



**WOKINGHAM**  
**BOROUGH COUNCIL**

# SERVICE SPECIFICATION

## *Handyperson Service*

---

### Strategy and Commissioning (People)

Author/s  
Version  
Date

*People Commissioning*

*V1*

*1<sup>ST</sup> February 2018*



## 1. Introduction

This service specification is relevant to and sets the requirements for the delivery of Handyperson service to the residents of Wokingham Borough.

It is not the purpose of this specification to limit or restrict the service providers' innovation, ability to deliver a responsive service or exercise flexibility in how services are delivered. It is however the purpose of this specification to broadly identify the key characteristics by which these services will meet the needs of people who choose to use the service described in this specification.

## 2. Purpose of the Service


The purpose of the service is to provide a Handyperson Service to support Older People and People with a Disability, as well as those experiencing or at risk of Domestic Abuse residing in the Wokingham Borough.

The Handyperson service will carry out preventative works to reduce the need for minor or major adaptations. The works are those which would usually be carried out by most adults around the home, but which can easily become too difficult for someone less mobile, or someone who lacks the basic skills and confidence to carry out repair work alone.

The Handyperson service is a preventative service that aims to demonstrate positive impacts on people's health and well-being, quality of life, maintaining a sense of well-being and safety and security. The service will reduce risks to people's independence, preventing them from having to access more expensive and less independent forms of residential accommodation/ hospitals and will help to facilitate hospital discharges. It also helps to support unpaid carers to maintain their caring role and will enable residents to have support with home adaptations, including those which enable independent living and the ability to live in a safe, warm environment.

## 3. Alignment with the Council's strategic priorities

Wokingham Borough Council's vision sets the following priorities for the delivery of support and services to the local residents, including:

- 
- Supporting vulnerable people
  - Improving health, well-being and quality of life

In addition, Adult Social Care Vision 2014, states that well-being including mental and physical health, living conditions, access to local community and mainstream activities is at the core of all its services.

The principles outlined in the Council's vision and Adult Social Care vision will be used to inform this service's aims and objectives, delivery and outcomes.

The Council priorities are:

- Sound finances and value for money
- Better health for and support for vulnerable people
- Safer and stronger communities
- Keeping the customer satisfied


The strategic objectives are as follows;

- Commission services based on outcomes
- Support is based on individual need
- Reduce the health inequalities for those engaging with the service
- Increase health promotion and preventative strategies
- Cost effective support
- Flexibility within services to meet emerging trends
- Maintain and improve the health and wellbeing of the residents that use the service

## **4. National legislation, guidance and good practice**

It will remain the responsibility of the service provider to be aware of current and changing legislation governing and informing the delivery of services, and it will remain the responsibility of the service provider to ensure that it complies with all and any changes to national legislation and published guidance on good practice such as, but not limited to:

- *Care Act 2014 and statutory Care Act guidance*
- *Health and Safety Legislation*

- 
- *Children and Families Act 2014*
  - *Wokingham Borough Council's Carers Strategy 2016-2019*

## 5. Service overview

### Description of the service

The Service will be mobile within the community and will provide a high quality, comprehensive and equitable service to Older People and People with a Disability, as well as those experiencing or at risk of Domestic Abuse residing in Wokingham Borough. In the future, the service may be expanded to cover other vulnerable groups.

The service will help people to maintain their independence in their own homes, improve their quality of life, their health and their well-being. It will help people to live in a warm, weather tight, safe and secure home and reduce crime and fear of crime. Works will assist in the Councils aim to prevent accidents and illness which could result in admission to hospital and facilitate early discharge from hospital for in-patients and prevent readmission

The Service will provide quick and effective solutions to a wide range of practical tasks and problems within peoples' homes. It will assist people to maintain and adapt their homes by undertaking minor repairs, maintenance, minor adaptations and improvements, respond to urgent matters/problems e.g. temporary heating solutions and installing security measures so that they can continue to live independently for as long as they choose to do so. The service must only undertake small tasks centred on minor repairs, maintenance and safety of vulnerable people's homes.

The service will be active in the local community and will be represented at appropriate agency or multi-agency forums which represent all of the client groups that the service works with.

The service will establish and develop strong working relationships with key referral and stakeholder agencies including other providers, especially the Wokingham Housing Adaptation Team and other floating support services.

The service must be aware of key government policies, legislation and good practice guidance and use it to influence service planning.



## Governance

As a minimum requirement, the Council expects the provider to have in place and be working to the following annually updated policies and procedures (where these do not exist the provider will be expected to work by default to the Council's own procedure/policy):

- Equality and Diversity policy
- Safeguarding policy and procedures
- Data Protection policy and Information Sharing policy
- Compliments, Complaints and Whistleblowing policy
- Disciplinary and Grievance policy and procedures
- Health and Safety policy and procedures - including Lone Worker policy and procedures
- Recruitment, Training and Induction policy and procedures
- Customer involvement policy and procedures
- Risk Assessments for Staff and Activities

## Risk Management


Situations may arise where a Customer's environmental, physical, mental or social conditions may result in a risk to themselves or other members of the community's health or safety, e.g. leaving the gas taps turned on, hazards, disrepair or having a home with inadequate heating. Identification of such risks would not require the handyperson to have in depth knowledge, but to be capable of asking key questions and of undertaking the relevant action, for example a referral to social services. To facilitate this, the initial application should include acceptance of a data sharing agreement, signed by the Customer or their representative and incorporated into the work record sheet.

The service provider is required to document any situation which may develop, causing risk to their staff or Customer. Such risks should be evaluated, assessed and managed according to the service providers Risk Management procedures.

All works undertaken must be subject to risk assessments and undertaken to the highest industry standards e.g all staff undertaking electrical works must be NICEIC (or equivalent) certified.

## Health and Safety

Tools and Equipment should be checked and tested on a regular basis, in accordance with manufacturers' recommendations, to ensure they are maintained to a safe standard.



The provider must ensure that due regard is given to the health, safety and welfare of Customers at all times, including clean and tidy working, good customer care and always leaving Customers home in a clean and tidy condition.

The provider must ensure the Health & Safety of Customers and Workers in respect of any work being carried out within a Customer's home.

The provider is required to demonstrate that it has written procedures which comply with all current and future Health & Safety legislation.

The provider must also take into account the presence of asbestos or asbestos containing materials. The written procedures must make allowance for dealing with asbestos or asbestos containing materials.

The provider must ensure that staff have access to premises to store materials and equipment as required.

## Key Activities

Staff involved in providing the service must be fully aware of the other relevant support services on offer in the borough and must signpost service users to these other services if required. For example, for works not covered by the service signposting to the Wokingham Housing Adaptation Team may be appropriate. For non-housing related enquiries details of other floating support services may include, but not be limited to, Carer services, Support Groups and transport services funded by Prevention may be appropriate.

### **Minimum Levels of Tasks to be Delivered:**

Inside the Home for Older People and People with a Disability, Owner Occupiers. Tasks will include but not be limited to:

Replacing light bulbs	Ensuring floor coverings are safe	Fitting smoke alarms	Moving pieces of furniture, e.g. beds
Re-siting existing alarms	Fitting draught excluders	Preventing water leaks	Unblocking sinks/toilets
Replacing broken toilet seats	Changing tap washers	Tiling small areas of bathroom/kitchen	Taking down/putting up curtains

Fitting door bell	Putting up curtain rails	Renewing bath sealants	Assembling flat-pack furniture and / or equipment under the direction of an OT
Re-hanging doors	Fitting grab rails when marked by an Occupational Therapist	Fitting blocks to raise chairs/bed	Fitting door chains and viewers (for wooden doors)
Putting up shelves	Minor Electrical Works as directed by WBC, e.g Fitting Electrical Sockets		

Outside the Home for Older People and People with a Disability, Owner Occupiers. Tasks will include but not be limited to:

Installation of key safes	Replacing small window panes	Repairing small areas of fencing to prevent intrusion	Fixing security lights
Repairing garden gates	Repairing rotten window frames		

Inside the Home for Older People and People with a Disability. Rented properties, Private and Social (RSL/Council)\*. Tasks will include but not be limited to:

Replacing light bulbs	Ensuring floor coverings are safe	Fitting smoke alarms	Moving pieces of furniture, e.g. beds
Re-siting existing alarms	Fitting draught excluders	Tiling small areas of bathroom/kitchen	Taking down/putting up curtains
Fitting door bell	Putting up curtain rails	Putting up/taking down pictures	Fitting grab rails/hand rails when marked by an Occupational Therapist
Assembling flat-pack furniture and / or equipment under the direction of an OT	Fitting door chains and viewers (for wooden doors)	Putting up shelves	Fitting blocks to raise chairs/bed
Minor Electrical Works as directed by WBC, e.g Fitting Electrical Sockets			

Outside the Home for Older People and People with a Disability. Rented properties, Private and Social (RSL/Council)\*. Tasks will include but not be limited to:



Installation of key safes	Fixing security lights
---------------------------	------------------------

Internal or External for Domestic Abuse Referrals – All Tenures\*. Tasks will include but not be limited to:

Window alarms	Window locks	Door lock changes	Door chains and bolts
Mirrors	Door alarms	Pathway alarms	Light/lamp timers
Fireproof letter box guard	Overt and covert CCTV	Repair / Secure exterior gates and fences	

\*NOTE: For people renting socially or privately, the Handyperson service cannot be used for jobs that should be undertaken by the landlord as paid for in the rent/service charge. This may mean that some of the tasks above may not be eligible.

## Referral and access to the service

The service must have a clear reasonable exclusions policy in place which must be shared with the referral agencies and stakeholders and be subject to regular review.


If a referral/job is refused due to the applicant/task being ineligible this information must be recorded and submitted as per the monitoring arrangements set out in the service specification. The refusal must also communicate this to the referrer at the earliest opportunity. The service must only undertake small tasks centred on minor repairs, maintenance and safety of vulnerable people's homes. In an effort to determine 'minor', no more than five hours should be spent on an individual task. All jobs undertaken will be clearly recorded and held on file.

Additional discretionary works may be carried out without prior authorisation whilst the provider is attending authorised works. These will be limited to works lasting no more than 1 hour and involving materials that are not in excess of £30.00.

In the event that there is excess demand over supply, prioritisation will be required. Referrals should be prioritised as follows:

- 1- Incompletion of work may cause serious risk or danger to the service user



- 
- 2- Works that enable vulnerable people to be discharged from hospital
  - 3- Repairs that provide basic privacy for the service user
  - 4- Repairs that are necessary to enable the service user to maintain independent living
- If the service is still unable to determine which priority works are to be given then a representative from Wokingham Borough Council must be consulted.

**Service for Older People and People with a Disability:**

To be eligible for this element of the service, service users must meet any of the following criteria:

- Frail older people and/or people with a disability
- (Other vulnerable groups may also be identified to receive this service)

Referrals can be made by a number of sources, including:

- Wokingham Housing Adaptation Team
- OPTALIS
- Wokingham Borough Council Adult Social Care Teams
- Wokingham Borough Council Anti-Social Behaviour and Family First Team
- Wokingham NHS Services – Intermediate Care Team and Palliative Care Teams
- Self-referral (*Self-referral jobs will be required to be signed off by Social Services prior to any works commencing via a telephone call to the Duty line to assess whether they fall within the remit of this service and whether the jobs are appropriate.*)
- Voluntary sector groups - Berkshire Woman's Aid, Sue Ryder and Transform Housing

Social Services and Health will identify to the Handyperson service whether jobs are urgent or non-urgent. The following Service Level Agreements apply;

P1 - Work required within 24 hours


P2 – Work to be completed within 10 working days

P2D – Work to be completed on a specific date within 10 days

Records of all referrals should be maintained by the provider and upon completion of works Wokingham Borough Council Social Services must be informed within 5 working days.

**Service for People Experiencing or At Risk of Domestic Abuse:**

---



To be eligible for this element of the service, service users must meet the following criteria:

- Experiencing, or at risk, of domestic abuse
- Referred to the service via the Refuge at Home Scheme (provided by the Community Wardens, Wokingham Borough Council)

The urgency of jobs will be determined by the Community Wardens.

### **Service location / times of delivery**

The service is floating in nature and is delivered to service users' accommodation within the Wokingham Borough. Consequently front line workers will need to be in possession of a valid driving licence and have access to an appropriate vehicle.

The service will ensure that all eligible customers within the borough, irrespective of location or address, can make use of the service.

The service provider will advertise, publish and make widely available information that clearly informs people who may wish to use this service, when this service is available and how it can be accessed.


### **Charges to customers**

#### **Service for Older People and People with a Disability:**

All labour and many small items are provided free of charge to service users. Other items may be available free from Social Services or provided at cost. If service users require specific items not typically held by the handyperson, the service may purchase this on their behalf (if the service user is unable to purchase it themselves) and then install it. The Service must therefore have comprehensive written money handling procedures in place, which are fully understood by all relevant staff and supported by thorough audit procedures.

#### **Service for People Experiencing or At Risk of Domestic Abuse:**

All labour and equipment is provided free of charge.



All customers will be advised of the amount of any charge before any services are provided.

## **6. Staffing and service capacity**

The provider will always deploy a sufficient number of staff to enable this service to operate at capacity and ensure that appropriate management support is available to staff and volunteers.


The provider will be responsible for the recruitment, training, induction, support and regular supervision of staff and will ensure that they maintain high standards of professional behaviour and job performance. The provider will also ensure that the service receives adequate support and supervision from an experienced manager.

It is expected that support staff should have or develop:

- Experience of working with the target client groups.
- Suitable levels of qualifications and/or experience for specific posts.
- An understanding of the impact of support needs on service users, their families and local communities.
- A full commitment to empowering individuals to lead an independent life.
- The ability to work creatively and flexibly to meet the needs of service users.
- A full understanding of both confidentiality and safeguarding adult/child protection issues and procedures.
- All staff involved with the service should have up to date enhanced DBS checks in place and carry identification with them at all times.
- The ability to work in partnership with key local statutory agencies, voluntary agencies and other housing and support providers.
- An understanding of the organisation's service requirements and procedures and those of all funders.
- Knowledge of ideas and initiatives concerning best practice in support services.
- All staff undertaking electrical works must be NICEIC (or equivalent) certified.

## **7. Partnership and joint working**

The service will establish and develop strong working relationships with key referral and stakeholder agencies and community groups.



Stakeholders of the service must be consulted on at least an annual basis to offer the opportunity to feed into service delivery, monitor outcomes achieved and ensure that the service is meeting the needs of the local area.

## **8. Customer engagement and communication**

The Service shall actively promote the opportunities for service users and key stakeholders to be involved with the Provider and seek their view in establishing good practice, reviewing policy and procedure, and maintaining and continuously improving delivery of the service in accordance with the principles of meaningful service user involvement

Service users must be formally consulted about the service being provided at least annually, which must be supported by a user consultation policy.

Each Customer will be issued with a copy of the Provider's Compliments, Complaints & Suggestions policy. A record will be kept by the provider of any complaints made in relation to the Service, including the details of the investigation the outcome of the complaint, and details of any action taken as a consequence of the complaint being made.

Regular communication should be facilitated with service users and key stakeholders to ensure people who are eligible for the service are aware of what the service can offer and how they can access it.

## **9. Values and principles**

The following values and principles will underpin all activities undertaken in the performance of the Service:

- Ensure that support planning and delivery is co-produced with the customer
- Will liaise with other Providers providing services to vulnerable people in order to develop effective and efficient practices and partnerships, which will optimize the effectiveness of all services in the Wokingham District.
- To promote and encourage choice and be based on promoting independence through support

- Treat Service Users with courtesy, dignity and respect and ensure that they are at the centre of all decision-making that impacts on their lives.
- Seek to meet and promote the cultural and religious needs of Service Users from minority ethnic backgrounds
- Deliver high quality care and support to achieve the aims of the service
- Be well suited to those who use it and non-discriminatory
- Be accessible so that it can provide services when needed to all customers within its normal operating hours
- Promote the safety of customers and that of their carers, staff and the wider public
- Offer choices which promote independence
- Be well co-ordinated between all staff, stakeholders and partners
- Deliver continuity of care and support for as long as this is needed
- Empower and support its staff
- Be properly accountable to its customers and their carers

## 10. KPI's and Outcomes

	KPI	Method of Measurement	Threshold	Frequency of Reporting
<b>KPI 1</b>	Number of P1 works completed within timescale	Provider report	100%	Monthly, with a view to move to Quarterly reporting
<b>KPI 2</b>	Number of P2D works completed within timescale	Provider report	100%	Monthly, with a view to move to Quarterly reporting
<b>KPI 3</b>	Number of P2 works completed within timescale	Provider report	80%	Monthly, with a view to move to Quarterly reporting
<b>KPI 4</b>	Number of jobs refused due to due to the applicant/task being ineligible	Provider report	100% reporting	Monthly, with a view to move to Quarterly reporting
<b>KPI 5</b>	Works completed outside of P1 and P2D timescales – to	Provider report	100% reporting	Monthly, with a view to move to Quarterly reporting



	include works type, reason and lead time			
<b>KPI 6</b>	P2 works completed in excess of 20 working days from referral	Provider report	100% reporting	Monthly, with a view to move to Quarterly reporting
<b>KPI 7</b>	Customer engagement, satisfaction, impact of service and feedback (including complaints)	Provider report	<p>100% of service users provided with the opportunity to give feedback</p> <p>75% and above response rate</p> <p>95% of service users rating the services as good or excellent (including trends for dissatisfaction)</p> <p>100% of complaints recorded</p>	Annually
<b>KPI 6</b>	Number of works completed, including referral source, types of works, reason and time taken.	Provider report	100% reporting	Monthly, with a view to move to Quarterly reporting

OUTCOME	MEASURE	Service Spec Link
---------	---------	-------------------





People are supported to return to their own homes through timely discharge from Hospital	<ul style="list-style-type: none"><li>- Assessed works are completed within specified timescales to ensure there are no delayed discharges attributed to works covered under this service specification</li></ul>	KPI 1 KPI 2
People are supported to remain in their own homes through access to the right equipment and works to support their independence	<ul style="list-style-type: none"><li>- Assessed works are completed within the specified timescales</li><li>- Customers report that they are able to access equipment that promotes their independence and supports them to remain safe in their own home</li></ul>	KPI 1 KPI 2 KPI 3 KPI 7
Carers will feel supported by having timely support to facilitate their loved one's needs	<ul style="list-style-type: none"><li>- Assessed works are completed within specified timescales</li><li>- Carers report that they feel supported by the service received to assist them in their caring role</li></ul>	KPI 1 KPI 2 KPI 3 KPI 7
People and their carers are satisfied with their experience of support services	<ul style="list-style-type: none"><li>- Evidence of compliments and complaints</li><li>- Satisfaction survey</li><li>- Evidence of customer and stakeholder engagement to continually improve delivery of the service</li></ul>	KPI 7
People know what choices are available to them locally, what is available, and who to contact when they need help	<ul style="list-style-type: none"><li>- Evidence of training and support given to staff to develop their knowledge of other relevant support services</li><li>- Evidence of signposting customers to other relevant support services</li></ul>	Key Activities
People are protected as far as possible from avoidable harm	<ul style="list-style-type: none"><li>- Assessed works are completed within specified timescales</li></ul>	KPI 1 KPI 2 KPI 3

The outcomes will be monitored regularly and may be subject to change as priorities and demand changes. Any changes will be discussed and agreed with the provider.





## **11. Contract Monitoring**

The service will be subject to contract monitoring which will consist of as a minimum an annual contract monitoring visit to ensure that the requirements of the contract and service specification and outcomes are being delivered. During the first twelve months of the service more frequent monitoring may be undertaken, this will be determined by the Lead Commissioner for the service.

The provider will report on the delivery and performance of the service to WBC and other stakeholders on a quarterly basis. This should include:

- Performance against set KPI's
- Outcomes
- Additional reporting information
  - Information on the range of needs being met, age, disability and ethnicity of services users
  - Evidence must also be collated to demonstrate that value for money is being achieved in line with the costs of the service which will include assessment of the service's cost effectiveness and financial stability
  - Added value for Wokingham Borough Council and the Community

Contract monitoring will be led by Housing Services (DFG), supported by People Commissioning and may be carried out in conjunction with service users and stakeholders.

## **12. Review of the service specification**

This service specification will be reviewed at the request of the provider or Wokingham Borough Council should either party consider that changes are required.

## **13. Payments and other Contractual Arrangements**





This is a block contract with a monthly payment in arrears, further details can be found in the contract.  
The annual contract value is up to £45,000.

Full terms and conditions are included in the service contract.

