

Penistone Area Council

Specification of Requirements for: Support for Isolated and Vulnerable Older People

1. Brief Summary of Service

Penistone Area Council wish to commission a provider to develop and deliver a service which will address the needs of isolated and vulnerable people, especially older people who live in the Wards of Penistone East and West. The service should increase the security, independence, and health and well-being of people at the risk of, or experiencing, loneliness and isolation.

In developing and delivering this service, the provider should ensure that it is contributing to the Council's Corporate priorities and outcome statements. Sustainability, community support, self-reliance, resilience and reciprocity should therefore be built into the service design and delivery. Also and where possible the opportunity for increased volunteering/mentoring in the area should be incorporated.

2. Background and Context

A number of population groups are considered vulnerable to social isolation and loneliness. Older people, as individuals as well as carers have specific vulnerabilities owing to the loss of friends and family, loss of mobility and loss of income. It is well documented that reducing loneliness and isolation leads to an improvement in health and well-being and can reduce the need for more acute care and health services.

The national statistics of population ageing in the UK are well known with those known to be 60 and above accounting for approximately 23% of the national population. ***In the Penistone East and West Areas this is significantly higher i.e. 39%.***

Another contributing factor is the rural nature of Penistone East and West covering over 50% of the Barnsley Borough but with only 10% of its population. The area has 13 parishes as well as a number of small villages and hamlets which are not all well served by local transport, which contributes to the loneliness and isolation issue.

Also evident is the lack of facilities and amenities in some of the outlying rural areas coupled with the lack of access to suitable transport services for amenities which are available in Penistone Town and some of the larger villages and parishes as well as Barnsley Town Centre.

During 2013 Penistone Area Council put out a specification on YORtender to invite tenders to pilot a subsidised rural bus service which would bring people from outlying areas into Penistone town on Market day, giving them time to both shop and access other services i.e. health care. No tenders came forward – despite repeating the process a second time. It is therefore expected that the successful tender will highlight a bespoke and creative solution to this issue

Following extensive consultation during 2013 Penistone Town Council highlighted access to health care services in and around Penistone as a common and recurring issue. This was consequently adopted as a priority of Penistone Town Council in their 'Community Led Plan' and subsequently by Penistone Area Council who changed it to the wider priority of 'Health and Well Being' in September 2015. It is this priority that this particular commission will help to address.

Barnsley Community Foundation a local Community Interest Company who were commissioned through BMBC to establish a mobility scooter hire, befriending, home shopping, home from hospital and community car service in central Barnsley identified that in the first 12 months of operation they also supported 27 individuals from the Penistone East and West Wards with a variety of support needs.

In recognition of the above, local knowledge, input from elected members and Penistone Area Council's Ward Alliance (members of the community working alongside elected members) a workshop was held on 3 March 2016 to look more closely at the needs of the area in relation to isolation and vulnerability of older people. Members of the Area Team, senior officers and elected members as well as a number of local carers and a member of the Ward Alliance with a particular interest in age related issues conducted debate and discussion about the issues related to vulnerable and older people in the Penistone East and West area.

Following the workshop elected members requested the Penistone Area Council Manager to 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
- Transport Solutions which also support disability inclusion
- Identification, signposting and help with access to groups in the Penistone and East and West area who can support/offer interest for older people
- Support the establishment of new groups
- Inclusion and support of Volunteers in the delivery of the commission

In addition it is expected that the commission will:

- Provide universal access to good quality information about local services, promoting health and active lifestyles, and on demand help with small tasks.
- Promote a positive image of older people, and enabling contact between older people.
- Provide access to shops, leisure, health services, housing services, libraries, etc.
- Support vulnerable and older 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

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 a key to good quality of life, health and wellbeing.
- Motivating and incentivising volunteers to ‘give something back’ turning them into 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 vulnerable and older people from living healthy, active lives.

3. Strategic Aims and Priorities for BMBC and The Penistone Area Council

BMBC Priorities

Vision – Working together for a brighter future, a better Barnsley

Values –

Working Together We work as “One Council”, as a Team towards the same goal: to make Barnsley a better place for the people who live, work and visit here.

Honesty We always say what we mean and are reliable, fair and true.

Excellence Working to provide the best quality and value for money for the people of Barnsley.

Pride Dedicated to making Barnsley a better place, we take pride in our work.

Penistone Area Council Priorities

Penistone Area Council's current priorities are as follows:

- Improving and Maintaining the Environment including the Green Environment
- Maintaining and Improving Health and Well Being
- Positive Activities for Young People
- Roads and Transport Including Road Safety
- The Economy

4. Specific Aims and Objectives of the Service / Project

- Reduce loneliness and isolation
- Improve physical health and emotional wellbeing
- Enable older people to participate in community life
- Increase independence and social inclusion in the home and in the community;
- Give choice and control to the individual by offering access to a wider choice of facilities and services;
- Increase the opportunities for volunteers and volunteering
- Encourage neighbourhoods of the local parishes, villages and hamlets to identify ways they can reach out to lonely isolated people in their community.
- Increase awareness of and access to existing facilities and services for older people in Penistone town and the surrounding area.

5. Social Value Objectives of the Service

The successful provider will be required to actively contribute to the achievement of specific social value objectives. These include:

- Local spend
- Use of local voluntary/community organisations in delivery of the commission
- Training and support of volunteers
- Development of strong community networks, self-help and resilience
- Provision of local skills development, work experience placements and apprentice opportunities.

6. The Service/Activities to be Delivered

The appointed provider will develop an innovative service that compliments existing provision for vulnerable and older people living in Penistone East and West Wards. It will also meet the specified objectives and deliver the outcomes outlined in this document.

The service is likely to be made up of **a number of interventions** that have an evidence based rationale for reducing isolation and loneliness in older and vulnerable people and will make a contribution to achieving the Council's corporate priorities and addressing an element of Penistone Area Council's 'Health and Well Being' priority.

These should at the very least include the following:

Neighbourhood Inclusion Workers

Individual Support and Home Visit Service

Neighbourhood social inclusion workers could provide older people 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 could offer home-based visits, enabling often frail older people to discuss concerns and help them to look into which service or community provision may be beneficial to them.

Social Inclusion workers could 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 adaptation, dependent on the needs of the older people concerned.

The service could be available to people over the age of 60 residing in Penistone East and West wards 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

Befriending Scheme 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. 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. 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 et.

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.

Transport Solutions – The rural nature of Penistone East and West and the lack of adequate transport for older and vulnerable people requires the provider to use innovative and creative solutions to the problem. This may consist of more than one approach to create a bespoke service which addresses the needs of individuals and/or particular parishes/villages/ hamlets rather than a 'one size fits all' solution.

Identification, signposting and help to access groups who can offer interest/support to older people. There are many different groups and services available in the Penistone East and West area and the service provider will be expected to match individuals to the most appropriate group/service and provide help with transport including specialist solutions for people with disability issues.

Support the establishment of new groups who can meet identified needs for older and vulnerable people.

In areas where groups/activities vulnerable older people 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

Inclusion and Support of Volunteers in the delivery of the service

The identification, support and inclusion of volunteers in the delivery of this project is vital to creating positive outcomes and will be a key consideration for the provider.

7. Target Groups

Older (over 60??) and vulnerable people living in the Penistone East and West Wards.

8. Location and Area

Penistone East and West Wards.

9. How will this work help to improve the local area

The commission will increase the number of vulnerable and older people accessing shopping, leisure, facilities as well as health services, housing services, libraries.

Increase the number of older vulnerable people being able to access social and other groups in the community.

The befriending scheme will help decrease the feelings of loneliness and isolation for people living in a rural area with such a wide geographical spread.

Highlight the health and wellbeing of older people as 'whole community issue'.

Ultimately decrease the demand on Health Services and reduce Hospital admissions.

Support older and vulnerable people to stay comfortable, informed and healthy in their own homes.

Improve the number of people engaged in volunteering activities in the community.

10. Performance Measures

9a. Outcomes

(What good, benefit, change are you expecting to achieve as a result of the service or activity being delivered?)

<i>(state outcome)</i>	<i>(evidence)</i>	<i>(Evaluation Methodology)</i>
Reduction in feelings of loneliness and isolation in older people		
Highlighting older people's health and wellbeing as 'everyone's business' With an emphasis on prevention and the contribution that all stakeholders and services can make.		
Older people being given the chance to have greater involvement in improving their lives.		

9b. Outputs (collectables)

(Easy to measure actions, units, events that tell us how much, how many or how often)

<i>(Output)</i>	<i>(Target Number)</i>	<i>(Supporting Evidence)</i>
New jobs created		
Number of home visits to older people		
Number of attendances of older people		
Number of befrienders		
Phone a Neighbour arrangements in place		

No of Travel plans/solutions put in place		
No of volunteers involved in project		
No of volunteer hours		
9c. Milestones		
<i>(Activity/Action)</i>	<i>(By When)</i>	
Place tender advert	Mid May 2016	
Tender Return	End May 2016	
Tender Evaluation	1 st week in June 2016	
Tender Report and Approval to Award	2 nd week in June 2016	
Standstill period and feedback	End June 2016	
Issue Letter of Intent / Contract	2 nd Week July	
Provider to determine delivery schedule.	?3 rd /4 th week in July	
Project commences	Early August 2016	

11. Contract Value

£70,000 with an option to extend for a further year should funds be available.

For evaluation tender evaluation purposes there will be a price / quality split, 20%/80% respectively?

12. Contract Terms and Conditions

Data Protection

Use of databases and contacts with ex-pupils should all comply with the relevant data protection legislation. Appropriate permissions must be sought where appropriate.

DBS Check :

Anyone involved in the project who meets the requirements of a DBS Check will be required to have a Barnsley Council DBS check.

13. Monitoring and Recording Arrangements

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. There is a key requirement of the Provider to:

Collect, collate and report on a range of agreed indicators on a quarterly basis as part of a quarterly report. This should also include the submission of 2 case studies (group, individual or illustrating good practice/innovative work)

Establish compatible systems to ensure effective management and performance management of the service. Information systems must comply with the requirement of the Data Protection Act.

Attend quarterly meetings with the contract manager to discuss the quarterly report and request any additional information/provide clarification, if required.

An end of year report to be submitted

An end of Project report and lessons learned to be submitted 3 months before the contract end date.

The Penistone Area Council Manager will review performance and may reasonably ask for additional information at any time. Service provision will be subject to annual review.

14. Quality Standards

The provider will be required to comply fully with the Provider's own and BMBC's procedures and policies relating to safeguarding.

All staff employed or engaged by the Provider will be subject to a DBS check.

The provider will also ensure that;

All staff are equipped with appropriate training, staff development and supervision

All staff employed or engaged by the 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 provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery

Experience/Referees :

The provider will be expected to provide CVs for all staff responsible for the delivery of the programme.

Please provide contact details for suitable referees that we can contact and that can endorse your track record of successful delivery of similar events.

15. Commissioning/Procurement Officer Details