



## **SERVICE SPECIFICATION FOR THE PROVISION OF A “OUT OF HOURS ALARM RECEIVING SERVICE”**

1. INTRODUCTION	2
2. STANDARDS	2
3. SERVICE AIMS AND OBJECTIVES	3
4. OUTCOMES	3
5. SERVICE TO BE PROVIDED	3
6. ASSESSMENT, REFERRAL AND RISK ASSESSMENT	4
7. CALL HANDLING	5
8. TRAINING AND STAFF SUPPORT	7
9. SUPPORT TO THE SERVICE USER	8
10. KEY SAFE	8
11. TECHNOLOGY	9
12. SERVICE MONITORING AND MANAGEMENT INFORMATION	10
13. CONTRACT MANAGEMENT	11
14. COMPLAINTS	11
15. BUSINESS CONTINUITY AND DISASTER RECOVERY	12
16. SERVICE TRANSFER AND EXIT	12

## **1. INTRODUCTION**

Regenda Homes is seeking to appoint a Service Provider to provide, monitor, manage and operate an Out of Hours Alarm Receiving Service (Service) and which performance will be managed and monitored by the Regenda Homes Independent Living Team. The Service will be available to Service Users living within Regenda Homes property and Redwing Living.

This is an ongoing Service whereby the current Contract will terminate on 1 April 2019.

There are approximately 960 Service Users across the Regenda Group who are in receipt of an Out of Hours Alarm Receiving Service with approximately 1700 calls (incoming and outgoing) made each month via the current service. These calls include log in/log off calls from the Scheme Managers. The demand for Out of Hours Alarm Receiving Service is expected to continue to grow year on year. These services are recognised by central and local government and health and social care partnerships as being vital in achieving key national objectives including earlier hospital discharge, reduction in hospital admissions and an increase in the number of people remaining in their own homes. At present the total connections across the Regenda Group are made up as follows:

438 service users in Greater Merseyside Region  
362 service users in Wyre Region  
164 service users in Greater Manchester & East Cheshire

The purpose of this Service Specification is to set out the minimum standards and requirements for the Service to be provided to ensure comprehensive and high-quality delivery to all Service Users.

## **2. STANDARDS**

2.1 The Provider must be accredited to the Telecare Services Association's (TSA) Quality Standards Framework (QSF), Codes of Practice or other nationally approved framework and maintain this accreditation throughout the duration of the contract.

2.2 The Provider must operate and maintain the Service that meets with technical standard BS8521 signalling protocol and is fully compatible with alarm equipment and telecare peripherals installed or provided by Regenda Homes for the benefit of Service Users

## **3. SERVICE AIMS AND OBJECTIVES**

The Provider will deliver a Service that will:

- Enable Service Users to live within their own home, as safe and as independently as possible.

- Provide a timely and appropriate response, following a call for assistance from Service Users in the event of an accident, injury or illness.
- Improve the quality of life for Service Users.
- Avoid unnecessary admission to hospital or care homes.
- Reduce pressure on informal carers.
- Contribute to supporting a planned and safe discharge from hospital.
- Support interventions to promote the Service User's ability and independence.

#### **4. OUTCOMES**

Regenda Homes is committed to enabling Service Users to have choice and control over their lives and to support them to achieve positive outcomes.

#### **5. SERVICE TO BE PROVIDED**

5.1 The Provider will provide, monitor, manage and operate the Service which must be available up to 24 hours per day, 365 days per year including any bank/public holidays.

5.2 Service users who will be accessing the Service are residents living within the Merseyside, Wyre, Cheshire and Greater Manchester area who reside in a Regenda Homes Independent Living property and are vulnerable or at risk, have a cognitive or mental health issue, are frail or prone to falls, have a learning disability; physical disability or sensory impairment.

5.3 Regenda Homes cannot guarantee levels of calls or continuity of those accessing the Service as the number of Service Users may fluctuate (decrease/increase) throughout the duration of the contract. Therefore the Provider must be flexible to deal with and manage any fluctuations.

Service users accessing the Service may do for a variety of reasons including, for example they:

- Require emergency services i.e. Police, Ambulance Service, Fire and Rescue Service
- Require GP or District Nurse assistance
- Need assistance with personal care
- Have fallen
- Require reassurance
- Test call
- Call automatically generated by the unit
- Telecare peripheral sensors activation i.e. personal alarms, devices and sensors in the home (heat, smoke)

#### **5.5 Working with Other Agencies**

5.5.1 The Provider will work in partnership with all relevant stakeholders and maintain open and honest communication and attend meetings as set by Regenda Homes.

## **6.6 Policies and Procedures**

6.6.1 The Provider will have and maintain policies which are made available to Regenda Homes, covering all aspects of the Service including, but not limited to:

- Confidentiality
- Disciplinary
- Health and Safety
- Recruitment and Selection
- Staff Supervision and Appraisal
- Staffing and Training
- Voice Recording
- Customer Care
- Disaster Recovery
- Data Protection

## **6. ASSESSMENT, REFERRAL AND RISK ASSESSMENT**

6.1 Regenda Homes will be solely responsible for handling all referrals for service users and carrying out initial assessments and risk assessments for each Service User in line with the Regenda's internal service procedures.

6.2 The Provider must provide a mechanism that allows for the secure transfer of data to support the day to day operations of the Service. Ideally, this mechanism should allow Regenda staff to provide the information securely and electronically. Examples of the types of information that requires to be transferred securely include:

- Health conditions
- Access arrangements (Key holders, key safe and key box numbers)
- Contact details
- Next of kin, GP and other key contact details
- Name of key holders
- Telecom/Broadband Provider
- Bespoke response pattern, where identified, to be followed in the event of the activation of technology
- Risks, hazards and health and safety issues
- Very important message (VIM) alert recording

6.3 The Provider must process and update the system within 24 hours of receipt of new tenant details. The Provider must log all details onto the alarm receiving system and take into account the information when responding to calls or activations and update any details accordingly.

6.4 Once all information is logged on to the system the Provider must have a process in place for confirming that the Service User's details have been logged. This should be undertaken within 24 hours. In the event of an urgent request, this should be undertaken within 2 hours of the information being logged.

6.5 The Provider must ensure that their Information Technology systems are compatible to ensure the safe and secure transit and receipt of assessments and other Service User information.

6.6 Once Regenda has received a Confirmation Notice from the Provider confirming the information has been uploaded onto the system, Regenda Homes will be responsible for the maintenance of the technology enabled equipment. Regenda Homes will then conduct a test call to the Provider whereby the Provider must confirm immediately that the alarm is linked and the information displayed on the call handling system matches that of the relevant Service User.

## **7. CALL HANDLING**

### **7.1 Response and Monitoring**

#### **7.1.1 The Provider must:**

- i. Ensure that 97.5% of calls are answered within 60 seconds and 99% of calls answered within 180 seconds.
- ii. Ensure that no telephone answering machines are used as part of their call handling processes when dealing with calls from Service Users.
- iii. For new installations, a test call will be made activated. On activation, the Provider should respond to the call as follows:

*"Good morning, afternoon or evening, give name of organisation,  
name of operator, ask how you can help"*

*and confirm that the information displayed on the call handling system matches the Service User details.*

- iv. Ensure that all calls from Service Users are answered courteously and to be aware that not all Service Users are able to explain the nature of their call. All calls must be answered in the following manner:

*"Good morning, afternoon or evening, give name of organisation,  
name of operator, ask how you can help"*

- v. Prioritise calls in compliance with the Regenda service procedures which will be discussed with the Provider prior to commencement of the Contract.

- vi. Comply fully with Regenda's Operational Response Procedures with regard to monitoring and response which will be reviewed by Regenda on a regular basis. Any changes to the Operational Response Procedures to which Regenda will be the sole judge, will be advised to the Provider as soon as is reasonably practicable and must be complied with by the Provider in accordance with the Regenda's instructions.

- vii. Refer Service Users to agencies as appropriate including NHS 24, Police and Fire and Rescue Services etc. for further support when and as appropriate.

- viii. When necessary, direct the emergency services to any area or dwelling where assistance is required.

ix. Ensure incoming calls from Service Users requiring emergency assistance remain connected to the call handling centre with the operator providing guidance and reassurance until the circumstances are remedied and/or responsibility is passed to an appropriate third party.

x. Have a robust and effective communication protocol in place to share Service User's personal data with Regenda Homes and relevant agencies subject to Law and Guidance.

xi. Ensure that all calls received, including follow up outbound calls and details of calls and conversations, including steps taken to close the call on completion of actions, are recorded on the call handling system in real time with no manual updates being added at a later time or date, thus allowing for a full and accurate call record.

xii. Operate a "Parked Call Facility" (calls which require action such as ambulance; family call out; no speech call, responder required). This alerts other operators that there is action being taken in the event of repeat calls and they are (timed and followed up) in line with TEC Service Operational Response Procedures.

xiii. Ensure there are sufficient telephone line capacity and a named contact person available to receive calls from Regenda Homes staff in order that they can request or update information in line with their duties.

xiv. Ensure that all alarm lines and telephone calls are voice recorded at all times and recordings retained for 12 months.

xv. Ensure that recordings are generated directly from the call handling system and can be provided to Regenda immediately upon request and no later than 24 hours after the request. Recordings must be of good sound quality, clear and audible.

Note: This list is not exhaustive.

### **7.1.2 Service Management**

7.1.2.1 The Provider must provide a service desk which features:

- 24 hour, 365 (three hundred and sixty five) days a year service support for problem/incident reporting
- Incident handling
- Change Management
- Problem Management
- System Monitoring tracking
- Escalation routes to senior staff

7.1.2.2 Problems/incidents and events shall be captured in a logging system and prioritised according to its impact, based on the contracted severity Levels and response times. A historic record should be maintained detailing all problems/incidents and events with dates and relevant comments and actions taken.

## **7.2 Record Keeping**

### **7.2.1 The Provider must:**

- i. Maintain individual Service User files in an accurate computer based format.
- ii. Notify Regenda of any data discrepancies in information held by email to [dataprotection@regenda.org.uk](mailto:dataprotection@regenda.org.uk) as soon as they become aware of this. As an example, this would include, but would not be limited to the following:
  - i. Missing data (e.g. date of birth, gender, next of kin, GP)
  - ii. Where only one key holder is recorded
  - iii. Where discrepancies are identified in the course of responding to a call
  - iv. Installed equipment not recorded
- iii. Maintain accurate and up to date records of names, telephone numbers and email addresses of doctors, emergency services and relevant Regenda staff.
- iv. Provide a full copy of the database, which holds Service User details, to Regenda Homes, securely, every 12 months, from the commencement of the Contract, or at any other time being requested to do so by Regenda Homes, in order for Regenda to check the accuracy of data, correction and return to the Provider for action.
- v. Keep records of all calls received and make available for inspection by Regenda as and when required. Information which must be logged includes:
  - date and time of call;
  - operator name;
  - actual response time to each call;
  - actual call time duration;
  - details of caller;
  - reason for call;
  - action taken
  - responder name
  - time call allocated to the responder
  - time of responder arrival
- vi. Ensure the call handling system maintains full details of any changes made to any records held to ensure that a robust audit trail is maintained. The system shall automatically produce, as a minimum, the management information detailed in this Specification and shall have the capacity to produce any further management information requested by Regenda Homes.

Note: This list is not exhaustive.

## **8. TRAINING AND STAFF SUPPORT**

- 8.1 The Provider must ensure that all call handlers and call centre managers receive, as a minimum:

- i. An Induction to the Service including familiarisation with the policies and procedures of the Provider and Regenda, the Contract and the requirements of the Service Specification and needs and outcomes of Service Users including:
  - The principles, nature, quality standards and outcomes of the Service as outlined in this Service Specification;
  - Adult Support and Protection;
  - Child Protection;
  - Health and safety matters including an understanding of risk management and risk assessment
  - Understanding the needs and health conditions of Service Users
- ii. Training and understanding of the range of communication measures required (particularly where English is not a Service User's first language or where a Service User has communication difficulties) and dealing with challenging situations.
- iii. Training in Customer Care and dealing with challenging situations.
- iv. Training in Technology Enabled Care
- v. Training on call handling and procedures by a suitably, qualified and competent trainer;
- vi. Training in the Alarm Receiving Centre call handling software and telephony systems.
- vii. Training in General Data Protection Regulations and Cyber Security.
- viii. Ongoing programme of training and development which enables the Provider's staff to continuously improve their skills and knowledge;
- ix. A workload appropriate to their level of skill and competence;
- x. Access to line management during the course of their working day and support to be available 24 hours per day;
- xi. Individual supervision on a regular basis;
- xii. Clear instructions regarding the management structure, their roles and responsibilities;
- xiii. Regular quality check on whether they are meeting agreed KPIs

Note: The above list is not exhaustive

## **9. SUPPORT TO THE SERVICE USER**

9.1 The Provider must ensure that:

- i. Every Service User is treated with dignity and respect;
- ii. The Service User is provided with details of how to make a complaint about the Service on request, including an address and telephone number to contact;
- iii. Call handlers respect the Service Users right to confidentiality at all times;
- iv. Call handlers are suitably trained in assessing a Service Users need when they call for assistance;
- v. Requests for changes to the Service are communicated to Regenda immediately for review and authorisation;
- vi. Risks identified by the Provider with a Service User are communicated to Regenda immediately for further investigation and action.

- vii. Data is shared as appropriate with emergency services to enable them to respond effectively and appropriately to Service User need.
- viii. Unless requested, contact next of kin, appointee or family members to notify them of situations where a Service User has fallen, required medical assistance or where there are concerns regarding their vulnerability.

Note: This list is not exhaustive

## **10. KEY SAFE**

10.1 In many cases, Regenda Homes will install a key safe at a Service User's home. The key for the Service User's dwelling will be held within the key safe. Regenda will notify the Provider within the telecare/community alarm assessment/installation documents of the key safe access code which will enable access to the key for the Service User's dwelling. In some instances this information will be updated immediately via a phone call insuring access is guaranteed following installation. Regenda Homes has a procedure for the sharing of key safe codes must be followed by the Provider. A keypad code enabling the safe to be opened may be passed on by the Service in line with Regenda Homes procedures for sharing key safe codes.

10.2 The Provider must:

- Ensure that the key safe code is only given to named mobile responders or to the emergency services and no other callers;
- Record immediately on a Service User's record any change to a key safe code;
- Ensure that contact is made immediately with Regenda when any issues arise that may affect the security of a Service User's property or put them at risk in order that action can be taken to deal with the situation.

Note: This list is not exhaustive.

## **11. TECHNOLOGY**

### **11.1 Standard Operating Environment**

11.1.1 Technologies used must be on hardware/software platforms supported by the Provider for the duration of the contract.

11.1.2 The solution must be compatible with Regenda's current standard technologies.

11.1.3 The Providers software solution must:

- Provide APIs as standard
- Have APIs which adhere to common/open industry standards.

11.1.4 All transactions within the system must be auditable. The audit should be configurable by the client.

11.1.5 In the event, that the Provider operates across multiple sites, including home based working, the Providers software platform must fully integrate and facilitate clear visibility to all call handlers in relation to parked calls, waiting calls and current calls and the actions associated with them.

### **11.2 Compatibility**

11.2.1 The Provider shall operate and maintain a call handling system that meets with technical standard BS8521 signalling protocol, is fully compatible with alarm equipment and Telecare peripherals installed or provided by Regenda Homes for the benefit of Service Users.

11.2.2 At present the equipment in use within Regenda Homes on the analogue telephone network and is programmed to the tt92 protocol. The current analogue equipment used by TEC Service is:

- Tunstall – alarm units
- Tynetec – alarm units

## 12.4 Timescales/Project Plan

12.4.1 It is proposed that the Provider will commence operational Service delivery on 18 February 2019. An outline of key milestones within the project are listed below:

Action	Start	End
Advertise the Tender	01/10/2018	01/10/2018
Deadline for Tenderers to ask questions	01/10/2018	19/10/2018
Deadline for receipt of Tenders		12.00pm 26/10/2018
Anticipated date of Contract Award	23/11/2018	
Initial meeting with successful Provider	14/12/2018	20/12/2018
Development and agreement of approach and planning	07/01/2019	21/01/2019
Staff familiarisation sessions	21/01/2019	
Confirmation of future meeting/ familiarisation sessions	21/01/2019	
Data Migration Planning and preparation	28/01/2019	31/03/2019
Data Loading	24/02/2019	31/03/2019
Data Verification and checks	24/02/2019	31/03/2019
Communicate changes to Service Users	24/02/2019	31/03/2019
Go Live	01/04/2019	

## 13. SERVICE MONITORING AND MANAGEMENT INFORMATION

The Provider must:

13.1 Have an internal quality control assurance system which monitors performance against the Service Specification.

13.2 Implement effective and periodic methods for gathering and measuring the levels of Service User satisfaction and how this leads to continuous improvement.

13.3 Provide a management information reporting portal that, as a minimum, enables Regenda staff to view, export and print, the following:

- Mains failure report generated every 24 hours for the previous 24 hour period;
- Low battery report generated every 24 hours for the previous 24 hour period;
- All calls recorded and retained for the previous 12 months. Accessible immediately on demand or request by Regenda Homes;
- Monthly call analysis detailing the number of calls and alarm calls received by the Call Handling Service, calls answered within 30 seconds, 60 seconds and 180 seconds or over;
- Monthly analysis per TSA guideline list e.g. percentage of calls put on hold; average time to raise 3rd party response, average number of call handling positions and incoming lines per handler etc.
- Monthly call analysis detailing call reason and highlighting when responders are called out;
- Six Monthly report on units not used or tested over preceding six months;
- Daily activity report on all calls (to be provided in a format agreed by Regenda Homes and information to be gathered directly from the call handling system);
- Copy of the Contractor's annual quality standards audit report, to be provided to Regenda Homes within 14 days of receipt by the Provider;
- Results of any Service User annual survey shall be provided within 4 weeks of results being received by the Provider;
- Monthly report detailing complaints received, actions taken for each complaint and timescales for all actions to resolution;
- Weekly (7 days) reports detailing the number of new Service Users and those Service Users withdrawn from the Service during the previous week;
- Provide random selection of six voice recording samples per month.
- High call volume Service Users
- Service users by call type
- Bespoke reports as directed and agreed by Regenda Homes;

13.4 The reports must be capable of being viewed and printed by Regenda Homes directly from the calls handling system.

## **14. CONTRACT MANAGEMENT**

14.1 The Provider's performance will be monitored and managed in accordance with Regenda Homes Contract and Supplier Management process.

### **14.2 Performance Management**

14.2.1 The Service will be monitored against performance Indicators on a quarterly basis that shall include, but not limited to:

- Average time to answer calls;
- Total number of Service User calls received;
- Average duration of calls;
- Longest on hold period;
- Percentage of complaints against the Service.

## **15. COMPLAINTS**

15.1 Service users or their representatives have the right to complain about the Service they receive, either verbally or in writing, by means of free and clear access to a complaints procedure operated by the Provider and Regenda Homes formal Complaint's Procedure.

15.2 The Provider must provide the Service User with details of how to make a complaint about the Service including a named contact, address and telephone number which was be in an easily accessible format.

15.3 Regenda Homes will have the right to investigate complaints relating to the Service which may be as a result either from the complainer contacting Regenda directly or when Regenda is in receipt of the Provider's completed investigation.

15.4 The Provider must maintain a log of all complaints received and action taken detailing as a minimum:

- the name and address of the person making the complaint and/or the name and address of the complainant where different;
- a copy and/or full details of the complaint together with the date and time of receipt;
- details of the response to the complaint together with the date and time of the response;
- full details of any supplementary correspondence, together with relevant dates and times, leading to resolution of the original complaint;
- All complaints received by the Provider shall be submitted to Regenda Homes Supported Housing Manager within 5 working days of receipt of the complaint.
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15.5 The Provider must provide the Service User and/or the complainant where different, with information on the outcome of the complaint in an accessible format in line with the Provider's complaint procedures.

## **16. BUSINESS CONTINUITY AND DISASTER RECOVERY**

- 16.1 The Provider must have a robust and up-to-date Business Continuity Plan to ensure continuity of the Service in the event of unexpected incidents impacting the Provider's ability to deliver the Service.
- 16.2 The Provider must have a robust and up-to-date Disaster Recovery System which must be reviewed, monitored and tested regularly. The Provider must notify Regenda Homes Supported Housing Manager or our On-Call Out of Hours contact of any incident occurring which necessitates the implementation of the Disaster Recovery System within 30 minutes of such an incident occurring by telephone and be followed up by email within 24 hours.

## **17. SERVICE TRANSFER AND EXIT**

- 17.1 The aim of the Service Transfer and Exit procedures is to ensure a seamless transition of the Service from the current Provider to a replacement Provider at the commencement, termination or expiry of the Contract.
- 17.2 A new Provider must work closely with the existing Provider in the transfer of the Service including the transferring and migration of all Service User data and re-programming of all existing Service Users TEC Service equipment for use in delivering a Technology Enabled Care Alarm Receiving Service with no loss of Service to Service Users. This includes attendance at planning and progress meetings with Regenda Homes and the existing Provider and allocating appropriate resource to enable a seamless transition within agreed timeframes.
- 17.3 The new Provider must work with Regenda and the existing Provider to arrange for the data to be encrypted and securely transferred, in a useable format and migrated to the new Providers software. The new Provider must work with Regenda Homes to maximise the potential for data to be mapped in a way that minimises the use of free text fields and promotes data analysis.
- 17.4 The existing Provider, on cessation of the Service, shall provide to Regenda and new Provider, all Service User data in an agreed computerised format to support the transfer of data to the new call handling platform. The new Provider must ensure that all data provided is electronically uploaded to their call handling platform in full. This should include details of all equipment in use within each Service Users home.
- 17.5 The new Provider must provide a dedicated resource to oversee data transfer, reprogramming and Service transfer. This resource should be available for up to three months prior to the date of Service transfer, with the data migration and reprogramming being completed within a maximum of 6 weeks.
- 17.6 It will be the new Provider's responsibility to liaise with the existing Provider and Regenda to ensure that any changes (new Service Users, withdrawals, amendments) which take place in the period following the data export and Service transfer date are recorded prior to Service start to ensure no loss

of Service to Service Users. The costs of the purchase and maintenance of the line number should be included in the tendered price.

- 17.9 The Provider must assume responsibility for the reprogramming of all TEC Service equipment located in Service User's homes. This should be completed remotely via the technology available, with specific exceptions being addressed via a visit, where required
- 17.10 Once uploaded by the new Provider, the primary number will be directed to the new Provider and all calls will automatically go through to them immediately. The new Provider must verify that this has taken place successfully at an agreed time.
- 17.11 The existing Provider shall keep all Service User data live on their call handling system for an agreed period of 6 months, following Service termination. Any calls still being received by the existing Provider following the transfer to a new Provider must be notified to Regenda immediately the call is received in order that a visit by mobile respondents and manual transfer to the new Provider can take place.
- 17.12 At the end of the 6 month period, the Provider must arrange for the secure return or transfer of the data in a usable format and arrange for the secure deletion of any Regenda Homes data that is retained.