

SCHEDULE 1

Area – *EXAMPLE*

Specification and Scope of the Service

1. Introduction

- 1.1. This Schedule is to be read in conjunction with the 'Framework Agreement for the Provision of Tenancy based Care and Support (Supported Living) for People with a Learning Disability or Physical Disability' (the Framework Agreement)
- 1.2. Swansea Council ('the Council') invites Tenders for the geographic area of *Example* to provide X hours of community based support for 3 services in supported accommodation for people with a range of support needs from moderate to complex.
- 1.3. *Example* is approximately Xkm of the city centre. The population is approximately XXXX with XX% of those being economically active. The unemployment rate stands at X%. There is access to park, common and woodland areas, opportunities to develop employment, local shops, good transport links and community activities.
- 1.4. The area also has capacity for a Local Area Co-ordinator that is currently vacant. Working in partnership with the Service Purchaser the Successful Provider may wish to input finance into the partnership arrangement to enable the development of greater community opportunities for all residents. This can be discussed further with the successful Service Provider. .
- 1.5. The successful Service Provider will co-productively deliver a new model of supported living service for *Example* which meets the individual and collective needs of the individuals receiving support within the area that;
 - Builds on individual strengths
 - Builds on individual's common interests
 - Connects individuals to the communities in which they live
 - Makes effective use of community resources
 - Makes effective use of staff resources across the area
 - Delivers efficiencies through this new approach to delivery
 - Delivers improved outcomes for people
 - Introduces Co-Productive approaches to meeting need and delivering outcomes
- 1.6. We expect that the successful Service Provider, through re-designing the supported living model, will be in a position to achieve:
 - Better lives for the people they support
 - Progression through the measured delivery of people's outcomes
 - Support built on informal networks, community and peer support, alongside paid staff

- Sustainable services through more effective use of resources

- 1.7. The Service Provider is required to adopt an approach to service re-design which identifies: people's individual and shared support needs; how they will use their interests, personal networks and capacities to achieve their outcomes, and how they and their families will be involved in making this happen and in monitoring the quality of their support.
- 1.8. In this context, the approach adopted must clarify what constitutes an effective service and must identify performance measures for evaluating service delivery by the people supported and their families.
- 1.9. Approaches to re-designing the service should have regard to recognised good practice models. An example may include the Planning Live¹ process, developed by Helen Sanderson Associates, to support the service re-design.

2. Outcomes and KPIs

- 2.1. The Service Purchaser is required to commission services, which demonstrate attainment of outcomes referred to under the Social Services and Wellbeing Act 2014 and the National Outcomes Framework 2016. The Service Provider will be required to supply the Service Purchaser with information to demonstrate achievement of these outcomes. Over the duration of the contract, the Service Purchaser will work with the Service Provider to develop a set of relevant Key Performance Indicators and outcome measures. This will involve agreeing the type of data that needs to be captured to demonstrate effective services and the frequency with which this information will need to be shared with the Service Purchaser. Details of how the National Outcomes Framework could translate into a description of service delivery outcomes and performance metrics is attached at appendix 1.
 - 2.2. The Service Provider is required to demonstrate 5% reduction in commissioned hours each year, for the first 2 years and within 12 months and 24 months of the commencement of contract respectively.
 - 2.3. The Service Provider is required to maintain records of telephone calls to the Provider's telephone response service. These records should demonstrate the nature and number of calls, the time taken to arrive on site where required, and details of whether issues were resolved to the satisfaction of individuals, or staff as appropriate.
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3. Contract Duration

3.1. The contract period is 3 years with an option to extend for up to 24 months

4. Support Hours

4.1. Total number of direct day support hours required each week for the area of *Example* in the following houses:

Service	Hours	Individuals
1	X	A
2	Y	B
3	Z	C
Total hours for area		

4.2. Tenancy support hours are required for each tenant, the level of which varies from individual to individual.

4.3. Within the period specified, we require the Service Provider to achieve efficiencies through reduced reliance on paid support staff over time and we will expect to see a reduction in the total number of hours commissioned.

4.4. Service outcomes and deliverables relating to efficiency targets are set out within Appendix 1 to this Schedule.

4.5. The Service Purchaser will undertake an annual price review that will consider inflationary pressures (linked to nationally recognised indices), the impact of the National Living Wage increases, and any other reasonable cost pressures in deciding whether to award an uplift to Service Providers. In considering, the factors the council is entitled to show due regard to its own financial position and legal duties. The Price(s) submitted by Service Purchasers for Call-Off Contracts shall not exceed the Price(s) received and evaluated in the Service Provider's initial tender as per Schedule 7.

5. Coproduction

5.1. The Service Provider must ensure that the re-design of the supported living service is co-produced with individuals receiving support and their families, using recognised good practice models.

5.2. The Service Provider is also required to co-produce their approach to outcomes monitoring and quality assurance.

6. Transition

- 6.1. The Service Purchaser expects the successful Service Provider to work closely and collaboratively with existing Service Providers and Landlords to deliver a successful and seamless transition for the individuals receiving support.
- 6.2. The Service Provider is required to produce transition plans, which identify and manage potential risks to the continuity of support for individuals.
- 6.3. The previous Provider may have been supporting the individual for many years and incoming Providers must be able to assure individuals that the quality of their service will not be affected by the change in provider or the move to area based provision.
- 6.4. The Service Purchaser and the Service Provider have a shared responsibility for ensuring that all individuals are kept informed during the transition period. The Service Purchaser will ensure that appropriate care management support and guidance is available to people and their family during the transition process.
- 6.5. When an individual moves on from their provision, the successful Service Provider will work with any new Service Provider and the Local Authority to ensure a smooth transition.

7. Staffing Arrangements

- 7.1. The Service Provider must ensure that staffing arrangements are sufficient to meet the needs of the individuals supported within the area.
- 7.2. Staff must be competent in delivering strengths based approaches, which support independence and progression. This must be delivered within a robust risk management structure. Should a need for additional staffing be identified through the care planning or support planning process, this must be agreed with the Service Purchaser, prior to arrangements being made.
- 7.3. The Service Provider will provide a 24 hour telephone response service. This service will be available 7 days per week. This service shall provide verbal support to address presenting issues which impact the capacity of people to live independently or maintain their accommodation. The service will provide staff who can visit the scheme within 10 minutes of receiving a call where this is necessary to ensure the safety of staff or individuals.
- 7.4. The Service Provider shall ensure an appropriate management structure, with clear lines of responsibility and accountability, is in place to ensure the smooth running of the service.
- 7.5. The Service Purchaser reserves the right to carry out service assessments which may lead to recommendations on staffing levels. This includes staffing levels to address night time support needs

7.6. There must be a clear contingency planning arrangements which explain how service requirements will be maintained in the event of long term staff or management absence (3 months or longer).

8. Housing Management and Tenancy Support

8.1. The Service Provider will be required to undertake housing management functions as specified and agreed by respective landlords and the Service Purchaser. The Service Provider is also required to support individuals to manage and maintain their tenancy.

8.2. The Service Provider will ensure a homely and comfortable living environment through the provision of flooring/ furniture /window coverings /soft furnishing etc. (this list is not exhaustive). The Service Provider must support tenants to maintain the furniture within their accommodation and furnish the office accommodation to a quality standard, which meets all legal requirements.

9. Partnership working within the New Model of Support

9.1. The Service Provider will be required to attend Contract Liaison meetings with the Service Purchaser's Contract Monitoring Team as required.

9.2. The Service Provider should attend relevant operational and strategic meetings as requested by the Service Purchaser i.e. Learning Disability Provider Forum, Learning Disability Co-Production Group and Supporting People Forum.

9.3. The Service Provider will seek to develop partnerships to ensure good working relationships and a co-ordinated approach to meeting the needs of individuals supported. The Service Provider shall demonstrate effective partnership working with all relevant stakeholders, including but not limited to the following:

- ABMU (Abertawe Bro Morgannwg University Health Board)
- CMHT's (Community Mental Health Teams)
- CST (Community Support Teams – Learning Disabilities)
- Local Area Co-ordination
- Education, Training and Employment Agencies
- Local Communities
- Learning Disability Groups
- Supporting People Team
- Tenancy Support Unit
- Social Services
- Housing Options
- Housing Department
- Poverty and Prevention
- Housing Associations
- Third Sector Providers
- Police