

London Borough of Hammersmith and Fulham



Home Improvement Agency, Assistive Technology, Community Alarm Review – “Better Homes Services”

Project Brief – Request for Quote

Brief and Scope of Review – April 2009

The London Borough of Hammersmith and Fulham (H&F) wishes to review its current Home Improvement Agency services, its Community Alarm provision and use of Assistive Technology and the potential for service developments.

Request for Quote

H&F Invites proposals from individuals / organisations on:

- i) the proposed method to carry out the review
- ii) how the aims and objectives and areas “in-scope”, set out below would be met
- iii) the cost and number of days / weeks to deliver the review
- iv) brief timetable for the review
- v) Summary of your capacity and experience to deliver this review

The review would involve:

- Collating, benchmarking and mapping information
- Meeting key stakeholders and council staff
- Reviewing best practice
- Developing and appraising model options (including a minimum and maximum)
- Making recommendations in the format of a final report and presentation

The proposals will be evaluated with equal weighting for each for the five areas above.

Aims and Objectives of Home Improvement / Community Alarm and Assistive Technology Services

- To enable older and disabled people who need adaptations, AT or community alarms to continue to live independently in their home.
- To prevent harm and enhance wellbeing
- Equitable, holistic, tenure neutral, integrated services.
- Outcome focused.
- Cost effective / Value for Money.

Aims and Objectives of Review:

To:

- map and present services, processes and funding.
- appraise and cost model options.
- make recommendations for the specification and funding of fit for purpose Home Improvement, Assistive Technology and Community Alarm services for H&F residents that demonstrates a clear approach to the provision of these services.
- make recommendations to simplify / improve access & specify referral procedures – considering existing access and assessment pathways for housing-related support, and the Trusted Assessor Model
- make recommendations for maximisation of resources
- consider how to offer choice to H&F residents in the context of Self Directed Support
- recommend a model that offers efficient service delivery, integrated where possible, with an assessment of the investment that may be required and funding options.
- consider options that achieve added value to the residents of H&F and maximise funding potential, such as social enterprises
- develop a model to project future costs and make recommendations re charging
- make recommendations for improved promotion of services

In Scope:

➤ **Service Mapping – numbers provided per year and provider**

- Minor Adaptations
- Major Adaptations
- Community Alarms
- Assistive Technology
- Other small jobs / added value Third Sector services

Initial mapping information is available and would require bringing together.

➤ **Process Mapping: As Above, to include:**

- Referral and Access Arrangements
- Assessment
- Allocation of grants and funds (risk based methodology)
- Charging
- Completion of works / provision of equipment
 - Timescales / targets and performance against
- Evaluation mechanisms / outcome measurements

Some initial process mapping is available and would need bringing together.

➤ **Funding Maps**

- Review of budgets / grants and management - Capital and Revenue
 - DFG
 - Supporting People
 - LBHF Adaptations Budget
 - Review compliance of current procurement process with council policy and EU legislation
- Spend analysis
- Cost benefit analysis of keeping persons in their home (JNSA)
- Analysis against national averages
- Charging analysis
- Can the HIA provide other services relating to Grants?

Some initial funding mapping and spend information is available and would need bringing together.

➤ **Need / demand Mapping**

- Joint Strategic Needs Assessment,
- Housing Demand Analysis
- Supporting People Strategy– projections, etc
- West London/neighbouring boroughs?

Some initial needs mapping information is available and would need bringing together.

- Legal requirements - minimum to maximum compliance?
- Overview of work in government – e.g. CLG
- Overview of best practice e.g. Foundations recommendations.
- Link with accessible housing register.
- Understanding care package provision and how services will be linked.
- Eligibility / assessment and Fair Access to Care considerations.
- Provider consultations.
- Social enterprise considerations.
- Joint commissioning / procurement opportunities and recommendations - inter-LBHF departments and / or cross borough opportunities.

Interdependencies:

1. **Link with Home Care and Housing Related Support services** (ASC/SP) for older and disabled people (holistic services).

Hammersmith and Fulham is currently consulting on a remodel of Home Care to all age groups and provision of Housing Related Support to Older People, including those in sheltered housing. The model aims to develop services that:

- improve the quality of home care
- target housing support to older people who need it regardless of tenure
- provide integrated services for those older people who require both services and provide quality services to those with complex needs.
- are outcome focused
- ensure that “wrap around” services such as community alarms, assistive technology and home improvement services are provided to maximise independence, and reduce dependency on social care, health and Supporting People funded provision.
- work with landlords to ensure high quality housing management services are provided to tenants of sheltered housing.

The Home Improvement, AT and Community Alarm Review will merge with a previous Technical Solutions workstream and be chaired by the Assistant Director of Housing. The workstream will report to the Home Care and Housing Related Support Project Board, chaired by the Assistant Director of Quality, Commissioning and Procurement.

The Technical Solutions workstream has completed the first stage of the community alarm review, mapping costs, funding, activity etc, which included some analysis of AT services. The report will be available upon commencement of this review.

2. Self Directed Support implications.

Hammersmith and Fulham is developing “Supporting Your Choice”, aiming for 100% of social care service users to be receiving services through self directed support by 2012. Incremental targets have been set. The borough has developed a blueprint and is currently at implementation phase. A project board chaired by the AD of Quality, Commissioning and Procurement is in place. This review would need to feed into this work.

3. Adaptations and Procurement Project

Hammersmith and Fulham are currently undertaking a project to identify a suitable contractor to undertake the installation of all major adaptations (over £1000) identified through Occupational Therapy cross tenure. This will involve the carrying out of major adaptations in H&F homes properties through direct funding or in properties of other tenure through the disabled facilities grant.

Currently contracting arrangement for Adaptations are entered into on an adhoc (spot) basis. This is potentially labour intensive, and does not leverage on the

aggregated requirement. The project board is chaired by the OT Service Manager and work is underway. An options appraisal will be completed in the next 3 months

4. Integrated Equipment Contract and development of Retail Model of Equipment and Adaptations (transforming community equipment)

Hammersmith and Fulham's equipment and minor adaptations contract is out to tender because the present contract is expiring. The new contract is a framework agreement across 7 London Boroughs. Kensington and Chelsea are the lead borough. The new contract leaves room for the development of the retail model of equipment over the next 5 years. It is anticipated that the retail model will develop slowly over this time with the standard contract still covering the majority of equipment deliveries and minor adaptations within the borough.

Once the new contract is running, Hammersmith and Fulham are aiming to develop their trusted assessor scheme to train the equipment providers. There is also potential for extending the trusted assessor scheme potentially to any HIA provider in order to allow low level assessment and provision to be undertaken at arms length from the Occupational Therapy service. Thus simplifying the customer journey for low level equipment and adaptations

5. Social Regeneration

This project will need to input to cross reference interdependencies.

Related Literature

- Lifetime Homes, Lifetime Neighbourhoods (February 2008)
- In Control
- Putting People First
- Our Health Our Care, Our Say (2006)
- The Future Home Improvement Agency: Supporting choice and maintaining independence (CLG/Foundations 2008)
- LBHF Supporting People Strategy Refresh 2009-2012
- LBHF Housing Strategy
- Good Housing Leads to Good Health
http://www.cieh.org/library/Policy/Publications_and_information_services/Policy_publications/Good_Housing_Leads_to_Good_Health_2008.pdf
- BRE HHSRS Calculator
- Disabled Adaptations – the current agenda. HQN (Oct 08)
- Transforming Community Equipment Services. Dept of Health (June 06)

Reporting Requirements

- A final written report with supporting evidence
- Presentation to the review Project Board

Timescales

The board would like to consider a report by the end of July 2009 and would therefore need to commence immediately. Once this review has been fully scoped these timescales can be re-visited if necessary.

Please submit your proposal, no more than 5 sides of A4, minimum font size 10 to:

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Or by email to rachel.soni@lbhf.gov.uk by **29 May 2009.**

If you have any queries please contact Rachel Soni or Gareth Mead by telephone on 0208 573 1723 or 0208 753 1909 respectively.