

## **SPECIFICATION**

### **CPD/004/124/192 – NATIONAL BODY FOR DISABLED FACILITIES GRANTS & HOME IMPROVEMENT AGENCIES**

#### **1 Introduction**

1.1 The Department for Levelling Up, Housing and Communities (the Buyer) Housing with Care and Support Division requires an organisation (the Supplier) to, on an England-wide basis, act as a National Body for Disabled Facilities Grants and Home Improvement Agencies. This Specification sets out what is required of the Supplier to fulfil this role (the Services) on behalf of the Buyer, including but not limited to:

- provide continued vital advice and capacity-building support to local authorities (LAs) to help them meet their statutory duty to provide home adaptations to all people who qualify for the Disabled Facilities Grant (DFG) and seeking to continue to secure efficiencies in DFG delivery.
- represent, co-ordinate, offer leadership and training for Home Improvement Agencies (HIAs) and other providers of adaptation services, including LAs. This National Body shall support the delivery and continued development of HIA services, representing and steering the sector in dealings with stakeholders, including Government, and maintain a publicly available database of agency services.
- provide Government with intelligence, support, information and data on DFG delivery, including monitoring the activity, quality and performance of DFG providers, and report to Government on emerging trends and issues that require the Buyer's attention.
- provide information and support for the public, including the provision of information on local HIAs and signposting to applicable services in their local area.

1.2 The initial duration of the Contract for these Services shall be for a period of two and a half (2.5) years (the Initial Period) starting on 1 October 2024 and ending on 31 March 2027. The Buyer shall reserve the right to extend the term of the Contract for a maximum of two (2) further years, one year at a time (the Extension Period(s)). This duration is intended to support continued consistency of service to LAs, HIAs and the public.

#### **2 Background**

2.1 The DFG is a ring-fenced capital grant administered by LAs in England that can contribute to the cost of adapting an eligible person's home. Government has funded the grant since its introduction in 1989, enabling LAs to meet their statutory duty to provide DFGs for people who qualify. The annual Government funding for the DFG has more than doubled from £220 million in 2015/16 to £573 million in 2023/24 and 2024/25. For 2023/24 and 2024/25, additional DFG top-up funding of £50m and £52m respectively has also been provided. The grant is part of the Better Care Fund (BCF) as the provision of home adaptations services is seen by Government as an essential element to

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integrating housing, health and social care, for example by providing necessary adaptations to allow hospital discharges.

- 2.2 Government policy is that, wherever possible, disabled and older people should have the choice to live safely and independently at home and remain integrated into their communities and wider society, rather than be housed in expensive and resource intensive residential care, away from their communities. The DFG supports this aim by helping to pay some or all of the costs of adapting an eligible person's home to allow them to live in it safely and independently.
- 2.3 Local Housing Authorities have a statutory duty to provide adaptations for people who satisfy a needs assessment, eligibility criteria and a means test. As not all people qualify for the grant, and some are required to make a contribution, some disabled people need support in finding alternative sources of funding for adaptation work.
- 2.4 HIAs deliver about 50% of DFGs and currently approximately 71% of Local Housing Authorities across England have HIA coverage<sup>1</sup>. HIAs provide services to eligible people of all ages and in all tenures. Some HIAs also provide services to self-funders. HIAs are themselves very diverse, ranging from very small local concerns to large organisations; they cover widely varying geographical localities from rural to metropolitan inner cities. Some LAs have in-house HIAs. HIA services are commissioned primarily by district, unitary or county authorities, but also to a lesser extent, by registered social landlords and private sector bodies. Details of existing HIAs can be found at: <https://www.findmyhia.org.uk/>
- 2.5 Many agencies also run handyperson services to carry out small jobs around the home or operate specific schemes, for example to improve home safety and security, prevent falls in the home, improve energy efficiency or make homes suitable for people to return to after a stay in hospital e.g. through installation of a specialist bed or mattress. As with HIAs, some LAs run their own handyperson services. While handyperson services are generally not funded by the DFG capital budget, they provide an important service for people who require small adaptations or changes to their homes to make them more suitable or safer.
- 2.6 The Buyer has held a contract for a National Body for DFGs and HIAs since the year 2000, with the current contract due to expire on 30 September 2024. The National Body for DFGs and HIAs provides support to Government including providing data on DFG delivery to the Buyer, which supports policy work including preparation for future fiscal events. The National Body supports LAs by providing technical expertise in DFG systems and frontline delivery, and sharing of valuable information/data on DFG delivery and best practice.
- 2.7 The provision of adaptations supports the Government's policy to promote, via the BCF: a) preventative care and treatment with people being cared for in their homes for longer; and b) keep people out of hospital and residential care, safely at home.
- 2.8 The Government's drive for greater integration of housing, health and social care services and enabling people to stay in their own homes is in response to demographic change in the population. According to the 2021 Census, the number of people aged 65 years and over has increased to over 11 million

<sup>1</sup> HIA managing agents include local authorities (59%), housing providers (25%), charitable organisations (9.7%) and private organisations (6.3%) (Foundations 2019).

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(18.6% of the population), from 9.2 million in 2011 (16.4%)<sup>2</sup>. The latest projections are that by 2066 there will be a further 8.6 million UK residents aged 65 years and over. The total number in this group could be 20.4 million, up to 26% of the total population.<sup>3</sup>

- 2.9 Within this total, the number of very old people is growing even faster. There are 1.7 million people aged 85 years and over, making up 2.5% of the UK population. By mid-2045, this is projected to nearly double to 3.1 million, representing 4.3% of the total UK population.<sup>4</sup> Older people with debilitating diseases will survive further into old age as medical knowledge advances.<sup>5</sup> As people grow older and live longer, DFG demand will continue to increase.
- 2.10 English Housing Survey data (2019-20) indicates there are around 1.9 million households in England with one or more person with a long-term limiting illness/disability requiring home adaptations. There is therefore a growing need for home adaptations in England, and LAs will need continued support to deliver the DFG efficiently to meet the growing demand.
- 2.11 The Buyer requires an organisation to act as a National Body for DFGs and HIAs that can provide innovation, co-ordination and training, to support the efficient delivery of the DFG in England. The Supplier shall demonstrate leadership in the development of client-facing skills and delivery standards for individual agencies, and provide an authoritative and reliable access point for service commissioners. The Supplier shall promote standards and good practice and support the Government's ambition to integrate housing, health and social care, an important driver of the BCF.
- 2.12 The Supplier shall provide on-going support to DFG delivery services, primarily through working with service providers and commissioners and through the delivery of regular training to the sector. It shall reflect developments in the sector and the policy context in which it operates. The Supplier shall provide advice, support, intelligence, data and data analysis about the sector to Government, to support the Buyer's understanding of demand and delivery of the DFG.
- 2.13 Key stakeholders in DFG policy and delivery:
- Central Government:
    - Department for Health and Social Care (DHSC) – funds the DFG, and shares policy responsibility for the DFG with the Buyer.
    - The Department for Levelling Up, Housing and Communities - shares policy responsibility for the DFG with DHSC. The Buyer is responsible for distributing DFG funding to LAs, and manages the contract for the National Body for DFGs and HIAs.
  - Local Government:
    - County councils – the social care authorities, responsible for planning social care services, and who receive funding for the DFG

<sup>2</sup> [Profile of the older population living in England and Wales in 2021 and changes since 2011 - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/ageandgender/articles/profileoftheolderpopulationlivinginenglandandwalesin2021andchangesince2011/2021-01-27)

<sup>3</sup> <https://www.gov.uk/government/publications/trend-deck-2021-demographics/trend-deck-2021-demographics#doubling-of-global-over-65s-by-2050>

<sup>4</sup> <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationprojections/bulletins/nationalpopulationprojections/2020basedinterim>

<sup>5</sup> <http://www.cpa.org.uk/cpa/lifetimehomes.pdf>

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from the Buyer and are responsible for distributing the funding to district councils within their area.

- District, metro, and unitary councils (including London boroughs) – have a statutory duty to provide adaptations to eligible people. They process and approve DFG applications and provide the funding for the works.
- NHS:
  - Better Care Fund (BCF) – requires Integrated Care Boards (ICBs) and LAs to make joint plans and pool budgets for the purposes of integrated care. Plans are owned by the local Health and Wellbeing Board. Funding streams within the BCF include the DFG.
  - Integrated Care Boards (ICS) – are statutory NHS organisations responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in the ICS area. They are responsible for planning care in their area in accordance with the Better Care Fund policy framework and planning requirements.
- Other stakeholders:
  - Home Improvement Agencies – contracted or created by LAs to provide adaptations to eligible people. They can also provide adaptations to self-funders who are not eligible for the grant.

### 3 Objectives

3.1 The over-arching objective of the new Contract is to assist in delivering Government's commitment to help older and disabled people to live independently and safely at home, by providing a centre of expertise for DFGs and HIAs. The Contract will also support the Government's ambition to better integrate housing, health and social care services.

#### 3.2 Key Objectives

1. Provide continuity of vital capacity development and day to day advice and support to LAs, HIAs and the wider adaptations sector around local DFG delivery, including to help LAs meet their statutory duty to provide adaptations to eligible people under sections 19 to 24 of the Housing Grants, Construction and Regeneration Act 1996 ('the 1996 Act') including support around complex queries;
2. Continue to support and promote the sector to effectively contribute to the integration of health, housing and social care, including through support to set up local housing assistance policies;
3. Provide advice, support, intelligence and data and data analysis to Government on a regular basis as well as on an ad-hoc basis when requested;
4. Represent the sector in dealing with Government and other stakeholders;
5. Provide information to the public on housing options, adaptations and

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sources of funding, including to people not eligible for the DFG, and maintain a publicly available database of HIA services in England.

### 4 Scope

4.1 The Supplier shall agree an Annual Work Plan with the Buyer, based on support need as identified by the Supplier, and Government priorities. The Annual Work Plan will take account of the requirements specified below, and will also include monitoring and quality assurance measures. The Buyer reserves the right to make reasonable amendments to the Annual Work Plan should Government priorities change.

4.2 The Supplier shall maximise value for money through efficient and effective provision of the Services and Deliverables, in the context of the Buyer's maximum Contract budget as detailed below:

Maximum Contract Value	FY 24/25	FY 25/26	FY 26/27	FY 27/28 & 28/29 (subject to Contract Extensions)	Contract Total
Excl. VAT	£440,416	£925,000	£970,833	<u>£1,941,666</u>	<b>£4,277,916</b> (incl. all extensions)
Incl. VAT	£528,500	£1,110,000	£1,165,000	<u>£2,330,000</u>	<b>£ 5,133,500</b> (incl. all extensions)

4.3 As a minimum, and as shall be further detailed in the Annual Work Plan(s), the Supplier shall:

4.3.1 ***Provide continuity of vital capacity development, partnership working and day to day support to LAs, HIAs and the sector around person-centred DFG delivery, including to help LAs meet their statutory duty under the 1996 Act***

4.3.1.1 The Supplier shall be required to provide capacity development, such as training and advice (as detailed below) to HIAs and their service commissioners and support them with service delivery on a day-to-day basis. This is to include ensuring the sector is adequately geared to meet challenges, and make the most of the opportunities provided by the flexibilities LAs have in the delivery of the DFG, as specified in the guidance to LAs issued by the Buyer and DHSC in 2022, which can be found here: [Disabled Facilities Grant \(DFG\) delivery: guidance for local authorities in England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/disabled-facilities-grant-dfg-delivery-guidance-for-local-authorities-in-england).

4.3.1.2 The Supplier shall create a system for effectively responding to complex queries from LAs which may stem from the guidance and ensure there is capacity and expertise in the organisation to do so in a timely manner, without negatively impacting on the quality and timeliness of response to less complex queries from the sector and public.

4.3.1.3 The Supplier shall provide support to LAs to draft and update their local Housing Assistance Policies to ensure LAs are working with partners to make effective use of the DFG and other funding streams to support older and disabled people in a people-centred and holistic manner.

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4.3.1.4 The Supplier shall focus on efficiencies and performance improvement of HIAs and commissioners, particularly outcome delivery and client service. To this end the Supplier shall ensure appropriate data is collected and recorded, for example through a Customer Relationship Management System to:

- enable stakeholder support to be tracked and monitored;
- assist with the intelligent analysis of enquiry patterns, information needs and information sources;
- highlight success stories and convey key learning points from across the range of support provided;
- help the Buyer to establish and understand the impact of the support provided.

4.3.1.5 In delivering these services the Supplier shall always ensure, and be prepared to demonstrate to the Buyer's satisfaction, that all potential and actual conflicts of interest are appropriately identified, mitigated and managed, including with respect to Managing Public Money 6 where applicable.

4.3.1.6 Any online training provided to the sector, and where referenced within this Specification, shall not require training recipients or attendees to install or download software, and shall always be provided on a freely available web-based platform.

4.3.1.7 Day-to-day support includes but is not limited to:

**a. Support for Commissioners**

4.3.1.8 The Supplier shall be required to support commissioners of DFG and HIA services through general and tailored advice as requested and appropriate. The aim of this support is, with due regard to potential or actual conflicts of interest, to enable commissioners to efficiently procure DFG delivery, for example, through HIA services which can provide a cost-effective, efficient and person-tailored way to deliver home adaptations to DFG recipients.

4.3.1.9 The Supplier shall, in particular, provide training, guidance and support to encourage LA commissioners to:

- Provide tailored, person-centred services, co-produced in consultation with disabled people;
- Provide a seamless service for DFG applicants in which home adaptations and social care professionals work closely together;
- Triage and assess cases effectively so that adaptations are delivered appropriately in urgent cases such as limited lifespan or hospital discharge

4.3.1.10 The Supplier shall be required to provide advice to commissioners on complex queries, for example, ways to approach service redesign to improve efficiency. However, subject to section 4.3.6 below (Flexibility, Scalability &



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Continuous Improvement), individual consultancy work for a specific LA e.g. drafting their housing assistance policy, is expected to be out of scope of this Contract.

- 4.3.1.11 In 2022, the incumbent supplier had around 1000 interactions with LAs relating to the DFG. Interactions took place over email and telephone. Interactions are logged according to complexity (although not all interactions are classified). Around half of all interactions between October 2021 and August 2023 were classified as low complexity, around 10% as medium complexity and 4% as high complexity.

***b. Technical Officer support***

- 4.3.1.12 The Supplier shall provide information and advice to HIAs and LAs on technical aspects of home improvements and adaptations, including on topics such as building and housing legislation, health and safety, housing technical standards and design guides, contractual matters and sustainability of their adaptation services. The form of this information and advice can include, but is not limited to, online training, webinars, published guides and tailored advice by email and phone.

***c. Improving quality***

- 4.3.1.13 The Supplier shall, with due regard to potential or actual conflicts of interest, maintain an objective and transparent quality accreditation scheme for HIA services. The accreditation scheme shall assess the performance standards of adaptations providers, and therefore provides commissioners with valuable information on the quality of work they can expect from HIAs.
- 4.3.1.14 The Supplier shall promote the accreditation scheme as a means for commissioners to vet services and for HIAs to vet contractors, and encourage LAs and HIAs to use the scheme for this purpose.
- 4.3.1.15 There is currently a Quality Mark accreditation process for HIA services which assesses the performance standards of adaptations. Information about the existing Quality Mark can be found at: <https://wwwFOUNDATIONS.UK.com/how-we-help/quality/Quality%20Mark/>.

***d. Handyperson services***

- 4.3.1.16 The Supplier shall provide advice to LAs and HIAs on maintaining and/or commissioning handyperson services, and shall support local areas in expanding their handyperson services through a strategy agreed with the Buyer. The strategy will form part of the Annual Work Plan.
- 4.3.1.17 The Supplier shall, with due regard to potential or actual conflicts of interest, also create and maintain an objective and transparent accreditation scheme for handyperson services, to enable commissioners to procure the best-quality services. The Supplier shall promote the accreditation scheme to LAs, HIAs and handyperson services. Information on the existing accreditation scheme for handyperson services can be found at: <https://wwwFOUNDATIONS.UK.com/how-we-help/quality/trust-mark/>

***e. Support for HIAs' to build local links and develop their strategy***

- 4.3.1.18 The Supplier shall develop the necessary tools to help HIAs develop and enhance their delivery strategy, including the creation of links across the

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locality with appropriate stakeholders, including service commissioners. The Supplier shall encourage HIAs to engage with their local strategic partners by providing the agencies with relevant information and advice regarding stakeholders and policy interpretation, including integration of housing, health and social care.

- 4.3.1.19 In 2022, the incumbent supplier has had over 50 interactions with HIAs, by telephone and email. Guides for HIAs are provided on the incumbent supplier's website.

***f. Support in providing adaptations for children***

- 4.3.1.20 The Supplier shall develop guidance and support LAs in the delivery of adaptations to children in a family-centred manner. The Supplier shall identify training and guidance requirements and work with relevant stakeholders to deliver those to HIAs, LAs and commissioners to ensure children and their families receive adequate adaptations, taking into consideration the current and future needs of children with all types of disabilities and mental health conditions, including physical and learning disabilities and children with behaviours that challenge.

- 4.3.1.21 Any advice and support to HIAs and LAs on providing adaptations to children, shall ensure that complex cases involving children receive advice that leads to timely and appropriate adaptations provided that benefit the family as a whole and consider the future needs of the child and their family.

***g. Promoting assessments by Trusted Assessors in non-complex cases***

- 4.3.1.22 Chapter 4 of the DFG delivery guidance for LAs in England discusses best practice in managing a home adaptations service (Disabled Facilities Grant (DFG) delivery: Guidance for local authorities in England - GOV.UK ([www.gov.uk](http://www.gov.uk))), and the way in which Trusted Assessors can be part of the assessment team. Trusted Assessors can be utilised in non-complex cases, which supports a reduction in waiting times as Occupational Therapists focus on more complex cases. However, Trusted Assessors require standardised training in order to deliver a consistent good-quality service to DFG applicants.

- 4.3.1.23 The Supplier shall develop a comprehensive Competency Framework for Trusted Assessors involved in conducting assessments for home adaptations funded by the DFG, to support LAs in providing consistent, high-quality and timely assessments.

- 4.3.1.24 The Competency Framework should consider the needs of LAs and include steps to identify training, qualification and supervisory needs for Trusted Assessors and how these can be addressed to improve service delivery and reduce waiting times for DFG applicants.

- 4.3.1.25 The Supplier shall also develop a strategy for promoting the Competency Framework to LAs and HIAs, outlining how the Framework will increase the numbers of Trusted Assessors in the sector.

- 4.3.2 ***Support and promote the sector to effectively contribute to the integration of health, housing and social care and represent the sector in dealing with Government and other stakeholders***



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- 4.3.2.1 The Supplier shall proactively contribute to the integration of health, housing and social care at local and national level through ongoing engagement with relevant stakeholders such as the NHS, Integrated Care Boards, and through participation in the BCF Programme Board to help shape their policy development.
- 4.3.2.2 The Supplier shall represent the sector by working with Government departments, representative bodies such as the Local Government Association and the Association of Directors of Adult Social Services, national representative bodies such as the National Landlords Association, public health professional bodies for health and social services and other local strategic partners.
- 4.3.2.3 The Supplier shall maintain a comprehensive overview of the sector, delivering meaningful feedback to the Buyer. For example, the Supplier will be expected to report to the Buyer on emerging trends or issues in DFG delivery in the Quarterly Review Meetings.
- 4.3.3 ***Provide advice, support, intelligence, data and data analysis to Government***
- 4.3.3.1 The Supplier shall demonstrate knowledge and an understanding of all policy areas relevant to the current and future development and delivery of DFG, HIA and handyperson services and their operating environment, and provide Government (primarily, but not limited to, the Buyer and DHSC who have shared policy responsibility for the DFG) with timely and accurate advice based on this knowledge. This may include providing assistance directly to providers/commissioners when asked to by Government.
- 4.3.3.2 The Supplier shall collect, analyse and report on data relating to the home adaptations sector, including data and information which may be required for Departmental funding bids. The Supplier shall also analyse returns from a Buyer-run annual LA survey on DFG usage and expenditure. The Supplier shall publish survey results in agreement with the Buyer.
- 4.3.3.3 The Supplier shall also provide support to the Buyer and other Government departments, as required, in the formulation of DFG and related policies which aim to support disabled people. Where possible, this will be agreed in the Annual Work Plan.
- 4.3.3.4 As per Annex 1 of Schedule 20 (Processing Data), there is no requirement for Personal Data to be provided by one Party to another Party, and the Supplier shall exclude Personal Data from all publications and reports provided to the Buyer accordingly.
- 4.3.4 ***Provide information to the sector through an accessible website***
- 4.3.4.1 The Supplier shall create and maintain a service specific website / website pages which includes all relevant information to support the sector to effectively and efficiently deliver the DFG to eligible people. The website should include information on the role of the National Body and related Services provided under the Contract, and how the Supplier can be contacted accordingly. Other information may include, but is not limited to: information on quality standards for the industry; guides on specific issues relating to the DFG (e.g. on dealing with hoarding, best practice in hospital

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discharge, and the DFG application process); DFG performance reports; webinar recordings and information on upcoming events.

4.3.4.2 The website shall be WCAG 2.1 compliant (Web Content Accessibility Guidelines), acting as a key resource on best practice DFG delivery and wider information source around home adaptations, DFG delivery, and the support offer of the Supplier for LAs and HIAs.

4.3.5 ***Providing information to the public, including maintaining a publicly available database of HIA services in England.***

4.3.5.1 Information to the public is provided by the incumbent supplier to the public through three websites:

- 1) Adaptmyhome.org.uk - provides information to individuals including self-assessment tools on whether their home needs adaptations and the DFG means test. In the quarter ending September 2023, this website received over 77,200 visits, and is currently the most visited website of all the websites provided by the incumbent supplier, reflecting the growing demand from the public for information and advice on the DFG and alternative sources of funding for adaptations.
- 2) Findmyhia.org.uk - which provides a database of HIAs and information to individuals on home adaptations. In the quarter ending September 2023, this website received over 22,600 visits.
- 3) Foundations.uk.com - provides information for the sector, including LAs and HIAs on DFG best practice, and includes resources such as webinar recordings.

4.3.5.2 The Supplier shall provide advice and information to the public and the adaptations sector – including providers and commissioners – on DFG and wider, non-DFG funding opportunities and services for people who do not qualify for the grant, identify good practice, and support information sharing within the sector to maximise funding opportunities for adaptations. The advice service for the public shall be accessible to older and disabled people and others who may not be comfortable with, or able to use, information technology or social media, in line with equality legislation.

4.3.5.3 The Supplier shall create and agree with the Buyer a strategy for delivery of support to individuals who require adaptations or housing advice in England. The strategy should consider the needs of older and disabled people who require adaptations, including people who do not qualify for a DFG. The strategy may include:

- a) How individuals will be provided with relevant and up-to-date information on funding opportunities if they do not qualify for a DFG.
- b) How individuals will be sign-posted to the most relevant support in their local area.
- c) Working with LAs, charities and Disabled People's Organisations and stakeholders in the health and care sectors to create and maintain information to be shared with individuals requiring adaptations or housing advice, including on home moves which is appropriate to their locality.
- d) Consideration of the viability of creating a trusted provider pool of suppliers that individuals can be sign-posted to for self-funded work,

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either through the creation of such a pool by the Supplier (having due regard to potential or actual conflicts of interest) or supporting LAs to create and maintain local pools.

- e) Empowering individuals and their families to ensure they have the right information at the right time, reducing the need for re-contact.

**4.3.6 Flexibility, Scalability & Continuous Improvement**

4.3.6.1 The Supplier shall be required to manage their resources and service infrastructure to accommodate fluctuations in service demand, and ensure that continuity and quality of service is maintained accordingly at all times, whilst having due regard to efficiencies and maximising delivery within the Contract Value. This includes having robust and transparent processes for ensuring that:

- a) Demand for support is appropriately triaged to assess whether it falls within scope of the Contract and available funding, and that any competing demands for support are appropriately prioritised;
- b) Where necessary additional resources can be made available at short notice to meet any unexpected or significant increases of in-scope support demand, without any increases to the Contract Charges;
- c) Resources can be managed to deliver cost-efficiencies where there are unexpected or significant reductions in support demand, and those efficiencies can be passed on to the Buyer.

4.3.6.2 Upon being given reasonable notice by the Buyer, the Supplier shall be required to provide the Buyer with access to appropriate Open Book Data (as defined in Schedule 1 – Definitions) that demonstrates the Supplier's compliance with the above requirements.

4.3.6.3 In accordance with Schedule 11 (Continuous Improvement) the Supplier shall also identify and provide the Buyer with proposals (Continuous Improvement Plan) for how the Services could be modified or improved, so that the Buyer can ensure the Contract Services and Deliverables are maximised and managed accordingly to satisfy stakeholder needs and Buyer priorities, whilst optimising value for money for the tax-payer.

4.3.6.4 In the context of the Buyer's requirements as detailed in this Specification and the associated maximum Contract Value, the Supplier shall clearly identify any relevant areas of support that it believes should be out of scope for this Contract, with detailed supporting rationale and appropriate cost-benefit analysis.

4.3.6.5 Any proposed changes to the scope of the Contract or modification to the Services or Deliverables shall require prior approval from the Buyer at its absolute discretion, and shall be implemented during the Implementation Period if prior to the Contract Start Date or via the Variation Procedure thereafter.

**5 Deliverables/Outputs and Performance Measures**

5.1 The Deliverables and Key Performance Indicators (KPIs) below will apply for the duration of the Contract. The Supplier shall report monthly, quarterly and annually on KPI performance to the Buyer in accordance with the requirements

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listed below and in section 7 (Contract Management), and shall include a Rectification Plan for areas where performance is below the required KPI standard, in accordance with the Rectification Plan Process.

5.2 KPIs identified as 'Publishable' shall be reported on externally to the Cabinet Office on a Quarterly basis, as required by [UK government policy](#).

### 5.3 Service KPIs:

**1. Output:** The Supplier shall have substantial contact with LAs and HIAs across England directly and upon request to help ensure that they have the information, advice and support they need to improve local delivery of DFGs and/or troubleshoot delivery issues.

**KPI 1** – Reports of the interactions, monthly, quarterly and annually with summaries, shall be submitted to the Buyer. These interactions should add up to at least 70% of LAs and HIAs over the course of a reporting year. The Supplier shall also report on why certain areas have/have not engaged throughout the year. Reports should exclude personal information, as per Annex 1 of Schedule 20 (Processing Data).

**Measurement Period / Cohort:** Monthly

**Publishable:** Yes

**2. Output:** The Supplier shall create and maintain a relevant and up-to-date WCAG 2.1 compliant (Web Content Accessibility Guidelines) website acting as a key resource on best practice DFG delivery and wider information source around home adaptations, DFG delivery, and the support offer of the Supplier for LAs and HIAs.

**KPI 2:** Reports on updates to website(s) and visitor numbers as well as any feedback received shall be reported monthly and quarterly to the Buyer. Where there are multiple websites, the reporting on visit numbers should be broken down for each of the websites operated by the Supplier including their primary website, and other websites aimed at supporting individuals, and databases such as the HIA database.

**Measurement Period / Cohort:** Monthly

**Publishable:** No

**3. Output:** The Supplier shall promote knowledge sharing, peer support and networking through high quality events, which must include: regular sector meetings on relevant topics according to local need and as agreed in Annual Work Plans, and at least 4 key events or roadshows across England that share best practice around DFG delivery.

**KPI 3:** The Supplier must receive 90% satisfaction rate for each of the events held, which shall be sourced from the attendees and is to be reported to the Buyer in monthly, quarterly and annual monitoring reports.

**Measurement Period / Cohort:** Monthly, per event or roadshow

**Publishable:** Yes

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- 4. Output:** The Supplier shall deliver quality training to LA staff, occupational therapists, housing staff in social housing and in the private rented sector, HIA staff, volunteers and contractors working in the sector, as determined by local and national need to help support effective DFG administration and quality home adaptation delivery. The training may take place in the form of webinars, online or face-to-face events, and may be provided to the entire sector or as a tailor-made package to a specific organisation or area depending on identified need.

**KPI 4A:** The Supplier shall deliver this training to at least 3,500 delegates annually, and must report monthly, quarterly and annually to the Buyer on the number of delegates trained.

**Measurement Period / Cohort:** Monthly

**Publishable:** Yes

**KPI 4B:** The Supplier shall report monthly, quarterly and annually on overall satisfaction rating for the training, where at least 90% of all delegates trained (and who respond to the satisfaction survey) must record a rating of 'satisfied' or higher, as measured by responses from attendees. The satisfaction measure used shall be agreed with the Buyer in the Annual Work Plan.

**Measurement Period / Cohort:** Monthly, per training event

**Publishable:** No

- 5. Output:** The Supplier shall provide ad-hoc data and information requests to the Buyer as reasonably required.

**KPI 5:** All data and information requested by the Buyer shall be provided within 2 working days, unless otherwise agreed, e.g. for more complex queries. If the Supplier does not hold the data/information, the Buyer will be informed of this within the specified timeframe. Data/information requests may include, but are not limited to: DFG performance of a specific area/LA; practical advice relating to DFG or Housing Assistance Policies; information on type of queries received by the Supplier over a specified time period; support in responding to correspondence from parliamentarians or the public relating to the DFG.

**Measurement Period / Cohort:** Monthly

**Publishable:** No

- 6. Output:** The Supplier shall produce reports for the Buyer on the annual survey of LAs around local DFG delivery and publication. The reports should include, but not be limited to, information and analysis by LA/region on the number of DFG applications received; number of adaptations completed; timeliness of application processing, approval and delivery; distribution of the DFG by value of grant, age and tenure; adaptations funded by Housing Revenue Accounts; and level of applicant contributions. The full content of the report shall be agreed with the Buyer in the Annual Work Plan. The report may be submitted digitally, and must be quality assured to ensure data can be confidently shared externally in Government communications.

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**KPI 6:** Quality assured reports shall be produced within an agreed timeframe as set out in an Annual Work Plan, and normally within 3 months of the close of the survey and receipt of the data by the Supplier from the Buyer.

**Measurement Period / Cohort:** Annually

**Publishable:** No

- 7. Output:** The Supplier shall support the public through provision of information and signposting to relevant local services (having due regard to potential or actual conflicts of interest) such as the LA, charities and housing advice services and report to the Buyer on the number of interactions received from the public and the reasons for contact.

**KPI 7:** The Supplier shall report on interactions with the public and the reasons for contact to the Buyer in monthly, quarterly and annual reports.

**Measurement Period / Cohort:** Monthly

**Publishable:** No

### 5.4 Social Value KPIs:

- 5.4.1 The Social Value priority for this Contract is: tackling climate change and reducing waste, as further described in the Government's Social Value Model<sup>7</sup>, Theme 3 – Fighting Climate Change. The Supplier shall deliver relevant Social Value benefits and commitments explicitly through the delivery of this specific Contract.
- 5.4.2 The Supplier shall deliver Social Value benefits via targeted social value advice and guidance to a wide range of stakeholders (including but not limited to: LAs, HIAs, occupational therapists and their professional bodies, handyman services, product suppliers, older and disabled people and charities who support them). Related activities may include training, webinars, agenda items at road shows, written and video guides.
- 5.4.3 The Supplier shall provide the Buyer with a plan on implementing social value related activities and evidencing resulting benefits as part of the Annual Work Plan each year.
- 5.4.4 The Supplier shall include progress reports on social value in Quarterly Monitoring Reports and at Annual Reviews, and the Supplier shall provide the data for the relevant KPIs and national social value metrics, as indicated below. Supplier performance against the Social Value national metrics shall be made publicly available in accordance with Government transparency requirements.
- 5.4.5 KPI specific targets shall be established for each metric at Contract implementation. This will include metrics proposed by the Supplier to measure their social value delivery and how they relate to the national metrics.

**Social Value Priority: Theme 3 – Fighting Climate Change**

<sup>7</sup> <https://assets.publishing.service.gov.uk/media/5fc8b8248fa8f547499d79b7/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf>

DLUHC Specification

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<b>Model Award Criteria</b>	<b>MAC 4.2 Influence environmental protection and improvement:</b> Influence staff, suppliers, customers and communities through the delivery of the Contract to support environmental protection and improvement.
<b>Sub-Criteria</b>	<ul style="list-style-type: none"> <li>Understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support environmental protection and improvement.</li> <li>Activities to reconnect people with the environment and increase awareness of ways to protect and enhance it.  Illustrative examples: <ul style="list-style-type: none"> <li>Engagement to raise awareness of the benefits of the environmental opportunities identified.</li> <li>Co-design/creation. Working collaboratively to devise and deliver solutions to support environmental objectives.</li> <li>Training and education. Influencing behaviour to reduce waste and use resources more efficiently in the performance of the contract.</li> <li>Partnering/collaborating in engaging with the community in relation to the performance of the contract, to support environmental objectives.</li> <li>Volunteering opportunities for the contract workforce, e.g. undertaking activities that encourage direct positive impact</li> </ul> </li> </ul>
<b>Social Value KPIs</b>	<ol style="list-style-type: none"> <li><b>SV KPI 1:</b> Number of people-hours spent protecting and improving the environment under the Contract, by UK region.  <b>Target:</b> The specific KPI target is set out in Contract Schedule 4 (Tender). <b>Measurement Period / Cohort:</b> Quarterly <b>Publishable:</b> Yes (national metric)</li> <li>Any other Social Value KPIs as detailed in Contract Schedule 4 (Tender)</li> </ol>

5.4.6 Performance against all the above KPIs shall be rated using the table below, and where applicable these ratings shall be included in the externally published KPI data. The rating thresholds for each KPI shall be set by the



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Buyer prior to the Start Date, following consultation with the Supplier, and with reference to the relevant contractual requirements.

Good	Approaching Target	Requires Improvement	Inadequate
The Supplier is meeting or exceeding the KPI targets that are set out within the Contract.	The Supplier is close to meeting the KPI targets that are set out within the Contract.	The performance of the supplier is below that of the KPIs targets that are set out within the Contract	The performance of the supplier is significantly below that of the KPIs targets that are set out within the Contract.

### 6 Payment

6.1 The Supplier will be paid monthly in arrears in accordance with Schedule 3 (Charges) and will be required to provide KPI updates as part of their monthly reporting, to be scrutinised by the Buyer's Contract Manager before an invoice is approved and paid (in accordance with section 7 below, and clauses 3.3 and 4 of the Core Terms).

### 7 Contract Management Arrangements

7.1 The Contract will be managed by a designated senior policy advisor of the Buyer (the Buyer's Contract Manager), and overseen by a team leader.

7.2 The Supplier shall provide the Buyer's Contract Manager with a named contact at the organisation (the Supplier's Contract Manager) who shall be responsible for the Contract management arrangements, including:

- a. Engaging with the Buyer's Contract Manager to confirm **Annual Work Plans** prior to the Contract Start Date and prior to the beginning of each subsequent year or as otherwise directed by the Buyer.
- b. Providing **Monthly Performance Reports** which include (but are not limited to):
  - i. for each KPI, the actual performance achieved over the relevant period. Satisfactory performance shall be required for all monthly KPIs before monthly invoices are paid by the Buyer;
  - ii. a summary of all failures to achieve monthly KPIs that occurred during the relevant period;
  - iii. for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
  - iv. progress against the Annual Work Plan and Continuous Improvement Plan, where applicable; and
  - v. such other details as the Buyer may reasonably require from time to time.

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- c. Providing **Quarterly Monitoring Reports** which include (but are not limited to):
  - i. significant activity, challenges and achievements in the quarter;
  - ii. staffing updates and impact on operations;
  - iii. trends and issues in the sector that the Buyer should be made aware of;
  - iv. satisfaction reporting on events and training,
  - v. reporting on ongoing and completed projects whether or not within scope of the Contract;
  - vi. KPI Performance Reports which include a summary of Monthly and Quarterly KPI performance, and analysis of likelihood of achieving annual KPI targets;
  - vii. progress against Annual Work Plan and Continuous Improvement Plan where applicable; and
  - viii. such other details as the Buyer may reasonably require from time to time.
- d. Attending **Quarterly Review Meetings** chaired by the Buyer. The Quarterly Review Meetings shall:
  - i. be the forum for the review by the Supplier and the Buyer of the Monthly and Quarterly Monitoring Reports;
  - ii. take place as directed by the Buyer following issue of the Quarterly Monitoring Reports by the Supplier, and held on-line and at a time (within normal business hours) as the Buyer shall reasonably require;
  - iii. as a minimum be attended by the Supplier's Contract Manager and the Buyer's Contract Manager, or by a suitably qualified alternative where delegation is necessary; and
  - iv. be fully minuted by the Supplier and the minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Buyer's Representative and any other recipients agreed at the relevant meeting within two (2) weeks of the meeting.
- e. Taking part in **Annual Reviews**, which shall:
  - i. take place at the start of each calendar year, at such location and time (within normal business hours) as the Buyer shall reasonably require;
  - ii. include reporting on continuous improvements, social value, and performance against annual KPI targets; and
  - iii. include such other details as the Buyer may reasonably require from time to time.

## 8 Service Implementation

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- 8.1 The Implementation Period shall be for a maximum of 3 months, commencing on the date the Contract is fully signed / the Effective Date and ending on the Contract Start Date (1st October 2024). The Supplier shall fully co-operate with the requirements of Schedule 8 (Implementation Plan and Testing) accordingly, and shall ensure that delivery of all Services commences on the Start Date.
- 8.2 All materials and intellectual property prepared for administering the existing contract is the property of the Buyer, and shall be available for transfer from the Incumbent Supplier to the Supplier during the Implementation Period accordingly.
- 8.3 The majority of these materials are contained within the Incumbent Suppliers' website. Other materials are held electronically by the Incumbent Supplier for ease of transfer.

**9 Exit Requirements**

- 9.1 The Supplier shall fully comply with the requirements of Schedule 30 (Exit Management) including, but not limited to:
- 9.1.1 Provision of an Exit Plan within three (3) Months after the Start Date
- 9.1.2 Regularly maintain and update the Exit Plan:
- a) every six (6) months throughout the Contract Period;
  - b) no later than twenty (20) Working Days after a request from the Buyer;
  - c) as soon as reasonably possible following a Termination Assistance Notice, and in any event no later than ten (10) Working Days after the date of the Termination Assistance Notice;
  - d) as soon as reasonably possible following, and in any event no later than twenty (20) Working Days following, any material change to the Deliverables (including all changes under the Variation Procedure)
- 9.1.3 Create a Virtual Library within ninety (90) days from the Effective Date
- 9.1.4 Update the Virtual Library:
- e) every six (6) months throughout the Contract Period;
  - f) no later than twenty (20) Working Days after a request from the Buyer;
  - g) as soon as reasonably possible following a Termination Assistance Notice, and in any event no later than ten (10) Working Days after the date of the Termination Assistance Notice;
  - h) as soon as reasonably possible following, and in any event no later than twenty (20) Working Days following, any material change to the Deliverables (including all changes under the Variation Procedure)
- 9.2 For the avoidance of doubt, and in accordance with Schedule 36 (Intellectual Property Rights), any New IPR created under this Contract shall be owned by the Buyer and shall be handled accordingly by the Supplier as part of Contract exit.