

**London Borough of Camden**

**(Housing & Adult Social Care)**

**Service Specification**

**HANDYPERSON AND HOME IMPROVEMENT AGENCY SERVICE FOR VULNERABLE, OLDER ADULTS AND CARERS**

**5/10/2015- 31/3/2020**

**CONTENTS**

**SECTION A INTRODUCTION**

1. Purpose, vision and strategic objectives
2. Corporate Plan

2.1 Joint Strategic Needs Assessment

1. Service Values and Principles
2. Service Quality standards

**SECTION B PURPOSE**

1. Service Aims
2. Service Objectives

**SECTION C SERVICE DELIVERY**

1. Eligibility Criteria

7.1 Customer

7.2 Home Safety Assessment

7.3 Rates

7.4 Multi occupancy households

7.5 Tenure

1. Access to the Service
2. Referrals
3. Response to Referrals

10.1 Response to Customers

10.2 Work Record Sheet

1. Funding, Charging, Donations and Other Income Streams
   1. Funding and Charges/Fees
2. Other Charges
3. Donations
4. Hardship Funds
5. Additional Funding Streams

15.1 Business Plan

1. Service Tasks
2. Task Response Time
3. Home Safety Assessment
4. Delivery of the Service
5. Service Outputs
6. Service Targets
7. Customer Involvement
8. Equality and Diversity
9. Environmental Impact and Sustainability
10. Volunteer Expenses
11. Quality Assurance

**SECTION D ORGANISATION AND OPERATIONS**

1. Staffing Issues
2. Workforce Procedures
3. Health and Safety
4. Risk Management
5. Monitoring/Review & Evaluation
6. Contract Compliance
7. Changes to Requirements

**HANDYPERSON SERVICE FOR VULNERABLE, OLDER ADULTS AND CARERS**

**SECTION A: INTRODUCTION**

This document sets out the service being purchased and should be read in conjunction with the terms and conditions section of the contract for the provision of a Handyperson Service for vulnerable, older adults and carers (the Service).

1. **Purpose, Vision & Strategic Objectives**

1.1 This document outlines the Council’s expectation of its providers it engages and works with to deliver a range of non-statutory services for older, vulnerable and unpaid adult carers in the borough. These standards outline a minimum level of achievement that the Council expects of any provider delivering services on it’s behalf.

1.2 By default the Council’s expectation is that providers shall meet all relevant care and service legislation published by Central Government. The provider and Council will work closely along with Customers to improve on these standards and implement any emerging best practice. It should be clearly noted that this document does not outline all legislative standards, frameworks, and policies that are required of a provider.

1.3 Providers are recommended to become familiar with the strategies for all relevant Customers in this contract – older people, disabled vulnerable adults and adult carers, in order to meet the vision and purpose of this service.

1.4 The relevant strategies which guide the values and principles for this service is described below:

**2.0 Corporate Plan**

The Camden Plan sets out the council’s proposals for creating a fairer Camden. We want to make Camden a better borough - a place where everyone has a chance to succeed and nobody gets left behind.

More detailed information can be found here:

<http://www.camden.gov.uk/ccm/navigation/council-and-democracy/camden-plan/>

**2.1 Joint Strategic Needs Assessment (JSNA)**

The JSNA is undertaken in partnership by Camden CCG, Camden Council, and a wide range of stakeholders including the Voluntary and Community sector and Healthwatch representatives.

The JSNA hold local information gathered to identify local priorities and interventions that will achieve better health and wellbeing outcomes for Camden residents.

<http://www.camden.gov.uk/ccm/navigation/social-care-and-health/health-in-camden/health-decision-making/joint-strategic-needs-assessment/>

**3.0 SERVICE VALUES AND PRINCIPLES**

3.1 The service shall be provided in a non-discriminatory flexible manner and the service provider shall be sensitive to the specific needs of the individual Customers.

3.2 The provider will ensure that the service is provided at all times in accordance with the care principles, values and standards referred to in this document, other requirements within the contract and all relevant national legislative requirements.

3.3 The Council wishes to work in partnership with providers in delivering high quality services to its Customers. By signing up to a partnership approach the Council and service providers are making a commitment to:

* Share key objectives
* Communicate with each other clearly and regularly, sharing relevant information, expertise and plans to avoid duplication wherever possible
* Monitor the performance of all parties
* Seek to avoid conflicts but, where they arise, to resolve them quickly at a local level wherever possible
* Seek continuous improvement by working together to get the most out of the resources available
* Share the potential risks involved in service developments
* Promote the partnership approach at all levels in the organisations
* Have a contract that is flexible enough to reflect changing needs, priorities and lessons learnt, and which encourages Customer participation

3.4 **Core Principles:**

The provider will adhere to the following set of principles in all contact with Customer, their carers, family and friends:

* Is person centred and highly responsive to individual need and promotes empowerment through choice and independence
* Ensures equity of service access for all eligible Customers irrespective of gender, ethnicity, religion, sexuality, disability or age and any other protected characteristics as defined in the Equality Act 2010
* Respects individual dignity, diversity and privacy whilst working in a supportive, safe, courteous and respectful manner
* Is provided in a safe environment undertaking all necessary assessments
* Recognises Customer ’ strengths and abilities as well as their needs
* Promotes active consultation and partnerships with Customers and carers including seeking their views to improve the service
* Actively supports Customers’ engagement with mainstream services and their social inclusion
* Work closely with the Customers to empower them to explore a range of solutions in a logical, practical and suitable way
* Provide an efficient, reliable, professional service in a friendly, respectful, competent, safe, tidy manner
* Respects the confidentiality of information about Customers and consults with them about information that may need to be shared with other agencies
* Transparency in charges: Customers will be informed of the rates and to which rate applies and why and the financial contribution they would be required to make as well as explaining what this money will pay for.
* The provider will accept a duty of public care towards the client
* To maximise value for money in terms of the impact for the client and the council
* To provide timely and correct advice and information and signpost onto appropriate specialist support services so that Customers are able to make informed decisions on their housing, welfare, health, safety etc.

3.5 The Council is keen to support the providers to achieve the aspirations in this specification and providers are expected to work in partnership to find ways to deliver the specified outcomes. We welcome innovative approaches that add value and improve the quality of Carers’ lives.

3.6 All contracted and sub-contracted services are expected to adopt and work within these values and principles and have the appropriate skills to carry out these tasks.

4.0 SERVICE QUALITY STANDARDS

4.1 Tasks are performed at times agreed with the Customer, and they reserve the right to determine what takes place in their own home.

4.2 There is respect for the Customer’s wishes with regard to work being carried out where this does not pose a risk to either the Customer or worker in any way

4.3 The Customer’s right to refuse help and accept a risk as a result is respected (following an appropriate risk assessment).

4.4 The worker must address the Customer by the Customer’s preferred name and/or title.

4.5 The provider to confirm Customer satisfaction on completion of tasks.

4.6 Respect for the individual is demonstrated in the way the service is delivered and the Customer has confidence in and trusts the worker.

4.7 Personal information about the Customer, held by the service provider remains confidential, except where significant risk requires that data is shared with identified statutory authorities, in line with the formal data sharing agreement.

4.8 The Customer’s social, cultural, religious and language requirements and preferences are respected.

4.9 The way that the worker delivers the service demonstrates an understanding of a Customer’s particular difficulties, e.g. with hearing, vision, learning/ physical disability, mental health needs, caring role and communication.

4.10 Respect for the Customer’s home environment is demonstrated e.g. by minimal disturbance of the Customer’s environment. Customers’ homes should be left clean and tidy after every task.

4.11 Money is handled by the worker only on the Customers/Carers instructions and careful recording of all transactions.

**SECTION B: PURPOSE OF SERVICE**

**5.0 SERVICE AIMS**The handyperson service is a preventative service that aims to demonstrate positive impacts on people’s health and well-being, quality of life, maintaining a sense of well-being and safety and security. The service will reduce risks to people’s independence, preventing them from having to access more expensive and less independent forms of residential accommodation/ hospitals. It also helps to support unpaid carers to maintain their caring role. The home improvement agency (HIA) service will provide information and advice around a wide range of issues and will enable residents to have support with home adaptations including those which enable independent living and the ability to live in a safe, warm environment.

**6.0 SERVICE OBJECTIVES**

6.1 The service aims to provide quick and effective solutions to a wide range of practical tasks and problems within peoples’ homes. This includes basic repairs, jobs, improvements, maintenance or minor/major adaptations, respond to urgent matters/problems e.g. temporary heating solutions and equally as important, provide support, advice, information, guidance and signposting to other support services to enable people to:

* Maintain their independence in their own homes
* Have access to a single point of contact and co-ordination of services supporting home improvement for vulnerable people, older adults and carers
* Improve their quality of life, health and well-being
* Live in a warm, weather tight, safe and secure home
* Improve their quality of life by reducing crime and fear of crime
* Prevent accidents and illness which could result in admission to hospital
* Facilitate early discharge from hospital for in-patients and prevent readmission
* Access timely and correct information and advice service which signposts Customers to other services which furthers there aims
* Support carers to maintain their caring role
* Have access to an income maximisation service to ensure vulnerable groups are receiving benefits to which they are entitled and assess financial contribution linked to Financial Assessment Team for verification of benefits where appropriate.

**SECTION C: SERVICE DESCRIPTION / DELIVERY**

**7.0 ELIGIBILITY CRITERIA**

**7.1** **Customers**

The service will provide flexible and responsive handy person services to users who:

* Live in the London Borough of Camden **and**
* Adults who have a chronic illness
* Adults who are aged over 65
* Adults who have a disability or have a sensory impairment, which restricts their functioning on a day-to-day basis
* People who are prone to falling or who are at high risk of falling
* People reaching the threshold for or are registered disabled, including those with mental health conditions
* A carer\*

\*Carers must be an adult caring for another adult otherwise they must be referred over to children’s services

**7.1.1 Occupational Therapist**

Customers who are eligible for free occupational therapy (OT) support should be referred onto the Access Team for an assessment:

<http://www.camden.gov.uk/ccm/content/contacts/council-contacts/social-care-and-health/contact-the-occupational-therapy-team/>

**7.2** **Home Safety Assessment (HSA)**

In order to access this subsidised service all Customers need to be offered and encouraged to have a free home safety assessment. See clause 18 for more information.

**7.3 Rates**

The Handyperson service will be charged at two rates as described in clause 11.0

**7.4 Multiple occupancy households where there are a mix of income levels** Within a household, those who meet the eligibility criteria may access this service. All works that relate directly to reducing the risk to the eligible individual and the impact it has on their day to day activity will be provided at the subsidised rate. This will need to be determined by the handyperson/caseworker at the time of the home safety assessment. Other works which will directly benefit the rest of the ineligible household cannot be provided at the subsidised rate.

**7.5 Tenure**

7.5.1 All tenure are eligible to access this service **except** where items are the responsibility of Local Authority and RSL Landlords or private landlords; all of which are **excluded** from this service.

7.5.2 Service providers are expected to develop a detailed knowledge of in-house handyperson provision already provided by social landlords, in all cases these options should be explored first for Customers requiring handyperson services.

7.5.3 Social and Private Landlord’s permission may be required regarding some works including the fitting of new locks and spy holes, some doors are now PVC coated and some works can void warranties. The responsibility rests with the provider to ensure any necessary permission are obtained.

**8.0 ACCESS TO THE SERVICE**

8.1 The successful tenderer is required to develop a Marketing Plan in order to increase awareness and equity of the service, the range of services available and how to access this service.

8.2 The Marketing Plan must address the method in which the service will be promoted including clear pathways for both Customers and partners and its reach to Customers including BME and other minority groups. It should also promote and be clear about how to apply for hardship funds and how it will work with partner organisations to develop and promote the service and have clear referral pathways for partners, council departments and any other stakeholders.

8.3 Information must be accessible, provided in plain English and in a variety of different formats and languages as requested and should be available throughout the Borough in appropriate agencies and venues. It must be clear in the Marketing Plan how this will be addressed.

8.4 There are a diverse range of languages spoken in Camden, including French, Bengali, Arabic, Polish and Urdu. More details can be found here: <https://www.nomisweb.co.uk/census/2011/DC2104EW/view/1946157246?rows=c_age&cols=mainlangprf11>

8.5 Translations services should be arranged as necessary by the provider as part of this contract.

8.6 Interpreters and signers will be arranged as necessary by the provider as part of this contract. More information on interpreting services in Camden can be found here:

<http://www.camden.gov.uk/ccm/content/contacts/categories/contact-sign-language-interpreters/>

**9.0 REFERRALS**

9.1 Referrals can be made direct to the service provider by the following means:

* Directly to the service
* WISH+
* Occupational Therapists
* Self-referrals
* All other Customers/organisations direct to the service

9.2 Referrals must be recorded and accepted by all reasonable methods including telephone, fax, letter, in person and e-mail.

9.3 Wherever possible the provider should assist the Customer to access appropriate support services.

**10.0 RESPONSE TO REFERRALS**

10.1 **Response to Customers**  
 In addition to clause 17 & 18, the Service Manager will ensure that:

* The handyperson/caseworker makes contact with the Customer to arrange a convenient time to visit and the Customer is clearly informed of the name of the caller and who they represent, what the service can provide and its limitations and know how the task will be dealt with
* The handyperson/caseworker shall make contact with the Customer 1 day prior to the visit as a reminder of the appointment made
* Relevant information is collected and data retained for monitoring purposes.
* The Customer must be fully informed of their rights with regards to data protection
* The Customer is informed of their responsibility to purchase any material needed to complete the work as well as any cost.
* Any other requirements as mentioned in this specification

10.2 **Work Record Sheet (WRS)**

The Handy Person must complete a work record sheet which should at a minimum include the following:  
 - Customer reference number  
 - Name  
 - Address  
 - Telephone number  
 - Name of handyperson visiting  
 - Referrers name  
 - Date of referral  
 - Access problems  
 - Date of visit  
 - Nature of work requested  
 - Work undertaken  
 - Materials used  
 - Material costs  
 - Labour charges  
 - Total cost

- Donations  
- Date work completed   
- Number of working days from referral  
- Referrals to other services **and** the referral the provider initiated  
- Tenure of property  
- Home safety assessment  
- Customer signature to confirm they are satisfied with the works completed  
- Customer signature to confirm payment for the services and agreed sum

- Customer signature in acceptance of a data sharing agreement

- Confirmation that a benefits check has been undertaken & date of letter or item used as proof. Repeat jobs won’t need to show this proof again unless the 12month period has expired

- WRS should include a marker to indicate whether a follow up is required again within 6 months of the initial visit/HSA due to some urgent items that have been identified but not actioned at the request of the Customer, placing the Customer at high risk.

This list is not exhaustive and can be amended by agreement with the Council authorised officer.

10.3 A referral will not be counted as an intervention but the data will be collected on the HSA and work request sheet and information provided as part of the monitoring requirements as described in clause 31.3(d).

**11.0 FUNDING, CHARGING, DONATIONS & OTHER INCOME STREAMS**

**11.1 Funding & Charges/fees**

11.2 The Handyperson Service is fully funded through this Agreement. There is no additional funding available. Collection of Customer fees will be allowed in accordance with this specification.

11.3 The fees for those eligible and accessing this service are a subsidised labour charge offered on two rates:  
  
Rate 1: **£10**/hr for households on low income  
Rate 2: **£25**/hr for households **NOT** on low income

These rates will be inclusive of VAT and chargeable at half hourly intervals; £5.00 or £12.50 respectively.

11.4 Customers accessing Rate 1 must be in receipt of a means tested benefit (income support, income based job seekers allowance, council tax benefit, housing benefit, income related employment and support allowance and guaranteed pension credit) to access this service. Customers must show proof of benefits received to the service provider. The proof of benefits must be valid within the last 12 months.

11.5 The HIA service will be funded through this agreement and through the collection of fees for completed adaptations works. When project managing the work a charge of 15% may be added on to the costs of the work to cover project management of the work.

**12.0 Other Charges**

12.1 Materials

Customers are required to provide or pay for materials at cost price plus uplift no greater than 10%, if supplied by the provider. The provider shall obtain materials and equipment at the best price and of the highest quality most appropriate for the job and affordability for the client.

The cost in time and travel involved in obtaining the material cannot be passed onto the Customer however if it is an online/phone order which provides delivery, the Customer will be expected to pay for the delivery cost.

All receipts must be provided to the Customer.

12.2 Congestion

Customers are also required to pay for congestion charges where applicable.

12.3 Parking & travel

Parking and travel costs will **not** be passed onto the Customer. Any traffic tickets or renege of permits due to misuse of the permits will be down to the responsibility of the provider and the provider must make alternative arrangements to resolve the parking issue and must not make this an issue for the Customer accessing this service.

12.4 Emergency heating

There will be **no** charge to access emergency heating equipment; however the provider can suggest a nominal fee as a deposit which will be returned on retrieval of the equipment. Pick-up and delivery of this equipment will be organised by the provider at no cost to the Customer.

**13.0 Donations**

Donations to the service may be accepted by the provider but this must be declared and acknowledged in the receipt to the individual/s. No donations can be accepted personally by any staff members.

13.1 All donations must go into a hardship fund which will cover any costs for individuals who are not in a position to make payment for works to be completed but is a risk to that individual.

13.2 This information should be detailed clearly on the website and promotional materials.

13.3 This information will need to be reported back in the monitoring returns detailing reasons for accessing this fund.

**14.0 Hardship funds**

As well as all donations, an additional 10% of the fees obtained from chargeable jobs is required to be placed into the hardship fund. The percentage may be reviewed annually subject to the size and the uptake of this fund and agreed by the Authorising Officer.

14.1 The provider will be required to set out a clear process to allow residents to apply for hardship funds and have this information detailed clearly on the website and any promotional material.

**15.0 Additional Funding Streams**

Contributions from alternative funding streams should be discussed when they become available.

**15.1 Business plan**

Income from chargeable jobs and donations for Handyperson services must be reported regularly to the Council. An annual Business Plan will be required to support how this income is used to develop and grow the business, submitted at the start of each financial year. The Council will look positively on strategies which are sustainable, show savings through efficiencies and innovation to grow the business, including provision of opportunities for local residents.

**16.0 SERVICE TASKS**

16.1 The tasks included within this specification will need to meet the aspirations of this specification and as detailed in Appendix 1.

16.2 Tasks and jobs are used interchangeably in this document and will mean the same thing.

16.3 Any jobs which are turned down must be reported back in the monitoring returns to the Council and reasons given for declining the work.

16.4 Tasks will be undertaken within and immediately outside the home but will not include items such as mending fencing or garden sheds which does not meet the aspirations of this specification.

16.5 Emergency heating equipment will be a provision of this service, see clause 12.4 for further information

**17.0 TASK RESPONSE TIME**

17.1 Quick response times and the ability to prioritise urgent referrals mean these services operate as an important part of the prevention offer, helping vulnerable adults to avoid falls and accidents in their homes.

17.2 Target time scales to complete tasks from the date of referral should fall into the following categories for the service:  
  
a) Urgent community requests within 24 hours   
b) Urgent hospitals requests 24-48 hours  
c) Non-urgent hospital requests 3-5 working days

d) Other requests 10 working days

e) Major Adaptations Within 52 weeks

17.3 Prioritisation

Providers will ensure there is a system of prioritising tasks. This should also take into consideration risks to Customers, urgent and non-urgent tasks.

17.4 There will be no restriction on the amount of time spent in a household other than the 20 minute home safety assessment. Any handyperson tasks taking longer than 4 hours to complete, and could be eligible for a grant, should normally be referred onto the Home Improvement Agency to access any grants available. For more information see link:

<http://www.foundations.uk.com/about-home-improvement-agencies/>

17.5 The provider will be responsible for monitoring any person’s use of the service. Where a service is being requested more than once or beginning to become regular e.g. weekly calls, the provider will take action to ascertain the reason for this and include this in the monitoring returns to the Council and the actions taken to resolve this including information on the advice and referrals made. Any safeguarding concerns will need to be reported immediately.

17.6 The provider must be clear with Customers who are using the service inappropriately, that they will not be able to continue to use the service in this way. Referrals to other relevant agencies must also be considered.

17.7 Customers should be made aware of the service provider’s customer complaints procedure and information about advice and advocacy services should be made available whenever appropriate.

**18.0 HOME SAFETY ASSESSMENT**

18.1 The service provider will identify possible hazards and provide advice on prevention of accidents in the home and make onward referrals to other support services, by undertaking a Home Safety Assessment (HSA).

18.2 The service provider will provide up to a free 20 minute HSA for all Customers. The home safety assessment would usually be on the first visit to a home and on a more regular basis, but no more than annual, where there may be a risk to the Customer.

18.3 The results of the home safety assessment will be shared and a copy issued to the Customers and an action plan devised to address any risks identified. The parameters of the survey will be made explicit to the Customer and it will be made clear to them that the responsibility for following the advice given rests with them. Where there is a risk of death or injury or a safeguarding alert the service provider will reserve the right to notify the appropriate authorities.

18.4 The Customer is not obliged to have any of the works completed from the home safety assessment; the purpose is to highlight the risks for the Customer with the desire to have these works completed in order to prevent any harm in the future. Any onward referrals and works however should be recorded and reported on for those who decline an HSA.

18.4.1 The HSA will also provide a record for the provider to organise, within 6 months, a **follow up** contact to complete any works considered high risk but was declined for action by the Customer at the initial contact point.

18.5 The provider will develop the home safety assessment checklist, Appendix 2, and work record sheet, clause 10, including any other information detailed in this specification. This will be agreed by the Authorising Officer.

18.6 The HSA will support the collation of information which forms the ‘family of outcomes’ that will be monitored:

1. Crime prevention
2. Falls prevention
3. Safety improvements
4. Reduce winter deaths
5. Quality of life

18.7 Where a HSA identifies significant work needed, outside the Service remit, appropriate referrals to other agencies (such as local Housing Authorities, Energy Efficiency Services and Registered Social Landlords) must also be considered. The handyperson/caseworker will initiate these referrals upon the consent of the Customer.

18.8 Onward referrals to other appropriate support organisations will be identified and recorded in the HAS action plan.

**19.0 DELIVERY OF THE SERVICE**

19.1 The provider will deliver this service in accordance with this specification. The service will be of high quality that is accessible, reliable, appropriate, responsive, comprehensive, affordable and good value for money.

19.2 The provider is also expected to work in close partnership with stakeholders to achieve the delivery of this service. This includes working in close partnership with the local Home Improvement Voluntary and Community sector services.

19.2 Sub-contracting

Sub-contracting of elements of these services are possible but must be a well monitored and managed contract and operate in accordance with this specification. To improve the effectiveness of the subcontracting for major adaptations a schedule of rates will be developed by the provider.

19.3 Hours

The Service will be available a minimum 5 days a week, Monday to Friday starting no later than 9 am and finishing no earlier than 5 pm, achieving a minimum 35hour week service. The service will be available for 52 weeks of the year excluding Statutory Bank Holidays.

19.4 Out of hours

Some flexibility should be available to meet Customer demand for out of hours services

19.5 Other support services

The provider is expected to be familiar with all local organisations and support services in order to make appropriate onward referrals. Including those eligible for free occupational therapy services, Home Improvement Agencies, existing social landlord handyperson services and so on.

19.6 Prioritisation of referrals

The provider is expected to have a clear process on how they prioritise referrals. This must be detailed in marketing materials so that it is a transparent process for all Customers. This must be agreed by the Authorising Officer.

**20.0 SERVICE OUTPUTS**

During the period of this agreement the Service will be expected to deliver the following outputs. Failure to do so may lead to the contract being terminated:

20.1 The provider will:

* Deliver the service as specified
* Achieve the Foundations Quality Mark within the first 12-18m of starting this contract
* Ensure all relevant staff are trained in the Trusted Assessor Competency Framework within the first 12-18m of starting this contract
* Send out satisfaction questionnaires to the Customer within 5 working days either with a pre-paid envelope for reply or via email or directed to an online web survey for completion.
* Upon completion of the job, ensure Customers sign to confirm satisfaction with the work undertaken. This signature should be included on a record work sheet which is linked to the invoice or has a detachable receipt to save on administration costs
* Produce a Customer consultation and participation framework including statistics on Customer and referrer satisfaction/confidence rates, learning and developments as a result of this
  + Produce evidence of Customer engagement
* Use volunteers and/or apprentices or work placements or students to assist in the delivery of the Service. The provider must have clear policies on use of volunteers, apprentices, work placements and students, their recruitment and selection, their supervision and how they will be supported in their training and development. All participants in any of these schemes will also need to complete the DBS checks. The Council would look positively on how these can be linked in with other existing schemes run by local social landlords.
* Ensure that those employed have the appropriate skills, qualifications and competencies to deliver the Service and the ability to engage and support Customers.
* Work closely with partners and stakeholders to promote and develop the service offer to users.
  + Provide quarterly monitoring and annual Key Performance Indicator monitoring – see Appendix 3 for fuller details of requirements
  + Provide ad hoc data analysis and reports as requested
  + Attend contract review meetings as required and an annual service review/development meeting
  + Produce a marketing and funding strategy with annually adjusted targets for promotional activity, outreach and service development
  + Produce annual evidence of reduced/reducing environmental impact and actions to support environmental sustainability
  + Produce an annual business plan
  + Participate in at least 4 community events per annum to promote the service and encourage referrals.
  + Report all issues of concern and/or requiring urgent action, as they occur, to their Contract Officer and/or Safeguarding Adults team.
  + Provide incident and risk reporting
  + Ensure all appropriate policies are in place
  + Ensure the service is being used as outlined in this specification
  + Take appropriate action to ensure client confidentiality and data protection
  + Ensure that staff are adequately trained on Data Protection Act compliance (in particular on aspects such as physical and computer security)
  + Develop the HAS, WRS and action plan
  + Purchase appropriate public and employers liability insurance and professional indemnity insurance
  + Detail how jobs/interventions will be prioritised and why
* Anything else that is assumed of the provider as stated/implied in this specification

**21.0 SERVICE TARGETS**

21.1 The provider will:

* Undertake a minimum of 2,800 interventions per year
* Meet task response times set out in clause 17
* Meet all KPIs detailed in Appendix 3
* Evidence how the family of outcomes have been met, clause 18.6
* Evidence how the service has helped contribute towards the Adults Social Care Outcomes Framework (ASCOF) measures in clause 31.0
* Evidence how the service has contributed towards improving carers quality of life in clause 31.0

21.2 An intervention is any number of jobs designed to make a specific difference within a category of work. The categories of works will be defined by the Foundations Handyperson Financial Benefits Toolkit are as follows:

1. Small Repairs

2. Home Security Improvements

3. Minor Adaptations

4. Hospital Discharge

5. Energy Efficiency Improvements

6. Fire Safety improvements

7. Miscellaneous (including major adaptations)

For example installing 6 grab-rails and a smoke detector would count as 2 interventions carried out in a single visit in categories 3 and 6.

**22.0 CUSTOMER INVOLVEMENT**

22.1 Camden Council and partner agencies are committed to increasing Customer / carer involvement in the operation of services and in the strategic direction of provision across the borough.

22.2 The provider must increase the quality and quantity of participation in the services they provide, to benefit individual users, to improve the services they are offered, and to have a positive impact on the wider community.

22.3 The provider will be required to develop a Customer Consultation and Participation Framework to encourage and enable participation by Customers and carers. Customer involvement will be monitored through the review and contract monitoring process. This must include:

a) Satisfaction levels   
b) Lessons learnt as a result

c) Service development as a result

**23.0 EQUALITY AND DIVERSITY**

23.1 The service provider is required to comply with all relevant Council policies and guidance including equality and diversity policies. Service delivery, marketing and accessibility must be provided with due regard to the needs of all eligible Customers, including hard to reach groups.

**24.0 ENVIRONMENTAL IMPACT AND SUSTAINABILITY**

24.1 The provider will:

* Employ systems and processes to manage their impacts on the environment
* Provide data to demonstrate their environmental improvements throughout the duration of the contract.
* Consider the impacts that their services will have on waste production and identify and implement measures to minimise these negative impacts
* Aim to reduce the negative environmental impacts throughout the supply chain
* Be mindful of energy efficiency in the provision of their services and demonstrate methods by which energy savings have been made.

**25.0 VOLUNTEER EXPENSES**

Reimbursement of expenses for volunteers, apprentices or similar as a result of delivering the service will be a matter for the provider.

**26.0 QUALITY ASSURANCE**

26.1 The quality standards outlined within this specification are designed to establish a clear and measurable benchmark of the overall quality expected of the provider by the Council. They form an integral part of the contractual arrangements with the provider and will be used as part of the contract compliance monitoring.

26.2 Key Performance Indicators for the Service – See Appendix 3

26.3 As a minimum requirement, the Council expects the provider to have in place and be working to the following annually updated policies and procedures (where these do not exist the provider will be expected to work by default to the Council’s own procedure/policy):

* Equal Opportunities policy and procedures
* Safeguarding Vulnerable Adults policy and procedures
* Environmental impact and sustainability policy – including annual waste reduction and recycling targets
* Confidentiality policy & procedures
* Data Protection policy
* Information Sharing policy
* Compliments, Complaints and Suggestions policy
* Disciplinary and Grievance policy and procedures
* Health and Safety policy and procedures - including lone worker policy and procudures
* Training and Induction policy and procedures for Staff, Volunteers and Management Committee
* Whistle Blowing Policy
* Financial Management Policy and Reimbursement of expenses procedure
* Recruitment Policy and Procedures
* Customer involvement policy and procedures
* Risk Assessment

26.4 In addition the provider will adhere to all other policies and procedures referred to in the Contract.

26.5 Each Customer will be issued with a copy of the Provider’s Compliments, Complaints & Suggestions policy. A record will be kept by the provider of any complaints made in relation to the Service, including the details of the investigation the outcome of the complaint, and details of any action taken as a consequence of the complaint being made.

26.6 The Council will undertake monitoring visits to observe the Service in action

**SECTION D Organisation and Operations**

**27.0 STAFFING ISSUES**

27.1 The provider shall employ suitably qualified Gas Care registered engineers and nationally accredited electricians for any specialist jobs.

27.2 Ensure all staff have a disclosure and barring service (DBS) check prior to engaging a worker plus any other relevant checks required to safeguard vulnerable people. The provider shall consult with the Council on any adverse DBS report prior to final engagement of the worker.

27.3 Ensure all staff are smart and clean, provided with photo ID cards containing the name of the organisation and the name of the worker and office telephone number so that users are able to ring up and check that the member of staff who carries out the Handyperson service is genuine. All ID cards must be in good condition and text visible for Customers

27.4 Ensure staff are trained, recruited, motivated, equipped, experienced and supported by management to meet Customers needs. Certain training may be available from the Council.

27.5 All handyperson staff should have completed the Trusted Assessor Competency framework course within 12-18months of the contract start date. This will ensure handyperson staff are able and trained to install minor adaptation in keeping with the occupational therapist standards.

27.6 The provider shall provide sufficient, appropriately supervised, qualified, trained and competent workers to meet the specification, including sickness cover and contingency arrangements.

27.7 All staff must be managed and supervised by a competent manager and ensure that staff have access to appropriate support at all times when on duty for advice and assistance.

27.8 The provider must have written procedures to ensure the effective handling of disciplinary and grievance matters and those employees are fully familiar with them.

27.9 All staff should be accountable for their time and a competent manager should have in place an appropriate and efficient system which enable staff to be located in order to update Customers on any delays to jobs.

27.10 The provider must ensure that staff are prepared for the tasks which they undertake, including dealing with vulnerable people with a range of special needs, by induction and on-going training assessed as relevant to the role.

27.11 The provider is requested to ensure that adequate protective clothing is provided to all staff.

27.12 Providers are expected to show an awareness of changes in technology and the kinds of equipment that Customers depend on. This is so providers are able to make appropriate responses to support Customers.

27.13 The provider should aim to recruit staff made up of a diverse group reflective of the community including women and BME representation.

27.14 All members of staff will be paid at or above the London living wage (LLW)

**28.0 WORKFORCE PROCEDURES**

28.1 The provider must have a clear recruitment policy and code of conduct which includes issues for workers who will be entering people’s homes and generally working alone. Qualities identified within the policy must include, reliability, trustworthiness and practical ability.

28.2 The provider must be able to demonstrate that they have effective procedures in place within their organisation in the event of a staff member being unable to obtain a reply or gain entry to a resident’s home. At a minimum, where appropriate, this should include making contact with the referrer to advise of the access issue.

28.3 The provider must have procedures in place to ensure that staff are aware that they must not accept gifts, gratuities or bequests or act as executor in respect of Customer’s wills.

28.4 The provider must have an approved policy and procedure regarding the purchase of materials and handling money. Under no circumstances must a worker become involved in the personal financial affairs of a Customer. All transactions which involve handling Customers money i.e. purchasing materials etc. will require receipts to be given to the Customer and change to be counted out to the Customer.

**29.0 HEALTH & SAFETY**

29.1 Tools and Equipment should be checked and tested on a regular basis, in accordance with manufacturers’ recommendations, to ensure they are maintained to a safe standard.

29.2 The provider must ensure that due regard is given to the health, safety and welfare of Customers at all times, including clean and tidy working, good customer care and always leaving Customers home in a clean and tidy condition.

29.3 The provider must ensure the Health & Safety of Customers and Workers in respect of any work being carried out within a Customer’s home.

29.4 The provider is required to demonstrate that it has written procedures which comply with all current and future Health & Safety legislation.

29.5 The provider must also take into account the presence of asbestos or asbestos containing materials. The written procedures must make allowance for dealing with asbestos or asbestos containing materials.

29.6 The provider must ensure that premises are available to store materials and equipment as required.

**30.0 RISK MANAGEMENT**

30.1 A risk assessment is required during the first visit to a Customer’s home to assess the risk of the handyperson and the Customer.

30.2 Situations may arise where a Customer’s environmental, physical, mental or social conditions may result in a risk to themselves or other members of the community’s health or safety, e.g. leaving the gas taps turned on or having a home with inadequate heating. If this is identified, the Service Manager must be informed immediately and relevant action taken, for example a referral to social services. To facilitate this, the initial application should include acceptance of a data sharing agreement, signed by the Customer or their representative and incorporated into the work record sheet.

30.3 The service provider is required to document any situation which may develop, causing risk to their staff or Customer. Such risks should be evaluated, assessed and managed according to the service providers Risk Management procedures.

30.4 All works undertaken must be subject to risk assessments and undertaken to the highest industry standards.

**31.0 MONITORING / REVIEW AND EVALUATION**

31.1 In entering into this agreement the parties are committed to the provision of high quality services and both parties will co-operate fully with the other to achieve this.

31.2 Both parties will share any information on a formal and informal basis which will assist in the monitoring of the contract and/or assist either party to make changes necessary to fully meet the requirements of the service specification.

31.3 As a minimum contract monitoring will include:

a) A written quarterly report to be reviewed subject to the performance and outcome of the service, unless stated otherwise below:

b) Submission of the HIA handypersons return spread sheet:

<http://www.foundations.uk.com/practical-info/toolkits/handyperson-financial-benefits-toolkit/>

Advice/Training should be organised from Foundations to complete this spreadsheet with the Authorising Officer. Changes to this return must be in agreeement with the Authorising Officer.

c) Staffing

* Training undertaken
* Staff levels, vacancies & turnover rate,
* All staff to be accredited with the trusted assessor competency framework, and the provider to achieve the Foundations Quality Mark

d) Referrals

* Date of referral
* Total number of referrals;
* Total number of referrals declined;
* Referral source e.g. self, hospital, carer
* Referral by client type e.g. carers, older people, disabled – Physical Disability / Learning Disability / Sensory / Mental Health / Substance misuse etc.
* Number of onward referrals per household and where they were referred onto
* Number of refusals of the service, reason for refusal and where they were referred on to (this includes those who are deemed ineligible to access this service)
* Numbers of repeat business from a household

e) Jobs & interventions

* The date of HSA / first visit
* The number of HSA declined and outcomes of these jobs - see cl 18.4
* The date of job start & completion/household
* Total number of jobs and interventions identified per household
* Types of jobs and interventions completed per client per household
* Which jobs completed per household and which jobs were not actioned and why
* Number of home safety assessments completed / declined & reasons
* Delivery timescales; see KPIs Appendix 3
* Number of ’ jobs and interventions completed
* Number of hardship jobs and interventions completed
* Number of follow up high risk priority jobs identified and completed
* Number & types of jobs prioritised and why
* Numbers paying subsidised rate 1
* Numbers paying subsidised rate 2
* Number of unpaid jobs and why

**Refer to clause 21.2 for definition of intervention and jobs.**

f) Customer (C)

* Profile of Customers including age, gender, ethnicity etc. to ensure fair access
* Customers by postcode
* Tenure of Customers accommodation
* Users satisfaction rates/views at job completion (quarterly)
* Users views of Service (client satisfaction survey) (annual)
* Breakdown of subsidised rate Customers & job type
* Reasons for C not accepting a free HAS
* Reasons for why a C was turned down in accessing Rate 1 and how they were referred on
* Reasons why hardship funds were allocated
* Reasons why any jobs and interventions turned down
* Reporting on any regular request for jobs
* Reporting on C involvement - see clause 22.3

g) Back office

* Actions taken to improve the service from client feedback/survey etc.
* Number of complaints/compliments and action taken
* Financial information showing income & expenditure; average cost/client
* Business plan
* Record and supply information against local KPIs for handyperson services
* How the service meets ASCOF outcomes and Foundations Quality Assessment Framework measures
* How the sustainability agenda and environmental impact is being managed

h) KIPs (see Appendix 3)

1. A regular review meeting which will consider:

* Contract compliance
* Quality assurance
* Activity levels
* Current issues
* Specification changes
* Quality development
* Business development

1. Evaluation of the service will be based on:

* Management / Performance
* Delivery of Service (including accessibility) / Quality
* Users satisfaction / Outcomes
* Value for Money

k) In addition to monitoring requirements the provider must maintain an on-site record of complaints which should include:

* The nature of the complaint
* Name and address of Customer
* Name/address of complainant
* Date and time the Complaint was received
* Details of outcome including time and date of resolution
* Details of any action taken to prevent any future occurrence
* Name of all staff involved in the complaint and investigating officer

These records must be numbered and be available for inspection by the authorised council officer at any time.

l) Incident reporting, health and safety, risk assessment and safeguarding will also be reported on and as well as the above details the provider will maintain a record including:

* Where the incident took place
* Who it was reported to
* Details of the incident
* How this was resolved

m) Evaluation of the service must identify how the service has helped contribute to the:

i) Adult Social Care Outcome Framework (ASCOF) against which the Council’s success is measured:

* ASCOF 2B1 – Achieving independence for older people through rehabilitation/ intermediate care
* ASCOF 2C1 – Delayed transfers of care – ensuring users’ homes are safe, secure and the appropriate minor repairs and adaptations are undertaken to enable users to remain in their own homes.

Camden is a London leader in both these outcome measures.

ii) Carers quality of life measures - how the works have impacted on  
a) how the carer spends their time e.g. work, leisure, hobbies etc  
b) the carers control over their daily lives  
c) how the carer looks after themselves e.g. getting enough sleep, eating well  
d) the carers personal safety e.g. feeling safe from fear of abuse, being attacked or other physical harm  
e) the carers social contact with people they like  
f) the carers feeling of encouragement and support in their caring role

iii) Family of outcomes 1- crime prevention

2- falls prevention

3- safety improvement

4- reduce winter deaths   
 5- quality of life

32.0 CONTRACT COMPLIANCE

Contract compliance visits and formal service reviews will be undertaken on a regular basis and will require the full cooperation of the service provider.

**33.0 CHANGES TO REQUIREMENTS**

the Council will be entitled to introduce, or change, any systems of contract

monitoring and quality control giving reasonable prior notification to the provider.