

APPENDIX A – Stay Home Safely Service Specification

SERVICE COMMENCEMENT

The service will commence serving the whole borough on 29 March 2021, offering the service specifically for those who are self-isolating or caring for someone self-isolating.

THE REQUIREMENT

The service will provide fast practical proactive tailored support packages for all those in Lambeth who have to self-isolate or care for someone who is self-isolating.

The purpose of the service is to increase self-isolation adherence by removing practical, financial, and emotional barriers.

It will directly organise and manage delivery of:

- Shopping services – food and other essential items, plus prescription medicines
- Support with caring responsibilities including pets
- Social, emotional and mental health support
- Support with resolving any immediate problems in paying bills
- Help with getting online
- Help applying for the self-isolation support payment
- Advice and signposting to more specialist services if required

The new service will:

- Operate 9am-5pm Monday to Sunday and Bank Holidays, working additional hours by exception where necessary to ensure the safety and welfare of the clients
- Target Lambeth residents who need to self-isolate, and those who are caring for people who must self-isolate, plus carers of children forced to stay home due to staffing shortages due to Covid shielding or self-isolation.
- Be proactive – we call residents where we have obtained their permission to do so. We also send out direct mail (emails & letters) advertising the service, and actively advertise and promote it.
- Be a one-stop shop, with case managers looking after each client for the 10 days of isolation, plus direct 'on the ground' task fulfilment, including taking payments for those who can afford it. See menu of support.
- Offer a new freephone number.
- Ensure that best use is made of existing support services delivered by or contracted by Lambeth Council including but not limited to OnHand, CAB, Brixton Advice Centre, Centre 70, Lambeth Libraries.
- Ensure good links with other key community partners including but not limited to IRMO, Black Thrive and Disability Advice Service Lambeth.

- Respond to other council requests and requirements for supporting residents in the borough and promoting public health and curtailing the transmission of Covid-19, subject to resource availability, which may include but is not limited to activity to promote vaccine uptake, support clinically vulnerable residents, support surge testing initiatives and discharging patients from hospital.
- Support the council's need to respond to evolving central Government requirements.

The customer journey:

- 1. First contact:** The service will contact individuals who say they want support after speaking to the Lambeth Contact Tracing team within 1 hour of referral, or residents contact the service having seen a Council communication e.g., letter from school, or a poster at a Covid test centre.
- 2. Assessment of need:** The service provider asks what's going to be most difficult about self-isolation and then puts together a personalised support package, including support to apply for the £500 payment where applicable.
- 3. Brokerage:** Service provider then puts the package in place. If other providers such as OnHand need to be involved, this service provider will arrange this on behalf of the client.
- 4. Fulfilment:** Individual receives the support directly as soon as possible within the next 24 to 48-hour period, and then throughout the 10-day period if applicable.
- 5. Monitoring:** There is a check in on the individual within to make sure all support has been received within the first 24-48 hour period, and then once more over the 10-day period to check how it's going/ provide additional support e.g., day 5, and measure whether people better able to self-isolate as a result of the intervention. Some individuals may need more welfare checks over the period than others.
- 6. Follow up support or problem resolving:** The two monitoring/welfare checks may result in additional support requirements that need to be fulfilled or problems that need to be solved to enable the individual to continue to fully self-isolate.
- 7. Evaluation:** Towards the end of day 10 or on day 11 the provider will call the client to conduct a short evaluation survey to obtain feedback on the effectiveness of the support in enabling self-isolation.

The service is required to:

- Communicate effectively with respect, empathy and in a non-judgemental way.
- Ensure that the service recognises, respects and responds to the diverse needs of Lambeth's population.
- Ensure the service is accessible for callers who may be deaf, have hearing impairments, do not speak English as their first language, or may have communication difficulties.
- Effectively responds to the caller's identified needs, ensuring appropriate advice is given, and/ or effective signposting and referrals.
- Recognise and report any safeguarding concerns.
- Ensure confidentiality, adhering to the Data Protection Act.
- Ensure up to date knowledge of community services, signposting and referral options, which are reflective of the diverse community.

- Provide the service only to Lambeth residents or people calling on Lambeth residents' behalf.
- Provide an answering machine out-of-hours and automatic email responses highlighting turnaround times and what to do in emergencies.
- Ensure 95% calls are answered and 100% of callers who leave answerphone messages or send emails are responded to within two hours.

MENU OF SUPPORT FOR LAMBETH'S NEW 'STAY HOME SAFELY' SERVICE

Shopping	<i>Immediate</i> personal shop (food, medicines and basic supplies)
	<i>Follow-up</i> shopping
	Meals on wheels-type service (hot/ready meal delivery)
	Prescription medicines
	Other essentials
Bills	Prepayment meters for gas & electricity
	Paying money/credit lenders on time
	Paying rent on time
	Paying other bills on time
Caring tasks	Childcare
	Elderly care
	Petcare
Support	Emotional support e.g., counselling referral
	Someone to talk to, social contact
	Help completing benefits applications/managing money & debt
	Help managing money
	Finding a new job
Communication	Basic mobile phone for those without
	Mobile phone credit top up
	Laptop/tablet/smartphone for digital access
	Internet data
Money	Support to apply for the £500 payment e.g., advising on eligibility: completing the form for those without digital access

VOLUMES

Indicative demand estimates are provided below. It is expected that volumes will continue to decline. However, there are a large number of factors that could cause spikes. Monthly review meetings will be programmed to allow for regular monitoring of volumes.

	29-Mar	05-Apr	12-Apr	19-Apr	26-Apr	03-May	10-May	17-May	24-May	31-May
Estimated service users at any one time	33	60	60	60	55	50	46	42	39	36
Estimated total number of client visits in the week	10	19	19	19	17	16	14	13	12	11
	2	4	4	4	3	3	3	3	2	2

Task workers required										
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KEY MILESTONES

The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Start of service	29 March 2021
2	Review demand vs capacity levels to determine whether additional staffing is required	w/c 12 April 2021
3	Instigation of regular review meetings including agreed KPIs	1 st of each month beginning 1 st May 2021

SERVICE LEVELS AND PERFORMANCE REPORTING

The Service Provider will be required to collect the information shown below and regularly supply it to the Council electronically in a concise and accessible way.

Where possible we would like the Service Provider to use consistent categories and definitions as used by the MyCommunity helpline commissioned from Age UK Lambeth by the Council, so that we can directly compare volumes of residents seeking support and the nature of support provided.

CATEGORY	ITEM	NOTES
Demand	Number of residents who call the service broken down by time and date and language spoken	We will need this daily in month 1, and weekly thereafter
Demand	How residents who call the service heard about the service	We will need this daily in month 1, and weekly thereafter
Demand	Number of residents referred to the service by the Council broken down by time and date	We will need this daily in month 1, and weekly thereafter. The Council will hold its own data on this. Referrals will come primarily from the Contact Tracing team but may also come from schools, tbc.
Timeliness	% of residents whose needs are assessed by the service within 1 hour of referral	We will need this daily in month 1, and weekly thereafter
Demand	% of residents who receive support. Broken down by geography, employment status, languages spoken, & protected characteristics data	We will need this daily in month 1, and weekly thereafter. Geography & protected characteristics analysis can be weekly or monthly rather than daily.
Demand	% of residents spoken to who do not need any type of support Broken down by geography, employment status & protected characteristics data.	We will need this daily in month 1, and weekly thereafter. Geography & protected characteristics analysis can be weekly or monthly rather than daily.
Timeliness	% residents who have all their support needs fulfilled within 24 hours of assessment	We will need this daily in month 1, and weekly thereafter

CATEGORY	ITEM	NOTES
Timeliness	% residents who have all their support needs fulfilled within 48 hours of assessment	% residents who have all their support needs fulfilled within 48 hours of assessment
Demand	Number of residents who receive: (each item available from the menu of support). Broken down by geography, employment status & protected characteristics & the supplier where it's not inhouse.	We will need this daily in month 1, and weekly thereafter. Geography, employment status & protected characteristics analysis can be weekly or monthly rather than daily.
Safeguarding	Number and nature of safeguarding concerns reported to the Council's safeguarding team, and date of report.	Referrals need to be real-time, but we only need this data weekly
Cost	% of support services provided where the cost is charged to the client	We will need this daily in month 1, and weekly thereafter
Cost	% of required payments received from clients	We will need this weekly
Cost	Total cost of support offered, by week and month	We will need this daily in month 1, and weekly thereafter
Cost	Cost of support per person supported, by week and month	We will need this weekly
Impact & Benefit	Number of and nature of complaints and action taken as a result	We will need this weekly
	<i>Results of the 'end of isolation survey':</i>	These questions should be asked on day 11 of the 10-day self-isolation period
Impact & benefit	How much has the support we provided increased your ability to self-isolate, measured by extra days of self-isolation? (1-10 days)	We will need this weekly
Impact & benefit	Is there any aspect of the support that you want to highlight as particularly helpful? (free text)	We will need this weekly
Impact & benefit	How satisfied are you with the quality of the support you have received from this service? (1-5, where 1 is not satisfied at all and 5 is very satisfied)	We will need this weekly
Impact & benefit	Is there anything we can do to improve? (free text)	We will need this weekly
	* All the above broken down by geography, employment status & protected characteristics data.	We will need the geographic, employment status & protected characteristics breakdown monthly or less frequently, dependent on volumes

CATEGORY	ITEM	NOTES
Staffing	Number of FTE staff working per role type per day	We will need this weekly

COUNCIL'S RESPONSIBILITIES

To provide the latest Covid-19 statistics and an updated demand forecast for each review meeting.

CONTINUOUS IMPROVEMENT, INNOVATION & FLEXIBILITY

The Service Provider will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract term and will be expected to listen to customer feedback, understand customer needs, and use this data to develop and propose new ideas for services, partnerships and ways of working to the Council during monthly Contract review meetings.

Changes to the way in which the Services are to be delivered must be brought to the Council's attention and agreed prior to any changes being implemented.

SUSTAINABILITY

The Service Provider is expected to contribute to Lambeth's sustainability goals, to reduce emissions and be Zero Carbon by 2030, and to eliminate Single Use Plastics.

STAFFING, QUALITY AND CUSTOMER SERVICE

The quality of service is expected to be high and will be monitored via the impact and benefit data listed above.

The Service Provider shall ensure that staff understand the Council's vision and its objectives and will provide excellent customer service throughout the duration of the Contract.

The Service Provider shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

Staff assigned to the Contract shall have the relevant qualifications and experience to deliver the service. All staff will have a current enhanced Disclosure and Barring Service (DBS) clearance and that all staff receive training on the safeguarding of vulnerable adults and children.

SECURITY REQUIREMENTS

The Service Provider is responsible for ensuring security at the appropriate level for the Services.

INTELLECTUAL PROPERTY RIGHTS (IPR)

Addressed in the Contract Terms and Conditions.

PRICE & PAYMENT

Price and Payment terms are in Schedule 4 of the Contract.