



**WOKINGHAM  
BOROUGH COUNCIL**

# SCHEDULE 1 - SERVICE SPECIFICATION

*Information and advice service for carers and families of people with a learning disability and/or autism spectrum condition*

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## Strategy and Commissioning (People Commissioning)

Author/s  
Version  
Date

*People Commissioning*

8

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## 1. Introduction

This service specification is relevant to and sets the requirements for the delivery of information and advice for people with a learning disability and/or autism spectrum condition, their families and Carers.

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. 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:

- Looking after the vulnerable
- 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 key priorities for Adult Social Care are:

- Empowerment, personalisation and self-care
- Quality and safety
- Integration of services / partnership working
- Prevention and early intervention
- Skilled, motivated and well-supported workforce
- Sustainability / resilience

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 Voluntary Sector Outcomes framework has been used to inform the service aims, objectives, delivery and service specific outcomes.



### 3. 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*
- *Children and Families Act 2014*
- *Wokingham Borough Council's Carers Strategy 2016-2019*

### 4. Service overview

#### Description of the service

'The service' will provide information and advice for carers of people with a learning disability and/or autism spectrum condition and their families.

'The service' should be adequately staffed to ensure that information and advice can be provided to carers and families in line with demand.

Staff should possess a wide range of knowledge and skills and be responsive to the needs of carers of young people of transition age and adults with a learning disability and/or autism spectrum condition.

Carers and families are able to access support that meets their needs but the service should aim to increase the independence of carers as well as empowering carers to do things for themselves.

#### Activities and workshops

'The service' will also be responsible for the delivery of activities/clubs and meetings that provide social and leisurely activities; promoting the wellbeing of the people attending.

The activities should aim to develop people's social networks, allow them to learn new skills that they may not have had the opportunity to learn otherwise as well as provide a short break for Carers.

As a minimum, this should include:

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- A weekly club for young people and adults (16+) with a learning disability and/or autism spectrum condition and their siblings
  - A monthly meeting for carers in the form of (or alternate between) either a coffee morning, lunch or workshops.

### **Key activities**

In order to deliver 'the service' there are key activities that the provider is required to carry out. These will include but are not be limited to the following:

#### **Information and advice:**

- Communicating information on benefits and services to families and stakeholders
- Supporting families with their emotional and social wellbeing
- Initiating, planning, organising and hosting events for Carers as required
- Researching and keeping up to date with local and national issues/matters of relevance to customers
- Supporting families to apply for/renew benefits such as ESA, PIP, Housing Benefit and Tax Credits
- Supporting families to prepare information for social care assessments
- Referring/signposting to other services
- Supporting families to understand EHCP
- Supporting families to apply for grants
- Attending meetings with the family
- Assisting families with writing appeals/writing letters
- Supporting families to make decisions about potential respite services
- Liaising with social workers on behalf of the family

#### **Activities:**

- Supporting carers and people with a learning disability and/or autism spectrum condition to develop social networks and meet people in similar circumstances
- Supporting carers and people with a learning disability and/or autism spectrum condition to learn new skills that can be used in the community e.g. ordering food and drinks
- Organising trips and events in the community e.g. cinema, shopping
- Organising activities at the venue e.g. crafts, karaoke, dancing
- Facilitating workshops focusing on relevant and popular topics requested by carers and people with a learning disability and/or autism spectrum condition e.g. wills and trusts, transition, health and wellbeing, housing, self-help and empowerment.



## General:

- Producing newsletters and information to families and individuals
- Campaigning for issues affecting the Learning Disability Partnership community and their Carers
- Working closely with the Learning Disability Partnership Board
- Working closely with existing carers forums and relevant carer provider forums

The requirements of service delivery may change over the life of the contract and the Provider must be willing to work in partnership with the Council and other relevant stakeholders to ensure that the way that the service is accessed/delivered meets the needs of those eligible to use it.

## Referral and access to the service

To be eligible for the **information and advice service**, customers must be:

- A Carer of a child or adult with a Learning Disability and/or Autism Spectrum Condition
- Resident of Wokingham Borough

Referrals to the service can be made directly to the service provider via a variety of methods:

- Telephone
- Email
- Face to face
- Other support agencies

To access the **activities and workshops**, customers must:

- Be a Carer of a child or adult with a Learning Disability and/or Autism Spectrum Condition
- Have a Learning Disability and/or Autism Spectrum Condition
- Be a resident of Wokingham Borough

Referrals to the service can be made directly to the service provider via a variety of methods:

- Telephone
- Email
- Face to face
- Other support agencies

## Service location / times of delivery

The service will maintain an appropriate office site/base in the Wokingham Borough or locally.



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

Clubs and meetings should be held at venues in Wokingham Borough that are accessible for people with varying needs and disabilities (the cost of the venue hire must be met by the Provider).

The service will operate within the times and on the days stated in the tender applications and/or negotiated contractual arrangements Council officers have formally agreed with the service provider.

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

### **Charges to customers**

Charges to customers will be discretionary and proportionate.

The service must establish a charging policy, outlining the criteria for determining who will be charged and how much they will be charged. This policy must be agreed with Wokingham Borough Council and shared with stakeholders and customers.

All customers will be advised of the amount of any charge before any services are provided. Charging information should be clearly displayed in any promotional literature.

## **5. Staffing and service capacity**

The provider will need to ensure that the service is staffed sufficiently to enable the information and advice service to operate within office hours, Monday – Friday. Activities and workshops must be delivered at times which will ensure maximum customer engagement.

A sufficient number of staff and/or volunteers employed to deliver the service are appropriately trained, skilled and experienced and are committed to delivering a high quality, person-centered service.

All staff involved with the service must have an up to date DBS check in place.

It is expected that staff and volunteers should have or develop:

- Experience of working with the target customer group
- An understanding of the impact of support needs on customers and volunteers
- The ability to recruit volunteers from all communities living in Wokingham

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- The ability to work creatively and flexibly to meet the needs of customers
  - An understanding of child and adult protection issues and procedures
  - The ability to work in partnership with key local statutory agencies, health agencies, voluntary agencies and other support providers.

## **6. Partnership and joint working**

The service will be active in the local community of Wokingham Borough and will be represented at appropriate agency or multi-agency forums. In particular, the service will make a significant contribution to the Wokingham Learning Disability Partnership Board (LDPB) and to relevant carer forums.

It is expected that the provider will agree with Commissioners, post contract award, how they will support the LDPB, and agree expectations of the provider. At a minimum, the provider will need to attend relevant meetings and ensure that they are promoting the work and values of the Board.

The service will establish and develop strong working relationships with key referral and stakeholder agencies, including groups from all faiths in Wokingham.

The service provider will consult with stakeholders of the service, at a minimum, annually 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.

## **7. Customer engagement and communication**

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

The service will actively encourage and facilitate service user consultation and involvement with regard to the service, including the following areas:

- Policy and changes
- Monitoring of service delivery
- Service improvements and changes
- Major changes to the support service
- Service steer and delivery

The service will actively seek feedback from customers and stakeholders.



The above will be sought, encouraged and facilitated by the service using a number of methods that will maximise participation and it will ensure that where required support is provided to individuals to gain their input.

The service should have a complaints procedure with stated response timescales. These procedures should be made widely in appropriate formats. Complaints and their outcomes should be logged and made available to the Council upon request. Any serious complaints shall be reported to the Council as a matter of urgency.

## 8. Governance

As a minimum requirement, the Council expects the provider to have in place and be working to the following policies and procedures. It is expected that these documents are refreshed and reviewed at least bi-annually.

- Equality and Diversity policy
- Business continuity plan
- Incident reporting and recording
- Safeguarding policy and procedures
- Data Protection policy and Information Sharing policy
- Compliments, Complaints and Whistleblowing policy
- Disciplinary and Grievance policy and procedures
- Lone Worker policy and procedures
- Recruitment, Training and Induction policy and procedures
- Customer involvement policy and procedures
- Staff supervision

## 9. Values and principles

- Ensure that support planning and delivery is co-produced with the customer
- 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. Key performance indicators and outcomes

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

- Performance against set KPI's
- Outcomes
- Additional reporting information

### KPI's

	KPI	Method of Measurement	Threshold	Frequency of Reporting
<b>KPI 1</b>	Demographic breakdown of customers (*defined as: carers and people with a learning disability and/or autism spectrum condition)  1) Referred 2) Receiving a service  By age, gender, disability and ethnicity	Provider report	100% of people asked for information	Quarterly
<b>KPI 2</b>	Annual customer satisfaction surveys are completed	Provider report	100% of customers provided with the opportunity to give feedback	Annual
<b>KPI 3</b>	Documents produced for customers and the Learning Disability community by the provider are available in an Easy Read format	Provider report  Examples of communication literature	100% of documents are produced in easy read	Quarterly  (sample of documents)
<b>KPI 4</b>	Employed staff and volunteers have undertaken all required minimum training within 3 months of starting	Provider report  Training records	100% of staff have undertaken all required training	Quarterly
<b>KPI 5</b>	2-3 activity clubs held once a week  1-2 monthly meetings in addition	Provider report	100% of these are delivered	Quarterly



<b>KPI 6</b>	44 families are visited every quarter	Provider report	85% of families are visited (at least 37 families are visited)	Quarterly
<b>KPI 7</b>	Number of referrals to the service	Provider report	Baseline to be confirmed post contract award	Quarterly
<b>KPI 8</b>	Number initial visits (re: information and advice service)	Provider report	Baseline to be confirmed post contract award	Quarterly
<b>KPI 9</b>	Number of people accessing the information and advice service	Provider report	Baseline to be confirmed post contract award	Quarterly
<b>KPI 10</b>	Number of people accessing the activities	Provider report	Baseline to be confirmed post contract award	Quarterly

**Service Outcomes**

<b>OUTCOME</b>	<b>MEASURES</b>	<b>KPI'S</b>
<b>INFORMATION AND ADVICE</b>		
Carers will feel confident in their caring role	<ul style="list-style-type: none"> <li>- Carers self-report</li> <li>- Outcome star or other appropriate 'distance-travelled' measures</li> <li>- Case studies/examples</li> <li>- Individual customer outcomes</li> </ul>	<p>KPI 2</p> <p>KPI 6</p> <p>KPI 8</p>
Carers can access practical and emotional support and information to help them manage their caring responsibilities	<ul style="list-style-type: none"> <li>- Carers self-report</li> <li>- Case studies/examples</li> <li>- Individual customer outcomes</li> </ul>	<p>KPI 6</p> <p>KPI 8</p>
Carers are more resilient and demonstrate improved wellbeing	<ul style="list-style-type: none"> <li>- Carers self-report</li> <li>- Outcomes star or other appropriate 'distance-travelled' measures</li> <li>- Case studies/examples</li> <li>- Individual customer outcomes</li> </ul>	<p>KPI 2</p> <p>KPI 6</p> <p>KPI 7</p> <p>KPI 8</p> <p>KPI 9</p>
<b>ACTIVITIES AND WORKSHOPS</b>		
Carers and people with a learning disability and/or autism spectrum condition are able to learn a variety of new skills in order to promote increased independence and resilience	<ul style="list-style-type: none"> <li>- Customers and Carers self-report</li> <li>- Outcomes star or other appropriate 'distance-travelled' measures</li> <li>- Case studies/examples</li> <li>- Individual customer outcomes</li> </ul>	<p>KPI 2</p> <p>KPI 5</p> <p>KPI 7</p> <p>KPI 8</p> <p>KPI 9</p>
Carers are provided with a break from their caring role	<ul style="list-style-type: none"> <li>- Carers self-report</li> <li>- Attendance at Carers meetings</li> <li>- Attendance on trips and events</li> <li>- Case studies/examples</li> <li>- Individual customer outcomes</li> </ul>	<p>KPI 5</p> <p>KPI 7</p> <p>KPI 8</p> <p>KPI 9</p>
People with a learning disability and/or autism spectrum condition and Carers	<ul style="list-style-type: none"> <li>- Carers self-report</li> <li>- Customer satisfaction surveys</li> </ul>	<p>KPI 2</p>





develop strong and positive social networks	<ul style="list-style-type: none"> <li>- Outcomes star or other appropriate 'distance-travelled' measures</li> <li>- Repeated attendance at activity clubs</li> <li>- Case studies/examples</li> </ul>	KPI 5  KPI 8
People with a learning disability and/or autism spectrum condition and their Carers are satisfied with their experience of care and support	<ul style="list-style-type: none"> <li>- Carers self-report</li> <li>- Feedback forms</li> <li>- Case studies/examples</li> <li>- Individual customer outcomes</li> </ul>	KPI 2

### Additional Reporting Information

In addition, the provider will be required to report the following information on a quarterly basis. Whilst there are no formal performance levels associated with these information requirements, they will be reviewed as standard as part of the contract monitoring arrangements and actions agreed as appropriate.

In each reporting period (quarterly):

- Number of hours the service is available each week
- Number of safeguarding alerts made
- Number of safeguarding alerts that have been substantiated
- Number of complaints and compliments

The provider will ensure performance returns are submitted quarterly (from commencement of contract and thereafter from 1<sup>st</sup> April – 31<sup>st</sup> March each year) to the People Commissioning Team within 28 days after the last date of each quarter period.

The service will be subject to contract monitoring throughout the contract term, the main aim of this being to ensure that the requirements are adhered to. Primarily, this monitoring will involve the following:

- Assessment of strategic relevance to the Council’s strategic priorities & Voluntary sector outcomes
- Service activity and delivery including the number of people who:
  - Use this service, over what duration or frequency that person uses this service
  - Request access to this service, including those who do not ultimately access, or use this service
  - Are held on a waiting list (if this is applicable)
- Quality of service
- Customer satisfaction
- Reported outcomes
- Assessment of the service’s cost effectiveness and financial stability



- Submission of annual accounts

## **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. Contract monitoring will be led by the Strategy & Commissioning, People's Services team and may be carried out in conjunction with service users and stakeholders. 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. Where significant performance concerns are identified the Provider will be expected to work with Commissioners to develop a service improvement plan, which will be monitored, on a regular basis with clear, agreed and time bounded actions.

The service specification, KPI's and outcomes will be reviewed and amended as appropriate. This will be carried out in consultation with the provider.

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

This is a block contract and payments will be made quarterly by payment in arrears.

The annual contract value is to be determined by tender.

Full terms and conditions are included in the service contract.