**Appendix 1**

**HIA Specification**

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1. **The Council and its Partners**

The names and addresses of the Lead Commissioner / Organisation and its partners / other purchasers are as follows:

Oxfordshire County Council (Lead Commissioner / Organisation) www.oxfordshire.gov.uk

County Hall, New Road, Oxford, OX1 1ND

Oxfordshire Clinical Commissioning Group

www.oxfordshireccg.nhs.uk

Jubilee House, John Smith Drive, Oxford OX4 2LH

The bodies able to call off under this contract in addition to the two above include:

* Chiltern Clinical Commissioning Group
* Oxford University Hospitals NHS Trust, including Nuffield Orthopaedic Centre NHS Trust and Oxford Centre for Enablement)
* Oxford Health NHS Foundation Trust
* Southern Health NHS Foundation Trust
* Aylesbury Vale Clinical Commissioning Group
* Independent Living Centre
* Royal Berkshire Hospital NHS Foundation Trust
* Oxfordshire Tissue Viability Service
* Individual Service Users via direct purchase

Hereafter the Council and its Partners will be referred to as the Council.

These Partners may change during the lifetime of the contract. If any changes occur, the Council will notify the Service Provider.

1. **Aim**

The aim of the Service is to enable those Oxfordshire residents / Service User registered with an Oxfordshire GP who are in need of support to maintain their independence, health and well-being in their chosen home for the foreseeable future. This applies to individuals of any age.

This aim will be achieved through the repair, adaptation and improvement of Service User’s homes, so that the Service User is able to remain in their own home in a safe, secure and accessible environment.

Activities provided under this Contract include:

* The direct provision of adaptation;
* Repair and maintenance services;
* Preventative initiatives;
* Providing advice on accessing finance and benefits - including private finance;
* Signposting to appropriate community based services.
1. **Values and Principles**

The following service values will underpin all activities undertaken by the Service Provider:

* Service Users shall retain the greatest possible control over their lives;
* Service Users and/or their representatives shall be treated with courtesy, respect and dignity;
* Service Users and/or their representatives shall be personally involved in any decision-making processes that impact on their lives;
* The views of Service Users and their representatives will be sought on the quality of the Service provided;
* The diverse needs of Service Users will be recognised.

The Service Provider will:

* Deliver the Service tailored to a Service User’s needs and in doing so the Service Provider will act as the agent of its Service Users and not of any organisation, statutory or otherwise;
* Take referrals from a range of sources;
* Act only on the authority of the Service User, including the delegation of work to third parties;
* Supply sufficient information to enable the Service User to make informed choices. This shall include:
	+ information - in advance - on any financial contribution the Service User may be required to make;
	+ information on progress and expenditure at appropriate stages of the process.
* In carrying out its work, ensure equality of access and reflect the diverse needs and requirements of actual and potential Service Users;
* Ensure that at all times the Service complies with the Oxfordshire Safeguarding Adults Board policies and procedures [http://www.safefromharm.org.uk/wps/wcm/connect/occ/Safe+From+Harm/Professionals/OSAB/](http://www.safefromharm.org.uk/wps/wcm/connect/occ/Safe%2BFrom%2BHarm/Professionals/OSAB/)
* Ensure that it has in place systems, policies and procedures to ensure the protection of children and young Service Users consistent with the Oxfordshire Safeguarding Children Board’s Procedures Manual, as amended from time to time, and section 11 of the Children Act 2004 and shall ensure compliance with such systems, policies and procedures <http://www.oscb.org.uk/index.html>
1. Applicable National Standards

*NB: this is not an exhaustive list of the guidance and legislation available; the websites for each organisation provides detailed information. Service Providers shall ensure services reflect updates in guidance and recommendations as and when they are produced.*

**Care Act** 2014 <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted/data.htm>

**Health and Social Care Act**, Department of Health, 2012 <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

**Putting Service User First**: a shared vision and commitment to the transformation of adult social care, Department of Health 2008 [http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod\_consum\_dh/groups/dh\_digitalassets/@dh/@en/documents/digitalasset/dh\_081119.pdf](http://webarchive.nationalarchives.gov.uk/20130107105354/http%3A//www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/%40dh/%40en/documents/digitalasset/dh_081119.pdf)

## National Service Framework for Older Service User, Department of Health, 2001

[https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/198033/National\_Service\_Framework\_for\_Older\_Service User.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/198033/National_Service_Framework_for_Older_People.pdf)

**Health and Social Care Outcomes Framework** 2014-15

<https://www.gov.uk/government/collections/health-and-social-care-outcomes-frameworks>

**The Adult Social Care Outcomes Framework** 2014-15 <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/263783/adult_social_care_framework.pdf>

**Fulfilling Potential**, Department of Works & Pensions, 2013

<http://odi.dwp.gov.uk/docs/fulfilling-potential/making-it-happen.pdf>

**Children and Families Act 2014** <http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

**SEN code of practice: 0-25** <https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

1. **Local Policies and Strategies**

The Services will use local resources where available and guiding principles when planning and implementing changes and improvements. These will include

**Oxfordshire Joint Health and Wellbeing Strategy** 2012-16

<https://www.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/aboutyourcouncil/plansperformancepolicy/oxfordshirejointhwbstrategy.pdf>

**Older Service User’s Joint Commissioning Strategy** 2013-16

<https://publicinvolvementnetwork.oxfordshire.gov.uk/consult.ti/OPstrat/consultationHome>

**Oxfordshire Equipment Strategy 2013**

**Oxfordshire Joint Physical Disability Strategy** 2012-15 <https://www.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/socialandhealthcare/general/pdstrategy.pdf>

**The Oxfordshire Big Plan for Adults with Learning Disabilities** 2015-2018 <http://mycouncil.oxfordshire.gov.uk/documents/s24328/Learning%20Disability%20Workshop%20Report.pdf>

**Children and Young Service User’s Plan** <https://www.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/childreneducationandfamilies/workingwithchildren/ChildrensPlan_0.pdf>

1. **Service Objectives**

The following describe the objectives of the Service:

* Support to Service Users to maintain their independence, health and well-being in their chosen home - thus increase the number of Service User able to live with dignity in their chosen environment;
* Contribute to the increase in the number of Service Users successfully discharged from hospital to their own home;
* Contribute to the reduction of the number of Service Users entering institutional forms of care;
* Contribute to the reduction in the number of emergencies amongst Service Users living independently;
* Help prevent the need for more intensive services;
* Help extend the healthy life expectancy by improving the quality of homes. This would include:
	+ Identifying the risks that would result in serious injury;
	+ Reducing illness and death caused by accidental injury;
	+ Maintaining optimal levels of mobility and independence;
	+ Reducing the causes of ill health and excess winter deaths associated with living in poorly insulated homes;
	+ Actions to reduce fuel poverty.
* Support to Service Users to access and secure unclaimed benefits and a range of community based services that would help them to remain at home;
* Partnership working with the Integrated Community Equipment and Assistive Technology Service provider and the Information and Advice Service provider to ensure Service Users receive a high quality, co-ordinated, timely and cost effective Service;
* Partnership working with all other organisations providing similar or associated services to improve communication, co-ordination and collaboration between organisations.
1. **Summary of Provision**

The Service to be provided will consist of:

* Advice and information on problems relating to the Service User’s property;
* Co-ordination, supervision and support of works in the Service User's property;
* Home safety assessment and falls reduction;
* Providing small repairs and minor adaptations;
* Facilitation of major adaptations (Disabled Facilities Grant);
* Handyperson and maintenance services;
* Supporting hospital discharge by installing key safes;
* Maintaining and repairing (including emergency breakdown) of stair lifts, step lifts and through floor lifts (decreasing service).
1. **Catchment Area**

The catchment area for the Service will be [insert relevant District]

1. **Eligibility**

As set out in Annex 1 below. (P15-16)

1. **Volumes of Service**

For the period of the Contract of which this Specification forms part, volumes delivered will be based on the targets and outcomes agreed with the Council

1. **Referrals**

The initial point of contact for Service Users or Prescribers shall be available 52 weeks a year, Monday to Friday between the hours of 9.00am and 5.00pm, excluding Bank and other Public Holidays.

The following applies to referrals:

* The point of contact shall be accessible by telephone (suitable for the Service Users' needs), letter, fax, e-mail, or web-based application;
* Prescribers may refer through the *Integrated Community Equipment and Assistive Technology Service* provider's software, which then passes the referral on to the Service Provider electronically;
* Referrals to the Service from the Council will be made on a Contact Assessment form;
* Where a referral is made by a referrer other than the Council, the Service Provider will be required to complete the contact assessment form on behalf of the Service User and submit it to the Council;
* The Service Provider will ensure that where the referral is from a source other than the Service User, that the Service User is made aware of the referral;
* The Service Provider will co-ordinate Service provision within agreed timescales. Timescales shall take into account the objectives to reduce hospital admissions and facilitate prompt hospital discharges.
1. **Publicity and Information**

The Service Provider shall:

* In agreement with the Council, prepare and implement a Service promotion and publicity programme;
* Ensure information being made available to the general public complies with the Council’s Public Information Policy <https://www.oxfordshire.gov.uk/cms/public-site/plans-performance-and-policies> ;
* Ensure that information regarding all aspects of the Service is accurate, up-to-date, relevant, accessible and reflects the diversity of the l*o*cal population;
* The Service Provider shall involve Service Users in the design and development of information.
1. **Staffing**

The Service Provider must ensure:

* Sufficient and appropriately qualified / accredited / skilled management, technical and administrative Staff are available, at all times, to meet the requirements of this Service;
* That Staff, including those employed by a sub-contractor, have a current Disclosure and Barring Service (DBS) check to the fully enhanced level;
* Each and every member of Staff carries appropriate identification and presents this to Service Users when making home visits;
* Staff make home visits by prior appointment.
1. **Quality and Monitoring**

The Service Provider will have in place a quality assurance system that includes the following:

* Process for self-assessment of the quality of the service;
* Process to work with the Council to review, monitor and develop the Service in accordance with contract requirements - as laid out in Schedule 3;
* Process to involve other stakeholders in monitoring and developing the Service - at a minimum stakeholders shall include Service Users, their representatives, and statutory, voluntary and community groups with an interest in the needs of older, disabled and vulnerable Service User;
* Comments and complaints system that includes documented reporting and monitoring processes, auditing processes and public information on:
	+ how to make a comment or complaint;
	+ what to expect from the process;
	+ what to do if resolution is not reached;
	+ response timescales.
* Complaints and feedback reports as part of performance monitoring. The Service Provider shall be able to demonstrate the impact on its Service delivery of its investigation and analysis of complaints and feedback.
1. **Sustainability**

The Service Provider will:

* Provide householders with basic advice and information on no-cost and low-cost energy saving / energy efficiency measures;
* Provide basic advice and information on energy efficiency grants and discounts and make referrals whenever possible;
* When providing advice and making repairs, take into consideration running costs and the circumstances of the Service User so as to avoid the Service User falling into fuel poverty;
* Provide a signposting service to organisations such as Green Deal, Energy Saving Trust Advice Centre and the Council and make referrals whenever possible;
* Be a member of any relevant sustainability /fuel poverty forums organised by the District Councils;
* In specifying any works - as far as is practicable - apply sustainable procurement policies. Consideration shall be given to the relative environmental impact of proposed works and where possible the best environmental option pursued. This is particularly applicable to heating systems and major adaptations;
* Carry out contracted works in a manner which results in CO2 emissions being minimised;
* Maintain records of:
	+ number of referrals received;
	+ number of Service Users given sustainability advice;
	+ share this information with the District Council(s).
1. **Service Details**
	1. **Providing advice and information**

The Service Provider will:

* At the *initial* contact, advise and provide written information to the Service User about the following:
	+ Availability of services;
	+ Service User’s eligibility for services;
	+ Any grants to which the Service User may be entitled;
	+ Any financial contribution which the Service User may be required to make from their own resources;
	+ Any other charges for which the Service User may be liable.
* When appropriate, signpost Service Users to other relevant statutory and voluntary agencies and community-based local services;
* At a minimum, ensure that eligible Service Users are given basic advice, information and support on the following:
* Problems relating to the Service User’s property;
* Housing options;
* Completion of any necessary forms;
* Legal and financial entitlements;
* Other available support services (e.g. home safety services, home insulation and energy efficiency, crime reduction).
* Ensure that eligible Service Users are informed about possible sources of funding and assist where appropriate to access these sources including the following:
* Grants from statutory bodies;
* Charitable funding;
* Releasing equity and accessing loans;
* Obtaining independent financial advice;
* Benefit entitlement;
* The effect that certain options may have on benefit entitlement;
* Insurance claims.
* Where requested to do so by the Service User, act on their behalf to ensure that the Service User receives any additional income to which they are entitled, in order to maximise income;
* Undertake a home visit when appropriate.
	1. **Co-ordination, supervision and support of works**

The Service Provider will

* Supply information as necessary to any register of properties should this be required in future by the Council;
* Refer to or involve other appropriate agencies to provide support to Service Users (e.g. Registered Social Landlords, Local Housing Authorities);
* Prioritise the different elements of the Service according to demand;
* Ensure that the available funding is spread throughout the year so that the planned volume of service in each element is delivered throughout the term of the Contract.
	1. **Home safety assessment and falls reduction**

The Service Provider will undertake the identification of possible hazards and provide advice on the reduction of accidents in the home. This will include the following tasks:

* Development with the Council of an agreed assessment checklist;
* At the *initial* point of contact - offer of a free home safety survey to those Service User within the eligible Service User group. If this offer is accepted by the Service User the home safety survey will be carried out within 4 weeks;
* The results of the home safety survey will be shared with the Service User and an action plan devised to address any identified risks;
* The limits of the home safety survey will be made explicit to the Service User and it will also be made clear to them that responsibility for following advice rests with them;
* Where there is a risk of death or injury the Provider will reserve the right to notify the appropriate authorities;
* Where appropriate, the Service Provider will refer Service Users to the Oxfordshire Falls Service.
	1. **Providing small repairs and minor adaptations**

The Service Provider will assist Service Users to identify and undertake any necessary repairs, minor works or adaptations to their home with the objective of ensuring the Service User can live safely and independently.

These works shall be up to the value of £1000 (or any future set limit). This sum includes any administration fee that may be charged but excludes VAT.

Certain jobs may need to be estimated. If the need for an estimate is agreed by the Prescriber, the Service Provider will make a charge of £40 (or any subsequently agreed sum) for a minor adaptations estimate which would include full instructions either to the Service Provider’s staff or to sub-contractors. This charge will be paid by the Council initially. If the quotation is accepted this charge will be deducted from the final invoice.

Minor adaptations or improvements, would include the following:

* Fitting handrails, stair-rails and grab rails;
* Fitting portable/temporary ramps;
* Door threshold removal (internal only);
* Fitting wall-fixed shower seats;
* Fitting floor-fixed toilet frames;
* Re-hanging doors.

In delivering this Service the Service Provider will:

* Visit the Service User’s property in order to assess the need for repairs or improvements. This visit should include an initial risk assessment;
* In partnership with the Service User - or as appropriate - liaise with the local Housing Authority and County Council’s Occupational Therapists in order to consider what repairs or improvements are necessary and to provide an agreed solution. Diagrams provided by the Prescriber must be closely adhered to;
* Refer the Service User for grant assistance or make application for other possible sources of funding, such as charitable assistance and private finance;
* Prepare any applications and submit them with all relevant documents (e.g. planning permission, building control, drawings, proof of title, certificates of future occupation, evidence of financial means) on behalf of the Service User;
* Maintain a list of contractors whose references have been provided;
* Select contractors as appropriate to the needs of the Service User;
* If specialist trades (e.g. gas fitting) are required, the Provider shall ensure that the tradesmen are correctly certified (e.g. Gas Safe Accredited, formerly known as CORGI).
* Ensure any sub-contractor follows the same stringent procedures and processes as itself;
* Ensure that all works are undertaken in accordance with health and safety guidance and legislation;
* Ensure all fittings and adaptations are provided under the ethos of Professional, Clean and Tidy (PCT) and to the highest standard;
* Keep Service Users informed of progress;
* Ensure that the work is satisfactorily completed. This will involve:
	+ carrying out detailed risk assessments;
	+ producing method statements;
	+ following inspection procedures;
	+ providing a completion certificate.
* Ensure that variation and defect procedures are in place
* Ensure that any remedial work that does not rectify the defect is discussed with the Council to determine the best course of action having regard to the Service User;
* Ensure the satisfactory conclusion of the works;
* Assist the resolution of disputes that occur between the Service User and the contractor;
* If the installation cannot be conducted for any reason, inform the Prescriber immediately.
	1. **Facilitation of major adaptations (Disabled Facilities Grants)**

The Service Provider will deliver a support and co-ordination Service where this is requested by the Service User. This Service might include technical services depending on the extent and nature of the scheme.

In facilitating major adaptations the Service Provider will:

* Arrange a visit to the Service User’s property in order to discuss the major adaptations;
* Formally agree with the Service User that it will assist with the arranging of the major adaptations;
* Refer the Service User for grant assistance or make application for other sources of funding such as charitable assistance and private finance as applicable;
* Assist the Service User to complete all relevant grant application forms, certificates of future occupation and obtain evidence to support the statutory financial means test;
* In partnership with the Service User - or as appropriate - liaise with the local Housing Authority and Social & Community Services’ Occupational Therapists in order to consider what major adaptations are necessary and to agree a solution;
* Prepare any applications and submit them with all relevant documents (e.g. planning permission, building control, drawings, proof of title, certificates of future occupation, evidence of financial means) on behalf of the Service User;
* Carry out the full statutory financial means test in respect of each grant application. They will determine from the test the contribution - if any - that the applicant is required to make towards the cost of the works covered by the grant;
* Maintain a list of contractors whose references have been provided;
* Contractors will be selected as appropriate to the needs of the Service User;
* Ensure that all works are undertaken in accordance with health and safety guidance and legislation;
* Ensure that Service Users are kept informed of progress with any work being undertaken for or on their behalf;
* Ensure that the work is satisfactorily completed. This will involve the carrying out of an inspection and the provision of a completion certificate;
* Ensure that variation and defect procedures are in place to ensure the satisfactory conclusion of the works;
* Assist the resolution of disputes that occur between the Service User and the contractor.
	1. **Providing handyperson and maintenance services**

The Service Provider will deliver or arrange handyperson or maintenance services to ensure safe, secure and independent living for the Service User. These Services will have an upper time limit of four hours per job (a job may include a varying number of tasks).

The costs for this Service shall be charged to the Service User at the currently agreed hourly rate (exclusive of VAT) or any subsequently agreed hourly charge.

All material costs shall be charged to the Service User at cost price.

Examples of Handyperson and maintenance services are listed below.

*NB (M) identifies maintenance tasks that are the responsibility of the Local Authority and RSL landlords and therefore not available to tenants of such landlords through this service.*

|  |  |
| --- | --- |
| Electrical Work | Replacing light bulbsReplacing fuses and plugsFitting doorbells |
| Drainage | Unblocking sinksCleaning blocked gullies and gutters |
| General Household Assistance | Putting up curtainsRemoval of floor coveringsMoving small furniturePutting up shelves and picturesReplacing small window panes (M)Repairing small areas of rotten wood (M)Tiling small areas (M)Re-hanging doorsRepairing small areas of fencing and/or garden gates |
| Plumbing | Replacing broken WC seatsRenewing bath sealant (M)Small repairs to leaking pipesChanging tap washers, cistern washers, ball valves (M) |
| Safety | Fitting door chains, locks and spy holesFitting security lightsFitting smoke alarmsFitting stair gates, cooker guards, fire guardsFitting key safes |

* 1. **Supporting hospital discharge, including installing keysafes**

This is where one or more of the Service elements are required for a Service User’s safe discharge from hospital. Costs for this Service will include labour and travel. Materials will be charged to the Service User at cost, subject to the Council’s approval of that cost.

The following elements shall not be rechargeable to the Service User

* Moving furniture
* Clearing rooms and walkways
* Fitting key safes

The Service Provider shall supply and fit and remove key safes where appropriate with Service Users; landlords; carers’ permission.

* 1. **Maintaining and repairing (including emergency breakdown) of stair lifts, step lifts and through floor lifts**

The Council no longer provides new lifts for Service Users so this area of work covers the servicing and repair of lifts already in situ with existing Service Users. It is expected that, with no new Service Users, the number of such lifts will decrease over time.

In providing this Service the Service Provider will:

* Service and repair all stair lifts, through-floor lifts and step lifts that are in situ in a Service User's home as set out in the list provided by the Council. (These units will be installed in various types of property and be from a range of manufacturers);
* Work to a planned service / inspection schedule;
* Conduct a regular inspection and service in accordance with Manufacturer's Instructions (Thorough Examination) and to comply with the requirements of Lifting Operations and Lifting Equipment Regulations (LOLER);
* Make appointments for all servicing by telephone or letter with the Service User or their representative. When the property has more than one of the above installations, service visits must be completed on the same day;
* Complete a visual inspection every six months in accordance with Manufacturer's Instructions. This may be a shared responsibility with the Council's insurers by agreement with all parties;
* On service visits, ensure that all units have an updated record on clear view attached to the unit to show both the last service date and next service date;
* After each visit, submit a service report on the equipment condition and the work carried out. The report must be signed by the engineer and the Service User or their representative. If the Service User is unable to sign, an indication of who has signed on their behalf must be made. The report must include the serial number of the unit serviced;
* Carry out essential repairs - up to a cost of £200 - identified at the time of the Service. If a danger to life and limb is identified then repairs must be carried out as part of service visit. The engineer will carry small components so that they can carry out immediate repairs;
* Unless urgent, report repairs identified at the time of the Service costing over £200 to the Council with the Service Report. If repairs are urgent, concerns must be reported by telephone or email;
* Only carry out repairs over £200 on receipt of an official order. Failure to do so may result in non-payment of invoices. Postal, email or fax quotations are acceptable to meet the repair timescale;
* Inform the Council immediately for a clinical decision if a unit is in a dangerous condition and the repair will cost over £200 or the unit is not repairable;
* When a repair is authorised by the Council, complete within 14 days, except in the circumstance when repairs need to be carried out within 48 hours;
* Inform the Council of any delay, the reason for the delay, the expected date of completion, any other options.
* Maintain good communication regarding timescales throughout;
* Ensure all repairs have a warranty of at least 6 months;
* Ensure that for each return visit within 28 days to units serviced by the Service Provider, the first hour of visit will not be charged. And that visits are not charged if the reason for visiting is due to the original repair not being resolved;
* Ensure replacement of units is not carried out - unless danger to life or limb is identified - without prior authorisation by the Council.
* Ensure that any unit that fails safety testing or is deemed “not fit for purpose” or is uneconomical to repair against an estimate is set aside for scrapping in line with the scrapping policy to be agreed with the Council. This policy will take into consideration equipment condition, refurbishment cost versus value and warranty. The Service Provider must seek authority to scrap and show evidence of scrapping if the product falls outside the scrapping policy;
* Ensure the requirements of Waste, Electrical and Electronic Equipment (WEEE) legislation and the Batteries and Accumulator Act are met. All equipment that contains electrical components must be recycled by a WEEE certified recycling company;
* Ensure that products that have no such special requirements but are suitable for recycling – e.g. metals and certain types of plastics - are also recycled;
* Give Service Users a telephone number which they can call 24 hours per day, 7 days per week. The telephone number must be printed on the 'next due service' label adhered to the unit and also supplied separately to the Service User;
* For non-emergency call-outs, the Service Provider shall attend site during working hours, within four hours of notification by the Service User, their representative or the Council.

| **Annex 1: Eligibility** | **Advice/Info** | **Coordination** | **Safety Check** | **Repairs & Minor Adaptations** | **Facilitate Major Adaptations** | **Handyperson** | **Hospital Discharge, incl key safes** | **Lift maintenance** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Eligibility:**Service will be made available to a member of any of the following Service User groups, regardless of their financial status: |  |  |  |  |  |  |  |  |
| * disabled Service User
 | Yes | Yes | Yes | Yes[[1]](#footnote-1) | Yes[[2]](#footnote-2) | Yes1 | Yes | Yes |
| * Service User aged 60 and above
* other Service User, as defined by the local district council housing renewal policy
 | YesYes | YesYes | YesYes | Yes1Yes | NoYes | Yes1Yes | YesNo[[3]](#footnote-3) | NoNo |
| Referrals accepted: |  |  |  |  |  |  |  |  |
| * self-referral
 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No |
| * statutory agencies
 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| * voluntary or charitable organisations
 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No |
| All tenures | Yes | Yes[[4]](#footnote-4) | Yes | No[[5]](#footnote-5) | No[[6]](#footnote-6) | Yes[[7]](#footnote-7) | Yes | Yes |
| **Funding:** |  |  |  |  |  |  |  |  |
| Source of funding through this agreement | Yes | Yes | Yes | Yes | Yes[[8]](#footnote-8) | Yes | Yes | Yes |
| Charges to Service Users applied | No | No | No | Yes[[9]](#footnote-9) | Yes[[10]](#footnote-10) | Yes[[11]](#footnote-11) | No[[12]](#footnote-12) | No |

**Please note further footnotes below**

1. The process will be in accordance with the relevant District Council’s housing renewal policy and may involve the Service Provider identifying the source of funding. [↑](#footnote-ref-1)
2. Major adaptations will be available to disabled individuals as defined by the Housing Grants, Construction and Regeneration Act 1996, who have been assessed by an Occupational Therapist and for whom a Statement of Need has been produced, and who need assistance to co-ordinate the adaptations. [↑](#footnote-ref-2)
3. This service may be available where the local district council provides funding for repairs in accordance with their housing renewal policy [↑](#footnote-ref-3)
4. Eligibility for actual services may vary depending on individual circumstances. [↑](#footnote-ref-4)
5. This service is provided subject to the landlord’s consent where the Service User is a tenant. [↑](#footnote-ref-5)
6. Major adaptations for tenants of public sector housing or RSLs may only be undertaken under a separate contract that does not form part of this Contract. [↑](#footnote-ref-6)
7. If tenanted, handyperson services only – maintenance remains the responsibility of the landlord. [↑](#footnote-ref-7)
8. The co-ordination of Major Adaptations by the Agency will be funded through this Agreement. Referrals for this service element will be for works in excess of £250 but will exclude works between £250 and £1,000 that are defined as non-structural Minor Adaptations (see section 1.5). [↑](#footnote-ref-8)
9. For actual work undertaken, Grants may be available to the Service User in accordance with the relevant Local Authority’s housing renewal policy. If no Grant is available, the Service User must fund the cost themselves, though the Service Provider will provide information, practical advice and assistance about alternative sources of funding available. For fees relating to administration, working up plans, etc, costs must be met by the Service User but may be included in any Grant awarded. If the Service User is making application for Local Authority Grant assistance, the cost to the Service User will be their calculated contribution under the test of resources as defined within the current relevant legislation. If there is a shortfall in funding, the Service Provider will seek other sources of funding and inform the Service User. [↑](#footnote-ref-9)
10. For actual work undertaken, if the Service User is making application for Local Authority Grant assistance, the cost to the Service User will be their calculated contribution under the test of resources as defined within the current relevant legislation. If there is a shortfall in funding from the Local Authority and/or Social & Community Services, the Service Provider will seek other sources in funding. Where a shortfall in funding is identified, the Service Provider will inform the Service User and the referring Occupational Therapist. The Service Provider will offset the cost of this service element against fees received from Service Users. [↑](#footnote-ref-10)
11. Works referred to the Service Provider by Health and Social & Community Services staff as necessary to facilitate hospital discharge will be free to the Service User (both for the cost of materials used and for the cost of labour). Otherwise, Service Users will be charged for materials. There will also be a labour charge to the Service User, which will be determined by the Service commissioners. The Service commissioners will meet the balance as part of the Price of this Agreement. [↑](#footnote-ref-11)
12. Where minor adaptations, handyperson or maintenance work is undertaken for a Service User who is being discharged from hospital, costs for labour and materials will be funded by the Hospital Discharge element of the Service. [↑](#footnote-ref-12)