

BARNSELEY METROPOLITAN BOROUGH COUNCIL

**North Area Council Meeting:
19th March 2018**

Agenda Item: 5

**Report of North Area Council
Manager**

Preventing Excess Winter Deaths and Reducing Loneliness and Isolation Pilot for The North Area

1. Purpose of Report

- 1.1 This report provides the Area Council with confirmation that Barnsley Council have bid for the Warm Homes Fund Round Two.
- 1.2 Serves to make the Area Council Members aware that 1.1 provides the North Area with an opportunity to develop a reducing social isolation project with a housing and energy focus piloted in the North Area.

2. Recommendation

- 2.1. **Following The Area Council's in principle decision to proceed with a collaborative pilot project for the North Area that would focus on Reducing Loneliness and Social Isolation and Preventing Winter Deaths, it is recommended that members of the Health and Wellbeing Priority Group meet for a workshop with Housing and Energy and Public Health colleagues to define the project.**
- 2.2. **Members to agree to increase the budget for this project if soft market testing indicates that this is appropriate and necessary.**

3. Background

- 3.0 In autumn 2017 representatives from BMBC Housing and Energy Team approached the North Area Manager to provide a briefing on the planned Energy Efficiency Works and other affordable warmth initiatives. The team also provided an update on recent excess winter death and fuel poverty statistics.
- 3.1 It became clear that the Darton East Ward has a higher than average excess winter death index for the borough.
- 3.2 The trend in excess winter deaths for both Darton East Ward and Darton West Ward has increased steadily since 2006.
- 3.3 The Housing and Energy Team identified that Woolley Colliery Village would benefit from the installation of first time central heating systems available for private homes made feasible by the monies secured from round one of the National Grid Warm Homes Fund.

- 3.4 The proposal suggested in this report would be complementary to the Energy Efficiency Works in Woolley Colliery Village. The North Area Council in principle agreed to fund low cost added value works for Woolley Colliery Village properties at the November 2017 meeting. Housing and Energy colleagues will also be bidding for round three which will be for vulnerable and low income tenants which would again benefit some Woolley Colliery residents.
- 3.5 Following the update that an Older Peoples Participation Worker for older people would not align with existing BMBC service provision at the November 2017 meeting. The Area Council requested a workshop to explore an Older People's Reducing Social Isolation and Preventing Winter Deaths project.
- 3.6 The Area Chair and Area Manager attended a meeting on the 29th November 2017 with colleagues from Housing and Energy and Public Health to explore the opportunity of a strategic piece of work that would splice with the work we are considering for the North Area with the preventing excess winter deaths work. It was a very positive meeting with the opportunity to do some joined up delivery and pilot a new approach in the North Area.
- 3.7 Shortly after meeting mentioned in point 3.6, the Group Leader for Housing and Energy provided an update that the National Grid and Affordable Warmth Solutions have opened their second bidding window for the Warm Homes Fund and that the Council proposes to bid for category two funding which is to enable 'specific energy efficient / health related solutions – bringing together relevant organisations and charities'. Housing and Energy Colleagues have teamed with Public Health officers to develop a core offer with borough wide partners and linked closely to the Independent Living Review. This would complement the community based provision that the North Area are considering funding to reduce loneliness and isolation which would service the North Area only. It is proposed that this service would include home assessments as part of the service.
- 3.8 An email update regarding points 3.6 and 3.7 was circulated to the North Area Council Members on the 20th December 2017.
- 3.9 BMBC were successful in the Warm Homes Fund Expressions of Interest stage of the bidding and were invited to submit a formal bid. This is completed in time for the 9th February deadline, led by Housing and Energy colleagues.
- 3.10 At the Area Council meeting held on the 22nd January it was agreed in principle to fund a Loneliness and Isolation project for the North Area with a housing and energy focus. The project would cost at least £75,000 per annum. An investment of 3 years is recommended. This would fund two social inclusion officers who would have to receive specialist training to offer home energy assessments and advice.
- 3.11 The Area Manager recommends that this work should include building a network of trained volunteers with knowledge of how to identify and address fuel poverty. This will ensure that there is active community capacity building

within the community that will lead to increased resilience and leave a positive legacy once the project concludes.

- 3.12 On the 19th March 2018 the outcomes of the Warm Homes Fund bid was announced. This presents an opportunity to develop a universal offer for the borough that will help to address need regarding housing and energy. It is hope that the North Area can develop an offer that will offer a complimentary service.

4. Developing a service for North Area

- 4.1. On 10th April 2018 representatives of the North Area Council met for a workshop to receive information from service specialists from Business Intelligence, Housing and Energy and Public Health.
- 4.2. Information received included demographics, health and causes of mortality, deprivation, fuel poverty and excess winter deaths. The group also considered the factors contributing to fuel poverty, cold homes and the groups most at risk of fuel poverty, excess winter deaths and social isolation.
- 4.3. The group also considered the provision that already exists to help address the issues listed above and officers talked through examples of national best practise.
- 4.4. As the discussions concluded the group agreed on the following points that would help to define the specification:

5. Workshop (10th April) Conclusions: **Beneficiaries**

There was a discussion about whether this project should be specifically for older people or available to everyone. The workshop participants agreed that this should be a universal service; befitting people experience fuel poverty as well as those at risk of excess winter deaths (under 5s and over 65).

Aims and Objectives

- Reduce loneliness and isolation
- Reduce fuel poverty
- Reduce the number of times a person has to tell their story in order to benefit from support services
- Identification of personal needs and home environment needs so that both can be addressed holistically
- Provide solutions to improve the living conditions of local people
- Increase the knowledge and understanding of the local community regarding energy. This early intervention and prevention model will encourage community resilience through empowering residents and communities to address fuel poverty by tackling the root causes such as income maximisation, energy efficiency improvements and seeking out cheaper tariffs.

Suggested Outcomes

- Reduction in feelings of loneliness and isolation within the community
- Isolated and vulnerable people having a much greater involvement in designing services and actively participating in improving their lives and Barnsley
- Highlight the health and wellbeing of individuals as a 'whole community issue'.
- Inclusion and support of Volunteers in the delivery providing opportunities to use their skills, knowledge and expertise to help others to live independently
- Reduction in the number of households that have poor insulation, inadequate heating systems, are a poor energy deal
- Increase in local knowledge about energy efficiency solutions

Project Outputs (not exhaustive)

- No. Individual Needs Assessments
- Increase in No. of isolated people accessing local amenities and community provision
- No. of new community groups established
- No. Home Energy Assessments completed
- No. of homes benefiting from warm homes discount
- Savings derived as a result of energy switching
- No. Community Energy Champions Recruited and Trained
- Number of households switching to a better value energy deal.

Resourcing / Area Council Input

- Contract Length (3 year commitment aiming to achieve medium term outcomes)
- Contract Value (£75k per annum has been agreed at Area Council)
- **Please be advised that it may be necessary to increase this value following soft market testing – Members to indicate if the budget can be increased to maximum £85K per annum)**
- Price / Quality Split for procurement evaluation purposes – 20/80

6. Item for Decision

- 6.1. **Members are requested to refer to the draft specification Appendix 1 and indicate if they approve the document. The specification can then be developed into a full tender document with the support of the Procurement Team.**

7. Next Steps

- 7.1. Procurements timeline will need to be agreed with specialist colleagues.
- 7.2. Soft market testing with providers.
- 7.3. Prepare tender document.
- 7.4. Advertise tender opportunity.
- 7.5. Tender Evaluation
- 7.6. Service on line approximately September 2018.

7.7. Procurement The Area Manager recommends holding a workshop with the Health and Wellbeing Priority Working Group to define the commission and take advice from Housing and Energy and Public Health Colleagues.

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Date:
1st May 2018



Barnsley Metropolitan Borough Council

APPENDIX TWO

SPECIFICATION OF REQUIREMENTS

Contract Title: Provision of Social Inclusion and
Reduction of Fuel Poverty Service

Contract ID: DNxxxx

Closing Date: DD/MM/YY, 12 noon

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1.0 PROJECT OVERVIEW

1.1 Introduction

The North Area Council (part of Barnsley Metropolitan Council) is looking to establish a social inclusion service which will also address the needs of fuel poor households.

The successful Provider that will assess the needs of socially isolated and vulnerable individuals and their home environment and will identify and implement actions that will help to improve their personal circumstances.

This service will initially be restricted to the Wards of Darton East, Darton West, Old Town and St Helen's. The service should complement existing service provision, increase the security, independence, and health and wellbeing of people at the risk of, or experiencing, loneliness and isolation.

The service will be contributing to the Council's Corporate priorities and outcome statements and will be focussed on:

- Sustainability
- Community support
- Self-reliance
- Resilience and reciprocity

The service will also look to use volunteers and mentors in its delivery and incorporate the upskilling of individuals to undertake these roles to enhance the reach and sustainability of the services.

Opportunities for work experience placements, apprentice opportunities, the maximising of local spend and local labour should be used.

Background information about the North Area and the North Area Council which serves it can be found at Appendix 1.

1.2 Background

Barnsley is a Metropolitan Borough of South Yorkshire, England. The Borough was formed under the Local Government Act 1972. The Borough now forms part of both the Sheffield City Region (SCR) and the Leeds City Region (LCR).

In the autumn of 2017 the North Area Council was updated regarding trends in excess winter deaths. BMBC Colleagues from Housing and Energy advised the North Area Council that in the North Area, Darton East Ward has the highest prevalence of excess winter deaths. The ward has the second highest number of excess winter deaths in the Borough. During the period 2006-2013 to 2009-2016, rates of excess winter deaths have increased in both Darton East and Darton West wards.

The Area Council had already been considering commissioning a service to help address loneliness and social isolation in the North Area because it has been clear from the My Best

Life Project (Social Prescribing) and from Councillors completing case work that there is a local need for a service that will help to reintegrate and support local residents who are social isolated or lonely. NICE guidance also recommends that in order to prevent excess winter deaths it is also necessary to address additional needs associated with the home environment and effect behaviour change in cold weather periods.

On 10th April 2018 the North Area Council held a workshop to help understand the needs of the community in relation to social isolation, fuel poverty and excess winter deaths. Elected Members, specialist officers and the Area Council Manager were in attendance. A number of key information points have been highlighted below:

- i. Of the North Area Wards, Darton East Ward has seen the highest increase of children living in low income families from 2012 to 2015, an increase of 13%.
- ii. There are also challenges for St Helens and Old Town who show a high prevalence of fuel poverty.
- iii. Old Town has the highest percentage of private rented properties at 14.5%. This is above the borough average.
- iv. St Helen's has three local super output areas (LSOAs) that fall into the 10% most deprived nationally.
- v. From a health perspective St Helen's Ward has the highest mortality rate for people under 75 suffering from respiratory and cardiovascular diseases. It also has the highest prevalence of smoking related mortality.

Following the workshop elected members requested that the North Area Council Manager draw up a specification of requirements to go out on YORtender for a provider to address some of the main issues highlighted by the debate and known factors about the area. It was agreed that the main areas for consideration the commission should address are as follows:

- Befriending Scheme
- Identification, signposting and help with access to groups and support in the North Area Wards of Darton East, Darton West, Old Town and St Helen's
- Support the establishment of new groups
- Inclusion and support of volunteers in the delivery of the commission providing opportunities to use their skills , knowledge and expertise to help others to live independently
- Home energy assessments
- Information, advice and guidance regarding energy switching and behaviour change
- Referrals for housing and energy improvements
- Recruit and train volunteer fuel poverty champions

1.2.2 National Agenda

Public Health England recognise that loneliness and social isolation can affect people of all ages, including children, and can have a significant impact on health and wellbeing. A number of population groups are considered vulnerable to social isolation and loneliness these are not just older people but can include new mothers, people with long-term conditions and disability, unemployed adults and carers. A report released by the Office of National Statistics released in April 2018 highlighted three profiles of people at particular risk from loneliness:

- Widowed older people living with long-term health conditions
- Unmarried, middle-agers with long-term health conditions.
- Younger renters with little trust and sense of belonging to their area

Many of the risk factors associated with social isolation are more prevalent among socially disadvantaged groups and accumulate throughout life. There is a strong correlation between at risk groups for loneliness and isolation; and for excess winter deaths; and illness and the health risks associated with cold homes. These include people with respiratory diseases, cardiovascular diseases, mental health conditions, disabilities, 0-5years, pregnant women and those on a low income. In addition the Department for Energy and Climate Change have identified that fuel poor families are often families with children who are working and own their own home.

2.0 THE COUNCIL'S STRATEGIC OBJECTIVES

2.1 Visions and Values

The Council's Vision is to 'Work together for a brighter future, a better Barnsley'

Our Values include:

Working Together

- We work as "One Council" to do the best that we can for our customers
- We build partnerships and work with others to achieve the best for Barnsley
- We are understanding and supportive of others, respecting and valuing differences

Honesty

- We are open and honest about what we are able to achieve, the decisions we make and how well we are doing
- We are true to our word, reliable and fair
- We are responsible and accountable for our actions

Excellence

- We are committed to quality and value for money
- We learn from our successes and mistakes
- We are flexible, adaptable and respond positively to change

Pride

- We are proud of the work we do and services we deliver
- We are proud to support our communities to make Barnsley a better place
- We are proud of our achievements

2.2 Priorities and Outcome Statements

In developing and delivering this service, the Provider should ensure that it is contributing to the Authority's corporate priorities and outcome statements as outlined below:

Thriving and vibrant communities	Create more jobs and businesses through appropriate provision of business, enterprise and employment programmes to reduce worklessness amongst those currently unemployed and increase skills levels of our current and future workforce
Supporting resilient communities	Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives and Barnsley Support the many benefits of volunteering and foster our many and diverse opportunities for residents to gain new skills and experiences through volunteering Ensure customer services and the citizen experience of

	<p>access is improved-facilitate greater self-help</p> <p>Engage local communities in helping them shape decisions and services in their neighbourhood</p>
Citizens achieving their potential	<p>Target young people, families and communities who may need extra help in gaining the skills and experience they need to succeed</p> <p>Prioritise the safeguarding of vulnerable children and adults, and ensure that the risk of them getting harmed is kept to an absolute minimum</p> <p>Make the improvement of people's health and wellbeing everybody's business, with an emphasis on prevention and the contribution that all services can make</p> <p>Prioritise the reduction in health inequalities between different parts of the Borough</p> <p>Ensure that the Council plays a strong part in keeping the Borough safe, and work with others to improve community safety</p>

2.3 North Area Council Priorities

The North Area Council currently has five local priorities, against which it commissions a range of interventions and projects. These are:

- Opportunities for young people
- Health and Wellbeing
- Anti-Poverty
- Environmental Improvement
- Economic Regeneration

3.0 SCOPE OF SERVICES

3.1 Description of Service to be Provided

The service is likely to be made up of interventions that have an evidence based rationale for reducing isolation and loneliness within communities and will help to address fuel poverty and prevent excess winter deaths.

The North Area council believes that by commissioning a service that will (re)connect people with their communities, help to improve their home environment and furnish the community with knowledge regarding home energy efficiencies, that local health and wellbeing can be improved.

The service will make a contribution to achieving the Councils corporate priorities and addressing an element of North Area Council's 'Health and Wellbeing' and 'Anti-Poverty' priority. The appointed provider will develop and deliver an innovative service that compliments existing provision for residents living in Darton East, Darton West, Old Town and St Helen's Wards.

This early intervention and prevention model will encourage community resilience through empowering residents and communities to understand and address fuel poverty by tackling the root causes such as income maximisation, energy efficiency improvements, behaviour change and seeking out cheaper tariffs.

The relationship between social isolation and health is complex, and no one sector can tackle the issue by working alone. It is well documented that reducing loneliness and isolation leads to an improvement in health and wellbeing and can reduce the need for more acute care and health services.

Target Group

The service will be aimed at lonely and/or isolated people and households affected by fuel poverty. It is anticipated that a high proportion of the clients accessing the service will be older people who may also be at risk of excess winter deaths. It is not essential for service users to be both socially isolated and facing fuel poverty to access the service.

The service provider will be expected to demonstrate a targeted approach to identify these individuals who would benefit from support.

The provider will be expected to deliver the following interventions:

Social Inclusion Workers: Social inclusion workers will work with local stakeholders to identify people at risk from loneliness and isolation and/or fuel poverty and provide them with emotional, practical and social support. This could act as an interface between the community and public services and help individuals to find appropriate means of support. The Social Inclusion workers will offer home-based visits, enabling lonely and isolated people to discuss concerns and help them to look into which service or community provision may be beneficial to them.

Individual Support and Home Visit Service: Social Inclusion workers will identify isolated individuals and then signpost them to appropriate services and support. They could also

offer a degree of flexibility in terms of delivery and necessary adaption, dependent on the needs of the people accessing the service.

The service could be available to lonely or isolated people residing in The North Area and who:-

- Without support are at risk of losing their independence
- Due to temporary incapacity are unable to leave their home
- Are returning home from hospital and are without support
- People whose poor health/mobility makes it difficult for them to get out of the Home
- New parents with children under 5 years old
- People who are new to the area and are without a supportive local network of family and friends

Identification, signposting and help to access groups who can offer Interest/support to people who are lonely or isolated:

There are many different groups and services available in the North Area and the service provider will be expected to understand what is on offer and match individuals to the most appropriate group/service which may benefit them. The service provider will offer help with transport to reduce the barriers to accessing these services/groups, including sourcing specialist solutions for people with disability issues.

Home Energy Assessments and Behaviour Change: Social Inclusion Officers should have the skills to complete home energy assessment. This will consider the energy efficiency of the building, how the building is heated, the occupier's current utility deal and how the occupant lives in their home in cold weather (i.e. their behaviour).

This assessment would be followed up with:

- Information, advice and guidance regarding energy switching and behaviour change
- Referrals for housing and energy improvements.

Community Energy Champions:

The provider will recruit and professionally train a network of volunteers that will have the knowledge and understanding to disseminate energy switching and behaviour change information to their fellow residents. This will empower and enable residents helping to address fuel poverty, help residents to keep warm for less, leading to increased comfort, health and wellbeing. This element will be vital to ensure that this project leaves a legacy in the community.

The interventions to be delivered **may also** include the following:

Neighbourhood Befriending Scheme: This could include volunteers visiting individuals in their own homes to provide emotional and practical support. It could also include support with transport and /or picking up medication or shopping. One to one befriending has been shown to reduce loneliness and has a positive effect on depressive symptoms. It is aimed at offering lonely and isolated older people vital companionship and emotional support. Befriending provides companionship for lonely and isolated people, the chance to develop a new relationship, and opportunities to participate in social activities. It could include a 'Phone a Neighbour' scheme where local people offer a telephone service to someone who lives

alone in their area. It could be run by local people who could pre-arrange a phone call to people living on their own to chat and discuss any concerns they may have and give information.

This could also offer help and support to use a PC and the internet to allow older people to access information about services and facilities they require.

Support the establishment of new groups who can meet identified needs for lonely and isolated people: In areas where groups/activities, for people at risk of loneliness or isolation and/or at risk of hardship in cold weather months, are not well developed the provider will be expected to assist in supporting the establishment of new ones which could include:

- Social groups meeting within each other's homes
- New clubs within existing local premises e.g. public houses, working men's clubs, community centres, churches, schools etc.
- Identification of individuals/groups who have a common interest but may not know of each other

N.B. The commissioned service is not intended to replace social care remit but to be additional and complimentary, with the opportunity to provide early intervention advice, guidance and information that will help to improve the overall health and wellbeing of the at risk groups.

Communications and Marketing - Work with local media and through social media channels should take place to highlight the work taking place, the improvements being made and to change the relationship between community and council. Media work should promote positive messages about the benefits of the services provided for vulnerable, isolated and older people. The messages should encourage people to refer friends, relatives and neighbours who would benefit from community led support.

Engagement - The provider should have a proven track record in terms of working with lonely and isolate people. Specifically those groups particularly at risk of loneliness and people who are affected by fuel poverty.

3.2 Specific Aims and Objectives of the Service

The **specific aims and objectives** of the service are:

- Provide universal access to good quality information about local services, promoting health and active lifestyles
- Increase awareness of and access to shops, leisure, health services, housing services, libraries
- Support lonely and isolated people to access the services of their choice.
- Ensure people have greater choice and control over meeting their needs.
- Fill gaps in service provision that otherwise people could not access

- Reduce loneliness and isolation and improve physical health and emotional wellbeing
- Increase independence and social inclusion in the home and in the community enabling lonely and isolated to participate in community life
- Increase the opportunities for volunteers and volunteering and encourage local residents to identify ways they can reach out to lonely isolated people in their community
- Provide support for fuel poor households in the North Area
- Identification of personal needs and home environment needs so that both can be addressed simultaneously and holistically
- Provide home energy assessments and related advice to enable people to keep warm most cost effectively
- Make referrals to for energy efficiency improvements
- Increased empowerment and understanding of residents regarding fuel poverty and how to reduce the impact
- Build a network of professionally trained volunteers and develop fuel poverty champions in the North Area
- Create a sustainable peer to peer support resource with knowledge regarding energy switching and how to stay healthy in cold weather conditions

The commission will also contribute to building the social capital agenda by:

- Supporting people to take part in the local community, having social contact and experiencing friendships, which is critical to a good quality of life, health and wellbeing.
- Motivating and incentivising volunteers to 'give something back' and becoming valued contributors by providing opportunities to use their skills, knowledge and expertise to help others live independently.
- Promoting a positive image of vulnerable and older people.
- Working with other service providers in an integrated way to tackle some of the key issues which prevent people at risk of fuel poverty from living healthy, active lives.

Social Value Objectives

Under this contract the successful provider will also be required to actively contribute to the achievement of specific social value objectives. These should include but are not limited to:

- Provision of local skills development, work experience placements and Apprenticeship opportunities which strengthen the community's skill base
- Employment and training opportunities within the locality
- Use of local Voluntary Community Organisations and community groups
- Recruitment, training, support and deployment of volunteers
- Development of strong community networks, community self-help and resilience
- Engaging with local residents to initiate social action and to Love Where They Live
- Use of local supply chains and
- Provide a strong Social Return on Investment

4.0 REQUIREMENTS OF THE PROVIDER

4.1 Service Providers Responsibility

The successful Provider will

4.2 Quality Standards

The Provider will have all relevant policies and procedures in place.

For the avoidance of doubt, nothing in this specification is intended to prevent the Service Provider from setting higher quality standards than those laid down in the Contract.

The Service Provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery.

The Service Provider will submit reports summarising any complaints, investigations and remedial actions

4.3 Health and Safety

The Provider of this service will be required to adhere to the Health and Safety at Work Act 1974 at all times and any other relevant guidance and directives in force or subsequently issued. In addition the Provider is required to achieve accreditation under one of the Safety Schemes in Procurement.

The Service Provider will ensure that:

- All materials used in carrying out the service comply with the Control of Substances Hazardous to Health Regulations
- All materials, and equipment, are stored in a safe and proper manner
- Environmentally friendly materials are used whenever possible
- All staff are equipped with appropriate training, (including needle search training) staff development and supervision.
- Where an appropriate British Standards Specification or British Standard of Code of Practice is issued by the British Standards Institution is current at the date of the tender, all goods and materials used or supplied and all workmanship shall be in accordance with that standard
- It holds a valid Waste Carriers Licence (Throughout the contract term)
- All staff employed or engaged by the Service Provider are informed and are aware of the standard of performance that they are required to provide and are able to meet that standard.
- The adherence of the Service Provider's staff to such standards of performance is routinely monitored and that remedial action is promptly taken where such standards are not met
- All staff employed or engaged by the Service Provider have been subject to a DBS clearance, where required, and an acceptable outcome determined.
- For the avoidance of doubt, nothing in this specification is intended to prevent the Service Provider from setting higher quality standards than those laid down in the Contract.

4.4 Environmental Requirements

Project sustainability is key. The successful Provider will be expected to give consideration to the whole lifespan of the project, beyond the term of this contract.

The Provider will be required to comply with all legislation and Council policy in relation to the disposal and recycling of waste.

4.5 Branding Requirements

The successful Provider will be supplied details of all relevant brand guidelines associated with the Council and Area Council schemes and expected to adhere to these with any associated materials produced.

The provider will be expected to reference the North Area Council and Love Where You Live on all publicity material.

4.6 Equality and Diversity Requirements

The successful service Provider will be required to ensure that the service is free from bias and acknowledges and respects gender, sexual orientation, age, race, religion, culture, lifestyle and values. If any needs are required as per the Equalities Act, such as language or disability, these needs will be provided for during the term of the contract.

Please also refer to Appendix Eight – Form of Contract (Terms and Conditions).

5.0 PERFORMANCE MEASURES

Table 1 below details the outcomes or results that the service provider is required to achieve as a consequence of the service being delivered. A list of the type of outputs which the provider will be required to meet is also included in Table 1. This is indicative only and Tenderers are required, as part of their tender return, to propose their own list of outcome measures, along with realistic targets, baselines and methodology to measure each of the outcomes. Please refer to Section 2 – Tender Quality Questionnaire.

Final measures and targets will be agreed prior to contract commencement.

Table 1, Performance measures

<i>Required Outcomes</i>	<i>Indicative outputs measures</i>	<i>Methodology</i>
Reduction in feelings of loneliness and isolation within the client group	<p>Increase in number of people from the target group accessing local shops, leisure, health services, housing services, libraries etc.</p> <p>Increase the number of people being able to access social and other groups in the community.</p> <p>Increased contact between isolated and vulnerable people</p> <p>Improved physical and emotional well being</p> <p>Impact on GPO visits and hospital admissions</p>	Perception surveys
Enable the target group to have a much greater involvement in designing services and actively participating in improving their lives and Barnsley	<p>Number of innovative solutions developed involving isolated and vulnerable people i.e. inclusive transport schemes and signposting</p> <p>Increased number of people with a disability who can travel independently</p> <p>Number of isolated and vulnerable people signposted to appropriate support</p> <p>Increased confidence of isolated and vulnerable people</p> <p>Increased satisfaction with their local area</p>	Provider to identify
Highlight the health and wellbeing of older people as a 'whole community issue'.	Increase in the number of people engaged in volunteering activities which support isolated and vulnerable older people in the North Area	<p>Volunteer records</p> <p>Volunteer hours</p> <p>Case studies</p>

Inclusion and support of Volunteers in the delivery providing opportunities to use their skills , knowledge and expertise to help others to live independently	Number of new volunteers Number of new community groups supported Number of existing community groups supported Number of new volunteer opportunities created Number of households signed up to received support from fellow residents during cold weather periods	
Reduction in the number of households that have poor insulation, inadequate heating systems, are on a poor energy deal. Increase in local knowledge about energy efficiency solutions	Numbers of household receiving support from Better Homes Barnsley Number of households migrated onto a best deal home energy plan. Cost saving on home energy for householders Number of volunteers trained to deliver home energy advice and energy switching sessions	Qualitative information to be supplied. Case studies
Maximise % of local spend	Percentage of project spend achieved locally	

Table 2, interventions / activities

Table 2 below provides examples of possible interventions / activities that the service provider may propose to achieve the outcomes/ results required. This list is indicative only and Tenderers are required, as part of their tender return, to describe their proposed methods of delivery and proposed interventions, along with rationale supporting these. Please refer to Section 2 – Tender Quality Questionnaire.

Interventions/Activities	
Activity	How Many/How Often?
No. of Home Visits	
No. of Individual Needs Assessments	
No. Home Energy Assessments completed	
No. of homes benefiting from warm homes discount	
Savings derived as a result of energy switching	
No. of volunteer community energy champions trained	
No of people benefiting from Befriending Activity	
No. of New Social Networking Groups	
Follow-up individual and home environment	At least 50% of client group. Prioritising the

assessments, 12 months after initial intervention. Required to measure sustained change.	most vulnerable households.
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5.1 Contract Monitoring and Recording Requirements

Following the award of the contract the Council will hold an inception meeting with the successful Provider to review the following;

- The appointment/assignment of a Contract manager for both parties
- An overview of the staff to be engaged in the service delivery
- A contract management meeting schedule for the duration of the contract (Quarterly as a minimum)

The Provider will need to be able to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and outputs. Throughout the contract term the successful Provider will provide regular reports to the Area Council in regards to the types of services provided, both reactive and proactive to demonstrate contract delivery against all of the key objectives outlined.

There is a key requirement of the Provider to:

- Meet the Contract Manager for a monthly operational meeting for the first six months of the contract.
- Provide a quarterly report to the Contract Manager against the performance measures. This information will be shared with the Ward Alliances.
- Collect, collate and report on a range of agreed indicators on a quarterly basis (see milestones) as part of a quarterly report. This should also include the submission of 2 case studies per ward (group, individual or illustrating good practice/ innovative work) together with supporting photographs.
- Provide relevant evidence which would include volunteer signing in sheets Specific detail around the volunteers and how they were engaged. The detail should include named volunteers and their contact information
- Attend quarterly meetings with the contract manager to discuss the quarterly report and request any additional information/provide clarification, if required.
- Attend the Area Council Meeting as requested.
- An end of year report to be submitted (see milestones)
- An end of Project report and lessons learned to be submitted 3 months before the contract end date.

6.0 CLIENT RESPONSIBILITIES

The Council will ensure the awarded Provider is made aware of any specific procedures and requirements in relation to Council policy and practice which may be relevant.

The Council will ensure the successful Provider is given a key point of contact for any enquires in relation to the contract.

The Council will share data and intelligence, specific to the service area, with the provider within the constraints of data licencing.

The Council will work with the provider to help the provider understand the community assets within the locality and furnish the provider with contact information for key stakeholders delivering services within the area.

7.0 PAYMENTS AND INVOICES

7.1 Payment Terms

The Council will pay the Provider(s) for work as per the agreement outlined in **Appendix Eight – Form of Contract (Terms and Conditions)**.

The successful Tenderer will be expected to sign up to the Premier Supplier Programme (If not already included) and offer a discount, as outlined in **Appendix One – Invitation to Tender**.

7.2 Payment Profile

APPENDIX A

North Area Council Annual Review

To access the file, please click the link below:

<https://www.barnsley.gov.uk/media/2769/north.pdf>

Further information about the North Area Council, the work of the Area team and our North Area council – focusing on your local area magazine can be found by following the links below:

<https://www.barnsley.gov.uk/media/6228/north-area-council-summer-2017.pdf>

Or visit the North Area Team's Facebook page:

<https://en-gb.facebook.com/BarnsleyNorthAreaTeam/>

