Contract Specification
Schedule A – General Requirements

A1. INTRODUCTION

This service specification describes the general requirements for the provision and delivery of Home Improvement Agency (HIA) services across the London Borough of Waltham Forest. The individual elements that comprise the HIA service are detailed in schedules B- G of this service specification.

A2. SERVICE AIM

The Council aims to assist and support elderly, disabled and vulnerable residents to repair and adapt their homes so that they can continue to live independently, in a safe, warm and secure environment. This will be achieved through a single point of contact and an integrated housing related support service. This aim is central to social care policy agendas, but alongside this new Government agendas are emerging that will both challenge and influence the shape of future HIAs.

The Council sees this as an opportunity to develop a HIA service that is capable of meeting current and future need. Our aspiration is to offer residents a ‘user-led’ service that is centred on tailoring services to meet individual need.

A3. SERVICE OBJECTIVES

The key objectives of the HIA service will be to: -

(i) Provide a single point of contact and co-ordination of services
(ii) Promote support for choice
(iii) Provide a flexible and personal support service
(iv) Enable those in need of support to maintain their independence, health and well being, in their chosen home for the foreseeable future. If remaining in the current home is no longer feasible, to provide advice on housing options and support to move, if required.
(v) Streamline and improve the Council’s adaptations process
(vi) Reduce the number of people admitted to hospital
(vii) Reduce the number of emergencies amongst people living independently that might result in more intensive services being required
(viii) Ensure vulnerable groups are receiving benefits to which they are entitled

**A4. CURRENT SERVICE PROVISION**

A number of the services that we are seeking to bring under the remit of the HIA are currently being delivered by the Council, albeit, via different departments and in some cases, in partnership with external agencies. We aim to bring these and new services together, to provide a complete Home Improvement Agency service to residents. An indication is given below as to the current arrangements for delivering adaptations.

**Private sector adaptations (DFGs & minor adaptations)**

Assessments are carried out by Social Services who also manage the process. A contractor delivers the works.

**Council adaptations**

Assessments are carried out by Social Services. Ascham Homes Limited, the Council’s Arms Length Management Organisation manages the process and a contractor delivers the works.

**Existing Partnerships**

The Council works in partnership with a number of external organisations to deliver other services for residents. The HIA Service Provider will continue to work closely with and build on existing partnerships to achieve desired outcomes for residents. Below is a summary of our key partnerships:

**East London Regional Housing Partnership (ELRP)** the Service Provider will be required to participate at partnership meetings, where this is appropriate. Examples of when attendance might be required include reporting on works delivered through handy person schemes that are funded through the sub-regional partnership or to make a case for funding to remove hazards to meet the decent homes standard.

**East London Warm Zone** delivers the Council’s private sector decent homes programme, providing energy efficiency measures to improve the thermal comfort of homes for vulnerable residents. The HIA Service Provider will promote the scheme to residents.

**Eaga Partnership** delivers the national Warm Front grant for vulnerable residents. The HIA Service Provider will work with the Eaga team to promote the national Warm Front scheme to residents. This may involve working with other Council sections such as the Housing Benefits section to facilitate mailshot targeting potentially eligible residents.
The Home Improvement Trust (HIT) administers the national House Proud equity release scheme. This area is currently under-developed in the Borough and given the high percentage of non-decent private sector homes identified by the Private Sector Stock Condition Survey, this is an area we will expect an HIA Service Provider to strongly promote.

Ascham Homes

The HIA Service Provider will be required to work alongside Ascham Homes, the Council’s Arms Length Management Organisation, to deliver aids and adaptations for Council tenants.

A5 THE NEW HIA SERVICE

In order to be ‘fit for the future’ we are seeking a HIA Service Provider that is flexible enough to withstand any future demands placed upon it, in relation to increased volumes of work and/or increased types of services provisions. These may require the HIA Service Provider to develop new skill sets amongst its workforce.

The HIA Service Provider will play a strategic part in transforming the Council’s Adaptations services from a ‘grants processing system’ into one that is integrated so that residents are informed of all the options that are available to them, to maintain independent living. The new HIA service will not only directly assist Service Users, but also, will act as a catalyst for signposting to other services. The Council does not believe that ‘one size fits all’ and would like to go beyond conventional referral systems, to providing more person-centred services and monitoring to ensure satisfactory outcomes for Service Users.

Below are the six service elements that the new HIA Service will deliver. Please note they are described in greater detail in schedules C to H of this service specification:

- Advice, information and signposting
- Co-ordination of services
- Minor adaptations
- Major adaptations (including Disabled Facilities Grants)
- Repairs, improvements and housing options
- Handy person services

The HIA Service Provider will be responsible for managing the delivery of adaptations, ensuring the process is seamless and efficient, that the works are carried out in a timely manner and to a high standard. This will require excellent advocacy, technical and casework skills to provide a service that meets the needs of Service Users.
The HIA Service Provider will advise Service Users of the range of options available, including exploring with them, the sources of funding that they might be able to access such as equity release. This will require the development of a database consisting of the different forms of statutory and local authority assistance as well as other sources of funding, for example charities and hardship funds.

In light of the Future HIA Project undertaken by Foundations on behalf of Communities and Local Government [www.communities.gov.uk/publications/housing/futurehia] the Council is seeking a best practice approach to the delivery of its HIA Services. The Service Provider will demonstrate innovation through the following themes:

- Support for Choice
- Housing options (for older people and those that are disabled)
- Handy person services

**A 6 SERVICE VALUES AND PRINCIPLES**

The following values and principles will underlie all activities undertaken by the HIA Service Provider:

- The HIA Service Provider will be sensitive to the needs of Service Users, who will be treated with dignity and respect at all times
- Service Users should retain the greatest possible control over their lives and their finances
- Service Users and their carers (where relevant) should be personally involved in any decision making process that impacts their lives
- Service Users that are signposted to other agencies will be monitored to ensure they receive the services for which they have been referred

The HIA Service Provider will observe the following service principles:

- The HIA Service Provider will adopt a person-centred approach
- The HIA Service Provider will ensure an equal and accessible service according to need
- The HIA Service Provider will act only on the approval and / or instructions of the Council, including delegation of work to third parties

The HIA Service Provider will provide sufficient information to enable Service Users to make informed choices, including advising the client in advance of
any financial contribution they will be required to make and keeping them informed of what is happening at each stage.

**A7 STAFFING**

**TUPE**
Details of staff that might be subject to TUPE are provided separately [see Appendix 1]. This information is “confidential” and is to be used solely for the purpose of preparing this tender.

*Below is the recommended minimum staffing for the Waltham Forest HIA:*

1 Agency Manager
2 Admin Officers
3 Caseworkers
1 Occupational Therapist
2 Surveyors
1 Technician
2 Handy Persons

It is the provider’s responsibility to ensure CRB checks are carried out for all staff working under this contract. All staff will have a duty of care towards service users and will wear visible name badges with clearly recognisable and appropriate logos.

**A8 AVAILABILITY OF THE SERVICE**

The Initial point of contact for Service Users, carers or referrers will be the premises from which the HIA Service provider will operate. In addition to visiting the HIA office in person, Service Users, Carers and referrers should be able to access the service by telephone, Mincom, letter, fax, email/website. Home visits will be made available to all Service Users.

Service Users should be able to access the HIA service between the hours of 9:00 and 5:00, Monday to Friday (excluding bank holidays). The HIA should be accessible at these times and the HIA Service Provider, and all by all members of the community. This will mean the HIA services will be advertised appropriately and interpreting and translation services made available where this is necessary.

**A9. Outcomes**

To secure real improvements to the lives of older, disabled and vulnerable residents the Council is seeking a HIA Service Provider capable of delivering multi-agency outcomes across (but no limited to) housing, health and social care. The new HIA Service will assist the local authority to deliver against the following National Indicators:

- People Supported to maintain independent living (NI 141, NI142, NI139, NI 136)
• Bringing homes to a decent standard (NI, 158)

• Reducing fuel poverty for vulnerable residents (NI 87)
• Reducing crime and anti-social behaviour (NI 138)
• Reducing health costs (NI 131)
• Preventing hospital admissions (NI 134)
• Improved health and well-being (NI 137)
• Improved life expectancy (NI 137)
• Improvement for people over 65 with both home and neighbourhood (NI 137)
• Preventing the need for residential care/nursing homes—early intervention (NI 131)
• Prevention of crime and anti-social behaviour (NI 21)
• Prevention of fires and related fatalities and non-fatal casualties (NI 49)

The following table shows the resources that have been identified for the new HIA, which will be in addition to the 15% management fee that Service Users will be charged.

### A10. Funding Arrangements

The following table shows the resources that have been identified for the new HIA, which will be in addition to the 15% management fee that Service Users will be charged.

<table>
<thead>
<tr>
<th>Source of funding</th>
<th>Yr 1</th>
<th>Yr 2</th>
<th>Yr 3</th>
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<td>Estimated Handy Person jobs</td>
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### A11. Anticipated Volumes of work

As a guide, **minimum outputs** are provided for each of the service elements (contained in **schedules B-G** of this service specification). Providers will be expected to propose options for delivery and to demonstrate added value in service delivery.

### A12. Quality Assurance
The HIA Service Provider will ensure the services it provides is based on principles of:

- Best value and continuous improvement and in this respect the HIA Service Provider will be expected to participate in local / regional benchmarking exercises to foster improvement and innovation

- Self-assessment, ensuring that the day-to-day responsibility for the quality of the service is managed by the HIA Service Provider, but with review and monitoring being carried out by the Council and the Service Development and Performance Monitoring Group (described below).

The HIA Service Provider shall notify the Council of any changes regarding their policies and procedures where in particular these changes adversely affect the delivery of the HIA Services.

The HIA Service Provider’s quality assurance system will be:

The Supporting People Performance Workbook for HIAs, which will require completion quarterly

A13. Performance Monitoring and Service Development

The HIA Service Provider will be required to complete the outcomes form for HIAs (see Appendix 3) and submit this to the Supporting People Officer and the Contracts and Commissioning team, quarterly. Additional data will also be required against key performance indicators and local performance indicators. A Service Development and Performance Group (SDPG) will be established to monitor the performance of the HIA. Membership will include representation from Service Users, Supporting People, Contracts and Commissioning and stakeholders. The role of the SDPG will include:

- Meeting bi-monthly in the first year and quarterly thereafter, to maintain an overview of the Agreement
- The HIA Service Provider will work alongside the Council in developing the HIA Services
- Considering information and monitoring data supplied by the HIA Service Provider

Considering any underperformance issues, the reasons why and to agree with the HIA Service Provider how this will be addressed

- Deciding how any increased demands for HIA services should be met
- Considering any disputes not resolved at operational level
- Considering any implications of contract performance and service activity in relation to the Council’s performance and service indicators
- Monitoring and reviewing activity against equality impact assessments
- Ensuring equitable levels of service borough-wide
- Authorising ad-hoc requests for service and performance related information
A14. Business Planning

The successful HIA provider will be required to develop its service proposals into a Business Plan, that will cover its Financial, Human Resource, Operational and Marketing plans. The provider will review this plan annually.

A15. Managing Works Contractors

The HIA Service Provider will develop a list of approved works contractors to enable them to obtain at least three quotations on behalf of Service Users, who will decide which works contractor they would like to appoint. On behalf of the Service User, the HIA Provider will:

- Act as the point of contact, between the contractor and the service user
- Agree with the contractor appropriate hours of work and access
- Ensure that works are carried out in accordance with health and safety guidance and legislation
- Ensure DFGs, Major adaptations and repairs meet the Government’s Decent homes standard
- Monitor the works contractors performance to ensure recommendations and quality standards are met
- Agree and ensure variation and defect procedures are in place
- Manage the resolution of any disputes that may arise between the Service User and the works contractor
- Ensure appropriate documentation given to Service Users and to Ascham Homes in the case of the adaptations to Council properties

Schedule B

Service Element 1 – Advice, Information and Sign-posting

B1 Service Description

B1.1 The HIA Service Provider will provide general, but comprehensive advice and information to Service Users on the following areas:

- Problems relating to Service User’s properties
- Adaptations and improvements
- Energy efficiency
- Ensure service users are receiving benefits to which they may be entitled
- Possible sources of funding
- Housing options (e.g. move on schemes, downsizing, move to more specialist housing, moving into rented accommodation)
- Signposting to other services

B1.2 As a provider of ‘general information’ or ‘first point of contact’, the HIA Service Provider will always give one of two answers: “we can help you with your problem” or “we cannot help you, but we can signpost you to an organisation which specialises in your problem”

B1.3 To facilitate this, the HIA Service Provider will develop a network of cross-referrals with other local advice organisations, keep up to date with
directories of local services and have knowledge of how links can be
developed with specialist and generic national services, such as help lines
and websites.

B1.4 The HIA Service Provider will check that Service Users are receiving benefits
to which they are entitled. Service Users who do not appear to be receiving
correct benefits will be referred to the Benefits Agency and / or assisted with
making benefit claims.

B1.5 The HIA Service Provider will undertake a home visit where appropriate, with
the Service User’s consent. This is to gather financial and personal
information, in order to advise Service Users of the range of options available
to them, and, agree with them an appropriate course of action and possible
sources of funding.

B1.6 Where requested to do so by the Service User, the HIA Service Provider will
act on the Service Users behalf, to ensure they receive any additional benefits
to which they may be entitled to.

B2  Eligibility
B2.1 The HIA Service Provider will be open to receiving enquiries from residents
as restricting access at the initial stage could prevent people at risk from finding
an organisation, which could help solve their problem(s).

B3  Tenure
B3.1 The provision of advice, information and signposting service will be open to all
tenures.

B3.2 No charges will be made to Service Users for this service element

B4  Response Times
B4.1 Initial enquires will be responded to within 2 working days.

B4.2 Where appropriate, home visits will be undertaken within 7 working days.

B5  Monitoring

B5.1 The HIA Service Provider will keep detailed records of the advice and/ or
information given to Service users. Where a referral has been made to
another organisation, the HIA Service Provider will record information about
the agency referred to, such as the date of referral, agency name and named
person there.

B5.2 Service Users will be sent customer satisfaction forms to complete and return
to the HIA Service Provider. This data will be analysed by the Service Provider
and provided to the Council at times to be agreed, and in a meaningful format.
This performance data will be provided to the named Contract Monitoring
Officer on dates to be agreed and will be reported to the Service Development
and Performance Monitoring Group.

B5.3 Minimum outputs

The minimum number of enquiries that the Council expects the HIA Service
Provider to receive annually is 500.
Schedule C

C1 Service element 2 – Co-ordination of Services

C1.1 The HIA Service Provider will ensure that the co-ordination function is undertaken by suitably trained staff.

C1.2 Co-ordination will include assisting Service Users by arranging services and ensuring a timely outcome including accessing grants, loans and other funding.

C1.3 Service Users will be advised of the eligibility criteria for the services, any financial contribution that they may be required to make from their own resources and any charges that they may be liable for.

C1.4 The HIA Service Provider will co-ordinate service provision to agreed timescales, liaising with relevant agencies where completion of works are critical, for example, to enable hospital discharges.

C1.5 Co-ordination will include involving relevant agencies, progress-chasing (this can mean liaising with multi-agencies), ensuring timescales are adhered to and reporting back to the Service User at key stages to provide update on progress.

C.2 Eligibility

C2.1 Co-ordination will be provided to all those who are eligible to receive service elements D to H.

C3 Referral arrangements and response times

C3.1 Referrals may be received from individuals (i.e. self referral), Adults and Social Care, Housing Services, Environmental Health, Healthcare providers, statutory and voluntary organisations. This list is not exhaustive.
C3.2 There will be no charge to the Service User for this service.

C3.3 For any referrals other than self-referrals from the general public, the referrer will define the degree of urgency. Referrals will be responded to within 2 working days, other than those concerning a hospital discharge, which will be responded to within 1 day (or 24 hours).

C4 Monitoring
The HIA Service Provider will keep detailed records of the process followed in each case. Service Users that have accessed the service will be sent customer satisfaction forms to complete and return to the HIA Service Provider. Data received, will be analysed by the Service Provider and provided to the Council at times to be agreed, and in a meaningful format. The Service HIA Service Provider will also be required to

C4.1 Minimum Outputs
This element relates to assistance and support to those accessing adaptations or improvements under schedules D-G. Please note minimum outputs given for each service element (D-G).

Schedule D
Service Element 3 – Minor Adaptations

D1 Service Description
D1.1 The HIA Service Provider will take referrals for minor adaptations and undertake works to ensure safe and independent living for Service Users and to assist or enable prompt hospital discharges.
D1.2 The minor adaptations to be carried out will include the following (the list is not exhaustive):
  - Installing chair and bed raising systems
  - Fitting portable/temporary ramps
  - Installing shower seats
  - Mattress variations and cot sides
  - Door threshold removal
  - Widening door frames and re-hanging doors
  - Installing chair and bed raising systems
  - Grab rails, stair rails, drop-down rails and galvanised rails

D1.3 The HIA Service Provider must obtain the consent of any private landlord where a minor adaptation is to be undertaken on their property, prior to commencement of the works.

D1.4 The HIA Service Provider will visit clients in their home and undertake quality assurance checks on the works undertaken, which will be recorded on standardised forms. This data will be analysed by the HIA Service Provider and information on quality assurance reported to the Council’s Contract Monitoring Officer.
D1.5 The HIA Service Provider must obtain all necessary consents, including highways, planning and building regulations as might be required to undertake the adaptation.

D1.6 The HIA Service Provider will provide a signposting service to providers of small equipment, where appropriate.

D2 Eligibility
D2.1 Minor adaptations can be provided to Service Users assessed as eligible by an Occupational Therapist (OT) or other approved assessor acting on behalf of the Council who can carry out an appropriate risk assessment in accordance with manual handling regulations.

D2.2 The HIA Service Provider will identify the work required.

D3 Tenure
D3.1 Minor adaptations are available to owner-occupiers and private tenants, subject to the landlord’s consent.

D4 Funding of this service element
D4.1 The co-ordination and delivery of minor adaptations by the HIA Service Provider will be funded under this Agreement.

D4.2 The cost of the minor adaptations to be carried out will normally be between £250 and £1,000 for any single item or combination of items, including the cost of installation but excluding the cost of the associated co-ordination of works.

D5 Invoicing and Payment Arrangements
D5.1 The HIA Service Provider will ensure that a proper tax invoice is submitted to the Council on a monthly basis (through the Council’s Contract Monitoring Officer) for the value of the minor adaptations undertaken in the preceding month. With the invoice shall be a schedule which sets out the Service User’s name, address, the nature of the work undertaken, the estimated value at the point of referral and the out-turn value.

D6 Referral Arrangements and Response Times
D6.1 Referral to the HIA Service Provider for minor adaptations will be via an Occupational Therapist (OT) or other authorised personnel acting on behalf of the Council.

D6.2 The referring OT or other Council personnel will specify the timescale to which the minor adaptation is to be carried out:

- Within 1 Working Day (hospital discharge or other urgent situations)
- Within 7 Working Days (other minor repairs)

Occasionally, the HIA Provider will be asked to fast track cases involving Service Users who cannot be discharged from hospital because their home requires adaptation.

D6.3 The HIA Service Provider will keep detailed records of the process followed in each case. Service Users that have accessed this service will be sent customer satisfaction forms to complete and return to the HIA Service
Provider. Data received, will be analysed by the Service Provider and provided to the Council on dates to be agreed, and in a meaningful format. A named Contract Monitoring Officer, the Service Development and Performance Monitoring Group and Supporting People team will monitor the service.

D7 Minimum Outputs
The minimum outputs expected under this service element will be 400 minor repairs per annum.

Schedule E

E1 Service Element 4 – Major Adaptations / Disabled Facilities Grants (DFGs)

E1.1 The HIA Service Provider will be responsible for managing the delivery of major adaptations (to Council tenants) and DFGs (to private tenants).

E1.2 The HIA Service Provider will provide a support and co-ordination service where this is requested by the Service User, which can include technical services dependent on the extent and nature of the scheme, by undertaking the following tasks:

- Provide a signposting service to providers of small equipment, where this is required
- Arrange a visit to the Service User’s property in order to discuss the major adaptations
- Prepare any applications and submit them with all relevant documents (e.g. Planning permission, building control, drawings) on behalf of the Service User
- Maintain a list of approved contractors as appropriate to the needs of Service Users
- Ensure that all works are undertaken in accordance with health and safety guidelines and legislation
- Keep Service Users and their carer informed of progress
- Ensure that the completed works meet the Service User’s needs as recommended during assessment
- Ensure that variation and defect procedures are in place to ensure satisfactory conclusion of works
- Assist with the resolution of disputes that may occur between the Service user and the contractor

E1.3 The HIA Service Provider shall maintain a register of adapted properties and information provided to the Council, upon request regarding adapted properties in the London Borough of Waltham Forest.

E2 Eligibility
E2.1 Major adaptations, including Disabled Facilities Grants, will be available to disabled individuals as defined by the Housing Grants, Construction and
Regeneration Act 1996, who have been assessed by the Council's Occupational Therapist and for whom a Statement of Need has been produced, and who need assistance to co-ordinate the adaptations.

**E3 Tenure**
E3.1 Disabled Facilities Grants - owner occupiers or private tenants Major adaptations – Council tenants; Registered Social Landlord tenants

**E4 Funding for this service**
E4.1 The co-ordination and delivery of major adaptations by the Service Provider will be funded under this Agreement and fees charged to the Service User, by the HIA Service Provider, where actual works have been undertaken.
E4.2 For actual work undertaken, if the Service User is making application for local Authority Grant assistance, the cost to the Service User will be their calculated contribution under the test of resources as defined within the relevant legislation. If there is a shortfall in funding from the Local Authority, other forms of assistance will be explored with the Service User.

**E5 Payment:**
E5.1 The HIA Service Provider will be paid the contracted amount

**E6 Referral arrangements and response times**
E6.1 Due to the demand for adaptations to homes, there is a need for prioritisation based on a case-by-case basis. The Council's Major Adaptations Panel who will prioritise cases as either a 'high priority' or 'standard priority' will do this assessment. Below are a few examples:

**High Priority**

- Any adaptation to assist someone who has a rapidly deteriorating condition, which could be exacerbated without assistance.
- Any adaptation to prevent hospital admission where the Service User has a regular and substantial home care component and where there is concern that care at home will break down.

**Standard Priority**

- Adaptations to facilitate access to the toilet, where the Service User is using temporary equipment
- Adaptations to provide access for bathing
- Adaptations to facilitate access either within the home, e.g. a stair lift, through floor lift or outside the home, e.g. a ramp

**E6 Monitoring**
E6.1 The HIA Service Provider will keep detailed records of processes followed in each case, including details of all assessments, visits, drawings and other related paperwork. Service Users that have accessed this service element will be sent customer satisfaction
forms to complete and return to the HIA Service Provider. Data received, will be analysed by the Service Provider and provided to the Council on dates to be agreed, and in a meaningful format. The Contract Monitoring Officer, the Service Development and Performance Monitoring Group and the Council’s Supporting People team will monitor this service.

E7 Minimum Outputs
The minimum anticipated number of people that will be assisted to adapt their homes each year, is 80.

Schedule F

Service Element 5 – Repairs, Improvements and other Housing Options

F1 Service Description
F1.1 The aim of this service element is to assist Service Users to access funding to repair or improve their homes by advising them of the full range of options that is available. If repairs and improvements are no longer an option, then the HIA Service Provider shall advise the Service User of the full range of options for moving on, and provide support and assistance to achieve the Service Users desired option.
Repairs and Improvements

This will involve the Service Provider allocating a designated caseworker to carry out a home visit to assess both the property and the Service Users circumstances. The Service User will advise of all the options that are available to the Service User. This will include:

- Liaison with the Council to determine whether there are sub-regional funds available, in particular for hazard removal under the East Sub-regional Private Sector Decent Homes programme. This will require the Service User to work with the Council’s Housing Standards team who can carry out an assessment under the Housing, Health and Safety Rating Scheme (HHSRS- Housing Act 2004), to make the case for funding.
- Looking at the possibility of the equity release schemes and identifying possible sources of funding for that the Service User might access to fund the administration costs.
- Considering the Service Users eligibility for the national Warmfront scheme and the Council’s Decent Homes Programme delivered by London Warmzone
- Considering any hardship funds that may be available to support the repairs and improvements that are required to the property
- Considering potential insurance claims the Service User may be able to make and assisting him/her with the process

This service element will involve the following tasks:
- Developing and maintaining a list of approved contractors
- Arranging home visits to Service User’s properties
- Identifying and agreeing with Service Users what repairs need to be done and advising them of the likely cost of works
- Identifying funding options with the Service User, including Equity Release (if appropriate), charitable trusts, hardship funds
- Preparing applications on behalf of and in consultation with the Service User, as well as any necessary drawings
- Selecting contractors appropriate to the needs of Service Users
- Keeping Service Users informed of progress
- Supervising the works, ensuring, works are being carried out to specification
- Ensuring variation and defects procedures are in place
- Assisting Service User to resolve any disputes that occur between them and the contractor.

Liaising with the Housing department, and other agencies, on behalf of Service Users

Housing Options

Having assessed the condition of the property and gathered information around the Service Users financial and personal circumstances (where appropriate), a decision will be taken as to
whether it would be appropriate, in the circumstances to advise the Service User on other Housing options for moving on. This could be because:

- The property requires such major works that it would be financially viable to consider selling and purchasing a smaller, more manageable property
- The Service User requires a level access property
- The Service User may wish to move to a home that is already adapted, or can be easily adapted
- The Service User requires more specialist housing
- The Service User wants to move to be nearer to family, friends, carers
- The Service User wants to move out of the borough

The HIA Service Provider will work in collaboration with the Council's established Disability Advice Service, which offers outreach surgeries, one to one visits and facilitates housing needs assessments for disabled people. The Service Provider will ensure Service Users understand the implications and processes involved with moving. They will be supported through the process, including form filling, liaising with agencies such as estate agents, solicitors, the Council and other local authorities, where applicable.

**F4 Eligibility**

G4.1 To be eligible to receive the general repairs and improvements service, Service users must be elderly, disabled or vulnerable.

**Monitoring**

The HIA Service Provider will keep detailed records of the process followed in each case. Service Users that have accessed this service will be sent customer satisfaction forms to complete and return to the HIA Service Provider. Data received, will be analysed by the Service Provider and provided to the Council on dates to be agreed, and in a meaningful format. The Contract Monitoring Officer, the Service Development and Performance Monitoring Group and Council’s Supporting People team will monitor this service.

**F6 Minimum Outputs**

As a minimum, we anticipate 100 Service Users per year will receive support and assistance to access funding for home improvements and repairs. We anticipate approximately 20 residents will also require advice on other housing options, although only 25% of these may actually require assistance to move.
Schedule G

G Service Element 6 – Handy Person Services: ‘Safer & Greener Homes Scheme’

Service Description

G1.1 This handy person service will provide a wide variety of small but important ‘preventative’ jobs in and around the home as well as general advice and practical assistance to assist eligible residents to reduce their carbon footprints, and to stay safe and warm in their homes.

G1.2 The HIA Service Provider will ensure handy persons covering this service element have the skills and capability to assess need, identify and carry out any required works. Assistance under this element will be provided to an upper limit of 2 hours, per job.

Safer Homes Scheme – Handy Person Scheme

G2.1 Handy Persons, when visiting the homes of vulnerable groups, are well placed to identify potential hazards around the home that may not be apparent to the occupant(s). Where potential hazards have been identified that falls within the hazards defined by the Housing, Health and Safety Rating System [Housing Act 2004] the HIA Service Provider will make a referral to the Council’s Housing Standards Team who will carry out an assessment in accordance with Government guidance. [http://www.communities.gov.uk/publications/housing/housinghealth]

G2.2 The HIA Service Provider will monitor progress of cases referred to the Housing Standards team. Following assessments, the HIA Service Provider will advise the Service User of all options available for carrying out any works identified. This could be to make the case to the East London Sub-regional partnership for a hazard removal grant, other possible sources of funding, or whether the work can be considered a small job that can be undertaken by the handy person. The jobs included within this specification are listed below, but the list is not exhaustive and may be seen as a guide, with room for further development particularly in light of the ‘Future HIA Project’ and plans to broaden the role of handy person’s.

Small repairs

- Works to prevent trips and falls such as securing trailing wires/loose carpets, fitting grab/ hand rails
- Small carpentry works, e.g. repairing window frames and doors
- Works to improve security such as fitting door chains, spy holes, and changing locks
• Changing light bulbs
• Small plumbing jobs

Small repairs outside the home
• Repair small areas of garden fencing / garden doors
• Clear / tidy garden (one off, no longer than 2 hours work)
• Cut hedge (one off, no longer than 2 hours work)
• Make garden paths safe
• Repair / erect washing line
• Unblocking drains

Assistance in the home
• Putting up curtain rails
• Changing / fixing toilet seats
• Fixing sealant around small areas of the bath / sink
• Moving small items of furniture around

Eligibility for the Safer Homes Scheme
This service element will be provided to the following:
• People who are 60 years old and over
• Vulnerable adults, who have a chronic illness, are elderly, 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 being discharged from hospital (where the work is essential to allow them to return to their own homes)
• People who are registered disabled (including those with mental health conditions)
• People who have been victims of crime (for example, who needs a lock changed to feel safe in the home)
• Children at risk of harm or accidents, whose parents or guardians are unable to protect them (for safety related works through statutory referral only)
• Those with a child as part of the household, who is either disabled or has a sensory impairment

Tenure
• Owner-occupiers
• Private tenants

Funding

G5.1 The administration and delivery of the Handyperson Service and maintenance service will be funded under this Agreement.

G5.2 Service users will be charged for materials required to undertake the
works, in accordance with the HIA Service Provider’s Schedule of costs for materials.

G5.3 The charge to Service Users will be £10 per hour and works can be carried out to an upper limit of 3 hours. Discretion will be exercised in the case of service users who meet the eligibility criteria but are experiencing financial hardship and therefore unable to pay.

Response Times

The referring Occupational Therapist or other authorised person will state to what timescale the minor adaptations will be carried out:

- Hospital discharge – within 24 hours
- Simple fixings – within 5 working days
- All other types – within 14 working days

G7 Referral Arrangements

G7.1 The caseload of the Service Provider will be generated through direct requests from Service Users, who may include those already receiving assistance in relation to Major adaptations. Referrals can also be made to the Provider from professionals, including health, housing and social care.

‘Greener Homes – Handy Person Scheme ’

Service Description

G9.1 The Service Provider will provide services to ensure safe and independent living, whilst assisting and enabling Services Users to reduce their carbon footprints. The aim of this service is also to provide advice and practical assistance to eligible residents to enable them to reduce their carbon footprints, improve energy efficiency, reduce fuel poverty and enhance health and well being. This will require the HIA Service Provider setting up a database of properties receiving ‘Green Homes Service’.

G9.2 The Green Homes service will be delivered to an upper limit of one-hour for basic advice and two hours if assistance is required to organise recyclable items and arrange collections, setting up a home composting system (including advice on maintenance).

Advising on energy use:

- Advice on how to reduce energy consumption - for example use of electrical appliances
- ‘Green’ lifestyle advise
• How to keep warm in winter
• Setting heating controls/ thermostats
• Fitting low energy light bulbs

G10.1 Energy efficiency home check:
• Taking basic information from service users and signposting to the energy efficiency advice centre (NELEEAC) in the London Borough of Waltham Forest for a free home energy check and for grants to install measures
• Visiting the homes of residents returning home from hospital and ensuring heating systems are working and setting thermostats
• Ensuring vulnerable residents get the best energy deals and do not live in fuel poverty
• Benefits check and referrals for benefits maximisation service
• Referring Service Users to the Home Energy Efficiency Training (HEET) project for small jobs that will enable heating measures to be installed effectively
• Lending emergency heaters, where Service Users have no heating, and whilst services are being co-ordinated for them

G10.2 Advice and Assistance to organise recyclable items:
• Advising on compulsory recyclable waste – example, cardboard, paper, bottles, plastic
• Advising and arranging for disposal of medication
• Advising on disposal of items such as batteries, metal, textiles and shoes and arranging for these to be collected
• Organising and arranging collection of large (bulky waste) items

Home Composting:

• Information about different types of composting systems
• Advice and assistance to set up Home Composting system
• Basic advise on composting process
• Basic advise on recyclable items for home composting, for example, food scraps, leaves and grass
• Advice on maintenance of home composting system

Digital Switch Over

G11.1 The HIA Service Provider will give advice and assistance to
vulnerable residents who wish to change over to digital TV ahead of the Government’s timescale for switching over. The aim ensures vulnerable residents have access to technologies that will have a positive impact on their lives and will include:

- Giving basic advice about how much switchover is likely to cost
- Taking basic information and assessing Service Users eligibility for the national Digital Switchover Help Scheme
- Advising Service Users on options that are available – installing a digital box or pay monthly for a subscription service
- Assisting Service Users to choose a digital provider, if subscription is their preferred option
- Facilitating the installation of aerials, where necessary

**Eligibility**

Under the Green Homes scheme, the HIA Service Provider will ensure handy persons provide a service to:

- People who are 60 years old and over
- Vulnerable adults
- People with sensory impairment
- People who are registered disabled (including those with mental health conditions)
- Those with a child part of the household, who is either disabled or has a sensory impairment

**Tenure**

- Owner-occupiers and private tenants
- Local authority tenants and RSL tenants

**G14 Funding the Handy Person Scheme**

**G14.1** The administration of the Greener Homes scheme will be funded through this Agreement.

**G14.2** However, Service Users will be charged for materials required to undertake any works, in accordance with the HIA Service Provider’s Schedule of costs for materials.

**G14.3** The charge to Service Users will be £10 per hour and works can be carried out to an upper limit of 3 hours.

**G14.4** Discretion will be exercised in the case of service users who meet the eligibility criteria but are experiencing financial hardship and therefore unable to pay.

**G15 Response times**
G15.1 **This is not an emergency service** except for hospital discharge cases, i.e. where handy person services will prevent someone remaining in hospital for longer than they need to. In this case, the type of works to be carried out would include measures to improve heating in the home and or

Referral Arrangements

G16.1 Referral to the Service Provider for the Green Homes scheme can come directly through self-referrals, Adults and Social Care, Children services, Mental Health team, healthcare and other professionals within and external to the Council.

G17 **Monitoring of Safer and Greener Homes Scheme**

The HIA Service Provider will keep detailed records of the process followed in each case. Service Users that have accessed this service will be sent customer satisfaction forms to complete and return to the HIA Service Provider. Data received, will be analysed by the Service Provider and provided to the Council on dates to be agreed, and in a meaningful format. A named Contract Monitoring Officer, the Service Development and Performance Monitoring Group and Supporting People team will monitor the service.

G18 **Minimum Outputs**

The minimum number of small jobs to be carried out under ‘Safer Homes’ is approximately 700 per year and the minimum number of people who will be advised/ and or assisted ‘Greener Homes’ is 300.