

Appendix D - Specification

This document sets out the Council's minimum requirements, quality standards and key performance indicators with respect to the proposed contract. Please ensure that you read this carefully and ensure these requirements are incorporated into your pricing submission and the quality of services provided. We are looking to procure Occupational Therapists for Concessionary Travel Assessments on a 3 year contract with an option to extend for a further year.

1. Summary of Requirements: -

- 1.1 Undertake assessments required by Lambeth Council i.e., desk based, mobility assessments or telephone assessments with the appropriate medical evidence.
- 1.2 Retrieve all documents and necessary information such as medical evidence to carry out assessments from Lambeth Systems (login details will be provided by the Council).
- 1.3 Uploading of decisions to Lambeth systems through IEG4 and any other systems the council may use or develop to deliver the service.
- 1.4 Liaison with Lambeth Accessible Transport Officers and Mobility Assessors.
- 1.5 Referrals that have not been received by the agreed KPI will be escalated by a manager.
- 1.6 Attending monthly review meetings, providing reports on trends, application approvals/declines, supporting documentation to help officers.

2. Experience & Accreditation.

- 2.1 It is expected the supplier must have worked with a Local Authority to deliver concessionary travel service assessments for Blue Badges, Freedom Pass and Taxi Cards.
- 2.2 The supplier must use experienced and accredited occupational therapist/physiotherapist assessors registered with the Health and Care Professions Council.
- 2.3 The assessors will carry out paper screening of application, telephone assessments and conduct face to face assessments.

3. Flowchart for Undertaking Assessments.

- 3.1 The supplier must follow a 3-stage assessment process and demonstrate how each stage will be carried out using a flowchart. The 3 stages are set out below.
 - Stage 1 - Desk-based assessment using information already submitted by the applicant and held on the councils' systems. A recommendation report to award or decline must be provided following each assessment using desk-based screening tools and a scoring matrix.
 - Stage 2 – Telephone or Face to face mobility assessment appointments made and held, including all appointment letters to be sent by the supplier. Face to Face assessments to be held at Lambeth Civic Centre. A scoring matrix should be used to provide an objective assessment of the applicant's limitations. A recommendation

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report to award or decline and associated letters must be provided following each assessment.

- Stage 3 - Appeals will be made to Lambeth who will refer to the supplier. All appeal communications to be handled by the supplier and any face-to-face appeal assessments to be carried out by an alternative assessor. A recommendation report to award or decline and associated letters must be provided following each assessment.

3.2 The supplier must develop a proforma to review and record desk-based assessments for eligibility of Blue Badges, Freedom Pass and Taxi Cards. This must be designed to evaluate eligibility criteria as set out in the DfT Local Authority Guidance for Blue Badges and Concessionary Travel.

4. Progress Reports/Management Information/Relationship Management.

4.1 The supplier must attend monthly for first 3 months of contract.

4.2 The supplier must attend quarterly meetings or as requested by the contract manager/sponsor or on an ad-hoc basis.

4.3 The supplier must provide the following reports for each meeting:

- 4.3.1 Volumes of referrals for each type of assessment.
- 4.3.2 Approvals and rejections rates for each type of assessment.
- 4.3.3 Average time taken to carry out assessments.
- 4.3.4 Issues identified and progress of works that have been agreed.
- 4.3.5 Progress on inherited caseload.
- 4.3.6 Trends identified and breakdown of such trends.
- 4.3.7 Provide management information for validation as per requests.

4.4 The Supplier must respond to escalations and request as set out in the KPI's. An acknowledgment email must be sent within 1 working day. Where the escalation is for a Desk Based review or telephone review and it must be prioritised or information provided advising of current or previous actions taken.

5. Overcoming Obstacles.

5.1 The supplier must contact the resident for any additional information required to carry out an assessment.

5.2 The supplier must ensure the following:

- Answer applicant and resident queries regarding mobility assessment appointments.
- Provide alternative channels of communication for hearing/visually impaired and where English is not a first language the provision of a translation service that is inclusive and meets resident's needs.

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- Prepare appointment letters, outcome notices and other associated documentation.

6. Continuous Improvement.

- 6.1 Provide robust clinical governance framework that is in line with best practice and ensures compliance to DfT guidelines such as those for Non-Visible Disabilities. These can be found on the DfT website.
- 6.2 Provide feedback for development of areas to improve the customer journey throughout the entire contractual period.
- 6.3 Review existing processes and propose improvements to minimise costs to the council.

7. Business Continuity.

- 7.1 The supplier must ensure there is sufficient level of staffing to carry out assessments always, as set out in the KPI's.
- 7.2 Set out in detail a business continuity plan for all areas including but not limited to supplier system failure, escalation process, points of contact, resolution process and supplier failure.

8. Key Performance Indicators.

- 8.1 The performance of the supplier will be based on the following KPI's. Periodic reports will be required to demonstrate performance at a minimum quarterly. Where these requirements are not likely to be met it is important that the supplier contacts the Council's Contract Manager.
- 95% of desk-based assessments to be returned within 10 working days.
 - 95% of telephone assessments or face to face to be returned within 20 working days. Allow 3 attempts to call the customer. If there is no response or contact from the customer to notify Lambeth so a Fail to Attend notification and assessment can be carried out.
 - 5% or less appeals upheld for application decisions made for Taxi Cards, Freedom Pass and Blue Badge.
 - Attend monthly progress meetings with reports and statistics on approval/rejection rates for all 3 areas, demographics (where submitted and recorded), trends and any other necessary information deemed necessary by the authority
 - Acknowledgment of enquiries/escalation within 1 working day.

9. Insurance Requirements.

- 9.1 The Council's minimum insurance requirements are set out below:

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- Employers' liability of £10,000,000 (ten million).
- Public liability of £5,000,000 (five million).
- Professional indemnity of £2,000,000 (two million).