



ITT SCHEDULE 1

SPECIFICATION

COMMUNITY CARE FUND SERVICE

1. Introduction

- 1.1. Darlington Borough Council has a limited amount of funding of £150,000 per annum, available to help support vulnerable residents to remain in the community or move back into the community after a period in supported or unsettled accommodation by providing access to a range of standard items such as beds, bedding, furniture and white goods. A minimum of £105,000 must be allocated for goods within this service.

2. Vision

- 2.1 The aim of this service is to support individuals to move to or remain in the community without suffering a serious deterioration in health and, therefore, prevent an escalation in needs and subsequent increase in demand on public services.
- 2.2 Based on analysis of current Council provision common client types for this service include young, single males residing in hostels and single mothers fleeing domestic abuse, as well as recently released offenders, care leavers and individuals with substance misuse problems. Please see analysis of provision at Appendix A and spend for 2015-2016 at Appendix B.

3. Scope

- 3.1. The successful organisation(s) will make Community Care Fund awards to applicants, in order to achieve the outcomes set out in paragraph 5. However, all applications for the Community Care Fund will be assessed on their own individual merits.
- 3.2. The Contract between the Community Care Fund Provider (The Contractor) and Darlington Borough Council will be for eighteen (18) months, subject to satisfactory performance. The Council may, subject to the satisfactory performance of the Community Care Fund Provider and the availability of funding, extend this Contract for up to two (2) x twelve (12) month periods. It is anticipated that the Contract will start on the 03rd October 2016.

- 3.3. Deliver the Community Care Fund in accordance with the Council policy at Appendix C (“the Policy”) or as amended from time to time and manage the delivery of the policy objectives within the contract Price.
- 3.4. The Community Care Fund Provider is responsible for delivering the Service within the contract price but must report expenditure on a monthly basis and in the event the annual contract price is likely to be insufficient to meet the policy objectives the Council will use reasonable endeavours to review and amend the policy.

4. Activity

- 4.1. The Community Care Fund Provider will have in place a process to allow residents to apply for a Community Care Fund award.
- 4.2. The Community Care Fund Provider will have the discretion to make Community Care Fund awards to applicants, in order to achieve the outcomes set out in paragraph 5 in accordance with the Policy.
- 4.3. Although applications will be considered on their own individual merits, priority will be given to the following groups:
 - 4.3.1. People who require support to move back into the community after a stay in supported or temporary accommodation
 - 4.3.2. People who require support to move out of inappropriate accommodation (to include removal costs where the individual would be at risk in existing accommodation and cannot be relocated without this support)
 - 4.3.3. People who require support to stay in their home and prevent a move into residential care or hospital
 - 4.3.4. People who require support to prevent a serious deterioration of health within the home.
- 4.4. Where an identified need has been established, awards may be made for the following items to include where required delivery and fitting:
 - 4.4.1. Beds and bedding
 - 4.4.2. Sofas and armchairs
 - 4.4.3. Dining tables and chairs
 - 4.4.4. Wardrobes and chest of drawers
 - 4.4.5. Washing machines
 - 4.4.6. Cookers and microwave ovens
 - 4.4.7. Fridges and freezers
 - 4.4.8. Pans, utensils, crockery and cutlery
- 4.5. Where possible, the Community Care Fund Provider will consider sourcing second-hand or recycled items.

- 4.6. The Community Care Fund Provider will also consider whether other public funds or sources of support could be used to provide the requested item(s), liaising with the relevant provider where appropriate. These may include:
- 4.6.1. DWP budgeting loans
 - 4.6.2. Discretionary Housing Payments
 - 4.6.3. Section 17 payments
 - 4.6.4. The Credit Union
 - 4.6.5. Furnished Tenancy options
 - 4.6.6. Charities, such as Greggs or Buttles UK, or other grant-making bodies
 - 4.6.7. Online sources for free goods, such as Freecycle
- 4.7. The following items will not be provided under this contract:
- 4.7.1. Repeat awards for the same item within 12 months unless there is a specific reason for doing so
 - 4.7.2. Items for people living in temporary accommodation provided under licence
 - 4.7.3. Items already owned by the applicant, unless they require replacement
 - 4.7.4. Items that the applicant has deliberately deprived themselves of
 - 4.7.5. Items that the landlord is legally under an obligation to provide as part of the tenancy agreement
 - 4.7.6. Items for which there is no identified need.
- 4.8. Once a decision has been made the Community Care Fund Provider will notify applicants of the outcome of their Community Care Fund application. If unsuccessful, this will include details of how the applicant can appeal the decision.
- 4.9. The Community Care Fund Provider will ensure there is a fair, robust and timely appeals process for Community Care Fund decisions in place.
- 4.10. The Community Care Fund Provider will ensure that sufficient funding is available to make Community Care Fund awards throughout the lifetime of the contract. Applications for the Community Care Fund will not be turned down solely on the basis that insufficient funds are available.

5. Outcomes

- 5.1. The Community Care Fund Provider will aim to deliver the following outcomes for applicants, as a result of making Community Care Fund awards. The Council will require the Community Care Fund Provider to record and monitor the following:
- 5.1.1. The number of people who have moved back into the community after a stay in supported or temporary accommodation, where a Community Care Fund award has been made
 - 5.1.2. The number of people who have moved out of inappropriate accommodation, where a Community Care Fund award has been made

- 5.1.3. The number of people who have stayed in their home where a move into residential care or hospital has been prevented, where a Community Care Fund award has been made
- 5.1.4. The number of people where a serious deterioration of health within the home has been prevented, where a Community Care Fund award has been made.

6. Organisational Structure and Implementation

- 6.1. The structure must be effective and allow the provider organisation(s) to operate efficiently and effectively, giving good value for money and providing a high quality, professional service which brings about significant high quality outcomes.
- 6.2. The Community Care Fund service will be required to be operational from 3rd October 2016 and there will be a period of at least 2 months during which time the Community Care Fund Provider is expected to make initial preparation to enable delivery from this time.
- 6.3. The Community Care Fund Provider will need to work in an open and transparent way and adhere to the Nolan Principles as established by the Committee on Standards in Public Life (CSPL).
- 6.4. Excellent communication and customer care will be required from staff and volunteers to ensure that provision of the Community Care Fund is delivered in a professional manner and that the service is reliable and effective. It will need to establish sophisticated, robust relationships with a broad range of individuals and groups based on mutual respect and the appreciation of different roles and demands.
- 6.5. The Community Care Fund service will operate from an easily accessible office in Darlington that meets with the requirements within the Equalities Act 2010.
- 6.6. The successful organisation's key staff must be immediately contactable within the working hours of 10.00 hours until 16.00 hours Monday to Friday (excluding Bank Holidays) via phone and e-mail in case of any queries involving the running of the Contract.
- 6.7. The Community Care Fund Provider will explore ways of securing external funding and sharing functions with other local organisations to achieve economies of scale and promote uniform standards for training and core activities, back office activities, marketing, website design and the sharing of best practice.
- 6.8. The Community Care Fund Provider will be required to comply with the Equality Duty as defined in the Equalities Act 2010 to provide information showing compliance with the Public Sector Equality Duty and publishing this at least annually and publishing at least one equality objective at least every four years.

7. Equality and Inclusion

- 7.1. The Community Care Fund Provider must obtain the views of residents receiving Community Care Fund awards about their needs for and their experience of the provision.
- 7.2. The Community Care Fund Provider must provide a service that does not discriminate on the grounds of disability, race, culture, religion, faith or belief, sexual orientation, age, gender or socio-economic situation.
- 7.3. The Community Care Fund Provider will cooperate with and support any future Equality Impact Assessment work undertaken by the Council.

8. Access and Eligibility

- 8.1. The Community Care Fund Provider must operate from accessible premises in the Borough (which are open and accessible by the public during the service hours).
- 8.2. The Community Care Fund Provider must be able to accept applications via a number of methods (including face-to-face, by email and over the phone) and conduct assessments in a way that don't exclude any residents based upon their protected characteristics.
- 8.3. The Community Care Fund Provider will raise awareness of Community Care Fund challenges and issues throughout the Borough, explaining evidence and gathering experiences and intelligence to inform people of what is available to help them. This includes signposting them to the range of related services but also to activities available to reduce financial exclusion. This will be fed back to the contract manager at quarterly contract meetings.

9. Networks and Networking

- 9.1. The role of the Community Care Fund service is to enable local people to move into or remain in the community. To maximise effectiveness it will be important that as part of this process the Community Care Fund Provider builds on activity that is taking place currently, including:
 - 9.1.1. Strengthen relationships and networks with third sector organisations and work with grass roots community organisations and voluntary groups within Darlington.
 - 9.1.2. Build on existing voluntary sector networks and work with these groups to maximise the voice of individuals and organisations.
- 9.2. The Community Care Fund Provider will work with specialist providers which, for the purposes of this specification, are those organisations who either assess the needs of clients or who provide treatment, care or support to individuals eligible for a Community Care Fund award.

- 9.3. The Community Care Fund Provider will support the networking of VCS organisations to identify where more than one organisation are working on similar issues, facilitating joint work where possible, for example seeking sponsorship to open a credit union account for suitable grantees, and the sharing of learning.
- 9.4. The Community Care Fund Provider will support development of self-management of household finances to reduce demand on public services as appropriate. This will also involve working closely with support providers including money advice organisations.
- 9.5. The Community Care Fund Provider will work closely with the Local Authority to log and monitor the existing quality of services so that the data can be gathered, analysed and acted upon to help improve these services or to develop new prevention services that reduce demand on public services where appropriate.
- 9.6. The Community Care Fund Provider will engage with and support public sector activity to reduce poverty in the borough during the term of the contract.

10. Marketing

- 10.1. The Community Care Fund Provider will be inclusive, welcoming and will ensure engagement activity is focussed and relevant and clearly sets out the purpose of the engagement.

11. Contract Management Meetings

- 11.1. It is expected that a 'kick off' meeting will be held to establish the running of the contract, including the meeting of key personnel from both parties, all contact details for key staff are to be handed over to the Council for contract management purposes.
- 11.2. It is expected that the successful organisation will attend **quarterly** progress meetings. These meetings will include the contract manager and other representatives as agreed prior to meeting.
- 11.3. The Community Care Fund Provider is to make available any relevant contract manager for emergency meetings if required, if for any reason a meeting of this nature is required then the successful organisations staff will be able to meet within 24 hours.
- 11.4. Contract management data must be submitted as required to form part of the progress meetings.

12. Timing & review

- 12.1. There will be an interim review in January 2017 to pick up on any implementation issues which may require changes to the service specification. Annual reviews will be undertaken thereafter.