The Independent Living Service Pilot

Appendix A

Service Specification

SERVICE SPECIFICATION
V4.2

Independent Living Service

<u>**Service Provider**</u>**:**

Contact Name:
Address:
Telephone:
Email:
<u>**Commissioner:**</u>   **Cornwall Council Adult Care and Support**

<u>**Lead Officer:**</u>   **Ann Hughes, Supporting People Team Manager**

Contract Name:
Contract Number:

Service name: **Independent Living Services**
Service Number:
Date of Contract:

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1 PURPOSE

The purpose of Supporting People is to provide contracted 'housing related support' to specific eligible people (service user or client) and/or into 'designated' accommodation. The contracted support will go to those determined as eligible, on either a long or short-term basis as agreed between the Supporting People Team and the Provider. The continued entitlement of Clients to receive housing related support shall be subject to regular assessment of need by the Provider (or the Supporting People Team if it so decides and who will have the final decision) Supporting People contract funds are paid to Providers directly to support Clients in accordance with the terms and conditions of the contract.

This specification is for the delivery of Supporting People eligible support services provided to assist vulnerable people to develop or maintain their capacity to live independently in their accommodation or sustain their capacity to do so.

This specification has been developed with the Independent Living Service Pilot organisations to facilitate the implementation of the Independent Living Service Pilot. This service specification is designed to enable the pilot providers to 'test' a range of services over the period of the pilot and inform the development of the future contract. It will encourage innovative solutions and best practice amongst providers.

SCHEDULE 1 - OUTCOMES AND OBJECTIVES

Services will have key objectives with a series of key outcomes to deliver those objectives. Services will have some or all of those listed depending on the type of agreed service.

1.1 The Overarching Service Objectives are:

- To develop and maintain the capacity of older and/or vulnerable people to live independently in their accommodation.
- To include those in crisis or recovering from crisis on a short term basis in accordance with the Cornwall Supporting People Eligibility Criteria
- To provide service and service advice and sign posting in order to prevent crisis on a short term basis.
- To work in partnership with other providers to achieve a common goal
- To ensure fair access to support services for those with an assessed need for this service.
- To develop delivery of equitable Supporting People services regardless of tenure
- To aim to develop suitable hubs that people from the wider community can access for information and help to access suitable services to support their independence, combat isolation and develop community cohesion.
- To share the learning of the development process and best practice with other agencies and services.
- Aim to achieve Quality Assessment Framework 2009 Level A
- A commitment to client involvement, and that mechanisms are in place to ensure those clients who wish to be involved are able to do so.

1.2 Service Description

To deliver a cross tenure independent living service in Cornwall. This service will offer a flexible housing related service which reflects an increase or decrease in peoples needs by using the agreed banding system.

ILS Banding Structure

See Appendix 1

1.2.1 Subject to resident consultation about the use of scheme facilities, Hub services will meet locally identified needs. Such services will be delivered in accordance with a clear service level agreement or in the case of a commercial service, a tender and contracting process.

1.3 Service Delivery Method Statement

The Service Providers will develop, implement and operate a cross tenure Independent Living Service which meets the needs of vulnerable and older people who require housing-related support to achieve and maintain independent living. The support delivered will increase or maintain:

- Independence
- Good health
- Safety and security
- Social life/ Leisure activities
- Occupation/employment
- Mobility
- Life long Learning

2.3.1 Eligibility

The Supporting People Service Eligibility Criteria sets out eligible and ineligible tasks as agreed by the Cornwall Supporting People Commissioning Body.
Those eligible to receive the service will be vulnerable and older people who are vulnerable and have support needs, and are unlikely to sustain their independence without support, and have one or more of the following vulnerabilities:

- Vulnerability due to age
- Physical and/or sensory disability
- Chronic and progressive long term condition e.g. Dementia
- Long term limiting illness
- Learning disability
- Mental Health illness

Providers of Independent Living Services will recognise that there is a wide range of differing housing related support needs in the community in which it works.

These needs will be met by:
- Pro-actively delivering preventative customer focused housing-related support to Clients.
- Developing and maintaining the capacity of vulnerable and older people to live independently in their accommodation either when in a crisis or recovering from a crisis on a short-term basis.
- Ensuring fair access to support services for those assessed in need of this service
- Completing a support plan which identifies and addresses assessed support needs.
- Assisting Clients where necessary to access Health, Community Care, or other support services
- Agreeing a pattern of calls and visits to provide housing related support in accordance with assessed need
- Carrying out appropriate health and safety checks and showing Clients how to use all equipment and facilities safely.
- Exploring long term housing options.

Service Providers will acknowledge and value the individual needs of each client. They will support the rights of all Clients to live independently whatever their level of support needs, provided that the required levels of support can be realistically and safely achieved.

Service Providers will directly provide housing related support services to meet the needs of Clients with support requirements, where care services are required they will support Clients to access such services as required.

2.3.2   Staff Competency/Training

Service Providers and Cornwall Supporting People team will recognise the importance and need for ongoing training and development for support staff. Service Providers will be committed to developing and maximising the potential of existing staff, recruiting suitable staff and aspire to have good staff retention rates.

The delivery of effective learning, training and development opportunities is central to delivering the best outcomes for vulnerable and older people.

Mandatory training for Independent Living Service staff will include:

• Safeguarding Adults Training	• Disability Awareness
• Assessment and Support Planning	• Learning Disability Awareness
• Dementia Awareness	• Health & Safety
• Mental Health Awareness	• Risk Assessment Training
• Bereavement	• Equality and Diversity Training
• End of Life Care	• Quality Assessment Framework
• Personal Safety / Lone Working Training	• Supporting People overview awareness
• Safeguarding Children	• Welfare Benefits
• Suicide Risk Awareness	• Personalisation choice and control
• Drug & Alcohol Awareness	• Domestic Violence Awareness

The expectation is that staff members within the Pilot will develop specialisms in a particular field e.g. domestic violence, safeguarding adults/children.

Providers will be committed to training their staff to a high standard and from time to time Supporting People may recommend training courses.

2.3.3   Involvement and Participation

Service Providers will have quality and quantity of participation in the services they provide, to benefit both individual users, the services offered, and the wider community.

Client participation will be encouraged through traditional and innovative participation opportunities that enable clients to make informed choices, manage and control their lives

better and to influence the services they receive. It is acknowledged that not all clients will wish to participate.

2.3.4   Service Promotion

Service Providers will be responsible for developing a communication strategy in partnership with Cornwall Supporting People team to raise public awareness of the objectives of the service. The strategy will include clear information about what Independent Living Services can provide and how it can be accessed.

2.3.5   Access, Assessments and Referrals

The Providers will work with Cornwall Council to develop a single point of access to services by telephone, email and office. These facilities will be readily accessible to all potential users, their advocates, carers, and other agencies on behalf of such users, whether they are in the area or elsewhere.

The Providers will employ competent staff to conduct an initial assessment of needs/risks and eligibility and to inform potential users and referring agencies of the availability of services and eligibility criteria. Users for whom the service is not appropriate must be referred to other services or agencies that may be able to meet their needs.

The following response times must be adhered to:

Initial enquiry	Acknowledgement within 3 working days
Initial assessment of needs/risks	Within 7 working days of initial enquiry
In the event of a crisis	Within 24 hours of initial enquiry
Referral to other agencies if service is not appropriate	Within 3 working days following assessment

The Providers will maintain a prioritised waiting list of users awaiting the availability of services.

2.4   Service Indicators, Monitoring and Performance

Each service must achieve outcomes that benefit the Clients and the Supporting People Programme in achieving its strategic objectives. The Provider must return data that enables the Supporting People Team to judge both the capacity performance and quality of services delivered.

The following sets out indicators to date. This is likely to develop over the life of this specification and will develop over the life of the pilot. Any changes will be agreed with you in writing. This is how we will measure the performance of your service.

The pilot organisations would like to include monitoring of client satisfaction to inform Supporting People on the quality of the service from the client's perspective.

2.5 Performance Reporting

The following Performance assessment criteria will need to be followed;

Performance Indicator	Description	Collection Method	Frequency	Threshold	Target
KPI 1 (NI142) **Maintaining Independent Living**	The number of Clients who have established or are maintaining independent living as a percentage of the total number of Clients who have been in receipt of support services during the period.	Electronic Workbook	Quarterly	89.32%	99.25%
SPI 2b **Utilisation Levels**	Number of days support provided as a percentage of the number of days of support contracted.	Electronic Workbook	Quarterly	98.00%	-
SPI 3 **Staffing Levels**	Number of support hours worked in providing the service as a percentage of the 'adjusted establishment support hours'	Electronic Workbook	Quarterly	95.00%	-
SPI 4 **Throughput**	The number of Clients using the services during the period as a percentage of the number of placements contracted.	Electronic Workbook	Quarterly	100.00% (Lower Threshold)	125.00% (Upper Threshold)

Client Records	To complete and return client record forms for all ILS Clients upon entry to the service.	Through online record submission at www.spclientrecord.org.uk	On-going		100% return rate
Outcomes Monitoring	To complete and return Long Term Outcome Forms	Through online record submission at www.spclientrecord.org.uk	On-going		100% return rate of 10% sample

2.6 Monitoring data

Service Utilisation Analysis	Total Number of Clients in the service showing analysis of client group (primary and secondary) and tenure type showing a breakdown as follows: • Total number of Clients in Band 1 • Total number of Clients in Band 2 • Total number of Clients in Band 3 • Total number of Clients in Crisis Band The monitoring report must also record the previous quarter banding for each Client	Cornwall Supporting People Monitoring Tool	Quarterly		100% return rates

Number of Clients Supported	Total number of services users in the quarter who received a service reported as follows: • Total number of Clients in the quarter • Total number of Clients in receipt of Supporting People Grant due to HB entitlement. • Total number of Clients in receipt of Supporting People Grant due to a Fairer Charging Assessment. • Total number of Clients who are not entitled to Supporting People Grant.	Cornwall Supporting People Monitoring Tool	Quarterly		100% return rate
Referrals and Waiting List	Total number of referrals in the quarter reported as follows; • Referral source for each referral • Total number of Clients in the quarter placed on the waiting list • Total number of Clients on the waiting list at the end of the quarter • Number of Clients who are on the waiting list this quarter who were on the waiting list last quarter	Cornwall Supporting People Monitoring Tool	Quarterly		100% return rate

2.7 Contract and Specification Compliance Checks

Check	Contract / Specification	Check Description	Compliance Requirement	Frequency
Complaints		Details of complaints received against the service.	A complaints report detailing • Number of complaints received and findings (justified/partly justified/unjustified) • Description and analysis of complaint type	Annual Report
CRB Checks	Contract	CRB checks should be 'Enhanced' and renewed every 3 years.	Annual declaration of compliance	Annual
Insurance	Contract	£5,000,000 Employers £10,000,000 Public Liability	Copy of Insurance Certificate	Annual
Complaints	Contract	Complaints policy is in place	Confirmation of Complaints Policy	Annual
Vetting and Barring	Contract	Positive engagement with and compliance with the requirements of the ISA.	As an employer the organisation must register with the Independent Safeguarding Authority, Recruitment checks must include checks on the Vetting and Barring List.	Annual and Service Review