

Invitation to Tender

Healthy Homes Ealing

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Deadline 24th April 2017 10am

REGENERATION & HOUSING

Invitation to tender for seasonal health programme delivery to Ealing residents

Ealing Council has limited funding for a 2 year seasonal health programme which will aim to improve the thermal comfort and energy efficiency of homes in the borough while reducing fuel poverty and long term health conditions associated with homes experiencing uncomfortable temperatures as well as other related issues such as mould and damp.

We invite organisations to submit proposals for delivery of the new programme which has a provisional launch date of July 18th 2017.

Targeting

The programme will be targeted at those residents of any tenure who most need our support either due to health or financial reasons. The target for the programme is the delivery of 400 high quality home visits resulting in a 50 % reduction in fuel poverty, large scale thermal efficiency improvements for 100 homes and smaller scale improvements for 300 homes. An analysis of fuel poverty and health and wellbeing is required for each household supported with a home assessment as part of the follow up work.

The criteria for targeting will be based on the type of support being accessed which will be as follows:

Helpline service

- Any resident can call the helpline to request general energy advice and a referral screening.

Home assessment visit

- Vulnerable residents only (see appendix for criteria)

Vulnerable residents will be identified predominantly via council staff from multiple departments trained internally by the council's energy officer. Identification and referrals will also be external via GPs and District Nurses, Local Authority, Health and Social Care Services, the Voluntary Sector, Community and Local Faith Groups. Local events could also be a potential route for referrals.

Engagement

Residents will be referred to the Freephone helpline number or online registration form via internal and external staff and via self-referral.

Once introduced, the contractor will arrange an appointment with the vulnerable householder at a time convenient and comfortable for them. For individuals with safety concerns, language or cultural barriers, arrangements should be made for a relative or other trusted person to be at the home during the visit. When making the appointment booking, the detail of the visit and the identification of the adviser visiting should be carefully explained to the householder to ensure that they are fully reassured as to the scheme's purpose before the visit takes place.

Service delivery

The service to be delivered will constitute the following:

1. Freephone helpline number

- Energy advice and signposting to any resident.
- Undertake checks to clarify eligibility for home visits or grant support (local and national).
- To make referrals to council and external services as appropriate.
- To provide follow up calls after 3 months for those residents who were supported with a home visit or referred for large measures e.g. handyman services or ECO. The outcomes should be recorded to show the impact of support provided (see reporting and evaluation section).

2. Home Assessment

- An assessment of the resident's fuel poverty status using a tool developed for the purpose e.g. NEA's fuel poverty assessment tool.
- An assessment of how the resident uses energy in the home and advice for improvement.
- An assessment of the resident's eligibility and suitability for measures under ECO and other support e.g. council grants.
- Where relevant refer and arrange larger measures such as loft insulation if resident qualifies for funding.
- Fill in checklists provided for council owned properties and handyman (if a referral to handyman is appropriate).
- Check heating system controls are set appropriately and show the resident how to use the controls appropriately.
- An energy monitor will be taken on each visit for demonstration purposes only, to help the resident understand how their consumption and cost fluctuate when using lighting and appliances.
- Fit easy measures that produce an immediate improvement to comfort. See appendix for details.
- Instruct the resident how to stay warm/cool during the day and the night, how to dress warmly and how to manage their home to maximise fuel efficiency (e.g. closing curtains and doors, not obstructing radiators, cooking techniques and use of appliances).
- Provide a comfort pack (one per household) where appropriate. Items to be supplied by contractor, except for Borough branded thermometer advice card and promotional materials (supplied by Borough) See appendix for details.
- Refer the householder to other appropriate or essential services (see referrals below).
- Record data from each visit as agreed with Ealing Council.
- Check the resident's energy tariff and support with switching if appropriate.
- Support the resident to maximise income where possible e.g. referring for fuel debt support, benefits checks and fitting water savings devices.
- Check that any benefits relating to warmth are being claimed and if not, help the resident to claim them: Winter Fuel Payments, Cold Weather Payments and Warm Homes Discount.

Referrals

Advisers will make referrals for services as follows:

- › **Ealing Council Handyperson service for:**
 - Boiler services
 - Boiler repairs and upgrade
 - Controls upgrade
 - Handyperson visits
 - Home adaptations
 - Disabled Facilities Grants

- › **Ealing Council Housing repairs team(Council housing only) for:**
 - Boiler services
 - Boiler repairs and upgrade
 - Controls upgrade
 - Insulation measures
 - Damp and condensation issues
 - Other home repair work

- › **London Fire Brigade**, where risk factors apply, for:
 - Home fire safety visits and fire alarm fitting

- › **Other referrals as appropriate and agreed with the Ealing Council**
 - Fuel debt
 - Other appropriate departments and/or organisations

Immediate Home Repairs

As part of the home visit, advisers will identify necessary essential home repairs that are affecting the comfort of the home (e.g. broken windows, leaking roof, broken/malfunctioning central heating or hot water systems). Referrals will be made to the council's Handyperson service for repairs up to a limited value for qualifying residents. If the resident does not qualify but is deemed to be living in fuel poverty the council will fund appropriate measures up to a maximum value.

Reporting and evaluation

Data is to be gathered on all visits – detail to be agreed with Sustainability Team, including referral needs. Broadly speaking the programme will measure fuel poverty reduction, health and wellbeing outcomes, financial and environmental savings. Follow up phone calls will measure the success of the resident's customer journey including referral outcomes and broader outcomes as outlined above.

Data should be kept securely and communicated in accordance with Data Protection requirements.

Bid

Bids should not exceed 4 pages, excluding CVs of relevant staff and costings table. Your bid should answer the method statements below, consider the quality of response indicators and include any other relevant information or suggestions.

Method statements

1. Based on your related knowledge and experience, please outline your ability to meet the requirements of the Service delivery section as set out above including capacity, project targets and timelines. Please use examples of previous similar work including accurate data.
2. Please set out how you develop and maintain effective working relationships with colleagues, clients and service users including those with a disability; please use examples from your previous work.
3. Explain your approach and success in encouraging large scale thermal efficiency improvements where appropriate and given the limited availability of grant funding.
4. Complete the costings table found in the appendix.

Additional guidance on method statement

It is also important to also explain how you will meet the programme targets detailed in the targeting section.

A breakdown of all costs should be provided (see appendix). Bid evaluation will be based on the following factors:

Value for money: 25%

Value for money will be evaluated based on the bid price.

Quality of response: 75%

Quality of response will be evaluated based on 1) effectiveness of delivery approach and innovation, 2) reporting procedures, 3) ability to meet delivery timescales, 4) procedures to ensure customer satisfaction and successful follow up, 5) added value to residents and the council, 6) delivery flexibility and proactivity. – All equally weighted.

The maximum budget available for this project is **£130,000** (over two years).

Project staff

Please provide the following information for each person who would be involved in delivering the project on behalf of the supplier:

- Name
- Telephone number(s)
- E-mail address
- Any relevant accreditations or qualifications (CV ideally)
- Days & times available to carry out assessments

Other information

- A copy of your customer complaints procedure.
- Evidence of insurance.
- Any relevant qualifications or awards.

Payment

Please advise whether you are registered for VAT and whether VAT will be charged on top of the sums set out above. Please note that all prices quoted should include the cost of travel. Please also provide details of your usual payment terms.

References

Provide the names and addresses of **two** clients you have offered advisory services within the past 12 months including copies of any reports completed on their behalf. References do not count toward page count.

Deadline

The deadline for submissions is 10am on 24th April 2017. Your bid should be submitted electronically via Ealing's procurement portal. Any submission not received by the submission deadline will not be considered. Any questions regarding this tender can be forwarded to JacksonAn@ealing.gov.uk

Appendix

Costings

Costs to be provided for following items – contractor to supply (supplied to resident at no cost)

Comfort packs (seasonal):

- Warm socks
- Warm hat and gloves
- Snuggle fleece blanket
- Hot water bottle
- Other item if appropriate (please justify)
- Borough branded room thermometer and advice card (supplied by Borough – no cost required)
- Cool pack (contents to be agreed if deemed appropriate with justification)

Energy efficiency measures:

- LED lightbulbs (to be installed during the visit in areas of high lighting use, it wouldn't for example be appropriate to install an LED in a bathroom)
- Radiator panels (max three per property, on outside walls only, to be fitted during visit)
- Draught proofing strips (include estimated percentage of properties, to be fitted during visit)

Costings table

Task	Unit cost (if applicable)	Total cost
Phone line		
Home assessments		
Follow up		
Administration and reporting		
Comfort pack	Itemise costs from list above	
Small measures	Itemise costs from list above	
Travel		
Other		
Total cost		

Vulnerability criteria

A resident is deemed vulnerable and eligible for a home visit if they meet one of more of the following criteria (please note these are draft criteria and may be subject to change):

1. Age 65 and above, receiving an income related benefit (see list of income related benefits below) and/or income is £15,910 or less pa.
2. Family with children <16 years, receiving income related benefit, and/or income is £15,910 or less pa.
3. Disabled, or with GP diagnosed long term chronic health condition (either caller or family member) - receiving an income related benefit and/or income is £15,910 or less pa.
4. Emergency health referral - receiving an income related benefit and/or income is £15,910 or less pa.
5. Resident deemed to be living in fuel poverty based on a reputable assessment method and low income – this type of case must be checked with the council first before confirmation of a home visit.

Income related benefit

The following list of benefits is regarded as income related benefits:

- Income support
- Income-based Job Seekers Allowance
- Income related Employment Support Allowance
- Working Tax Credit (provided the award is based on income below set threshold, currently £15,910, subject to change)
- Child Tax Credit (subject to current income thresholds)
- Pension Credit with Guarantee Credit
- Housing Benefit
- Universal Credit

Definition of key terms

- Large scale measures include cavity, solid wall and loft insulation, double/secondary glazing, boiler upgrades and repair, central heating system and efficient storage heater installs.
- Small scale measures include the following examples: LED light bulbs, draught proofing, and radiator reflector panels.