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| **SCHEDULE 1** | **SERVICES SPECIFICATION** |
| **Background & Purpose**  Uttlesford District Council currently offers a “Telecare” service.  The service comprises both monitoring and response services within our Sheltered Accommodation sites, of which there are currently 16, along with dispersed alarms in the community.  At the time of tendering this contract, we estimate there to be 380 occupied dwellings within our Sheltered Accommodation and 720 dispersed alarms across the district.  Essex County Council supports the provision of dispersed alarms in the community (“Lifelines”). They are currently reviewing their Assistive Technology agreement with Essex Carelines and intend to award a contract to a lead provider. Depending on the decision, there may be an impact on the number of Dispersed service users that we will maintain.  Hardwire alarms may be triggered in Sheltered Sites from individual residencies, communal areas and from building management functions such as boiler rooms, door entry systems and smoke/fire alarms.  The majority of dispersed alarms are placed in domestic dwellings throughout the district although some are in Sheltered Schemes where hardwire systems have not been provided  The Service Provider shall be required to monitor all alarms 24/7, passing on requests to respond to the Sheltered Housing Team at The Council during Working Hours whilst providing their own response service out of hours. | |
| **Outline of Requirements** | |
| The Service Provider shall   * Be required to hold Full Membership of the Telecare Services Association * Be fully accredited to the Telecare Services Association Quality Standards Framework, Service Delivery Modules for Telecare Monitoring and for Response Services (formerly the Code of Practice) as demonstrated by regular audits * Provide a Senior on-call Officer 24/7 in case of a major incident * Provide Monitoring Services to meet the minimum requirements set out below * Provide Response Services to meet the minimum requirements set out below * Provide a live system-monitoring platform on site at The Council offices in London Road, Saffron Walden to allow all calls to be seen and tracked in real time. * Carry out auto tests every night with procedures being followed in the event of a scheme failure * Carry out regular, quality checks and performance monitoring of calls being received into the Monitoring centre. Calls shall be picked randomly by a monitoring officer who shall listen to the call to provide feedback on quality of the call handling. * Provide Continuing Professional Development Sessions/Training to Council staff to provide support and updated knowledge of changes within Technology Enabled Care. * Keep the Council informed of any Health & Safety issues or Hazards encountered during the provision of the Services * Ensure for close liaison with the Sheltered Housing/Life Line Team Leader, including the attendance of quarterly management/contract review meetings. * Maintain and manage all records (database) relating to the Service Users   Monitoring Services must   * Be provided 24/7 * Provide a Monitoring service in line with the Quality Services Framework Service Delivery Module for Telecare Monitoring issued by the Telecare Services Association * Monitor units provided to tenants within Sheltered Accommodation Schemes * Monitor Communal areas, boiler rooms and laundry areas and other “non tenanted” areas of Sheltered Accommodation Schemes * Monitor Dispersed Units provided to residents in their own homes * Monitor Fire and Smoke alarms within Sheltered Accommodation Schemes * Monitor Door Entry systems within Sheltered Accommodation Schemes * Monitor the arrival and departure of Council Sheltered Housing Officer staff to Sheltered Accommodation sites (i.e. to monitor staff duty hours and lone working) * Monitor for faults to the alarm equipment and liaise with all external service/maintenance contractors to rectify   Response services must   * Be provided “out of hours”.   For this purpose, “Out of Hours” shall be defined as:  Bank Holidays  Weekends, commencing 16:00 Friday to 08:30 Monday  Weekdays, commencing 16:30 to 08:30 the next working day   * Provide a Response Service in line with the Quality Services Framework Service Delivery Module for Response Services issued by the Telecare Services Association * Provide staff trained in First Response & Safe Lifting Techniques to minimise the time a Service User is on the floor following a fall. * Provide an emergency installation of Dispersed (“Lifeline” and Telecare Units (generally out of hours and to provide for the replacement of faulty equipment) | |
| **Contract Period** | |
| The Contract for the Monitoring and Response service shall commence on 1 April 2021 for an initial term of five (5) years.  An option to extend for further periods up to a maximum of three (3) further years  In the three months prior to commencement, the Service Provider shall mobilise, ensuring records are migrated and resources are in place for services to go live on the commencement date for which time is of the essence. | |
| **Standards & Quality Control** | |
| The Service Provider adhere to Performance Indicators as set out in the Contract and Schedule 2 and shall provide a range of reports including –  Weekly Reports   * Low battery   Weekly reports shall be provided electronically by 15:00hrs on the first working day of the following week  Monthly Reports   * List of fallers * Non tested users * Callout reports, * New Connections/Users Archived * Evidence that weekly fire alarm tests have been undertaken * Total dispersed users * Monitoring and Response times following TSA Code of Practise Guidelines   Monthly reports shall be provided electronically by the 10th day of the following month  Ad-hoc Reports   * exceptions report where line utilisation has exceeded 50%   Ad-hoc reports shall be provided as agreed | |
| **Place of Performance** | |
| The Council has 16 sheltered accommodation schemes at which the Monitoring & Response Services are to be provided.  The Service Provider shall familiarise themselves with the equipment and hardware installed at each location in order to provide the Monitoring and Response Service in accordance with the Contract.  The current schedule of sites and equipment is shown below   |  |  | | --- | --- | | **Alan Hasler House**  New Street  Dunmow  Essex  CM6 1UJ  Tel: 01371 874666 | 31 Flats  25 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 6 years)  Flats have one module with four smoke/heat detectors. | | **Alexia House**  Randall Close  Dunmow  Essex  CM6 1UW  Tel: 01371 874665  *(Note – there are proposals for this scheme to be demolished At the time of tender there are 12 occupied flats)* | 20 Flats  15 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment:Tynetec xt (Age 6 years)  Flats have one module with three smoke/heat detectors. | | **Barkers Mead**  **& George Green Bungalow**  Little Hallingbury  Bishop’s Stortford  Herts  CM22 7SN  Tel: 01279 757647 | 1 Flat  1 Bungalow  No Communal Modules  Equipment: Smartcall (Age 17yrs)  Flats have one module with three smoke/heat detectors | | **Four Acres**  South Road  Saffron Walden  Essex  CB11 3JD  Tel: 01799 522485 | 31 Flats  25 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment: Tunstall Communicall (Age 12 years)  Flats have one module with four smoke/heat detectors. | | **Hatherley Court**  Saffron Walden  Essex  CB11 3HU  Tel: 01799 513859 | 26 Flats  23 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 1 years  Flats have one module with four smoke/heat detectors. | |  |  | |  |  | | **Willow Green**  Leaden Roding  Essex  CM6 1SB  Tel: 01279 876587 N/A | 2 Bungalows  No Communal Modules  Equipment: Dispersed Alarms with two smoke detectors | | **John Dane Player Court**  East Street  Saffron Walden  Essex  CB10 1NB  Tel: 01799 526533 | 23 Flats  14 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 6 years)  Flats have one module with four smoke/heat detectors. | | **Newcroft**  **& Fairycroft**  Fairycroft Road  Saffron Walden  Essex  CB11 3HW  Tel: 01799 522476 | 20 Flats  8 Flats  3 Communal Modules ( No Door Entry, No Fire Alarms, Site Office  Equipment: Tynetec xt (Age 6 years)  Flats have one module with four smoke/heat detectors. | | **Norman Court**  Coltsfield  Stansted  Essex  CM24 8DH  Tel: 01279 813011 | 23 Flats  19 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 6 years)  Flats have one module with four smoke/heat detectors. | | **Walden Place**  Myddylton Place  Saffron Walden  Essex  CB10 1DQ  Tel: 01799 522585 | 28 Flats  17 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 6 years)  Flats have one module with four smoke/heat detectors. | | **Parkside**  Abbey Lane  Saffron Walden  Essex  CB11 3EE  Tel: 01799 521483  *(Note – there are proposals for this scheme to be demolished. At the time of tender there are 16 occupied flats)* | 18 Flats  No Communal Modules  Equipment: Smartcall (Age 17yrs)  Flats have one module with two smoke/heat detectors | |  |  | | **Priorswood Court**  **& Priorswood Court Bungalows**  Priorswood Road  Takeley  Bishop’s Stortford  Herts  CM22 6RP  Tel: 01279 870295 | 23 Flats  8 Bungalows  17 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 6 years)  Flats have one module with four smoke/heat detectors. | | **Pulford Place –**  Bran End  Stebbing  Dunmow  Essex  CM6 3RL  Tel: 01371 856671 | 3 Bungalows  No Communal Modules  Equipment: Smartcall (Age 17yrs)  Flats have one module with two smoke/heat detectors | | **Reynolds Court**  Gaces Acre  Newport  Saffron Walden  Essex  CB11 3JR  Tel: 01799 543053 | 44 Flats  40 Communal Modules (including 2 Door Entries, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 2 years)  Flats have one module with four smoke/heat detectors. | | **The Close**  **& Broomfield Bungalows**  Broomfields  Hatfield Heath  Bishop’s Stortford  Herts  CM22 7ET  Tel: 01279 730491 | 36 Flats  23 Bungalows  13 Communal Modules (including 2 Door Entries, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 6 years)  Flats have one module with four smoke/heat detectors. | | **Vicarage Mead**  **& Vicarage Mead Bungalows**  Thaxted  Essex  CM6 2RJ  Tel: 01371 830682 | 20 Flats  7 Bungalows  15 Communal Modules (including Door Entry, Fire Alarms, Site Office)  Equipment: Tynetec xt (Age 6 years)  Flats have one module with four smoke/heat detectors. |   Additionally, the Service Provider(s) will be required to provide monitoring and response services to dispersed alarms situated across the Uttlesford District.  Personal Data for dispersed alarms will be provided to the successful contractor and shall be subject to the provisions of confidentiality and Data Protection under the terms of the contract | |
| **Staffing** | |
| The Service Provider must provide sufficient resources of appropriately trained and qualified staff to perform the contract  The Contract Manager shall be a member of Key Personnel for the purposes of the Contract  The Senior On-Call Officer shall be a member of the Key Personnel for the purposes of the Contract | |
| **Maintenance** | |
| The Council shall be responsible for the appointment of a Contractor to provide for servicing and maintenance of Council owned alarm equipment.  During core hours, faults shall be reported to the Sheltered Housing Team.  The Service Provider will be responsible for reporting faults out of hours directly to the Contractor.  As a minimum, the Service Provider shall   * Take all details of equipment faults from Service Users or the Council and record details of each fault electronically. * Report details of equipment faults to the appropriate Contractor at the earliest opportunity and in any event within 30 minutes of receiving the fault call * Notify the Sheltered Housing Team Leader within 30 minutes of a catastrophic loss to the system/service. * On completion of the fault the Contractor will notify the Service Provider by telephone or via the alarm equipment * The Service Provider will test the equipment, close the repair fault and record appropriate details electronically. * The Council may require additional information on specific equipment faults following Service User enquiries or complaints. Such information shall be made available in a timely manner without charge. | |
| **Continuous Improvements & Innovation** | |
| The Service Provider shall, using their professional knowledge and expertise, share with the Council ideas for best practice and new technologies that may bring benefits to the Parties of the Contract.  Such information sharing may improve Service User satisfaction and/or reduce costs. In the event of the latter, the Council may consider a “gain share” agreement with the Service Provider. | |