

# **SERVICE SPECIFICATION**

**FOR THE PROVISION OF**

**Community Activities for adults with eligible  
needs (18-65)**

**January 2023**

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**Introduction and vision**

The Care Act 2014 articulates the principles of wellbeing and prevention in recognition of the need to ensure that individuals, their family, and/or carer have the ability to make informed decisions regarding their care.

The council has a statutory responsibility to ensure the well-being and safety of all vulnerable adults across a wide range of living activities and the Integrated Care System (ICS) has a statutory responsibility to ensure the provision of universal and specialist health care in order to improve the health of the whole community. As part of these overarching responsibilities and as commissioning organisations committed to a healthier, wealthier and more inclusive Herefordshire, we want to work together with the people who use and deliver all kinds of services to help Herefordshire be a place that universally celebrates people with disabilities and lifelong conditions.

In Herefordshire, community activities provide meaningful daytime activities, including learning, social experiences and recreation for vulnerable adults with a range of needs; as well as providing daytime respite for informal carers. Community activities are a valuable part of the council's prevention service, promoting the independence of participants and reducing people's need for other support, including home care and supported living.

We believe that people with disabilities and lifelong conditions have many skills, talents and aspirations, enabling them to have an active role in our shared communities; through good integration and by contributing to economic growth through employment and training.

The council has moved away from the traditional block contract arrangements in respect of community activities services as a whole. A framework will be created to enable the council to commission services for individuals when they require the council to do this on their behalf. The intention is to ensure sufficient capacity, quality and value for money services for adults in Herefordshire.

Successful applicants who are included on the framework will provide flexible person-centred services for adults across a range of client groups including adults with a learning disability, adults with physical impairment, sensory impairment or mental health condition and people with acquired brain injury, who meet the council's eligibility criteria for social care.

The focus of the new model will centre on supporting and encouraging people to live healthier lifestyles, therefore reducing or delaying the need for formal social care. It will embed the enablement ethos within the service. This will require providers to offer a broad range of care and support options, linking with communities and community assets to develop innovative and sustainable support to members within their community. Providers will be expected to deliver services to promote reablement and enablement, where possible, in both the short and the longer term.

Reablement and enablement gives adults the opportunity and confidence to learn and/or regain some of the skills they may have lost because of poor health, accident or disability. This should be delivered through promoting ordinary lifestyle chances through meaningful occupation and building social networks. The provider may be required to support people with personal care, daily living activities and other practical tasks to encourage participants to develop the confidence and skills to carry out these activities themselves as far as possible.

The council will encourage providers who are included on the framework to adopt a more flexible approach to how, and when, they deliver services in order to ensure participants have the optimal choice of services that are capable of meeting a wide range of requirements.

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|  | <p>Providers will also be encouraged to offer a variety of models, and the council welcomes innovative examples of providing support to people whilst embedding practice within local communities and promoting ordinary lifestyle opportunities.</p> <p>This service specification should be read in conjunction with the Framework Arrangement terms and conditions and the applicable Individual Service Agreement and Support Plan.</p> <p>It should also be read in conjunction with the Herefordshire Market Position statement and county plan.</p>  |
| <p><b>Commissioning Intentions</b></p>           | <p>This service specification has been developed to promote innovative solutions to community activity service requirements which will combine statutory requirements with the broader, service transformation principles, promoting independence and wellbeing.</p> <p>Herefordshire Council's Market Position Statement (MPS) 2020-2025 (<a href="#">link</a>) gives a clear direction for providers on the future ambitions for the support and care market. It has a much wider focus and a stronger emphasis on community-based commissioning within localities and recognising the strength and contribution of communities in prevention and supporting people's wellbeing across all ages and include;</p> <ul style="list-style-type: none"> <li>• Growing a wider range and style of services with more activities delivered where people live</li> <li>• Expanding services to support people to access to universal services, including leisure services and educational opportunities</li> <li>• Expanding the number of services that focus on employment and training</li> <li>• Enabling community activities to diversify their support offer</li> </ul>   |
| <p><b>Overview and scope of the service:</b></p> | <p>This service specification sets out the council's expectations for the provision of a person-centred service for working age adults, which incorporates a range of different client groups.</p> <p>In order to facilitate this element of the service, the council will continue to work with the market to grow and nurture community-based alternatives including social and community enterprises, to ensure choice for individuals to live independently and increase social inclusion.</p> <p>The remodelled services should enable participants to take part in social and leisure activities within the community as well as supporting access to learning, training and employment opportunities. In addition, they should be designed to support people to take part in activities that will improve their quality of life, delay deterioration of their physical and mental health, and ensure that they have a positive and fulfilling experience.</p> <p>All of the activities that are delivered should be designed to enable participants to achieve their personal key outcomes, within reduced resources.</p> <p>The service should provide specific support in a range of daily life situations including, but not limited to:</p> <ul style="list-style-type: none"> <li>• access to leisure opportunities;</li> <li>• access to digital technology;</li> <li>• fulfilling social roles such as visiting relatives and socialising with peers;</li> <li>• access to a range of centre-based and non-centre-based activities as requested by the service user involved;</li> <li>• access to learning, education, employment and voluntary work;</li> </ul> |

- assisting in accessing community activities based on set, transparent costs and accessible, up to date, information;
- finding out about organisations and services that could be of use to people
- supporting the physical and emotional wellbeing of clients using the service(s).

#### Personal care

It may be necessary for providers to support people with personal care if and when needed during their attendance at the service.

#### Medication and healthcare

The provider should ensure that whilst attending the service, participants healthcare needs are met wherever possible (If applicable CQC registration will be required).

The providers must have a written Medication Policy. This policy must set out the requisite arrangements to support participants who may require assistance with administration of medication. In particular this policy must include specific information in relation to:

- Criteria and processes for checking medication brought in by participants;
- Administering non-invasive medication in defined circumstances;
- Recording the medication being taken and medication given;
- Checking and signing medication records;
- Consent arrangements;
- Storage arrangements;
- Staff training.

This service specification has been designed to support all participants, which includes those who have a personal budget, through direct payments, and self-funders. Providers will have the choice of additionally marketing their service towards those on direct payments, and self-funders, who will be accessing services independently of the council.

The service should aim to offer participants flexible access to a range of self-chosen activities, which are tailored to meet the needs and outcomes identified in their personal support plan. The participants views and preferences, and where appropriate the views of their circles of support, should also be central to all discussions as to how those outcomes should be achieved.

Participants should be supported in retaining all their existing social and emotional links with family, friends and the community, as far as they wish to do so. In addition, the service should contribute towards alleviating customer loneliness and isolation.

Where possible independence should be maximised by supporting people to participate in all of part of daily living skills. We would encourage providers to build a network of volunteers/buddies and peer support (within a risk framework) to help people build their social networks and to add social value.

When volunteers are utilised in the services they will be subject to Disclosure and Barring Service (DBS) checks if they are in contact with participants alone. Volunteers must also be given appropriate levels of training.

#### Location

The service will support people funded by the council and be delivered as close as possible to where people live; this will generally be within Herefordshire but may include service delivery outside the county where appropriate.

The service should not be constrained by the physical location of a building base. Instead, the service should be delivered by providers in a way that participants can easily access, for example, in a community based hub from which participants can access complementary services that support their individual needs and help them to engage with the local community.

The intention is for the service to use existing assets within communities and to prevent duplication. The council would encourage partnership working in all areas of the business to provide innovative, effective and outcomes based services for the individuals, supporting community development and not segregated services.

#### Service Availability

The availability of the services will be based on the assessed need and individual outcomes of the customer. Providers will deliver flexible access times to the services 7 days a week (including evenings). In addition, a booking facility in relation to the services should be available for at least 50 weeks of the calendar year.

#### Service Termination

The Providers and the council shall give each other 7 days' notice prior to ending a package of support via the council's brokerage team.

The above will not be applicable and package termination will be immediate (within 24 hours) when:

- A move has been initiated following a serious complaint/incident/allegation by the person
- A move has been necessary in relation to safeguarding or any similar process
- A move has been deemed as operationally urgent and it is not feasible to observe the 7 day agreement

Where a service user with learning disabilities dies, this must be notified to the local Learning Disabilities Mortality Review (LeDeR) lead officer.

#### Charges

The Provider will make service users aware on booking of all charges, where those are passed on to the service user, the cancellation process and any charges for failing to attend.

The Provider will not charge for a sickness or absence where prior notice of 2 working days have been given.

Each participant will be able to take 2 weeks bookable leave per annum, which is not chargeable.

In the event of a customer being unable to attend the service beyond a 2 week period (e.g. through ill health) then the providers must advise the broker. This may trigger a duty response, review/reassessment.

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|                                 | <p>If a person is not attending the service for a consecutive period of 4 weeks then no charges can be made beyond this date.</p> <p><u>Meals</u></p> <p>Where the Provider is providing a meal, they must ensure that it is nutritious and meets the dietary and cultural needs of the participants, and that personal preferences are taken into account e.g.</p> <ul style="list-style-type: none"> <li>• Meals for ethnic groups;</li> <li>• Vegetarians and vegans;</li> <li>• Special diets such as weight reduction, diabetics, coeliac or soft diets.</li> </ul> <p>Participants should be given appropriate supervision and support at meal times.</p> <p>Providers may charge participants directly at a reasonable amount for the meals provided.</p> <p>The Eatwell Guide is a policy tool used to define government recommendations on eating healthily and achieving a balanced diet.</p> <p><a href="https://www.gov.uk/government/publications/the-eatwell-guide">https://www.gov.uk/government/publications/the-eatwell-guide</a></p> <p><u>Transport</u></p> <p>Providers are encouraged to assist participants with transport arrangements to access services. Independent travel should be encouraged. Where the providers provides transport, all appropriate legal and legislative requirements must be adhered to.</p> <p>Talk Community supports this service model to ensure travelling time and cost is minimised by accessing local provision; this will not only reduce cost and greenhouse emissions but also ensure people are embedded into local communities. The Provider will be expected to work closely with the Community Brokers to identify local resource and services that are widely accessible to all Participants.</p> |
| <p><b>The Service Model</b></p> | <p>The model of the service is to provide a variety of community based activities for individuals aged 18 to 65 with Care Act eligible needs. This includes autistic people, people with a learning disability, and/or physical disability, and/or sensory impairments (deaf, deafblind and visually impaired people) and people experiencing mental illness.</p> <p>The activities offered must be suitable for individuals with a range of needs, including individuals with complex needs, behaviours that challenge, and physical and sensory disabilities, taking into account their specific requirements, aspirations, and issues associated with their primary disability.</p> <p>There is a real desire to give people more choice and control over the services and support they receive by focusing on working more closely with communities to provide different types of support.</p> <p>This service model encourages providers to use their provision differently, and make better use of community facilities across the county, such as leisure centres and libraries for community activities.</p> <p>The service should focus on learning, training and employment and the achievement of the participants personalised outcomes rather than just leisure services. In addition, the service should be based on the principle of progression through services as a pathway</p>  |

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|   | <p>rather than a destination. Participants should be supported to lead as independent and fulfilling lives as possible and only receive services whilst they need them. At every opportunity, providers should be promoting independence.</p> <p>An important caveat is that the progression model will not be of benefit to all participants due to the varying levels of disability and support needs of participants. The council does not envisage, for example, that participants with profound and complex needs and behaviours that challenge will be progressed through services in the same way as those with less support needs.</p> <p>Service model principles:</p> <ul style="list-style-type: none"> <li>➤ using a strengths-based approach</li> <li>➤ focusing on prevention</li> <li>➤ building resilience with individuals and the community</li> <li>➤ collaborative work with providers, participants and their families and carers</li> <li>➤ preventing people feeling lonely and isolated;</li> <li>➤ ensuring a better use of any building based provision (where needed);</li> <li>➤ focusing on positive participation in the community;</li> <li>➤ offering digital technology focused support where possible;</li> <li>➤ maximising independent living and reduce or eliminate the need for an ongoing care packages.</li> </ul> <p>This service model will:</p> <ul style="list-style-type: none"> <li>• Enhance the range and type of services available;</li> <li>• Support individuals to acquire new skills and setting goals and aspirations;</li> <li>• Increase opportunities for employment, training and volunteering;</li> <li>• Ensure young people who are transitioning have greater choice of services as they enter adulthood.</li> </ul> <p><u>Talk Community</u></p> <p>Talk Community is a key partner in this model as there are real opportunities to link the service with the Talk Community approach by providing resources to benefit the community including, volunteering opportunities, learning and activities or meeting facilities. The community activities offer will also benefit from Talk Community through engagement, recruitment, safe activities for individuals in the community and many other ways.</p> |
| <p><b>Service Standards and Principles:</b></p> | <p>In delivering the service, the providers will in general terms:</p> <ul style="list-style-type: none"> <li>• Adopt and evidence an outcome focussed and strength- based approach model of working which promotes participants to use services as steps towards independent living and independence.</li> <li>• Support participants to access further educational courses where this will support their progression through services.</li> <li>• Support participants to gain greater independent living skills wherever possible.</li> <li>• Support participants to successfully access, and become a valued member of their community of choice.</li> <li>• Signpost participants to appropriate agencies to support their wider interests and build their social networks</li> <li>• Promote the benefits of living healthy lives and access</li> <li>• Work with health and social care professionals, participants and their circles of support to prepare person centred and outcome focussed support plans.</li> </ul>   |

- Provide evidence relating to the progression of participants through the service towards independence.
- Support for people to be as independent and healthy as possible, to enable them to achieve what they want in life, by focussing on:
  - Promoting independence and enablement
  - Supporting people to maintain and learn skills
  - Making full use of universal and targeted services
  - Maximising use of assistive technologies
  - Exploring the use of digital technologies
  - Connecting people within communities
  - Considering the contribution made by carers and the support they need to continue caring
  - Regularly reviewing to evaluate, adapt and respond to any life changes, highlighting concerns to the local authority including changes in need and safeguarding alerts
  - The right to have their views and opinions heard, and respected
  - Promoting good practice

Services provided should reflect individual's choices of the person, whilst treating them with respect and upholding their rights, privacy, dignity and independence.

Services should also ensure that participants are aware of the Herefordshire Learning Disability Partnership Board's Bill Of Rights and promote its use in the delivery of services. <https://www.herefordshire.gov.uk/downloads/file/20945/bill-of-rights-herefordshire-s-ldpb>

The council is committed to ensuring that participants are able to exercise control in how, when and by whom their support is delivered (this includes ensuring the continuity of regular staff where possible). The services are expected to be delivered in a way that can fit around the individual rather than fitting the individual around the service.

The council has a duty to manage the provider market to ensure that those participants who purchase their support directly from providers, either through a direct payment or as 'self-funders' can be confident that they are purchasing support of good quality over which they can exercise choice and control. Providers will be expected to offer choice and control to everyone it supports.

**Principles of service delivery** - To promote the quality of life for participants, the providers shall ensure that the following core principles underpin the delivery of the services:

- (1) competence;
- (2) safeguarding;
- (3) credibility;
- (4) responsiveness;
- (5) reliability;
- (6) 10 points of the Dignity challenge
- (7) accessibility;
- (8) equality;
- (9) positive risk management.

**Competence** - The provider shall ensure that:

- a) its organisation is run by people who are competent to do so, who recruit and employ staff competent to do the job, who comply with the applicable legislation requirements and who operate safe working practices;

b) it only employs workers who can speak, read and write English to a good standard and who are able to communicate with people and pitch the communication to suit the audience

c) its organisation is adequately insured and financially viable and sustainable

**Safeguarding** - The principals of 'Making Safeguarding Personal' are incorporated into the Care Act 2014

A key driver of policy and practice for safeguarding for the provider to ensure that:

a) It employs staff who respect the adults who use the service, and keeps information about them confidential;

b) It only recruits and deploys staff who have been subject to an enhanced DBS;

c) It maintains appropriate policies and procedures on protecting adults with care and support needs. All staff and volunteers receive appropriate training on Adult Safeguarding, with specific focus on the role of the support worker in preventing abuse and recognising and reporting abuse;

d) Staff have been trained and comply with the West Midlands Adult Safeguarding Policy and procedures, which can be found on the council's website. Staff promote the wellbeing and welfare of adults.

**Credibility** - The Provider shall:

a) Ensure that each of its staff have a good knowledge of the requirements of their job, and in particular the services to be provided, the policies and procedures under which the services will operate and provide training;

b) Implement ways of finding out whether or not each service user is satisfied with the support.

c) Recruit a professional staff team who work with integrity.

**Responsiveness** - The Provider shall:

a) Respond to each customer's individual needs, offer choices about when and how the services are provided, and ensure that the services respond appropriately to the specific social care needs and are proactive in working in ways that promote equality and anti-discriminatory practices.

b) operate a process by which participants, carers, the council, or any other interested party, may make comments, suggestions, complaints, and compliments about the services to the provider, and implement a system which ensures that such comments, suggestions, complaints and compliments are considered fairly and acted upon as appropriate and promptly by the Provider;

c) ensure that all participants are free to approach the council without interference by or on behalf of the provider if they wish to lodge a complaint against the provider;

**Reliability** - The provider shall:

a) comply with the requirements of this service specification and deliver the services as agreed with each service user at the times agreed with each participants.

b) give each customer information about the individual services to be provided and have policies in place to keep participants informed about any changes in the services.

c) ensure participants and families are aware of their responsibilities to the provider in relation to notice of absences.

**Dignity** - The provider shall ensure that:

a) it adopts a zero tolerance approach to abuse and disrespect in the delivery of the services;

b) all participants are treated with respect and the provider has a policy on how staff should conduct themselves professionally;

c) its staff are aware of and respect each participants cultural and religious needs and understand the influence this may have on their behaviour or their decisions.

**Accessibility** - The provider shall ensure that:

a) It is sensitive to participants' needs and facilitates their access to information in alternative formats, appropriate to the user group.

b) written information is readily available to the participants about the services and how to obtain them from the provider;

c) it has effective access to interpreting and translation services in order to meet the communication needs of participants with varying communication needs and also from different cultural backgrounds who may speak differently;

**Equality** - The provider shall ensure that:

a) it and its staff do not discriminate against race, religion, gender, disability, age or sexual orientation or any protected characteristic as defined under the Equality Act 2010 and subsequent statutory guidance;

b) its policies detail how the provider will take steps to prevent any such unlawful discrimination;

c) it promotes equal opportunities and good community relations between people from different communities.

**Positive risk management and safe practice** - The provider shall ensure that:

a) It complies with all relevant health and safety legislation in the way it discharges its duties as a service Provider and employer.

b) All staff are aware of their responsibilities under the health and safety at work act.

Proactive risk management culture and systems will be in place to promote positive experiences for clients and opportunities for independence Multi-Disciplinary Team (MDT) approaches to be used as appropriate to make shared decisions on managing risk.

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|   | <p>Any decision making keeps the persons human rights at the centre. Any disputes with family members or carers, which put this principle at risk, the Providers, should seek support from social care professionals.</p>   |
| <p><b>Service Outcomes:</b></p>             | <p>The council is committed to delivery of positive outcomes for citizens who are being supported. The success of any support received is determined by the results achieved for the person being supported (the outcome) and not the volume or resources deployed in its delivery (the input).</p> <p>The provider will be required to complete a development plan, and subsequent annual plans to the council. In addition, the Quality and Compliance review team will carry out visits to the service.</p> <p>In the event of any notable concerns then the council will work with the provider to complete an action plan to improve the areas of concern. In addition, meetings will be held with all providers to monitor their community activities on an annual basis</p> <p>Either party may request a meeting to review/discuss the service at any time.</p> <p>In preparation for any review meetings with the council, monitoring by the provider will include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• Evidence of positive impact on service user / carers;</li> <li>• Professionals feedback;</li> <li>• Overview report on how the service has performed;</li> <li>• Review of usage rates;</li> <li>• Quality audit reports and information.</li> </ul> <p>The Provider will be required to achieve the outcomes outlined in Appendix 1, in the provision of this service.</p> |
| <p><b>Social Value Outcomes</b></p>         | <p>Social value is the additional benefit that goes beyond the direct function of any services, works or goods that are commissioned by the council. Contributing to social value outcomes for Herefordshire is key to maximising additional benefits created through the delivery of this service. Providers will be expected to contribute and support the Social Value Act 2012 by:</p> <ul style="list-style-type: none"> <li>• Supporting the Herefordshire economy, this includes maximising the impact of the Herefordshire economy, promoting and supporting employment and volunteering in Herefordshire.</li> <li>• Seeking positive roles for participants to build positive reputations and be contributors to their communities.</li> <li>• Reducing demand (and subsequently expenditure) for public services in Herefordshire.</li> <li>• Maximising the impact of our actions on increasing resilience and independence.</li> </ul>   |
| <p><b>Participants and eligibility:</b></p> | <p>For those services that are being accessed through the council's approved list, any person, who is over 18, lives in Herefordshire and has been assessed as eligible for social care and support in line with the current eligibility rules as laid down by the Department of Health.</p>  |
| <p><b>Access to the service:</b></p>        | <p><u>Customer Pathway</u></p>  |

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|                     | <p>Referrals to community activities for adults will be initiated via the following process:</p> <p>Following a personal assessment, the social worker will develop a personal support plan with the service user, and send the details of their service needs, with details of the participant's preferred provider, to the brokerage team;</p> <p>The provider will then receive a request to provide a service, from the brokerage team.</p> <p>If the provider wishes to provide the service, they should respond within 1 working day, and confirmation of start date and any other specifics within 1 week.</p> <p>Following confirmation, the brokerage team will raise an individual purchase order (PO), which will be sent to the provider who must check it and raise any concerns within 3 days of receipt. <u>No service should be provided without an agreed PO in place.</u></p> <p>The start date and times of the service must be confirmed with the brokerage team who will also provide the provider with the following prior to the care/support commencing,</p> <ul style="list-style-type: none"> <li>• The relevant parts of the personal assessment;</li> <li>• The personal support plan;</li> </ul> <p>The provider will be expected to develop their own personalised and outcome focussed support plan with the service user, which they will use to manage and review the effectiveness of the support provided.</p> <p>The provider should conduct regular reviews to ensure that the package of care continues to meet the requirements of the personal assessment.</p> <p>All participants must be given the opportunity by the provider to be involved in drawing up a support plan that identifies their personal outcomes and how they would like them to be achieved.</p> <p>Providers will be expected to be able to evidence, through their own assessment and support planning process, how the service they provide contributes to the outcomes identified in the council's personal assessment and support plan.</p> <p><u>Self-Directed Support</u></p> <p>Personal budgets and self-directed services are a participative approach to delivering services that meet people's needs and enable them to achieve better outcomes for themselves.</p> <p>The council will support participants, through the assessment process, to decide whether they wish to have their personal budget as a direct payment or to be fully supported by the council, i.e. the council will arrange services for them, or a mixture of the two.</p> <p>Participants who choose to access services with a direct payment should be accepted under the same terms and conditions as those that are commissioned directly by the council.</p> |
| <p><b>Fees:</b></p> | <p>The fees that are chargeable by each provider will be the fees agreed at the point of acceptance onto the framework.</p> <p>The council would will expect the provider to maintain the same fees and rates charged to people with a direct payment.</p>   |

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|  | <p>The council will offer open book accounting options from time to time to review the cost of care, as part of the council's Price Review process, and may offer fee increases based on affordability and service viability. The council will fund community activity services in line with the prevailing average market rate, based on what providers have indicated will secure an efficient, reliable and economically viable service.</p> <p>The council expects the provider's price for delivering a service to be within the range of the Resource Allocation System (RAS). The RAS determines the allocated resources available to eligible people in respect of their ongoing care and support needs.</p> <p>The provider should be able to accept payment either from the council or directly from an individual service user. Payments should be accepted in a variety of forms including <u>Direct Payment Pre-payment Cards</u>.</p>   |
| <p><b>Monitoring and Evaluation:</b></p> | <p><u>Contract management and planned annual review</u></p> <p>Reviews may be triggered by:</p> <ul style="list-style-type: none"> <li>• Safeguarding incidents</li> <li>• Evidence of over subscription leading to reduced service delivery</li> <li>• Missed or late attendance</li> <li>• Concerns arising from a range of sources</li> <li>• Social worker reviews</li> <li>• Whistle blowing</li> <li>• Significant or multiple complaints about a providers quality of service</li> <li>• Concerns from the participant or their family/carers</li> <li>• Any other issue deemed to be a risk to performance or compliance</li> </ul> <p>The provider will also have a robust Quality Assurance Policy and Procedure in place that includes:</p> <ul style="list-style-type: none"> <li>• A process for assessing whether outcomes are being achieved for participants;</li> <li>• Feedback from individual participants and family carers from which the provider identifies any shortfalls in service provision and acts accordingly;</li> <li>• Involving participants in service development.</li> </ul> <p>Additional information will be sought from providers from time to time to demonstrate quality, for example:</p> <ul style="list-style-type: none"> <li>• Effective use of resources including building bases, staff, partnerships with other organisations</li> <li>• Number and detail of people accessing the service who are not eligible for social care</li> <li>• Number of volunteers utilised and retained</li> </ul> <p><u>Customer Satisfaction Survey</u></p> <ul style="list-style-type: none"> <li>• the provider shall undertake a Customer Satisfaction Survey the contents of which shall:</li> <li>• assess the level of satisfaction among participants their carers and their relatives with the services and in particular with its quality, efficiency and effectiveness;</li> <li>• assist in the preparation of the provider's Services Improvement Plan;</li> <li>• monitor compliance by the providers in providing the services;</li> </ul> |

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|  | <p>The Customer Satisfaction Survey shall be undertaken within 28 days by such means as the providers shall reasonably determine will effectively meet the requirements and purposes stated above.</p> <p>The survey shall include obtaining appropriate feedback from participants, their relatives, carers and other professionals engaged in providing care to the participants (other than those directly engaged by the provider).</p> <p>The council reserves the right to suspend referrals to any approved providers, which is council assessed, as being below the required quality level, and if this is the case the council will discuss this with the providers in advance</p> <p>The commissioner reserves the right to change performance-monitoring requirements in line with national and local guidance.</p>  |
| <p><b>Key Performance Indicators (KPI's)</b></p> | <p>Selected outcomes will be measured through a set of Key Performance Indicators. KPIs are a way of demonstrating that an outcome has been achieved, or that progress has been made against an outcome.</p> <p>The council outcomes which the KPIs are measuring are:</p> <ol style="list-style-type: none"> <li>1. Enhance quality of life for people with care and support needs</li> <li>2. Delay and reduce the need for care and support</li> <li>3. Ensure that people have a positive experience of care and support</li> <li>4. Safeguarding individuals whose circumstances make them vulnerable and protecting them avoidable harm</li> </ol> <p>The KPIs for this contract are:</p> <ol style="list-style-type: none"> <li>1. Number of starters this period and referral route for these new starters</li> <li>2. Number of people service currently delivered to</li> <li>3. Customer breakdown by payment method <ol style="list-style-type: none"> <li>a. Number of council-funded participants</li> <li>b. Number of Direct payment participants</li> <li>c. Number of privately/self-funded participants</li> <li>d. Number of people funded by other sources e.g. charitable trust</li> </ol> </li> <li>4. Personal development plans <ol style="list-style-type: none"> <li>a. Number of plans created</li> <li>b. evidence of that participants are involved in creation of these plans</li> <li>c. Number of people who have achieved their personal goals</li> </ol> </li> <li>5. % of participants who rate the service as Good or Very Good</li> <li>6. % of participants who say that they feel safe in the service</li> <li>7. % of participants who say that they think the service is good value for money</li> <li>8. Number of participants supported to develop employment skills, or who have taken up volunteering or paid employment</li> <li>9. Number of people supported to access activities to promote physical health and emotional wellbeing</li> </ol> <p>The council reserves the right to vary and update the KPI's during the period of the contract to support the delivery of outcomes to individuals.</p> <p>In addition to the KPIs, the Provider will be expected to report to the Council on:</p> <ol style="list-style-type: none"> <li>a. Future plans, including notifying the council of any changes to the service</li> <li>b. Successes and challenges</li> </ol> |

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|   | <p>Data for the KPIs will be submitted annually to the council as part of the quality assurance and compliance annual service reviews. The Provider is required to complete the attached Service Development Plan and submit back to the Quality Assurance Team prior to the planned review date.</p> <div style="text-align: center;">  <p>Community Activities<br/>(18-64) Service Devel</p> </div>   |
| <p><b>Confidentiality and data sharing:</b></p> | <p>The Provider will ensure that all appropriate measures are taken to maintain people's privacy, in line with the Data Protection Act 2018, The UK General Data Protection Regulation, Freedom of Information Act 2000, Environmental Information Regulations 2004, the Mental Capacity Act 2005 and the organisation's confidentiality policy.</p> <p>Participants will be able to see for themselves that records are kept confidential and secure, and access to them will only be permitted in controlled circumstances.</p> <p>Permission will be needed from people to share confidential information about them, unless current legislation or guidance states otherwise.</p> <p>Participants will have the right to receive a copy of any information held about them in the Provider's files, if this does not breach third party or legislative guidelines.</p> <p>Participants will be able to discuss their needs in confidence and privacy with a member of staff if they wish to.</p> <p>People can be confident that staff will not speak publically about them unless it has been agreed with the user beforehand.</p> <p>Discussions about peoples' personal care and other sensitive matters must be held in private.</p>   |
| <p><b>Staff Structure:</b></p>                  | <p>The following organisational management arrangements are required as a minimum for delivery of this service:</p> <ul style="list-style-type: none"> <li>• The provider will have an organisational structure that enables the service manager and supporting staff to carry out their role effectively;</li> <li>• The provider will have an acceptable level of staffing that must be maintained at all times and take into account numbers of people, levels of dependencies, and types of activities;</li> <li>• There is a recognised system for ensuring the retention of current staff, and the recruitment of trained staff for both the delivery and management of the service.</li> <li>• The provider will always have sufficient resources available to provide care and support to participants, to ensure they have control of their individual service design and to meet the agreed outcomes in their personal support plans;</li> <li>• The provider must inform the council at the earliest opportunity should they have concerns about their capacity to provide any services that they have been approved to provide under this specification;</li> <li>• The ability to work alongside people needing multi-disciplinary support in a variety of settings across organisational and professional boundaries such as health, housing, education and leisure;</li> <li>• A workforce working in partnership with people using services, their carers and volunteers across the community to co-produce the desired outcomes.</li> </ul> |

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| <p><b>Policies/ procedures/ legislation:</b></p> | <p>The provider is expected to ensure the service is delivered to a good standard and provide value for money, consistent with the council's <u>Quality Assurance Framework</u>, <u>Quality Strategy</u> and the <u>West Midlands Adult Safeguarding Policy and Procedures</u>.</p> <p>The provider will also be expected to have its own policies and procedures in place that promote the wellbeing and safety of the participants and its staff, this could include but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Abuse</li> <li>• Accidents and Incidents</li> <li>• Bullying/harassment</li> <li>• Business continuity</li> <li>• Complaints</li> <li>• Confidentiality/Data protection/Freedom of Information/Data sharing</li> <li>• Dealing with violence/behaviour that challenges</li> <li>• Equality and diversity</li> <li>• Fire safety</li> <li>• Health and Safety/Manual handling</li> <li>• Medication</li> <li>• Participants involvement</li> <li>• Recording of personal information</li> <li>• Risk assessment and management</li> <li>• Safeguarding Adults</li> <li>• Smoking</li> <li>• Whistle blowing</li> </ul> <p>Policies and procedures must be clearly stated and available. They must be implemented, monitored and reviewed on a regular basis.</p> <p>It is the responsibility of the provider to be aware of and comply with all relevant legislation including but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Employments Act 2008</li> <li>• Health and Safety at Work 1974</li> <li>• Homelessness Act 2002</li> <li>• Immigration, Asylum and Nationality Act 2006</li> <li>• Management of Health and Safety at Work Regulations 1999</li> <li>• Public Services (Social Value) Act 2012</li> <li>• Safeguarding Vulnerable Groups Act 2006</li> <li>• The Care Act 2014 &amp; Statutory Guidance</li> <li>• The Data Protection Act 2018 and UK GDPR</li> <li>• The Equality Act 2010</li> <li>• The Human Rights Act 1998</li> <li>• Transfer of Undertakings (Protection of Employment) TUPE</li> </ul> <p>The provider shall meet the requirements contained in the specification in addition to meeting all other statutory requirements and best practice guidelines.</p> |
| <p><b>Communication:</b></p>                     | <p>The provider should provide the following aspects of communication as part of their service delivery:</p> <p>The provider should ensure that people using their service have access to a service user guide in a format that they can easily understand;</p>  |

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|                     | <p>The provider should ensure that participants are informed of any unforeseen changes to the service they receive prior to the change occurring, e.g. when different care workers are sent due to staff sickness;</p> <p>Where requested and appropriate, the provider should provide information on activities undertaken to carers and families of participants;</p> <p>The provider will ensure that any issues arising in relation to safeguarding are dealt with in line with policy and procedure;</p> <p>Repeated non-attendance (3 consecutive sessions or more) of a customer must be reported by the provider to the Assessment Referral Team (ART) to enable an assessment of any potential safeguarding issue to be made.</p>   |
| <b>Definitions:</b> | <p><b>Approved provider</b> – a provider who is included on the council’s community activities framework</p> <p><b>Commissioned place</b> – a place purchased by the council on behalf of a participant</p> <p><b>Council</b> – The County of Herefordshire District Council who contract for services for Adults with a Learning Disability and/or a complex need</p> <p><b>Community activity</b> – an activity which provides learning, stimulation and/or recreation whilst promoting the independence of participants</p> <p><b>Direct payment</b> – a payment made by the council to enable a participant to purchase their own service(s)</p> <p><b>Participant</b> – a person who uses a community activity service</p> <p><b>Provider</b> – an organisation or individual who provides a service to a participant</p> |
| <b>Glossary:</b>    | <p>ART - Assessment Referral Team</p> <p>CQC - Care Quality Commission</p> <p>DBS - Disclosure and Barring Service</p> <p>ICS - Integrated Care System</p> <p>KPI's - Key Performance Indicators</p> <p>LeDeR - Learning Disabilities Mortality Review</p> <p>MDT - Multi-Disciplinary Team</p> <p>MPS - Herefordshire Council’s Market Position Statement 2020-2025</p> <p>RAS - Resource Allocation System</p> <p>SEND - Special Educational Needs and Disability,</p>   |