.
- service users should be personally involved in any decision making process that impact on their lives.
- service users' views will be sought on the quality of the service provided.
- The diverse needs of service users will be recognised.

4.2 The following principles will be observed by the service provider in delivering the contract:

- The service provider will adopt a person-centred approach.
- The service provider will act only on the authority of the service user or their nominated representative; including the delegation of work to third parties.
- The service provider will supply sufficient information to enable the service user to make informed choices. It will advise the service user in advance of any financial contribution they may be required to make, and keep the

service user informed of progress at each appropriate stage of any project/job, together with details of any costs.

5. Service Description

- 5.1 The home improvement agency service will encompass a number of service elements providing maximum opportunity for the delivery of positive outcomes for service users.
- 5.2 Each of the five service elements – support for choice, repairs and improvements, major adaptations, handyperson services, and connecting with health, is fully described in Schedule A below.
- 5.3 The service provider will develop and maintain a list of approved contractors in accordance with a jointly agreed approval process. This may include involvement with initiatives such as ‘Construction Line’.

6. Area

- 6.1 The area for the service will be within the boundary of Gloucestershire.

7. Availability

- 7.1 The service will operate from Monday to Friday between the hours of 9.00 am and 5.00 pm, excluding Bank Holidays. This is not an emergency response service and there is no requirement for the service provider to respond out of hours. The service should be accessible in a variety of ways, including by telephone, letter, fax, e-mail or a dedicated website/page.
- 7.2 The service provider will maintain a physical point of access for service users in each of the six Districts of the County.
- 7.3 The service provider will arrange for an interpreter where necessary to ensure those who do not speak English can access services.
- 7.4 The service provider will regularly promote the availability of the HIA service across the County, by all appropriate means, so that all sections of the local population have an equal chance of accessing the service when they need it.
- 7.5 The service will be monitored to measure its success in reaching its target groups, as determined by eligibility for the service elements.

8. Staffing

- 8.1 The service provider must provide adequate staffing and related support services to deliver the requirements of each of the service elements and to maintain effective business operations. This will include skills and expertise in project management, case management, technical advice, Handyperson capability, and administrative support.

- 8.2 The service provider must comply with all statutory obligations relating to the recruitment, retention and employment of staff as outlined in the Contract General Terms and Conditions, including adult and child protection, criminal record checks, health & safety at work, and a fair staff recruitment and selection policy.

9. Service Outputs & Performance Targets

- 9.1 As well as contributing towards the high level outcomes described above, the service provider will be expected to meet a number of targets relating to defined outputs. Response targets are set out in each of the service elements, and the minimum number of outputs (where known) is given for in Schedule B.
- 9.2 The service provider will be expected to use staff resources flexibly to respond to peaks and troughs in demand across the County.
- 9.3 The service provider will regularly and routinely provide reporting information to the service purchaser, at a District level where required.
- 9.4 The service provider and the service purchaser will monitor the demand for each service element in accordance with the arrangements set out in 12) below.
- 9.5 In the event that it becomes evident that demand for any service element is likely to exceed or fail to reach the anticipated targets, the service provider and the service purchaser shall meet to agree a strategy for managing or stimulating demand.

10. Case Records

- 10.1 The service provider will maintain comprehensive records of all enquiries and cases, including contracts with, or made on behalf of, service users. Copies of all correspondence and documents will be kept for a minimum of six years.
- 10.2 The service provider will keep detailed records of the process followed in each case, which will be made available upon request by the service purchaser. The use of an electronic management information system such as 'FEMIS', Swift, Flare, Atlas or similar, is required with the ability to routinely provide a range of reports to the service purchaser.

11. Service User Satisfaction

- 11.1 As well as operating a system to deal with complaints as required under the Contract General Terms and Conditions, the service provider shall also seek feedback from service users on their satisfaction with the service received.
- 11.2 On completion of any case, the service provider will send to the service user a satisfaction questionnaire. The format of the questionnaire shall be agreed with the service purchaser.

11.3 A return rate of at least 30% for feedback forms, and a 'very good' or 'excellent' satisfaction rating in at least 95% of cases will be required.

12. Quality and Monitoring

12.1 The service provider shall meet the service quality standards in the Contract General Terms and Conditions. The service provider will maintain systems for assuring quality based upon the principles of:

- best value and continuous improvement, and,
- self assessment - ensuring that day to day responsibility for the quality of the service is managed primarily by the service provider.

12.2 The service provider will meet the requirements of the Supporting People HIA Quality Assurance Framework and the Supporting People Outcomes Framework.

12.3 In addition to meeting quality standards, other monitoring arrangements will be required to cover not only routine matters such as the reporting of performance against targets, service user satisfaction, etc, but also more strategic issues such as service development, and engagement with local commissioners, service users and their representatives, etc.

12.4 The service provider will facilitate, and report to, a county advisory committee established with appropriate terms of reference to encompass:

- A broad membership that embraces Service User representatives plus statutory, voluntary and community groups with an interest in the needs of older and disabled people;
- A reporting framework that enables the committee to monitor the effectiveness of the services provided;
- Mechanisms to provide feedback on the services delivered, with a minimum requirement of quarterly meetings, with agreed partners.

12.5 The county advisory committee will work towards the development of an equitable service across each of the six Districts within Gloucestershire for the benefit of all sections of the local community, and protect the investment of all the funding partners.

12.6 In addition to the county advisory committee, the service provider shall meet routinely with stakeholders in housing, health and social care in order to report outcomes and to discuss other matters relating to service delivery.

13. Contract Review and Development

- 13.1 The contract will be reviewed in accordance with the Contract General Terms and Conditions.
- 13.2 Nothing in this contract restricts the service provider from developing new services for service users within the County. However, the provider must not act in any way that would prejudice the reasonable and legitimate interests of the partners.
- 13.3 During the period of the contract the service purchaser and the service provider will work together to re-shape the service portfolio in response to emerging and identified local needs. Any changes to services or how they are developed will be negotiated between the parties.
- 13.4 One of the major drivers shaping public policy currently is the fact that Britain is an ageing society, and the so called 'demographic time bomb'. It is generally acknowledged that public resources will never be adequate to meet all of the needs and aspirations of our ageing society as we move into the next period.
- 13.5 The challenge for the partnership, and for the HIA service provider, will be to work together to develop a delivery model that is sustainable. This is likely to be based on a 'retail model' where the customer, or service user, is the commissioner of the service, and any public subsidy is provided to the individual to allow them to buy the service direct.
- 13.6 The partnership wish to use the period of the contract to develop such a model which is hoped will become a successful local social enterprise.

SCHEDULE A:

Service Element 1 – Support for Choice

1. Service Description:

- 1.1. A key element of the home improvement agency service is to provide support to vulnerable individuals in making choices about their home, and in particular it's continuing suitability for their needs. This may include repairs, adaptations, improvements, energy efficiency, security, and freedom from hazards likely to be injurious to their health. On occasions this will mean providing support in moving to other, more suitable accommodation.
- 1.2. The service provider will help service users navigate their way through what may seem a bewildering landscape of fragmented local or other services. The service provider will work with vulnerable householders in identifying options to achieve their desired outcome whilst maintaining their choice, and control, at each stage.
- 1.3. In order to provide the widest range of options for service users the HIA service provider must develop and maintain a comprehensive knowledge of other local, regional and national organisations and services (public, private, or third sector) available to assist in achieving the desired outcome for clients, and develop robust referral mechanisms with those agencies. This will include the development of appropriate protocols regarding the sharing of information, as in the Common Assessment Framework, and joint working.
- 1.4. Support to service users will be provided at a number of different levels, dependent upon their needs and wishes, including:-
 - Information,
 - Advice and low level advocacy (including form filling and legal entitlements),
 - Signposting and referral to other providers,
 - Service co-ordination (where several agencies are involved in delivering the required outcome)
 - Service delivery (the direct provision of other service elements)
 - Advocacy and close support
- 1.5. At the outset of the process, the service provider will give information about availability of the HIA service, eligibility criteria, any charges for the service, and what an eligible service user can expect from the service. The service provider will ensure that where any referral is from a source other than the service user that they are given full details. The Agency will obtain the service user's written authorisation to act on his or her behalf.
- 1.6. The service provider will undertake a home visit where appropriate. This is to gather financial and personal information to advise the client of the range of available options, and to agree an appropriate course of action,

including possible sources of funding. Where appropriate or where requested to do so by the service user, the service provider will act on their behalf to ensure that the client receives any state or other benefits (e.g. annuities, grants) to which they may be entitled, in order to maximise income.

2 Eligibility:

2.1 This service element will be available to anyone in respect of a member of any of the following groups (resident within Gloucestershire), regardless of their financial status or their tenure, i.e. whether they own their own home or live in any form of rented accommodation;

- Vulnerable individuals and families
- Disabled people including children with special needs
- People with mental health needs and/or learning disability
- Frail and/or older people
- Carers

3 Cost to service user:

3.1 Support for Choice to the service user by the service provider will be funded through this agreement. No charges will be made to service users for this service element.

4 Referral Arrangements and Response Times:

4.1 Support for Choice is an open-access service element subject to eligibility.

4.2 90% of enquiries will be responded to within two working days.

4.3 100% of enquiries will be responded to within five working days.

4.4 100% of assessment 'home' visits will be undertaken within fifteen working days of the initial enquiry.

Service Element 2 – Repairs & Improvements:

1. Service Description:

1.1. A second key element of the HIA service is to support the service user through any programme of major repair or improvement to their property. By this we mean anything other than a minor ‘Handyperson’ job (see below). There are two important aspects to this service element, both of which the service provider must deliver for service users.

1.2. Practical support:

1.2.1. The Service Provider will assist service users to identify and undertake any necessary repairs and improvements to their property, including comprehensive and competent technical support able to supervise the project. Some of the major tasks to be undertaken to include:

- Arrange a visit to the service user’s property in order to assess the need for repairs or improvements;
- Agree with the service user what repairs or improvements are necessary;
- Obtain any necessary permissions prior to works on site commencing, including preparation and submission of any forms, plans, drawings, and other relevant documents on behalf of the service user.
- Maintain a list of contractors whose references have been sought, and select contractors as appropriate to the needs of the service user and the requirements of the project;
- Obtain estimates for the work and agree with the service user which contractor to engage and put in place the necessary contract arrangements;
- Support in making alternative living arrangements when works in progress where necessary, and maintenance of services where service user remains in situ;
- Ensure that all works are undertaken in accordance with health and safety and other construction industry legislation, guidance, national standards and technical specifications;
- Keep service users informed of progress;
- Ensure that all work progresses, and is completed, satisfactorily. This will involve carrying out of site visits and inspection of works;
- Ensure that adequate variation and defect procedures are in place to ensure the satisfactory conclusion of works;
- Assist the resolution of any disputes that may occur between service user and contractor;
- Obtain any certificates and guarantees provided in association with the works (e.g. damp-proofing, timber treatment, gas, electrical or glazing installation) and provide to the service user

copies of permissions, guarantees, etc, on conclusion of the project.

1.3. Funding:

1.3.1. To identify and access funding (including research and completion of application forms) for the works required to meet the desired outcome. In delivering this element the service provider will need to consider any or all of the following:-

- Availability of grants from statutory bodies;
- Releasing equity and accessing loans;
- Obtaining independent financial advice;
- Accessing charitable funding;
- Benefit entitlement;
- Insurance claims;
- Service user savings or family contributions.

1.3.2. The HIA and its staff should have a robust understanding of the effect that certain options may have on benefit entitlement, and be able to advise service users prior to any final choice being made.

1.3.3. The service provider will consider the funding of each project on its merits and use its best endeavours to obtain the optimum arrangement for the service user bearing in mind their financial circumstances and reasonable wishes.

1.3.4. In particular the service provider will work with the local housing authority in delivering its housing renewal programme, and with any appointed loans intermediary in developing and delivering local products that are suitable for vulnerable people. This will necessitate the development of shared protocols and working practices in order to ensure satisfactory outcomes for the service user, the funding agency, and the service provider.

2. Eligibility:

2.1. Support in delivering major works of repairs or improvement shall be available to any of the following living in the privately owned sector:

- People aged over 60.
- Others in receipt of a means tested benefit

Priority will be given to those at greatest risk or deemed most vulnerable. Those living in the public and private rented sectors should expect repairs and improvements to be undertaken by their landlord.

3. Cost to service user:

3.1. Support to establish the work required by the service user and to determine the means of funding the works ('casework') will be regarded as providing 'Support for Choice' and will be funded through this Agreement.

3.2. The cost of the practical support ('technical support') must be recovered by the service provider from fees charged for the service either directly to the service user, or to a third party, e.g. the local housing authority in the

case of a grant being awarded to the service user. If the service user is making application for local housing authority grant assistance, the cost to the service user will be their calculated affordable contribution under any test of resources. If there is a shortfall in funding, the service provider may seek other sources of funds in collaboration with the service user.

4. Referral Arrangements and Response Times:

- 4.1. This element of the service is an open-access service element for those who meet the eligibility criteria.
- 4.2. 90% of enquiries will be responded to within two working days.
- 4.3. 100% of enquiries will be responded to within five working days.
- 4.4. 100% of assessment 'home' visits will be undertaken within fifteen working days of the initial enquiry.
- 4.5. Response times for grant-aided works will be determined by a shared protocol to be agreed between the service provider and the local District partners.

Service Element 3 – Major Adaptations:

1. Service Description:

- 1.1. The provision of major adaptations to the home through public funding, and in particular the Disabled Facilities Grant (DFG), can be an overwhelming experience for vulnerable people who are often too ill, isolated, or distressed to cope with what remains a complex process.
- 1.2. This service element which for the most part in its practical application demands from the service provider the same support structure as works of repair and improvement, detailed above, is targeted at a very specific client group (see eligibility below).
- 1.3. Casework support for this service element will often require the service provider to secure 'top up' funds in addition to the support given for repair or improvement works. That is, the difference between the cost of the work and the funds available through the DFG, either due to the service user's assessed contribution to the grant, the cost of the works exceeding the grant limit, or the inclusion of work in the project that are ineligible for grant aid.
- 1.4. The technical support requirement differs only in so much as the service provider shall provide advice to Occupational Therapists (OTs), when asked, regarding the feasibility of the proposed adaptation.
- 1.5. The review of the DFG system highlighted the need for flexibility and speed in the provision of adaptations for service users, and the wish that major adaptation services be better integrated with other services capable of delivering smaller, more timely, interventions for clients. Other service elements within this specification have been included to encourage this to happen within Gloucestershire.
- 1.6. The service provider must work closely with all those involved including the service user, OTs, social care professionals, housing officers, contractors and others to ensure the most efficient and effective process for what, in the specific case of a major adaptation, will be a pre-determined outcome. The service provider will develop shared protocols and working arrangements, and share monitoring information with other stakeholders.

2. Eligibility:

- 2.1. Support for major adaptations will be available to disabled individuals as defined by the Housing Grants, Construction and Regeneration Act 1996, who have been assessed by an Occupational Therapist and for whom a Statement of Need has been produced, and who need support to complete the adaptations. Priority will have been determined prior to the case having been referred to the service provider.

3. Cost to service user:

- 3.1. Casework support for major adaptations by the service provider will be funded through the contract. The cost of the 'technical support' service must

be recovered by the service provider from fees charged to the local housing authority or other appropriate body. The cost to the service user will be restricted to their calculated contribution under any test of resources.

4. Referral Arrangements and Response Times:

4.1. Referrals for this service will come directly from health, social care, or housing professionals engaged in the DFG process.

4.2. Response times will be detailed in a shared protocol developed alongside major stakeholders.

Service Element 4 – Handyperson Service

1. Service Description:

1.1. 'Handyperson services' is the term used here to describe a collection of directly provided services that include anything other than major works of repair or improvement, or major adaptations. Thus a number of services providing smaller, timely interventions aimed at reducing accidents, falls, and unnecessary hospital admissions; delivering community safety targets; and promoting confidence, trust and therefore independence in vulnerable householders, are grouped together under one service element with the objective of encouraging their integrated delivery.

1.2. In particular the service provider will deliver Handyperson services under the following headings;

- Small repairs service,
- Minor adaptations, community equipment, and telecare service,
- Gardening service.

1.3. The specific arrangements relating to each of the three facets of the 'Handyperson Service' are described below.

2. Small repairs service

2.1. The service will operate to carry out minor repairs and household tasks, not the responsibility of any landlord, to an upper time limit of four hours per job excluding travel time (a job may include a varying number of tasks), and may include the following tasks:

Electrical Work

- Replacing light bulbs
- Replacing fuses and plugs
- Fitting doorbells

Drainage

- Unblocking sinks
- Cleaning blocked gullies and gutters

General household assistance

- Putting up curtains
- Removal of floor coverings
- Moving small furniture
- Putting up shelves and pictures
- Replacing small window panes
- Repairing small areas of rotten wood
- Tiling small area
- Re-hanging doors
- Repairing small areas of fencing and/or garden gates

Plumbing

- Replacing broken WC seats
- Renewing bath sealant
- Small repairs to leaking pipes
- Changing tap washers, cistern washers, ball valves

Community Safety

- Fitting door chains, locks and spy holes
- Fitting security lights
- Fitting smoke alarms
- Fitting stair gates, cooker guards, fire guards.

Plus any other tasks that are agreed as appropriate by the service provider.

3. Eligibility:

3.1. Small repairs services will be provided to the following:

- Older people
- Registered disabled
- Other vulnerable people identified by the Police and other agencies as at risk of property-related crime (for example burglaries, bogus callers, domestic violence or hate crime)
- Families on low incomes with children under 5 in the home;

3.2. Eligibility for this service element is not dependant on 'Fair Access to Care' (FACs) criteria as this is a preventative service. Those living in any tenure of accommodation are eligible for the small repairs service.

4. Cost to service user:

4.1. The administration and delivery of the small repairs service by the service provider will be funded through the Contract. However the service provider will agree with the service purchaser an appropriate hourly rate to be charged to the service user plus the cost of any materials used.

4.2. Works referred to the service provider by health and social services staff as necessary to facilitate timely hospital discharge within an agreed referral protocol will be free to the service user (both for the cost of materials used and for the cost of labour). Costs associated with the provision of this service element in these circumstances will be included in the Price.

4.3. The service provider and the service purchaser will review the charging policy at least annually in order to monitor the cost of the service.

5. Referral arrangements and response times:

5.1. This element of the service is an open-access service element for those who meet the eligibility criteria.

5.2. 90% of enquiries will be responded to within five working days.

5.3. 100% of enquiries will be responded to within ten working days.

6. Minor Adaptations, community equipment, and telecare service.

6.1. There are concerns that provision of equipment and adaptation fitting services is variable across the County, presenting an unequal picture in terms of user access, assessment and waiting times.

6.2. The Gloucestershire rapid adaptations fitting and technical services (GRAFTS) review of 2003, revised in 2006, highlighted the range of pathways within the County that vulnerable individuals have to navigate in order to adapt their home environment in relatively small ways. The review sought to rationalise the existing arrangements and to develop a more coordinated model of delivery.

6.3. The service provider will understand the changing face of social and health care which seeks to offer more personalised services, choice, and individualised solutions through the use of direct payments or individual budgets. This will include arrangements like the Single Assessment Process (SAP), and the Common Assessment Framework (CAF).

6.4. Service delivery will be modelled on the Trusted Assessor Competency framework that seeks to assess those fitting equipment, or carrying out minor adaptations according to a nationally agreed set of skills and competencies. The framework is now supported by an accredited training and assessment programme that ensures consistency of approach. The Trusted Assessor Competency framework will be used as the quality standard for staff engaged in this element of service delivery.

6.5. The primary aims for this service element are:

- To provide a single route for the provision of equipment and minor adaptations within agreed parameters.
- To extend the scope of work undertaken through the 'Fast Track' scheme
- To provide a service capable of responding to differing need and deliver a rapid or very rapid response where this is requested.
- To receive referrals from Customer Support Officers who will have undertaken an initial assessment of an individual, and are requesting a home based assessment, which will identify a safe and suitable solution for them, and any carer who is supporting them.
- To receive referrals from professionals who have completed an assessment of the service user's needs and require the provision and installation of equipment.
- To supply the service in a cost efficient way, minimising numbers of visits, providing equipment and minor adaptations in one visit wherever possible.

- To consider the skill mix and skill set required to deliver this contract element, and to ensure the aims above are delivered in an efficient, safe and innovative way.

6.6. In general the service provider will deliver an assessment, demonstration, and installation service for straightforward equipment and minor adaptations, where an initial 'screening' assessment has already been undertaken by Adult Social Care (ASC) or the Primary Care Trust (PCT). In addition the service provider may identify any additional needs through discussions with the service user at the time of any visit and supply, fit and fix additional equipment and/or minor adaptations within given prescribing thresholds.

6.7. A shared protocol will be developed between ASC, the PCT and the service provider to cover detailed arrangements relating to all aspects of this service.

6.8. The Service will provide the delivery of straight forward equipment and minor adaptations which aim to address key activities of daily living, including but not limited to:

- Bathing;
- Cooking;
- Toileting;
- Transfers to include bed, chair and toilets.
- Mobility problems; and
- Access including steps, stairs and thresholds

6.9. The service provider shall not be delivering the service in its entirety across the County from the commencement date of the Contract, as a phased implementation process will be adopted to enable the transition of services from previous providers and establish the new framework for the service.

7. Eligibility.

7.1. Eligibility for this element of the Handyperson service will largely be determined by FACs, other than in cases where the work may be an alternative solution to a more major adaptation

8. Cost to the service user.

8.1. This element of the service will be funded through the contract and there will be no cost to the service user.

9. Referral arrangements and response times.

9.1. All referrals will be made directly to the service from ASC and the PCT (by secure electronic means).

9.2. ASC/PCT will assign the referral to the service provider when the initial 'screening' assessment has been completed and FACs eligibility of the service user determined.

9.3. 95% of assessment and provision completed within 7 working days from the date of receipt of the Assessment Form from ASC/PCT, or the date where the additional need is identified, and

9.4. 100% of assessments and provision completed within 15 working days from the date of receipt of the Assessment Form.

10. Gardening service.

10.1. The gardening service shall be available within the Cotswold and Stroud Districts only.

10.2. The aim of the service is to provide a basic level of garden maintenance for those who are unable because of age, infirmity, illness or physical disability, to safely maintain their garden. It might include grass cutting, hedge trimming, pruning, edging and limited fencing repairs.

10.3. The primary objectives of the service are to reduce the occurrence of accidents in the garden, to remove the likelihood of overgrown gardens attracting unwanted attention from burglars or other criminals, and to maintain the independence of the service user.

10.4. Operation of the gardening service is via a voucher scheme in Stroud and at a subsidised rate within Cotswold. Delivery arrangements also vary, and the number of outputs per District is given in Schedule B.

11. Eligibility

11.1 Eligibility for both areas is restricted to older people, those who are registered disabled, those referred by the police and other agencies as vulnerable to property related crime, and tenants of certain Housing Association properties.

12. Cost to the service user

12.1. Funding arrangements and therefore charges for the gardening services are particular to the two local Districts. Further details will be available in the tender information pack.

13. Referral arrangements and response times

13.1. This element of the service is an open-access service element for those who meet the eligibility criteria and who live within the Cotswold or Stroud Districts.

13.2. 90% of enquiries will be responded to within five working days.

13.3. 100% of enquiries will be responded to within ten working days.

Service Element 5 – Connecting with Health:

1. Service Description:

- 1.1. Much has been made of the need for local services to be better integrated in order to provide seamless services for clients. In particular Health, housing and social care are being encouraged from the very highest level to work more closely together, to pool funding, and work towards shared outcomes.
- 1.2. A common language is beginning to develop between the various professionals involved, and the recently introduced Housing Health and Safety Rating Scheme provides a good example. The system concentrates the efforts of housing professionals not on building defects in isolation, but on the **effect** that any defect might have on a potential occupant. Thus the top priorities for intervention are hazards relating to falls and excessive cold. Housing resources are consequently being targeted at eliminating those hazards, particularly for vulnerable groups.
- 1.3. Immediately health professionals can recognise the relevance of the system and will share the same priorities. Work being done outside the health sector will have a direct bearing on helping to reduce pressures on targets and budgets within the health sector. Health may therefore be increasingly minded to invest in such services in the future.
- 1.4. This service element seeks to develop that interaction within Gloucestershire, and to further the aims of work being done elsewhere, notably through the local area agreement.
- 1.5. A particular priority for health and social care is the prevention of unnecessary hospital admissions, and the early transfer of patients out of a hospital setting. Thus projects have developed, often referred to as 'Hospital Discharge schemes'. Rather than set up a separate project or scheme in Gloucestershire, the objective here is to look at prioritising the broad range of services grouped under this agreement to achieve the desired outcome.
- 1.6. The service provider will actively engage with current referral pathways including In Reach Teams, Village and Community Agents and JSNA predictive needs modelling to provide casework and minor works support that further this priority.
- 1.7. The service provider will establish and maintain links to community and health services through an active programme of 'Healthy Homes, Healthy Lives' training for community and health staff, and will agree a home safety assessment checklist, to be jointly used, for those assessed as at low or medium risk of falling and excluded from other services due to FACs criteria.

2. Eligibility:

- 2.1. Those who are in hospital and needing to return home who are unable to for the want of any intervention or service contained within the specification, or who need works urgently to avoid the need for admission to hospital
- 2.2. Those who are at risk of falling or other home accidents, but who may not be eligible for services under current FACS criteria

3. Cost to the service user:

- 3.1. Any cost to service users will be the same as detailed in the several service elements above.

4. Referral arrangements and response times:

- 4.1. Referral arrangements for each of the service elements in this contract are detailed in the appropriate section.
- 4.2. Referrals from hospital OTs and other related health professionals will be given the utmost priority.
- 4.3. Engagement with current and future pathways will be demonstrated by the development of response times and protocols with the referring health or community agencies.

SCHEDULE B: Service Outputs: - (based on 08/09 figures where known)

Output activity	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	TOTAL
Number of enquiries	2117	997	610	2201	4035	1243	11,203
Repairs & Improvements (Jobs completed & value of work)	£67,642	33 £181,159				5 £44,949	38 £293,750
Major Adaptations (Jobs completed & value of work)	84 £999,771	34 £351,542				45 £365,626	163 £1,716,939
Handyperson Jobs completed	1056	778	404	1360	6902	962	11,462
Minor adapts & equipment jobs (FAST)	247	221	217	593	573	224	2075
Minor adapts & equipment jobs (Non-FAST)	528	351			1332	623	2834
Gardening jobs completed	N/A	1560	N/A	N/A		N/A	1560
Domestic Violence/Sanctuary Scheme (Jobs Completed & value of work)	N/A	11 £11,410	N/A	N/A	N/A	N/A	11 £11,410
Fire Safe Scheme (Jobs Completed & value of work)	N/A	88 £2,772	N/A	N/A	N/A	N/A	88 £2,772

Number of home safety assessments							500
Number of 'Healthy Homes' sessions							25