

Service specification for the purchase of ENSURE Project delivery



This document defines the ENSURE Project delivery purchased by
Kent County Council on 1 April 2021



Note: This specification is relevant only to the wider delivery of the ENSURE project. A second specification (titled ENSURE Peer Support training delivery) outlines the wider implementation of the training element of the ENSURE project.

The two documents should be read in conjunction with each other, but are separate funding arrangements.

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Introduction

- 1.1. In its broadest terms, ENSURE is a European (Interreg) funded project focused on increasing the development of social innovation to create more efficient and effective local services to address key societal challenges.
- 1.2. ENSURE began on 1st February 2020 and will finish 30th September 2022.
- 1.3. Kent County Council is one of 9 partners from across the Europe involved in the project.
- 1.4. ENSURE aims to address the key societal challenge of social exclusion, defined as a “process through which individuals or groups are wholly or partially excluded from full participation in the society in which they live.” (European Foundation 1995) Specifically, the exclusion of vulnerable individuals or groups from services, support and structures that could otherwise meet their needs and prevent deterioration in their circumstances or further exclusion.
- 1.5. ENSURE aims to address this by developing a model of support which is drawn from within local communities through a top down and bottom-up approach. Specifically, raising awareness within communities and professionals about the needs of vulnerable groups, and a model of peer support that utilises people with lived experience to support others in similar circumstances.
- 1.6. ENSURE draws on the experience of European partners and builds on the highly successful ‘Mom’s for Mom’s’ programme developed by De Mussen Community Centre in The Hague.
- 1.7. In Kent, the vulnerable groups that we have chosen to work with are:
 - Adults age 18+ with autism
 - Adults age 55+ who experience self neglect
- 1.8. The purpose of the innovation grant is to support Kent County Council in the delivery of ENSURE in Kent.

Outcomes

Outcomes can be defined as “the intended impact or consequence of a service on the lives of individuals and communities”. They are ‘the positive changes, benefits, learning or other affects that result from the work that we do’.

2.1 Main ENSURE project outcomes (taken from the ENSURE programme application form)

- To prevent social exclusion and break the cycle of disadvantage, reaching vulnerable people at risk of falling through the cracks in systems.
- To empower them to become full participating member of their economic and social communities.
- To bring about system change to ensure that no one is left behind, changing the mind-sets of those responsible for providing services.
- To provide evidence to support the wider roll-out of this successful and cost-effective approach.

2.2 ENSURE individual outcomes (taken from the ENSURE programme application form)

Outcomes for individuals participating in the ENSURE programme either as a peer supporter OR as a recipient of peer support are:

- Increased wellbeing and quality of life of the person receiving peer support
- Increased wellbeing and quality of life of peer supporters
- Breaking of intergenerational transmission of problems
- Bridging the gap between person receiving peer support with unmet needs and professional / community organisations that can provide additional support
- Personal development of peer supporters leading to engagement with the labour market.

Service outcomes

All of the activity below is to be undertaken in partnership and in consultation with KCC ENSURE project manager.

2.3.1 Outcome 1: To prevent social exclusion and break the cycle of disadvantage, reaching vulnerable people at risk of falling through the cracks in systems.

You will:

- i. Design a recruitment campaign for potential peer supporters.
- ii. Design and implement an application and screening process for potential peer supporters.
- iii. Provide support for peer supporters during the training programme.

- iv. Design and implement a matching up process for peer supporters and the recipients of support.
- v. Match peer supporters and recipients of support together. Please note that this is through a one-to-one peer support relationship.

Performance monitoring

- Produce all documents as required in consultation with KCC ENSURE project manager
- Evidence the number of individuals being recruited into the programme as both peer supporters and recipients of peer support.

2.3.2 Outcome 2: To empower them to become full participating member of their economic and social communities.

You will:

- i. Undertake ongoing monitoring of the peer support relationship.
- ii. Provide ongoing individual and / or group support to peer supporters (8-10 per cohort) to continue to enhance their skills and support the maintenance of their wellbeing while in their role.

Performance monitoring

- Evidence processes and systems to monitor the ongoing peer support relationship, including regular check in with both parties as agreed prior to the relationship beginning.
- Evidence processes and systems for the provision of individual and/ or group support for trained ENSURE peer supporters
- Evidence of attendance at above support sessions
- Evidence how the support that individuals have received and how this has been acted on to the benefit of the recipient of peer support.

2.3.3 Outcome 3: To bring about system change to ensure that no one is left behind, changing the mind-sets of those responsible for providing services.

You will:

- i. Design a recruitment campaign for potential recipients of peer support
- ii. Design and implement a referral and screening process for potential recipients of peer support.
- iii. Establish links to referrers to keep them updated of the outcomes for their clients.

Performance monitoring

- Evidence of documentation required
- Evidence of systems and processes in place to retain contact with referrers and keep them updated on progress / issues / concerns / outcomes
- Evidence and case examples.

2.3.4 Outcome 4: To provide evidence to support the wider roll-out of this successful and cost-effective approach.

You will:

- i. Support evaluation process through collection of case studies and agreed evaluation processes.
- ii. Ensure that all participants undertake the online ENSURE evaluation tool both pre- and post-participating in the ENSURE programme.
- iii. Promote and publicise the project (ONLY in consultation and with the agreement of KCC ENSURE project manager).
- iv. Report regularly to the KCC ENSURE Core and Wider Steering Groups.

Performance monitoring

- Support and ensure that individuals involved in the pilot undertake the established online wellbeing evaluation at pre-determined intervals
- Evidence of actions taken to promote and publicise the project
- Collection of case studies to support the final evaluation of the project and for use in promotional materials.

Service outputs

3.1 ENSURE Project Outputs are summarised below:

- 250 peer supporters trained
- 5,000 vulnerable people enabled to access services which they are eligible for resulting in a 5 point increase in wellbeing measurement in 2,500 at six month check
- 5% reduction in referral of social care work

3.2 These are overall targets across 4 countries and 8 organisations.

3.3 Kent targets (based on an equal distribution of targets) is:

- 32 peer supporters trained

- 625 adults with autism or adults experiencing self-neglect who are enabled to access services for which they are eligible. (Please note that this includes people accessing newsletters, conferences, benefitting from raised awareness amongst professionals. KCC does not expect this target to apply only to people receiving peer support)
- 5% reduction in referral of social care work

Service standards

- 1.9.** People with autistic spectrum conditions and adults who experience self-neglect must be treated as individuals and in a way that maximises their independence with consideration and respect for their dignity and privacy.
- 1.10.** You must have protocols that are aligned with the Kent and Medway Multiagency Adult Protection Protocols and Kent and Medway Safeguarding Children Procedure.
- 1.11.** You should have a clear statement of your aims and objectives and these must be reflected in services provided supported by a clear service plan.
- 1.12.** The service provided will be appropriate to people's needs, including their disability, race, culture, religion, sexuality, age and gender.
- 1.13.** The service should reflect individual's needs, which can change over time, the service must always respond accordingly.
- 1.14.** The service provider will work alongside the individual and agree what type and level of service is required to meet their needs.
- 1.15.** You should have quality assurance policy and a process that measures the quality of the service being delivered, outcomes of which will be shared with commissioners. You and your support staff must have an in depth understanding of the needs of people with autistic spectrum conditions and adults who experience self-neglect.
- 1.16.** The Service will be responsive to complaints/compliments and recommendations concerning the provision of their services.
- 1.17.** Individuals should be told about what information is being held about them in line with Data Protection 1998 and Freedom of Information Act 2000.

1.18. Information needs to be kept up to date relevant and easily accessible to other agencies to help promote appropriate referrals into service.

1.19. You should be able to demonstrate that you have clear procedures for logging, prioritising and tracking the progress of referrals and keeping relevant statistics.

Performance monitoring

The service is expected to evidence performance against each of the outcomes as specified above.

Performance monitoring is essential to ensure the effectiveness of procured services and compliance with the grant requirements. Evidence gathered for performance monitoring purposes will also be used in future planning and strategic development.

You must self-monitor your service to ensure it is meeting the specification and that outcomes are being achieved.

Reporting methods

The service is expected to share performance against each of the outcomes via weekly meetings with KCC ENSURE project manager, KCC ENSURE core steering group and KCC ENSURE wider steering group.

You will be expected to submit performance monitoring information in the agreed format at least two weeks before the steering group meetings occur. You should be able to evidence progress towards the outcomes for the weekly meetings but are not required to submit information in advance. The purpose of the weekly meetings will strongly be on supporting the development of the project and dynamic ongoing monitoring which will enable the highlighting of risks or issues quickly.

You will keep records collected through complaints and other service user feedback that evidence user satisfaction levels and the overarching outcomes of the service, using the evaluation tools provided by ENSURE where required.

Throughout the course of this agreement you will work with KCC to review and develop the service according to strategic and local needs. Evaluation of the service will be utilised to inform future commissioning options.

Glossary/ definitions

Agreement

When they are used in this contract/agreement, the terms and expressions set out below in the first column have the meanings set out in the second column:

The terms and appendices of this service grant agreement.

Autistic spectrum conditions

Commonly used to cover the whole range of conditions that have in common the triad of impairment of social interaction, social communication and social imagination.

Commissioner

Member of our staff who has responsibility for determining what services will be purchased in order to meet assisted eligible needs.

Council

Means the Kent County Council.

FSC

Families and Social Care directorate.

Must

Means that the activity referred to is mandatory and/or statutory required by the law.

Notice

Means a formal communication between you and us.

Personal data

Means data as defined by the Data Protection Act 1998 which relates to a living individual who can be identified from such data and other information which is in the possession of, or is likely to come into the possession of You and opinion about an individual and any indication of the intentions in respect to an individual.

Policy

Is a set of general statements, which help staff and individuals to make sound judgements.

Procedure

Is the method by which a policy is put into practice.

Relationship

For the purpose of this project the word relationship refers to the peer support relationship, i.e. the working relationship between the trained ENSURE peer supporter and the recipient of support.

Schedule of current usage

The list of services, venues and staffing, currently supplied by this service and which must be available on the start date of the contract. The schedule of current usage is set out in the appendix.

Serious breach

A breach of your duty of care to an individual by which he or she suffers harm and/or any malicious act by you towards us.

Should

Means that the activity is not mandatory or required by law but Kent County Council prefers that it takes place. Any exception to this will be stated on the individual's service user's/ carers support plan, which has precedence over other general guidance.

Specification

This document; appendix to the terms and conditions.

Staff

The employees, workers, contractors and volunteers who carry out the service for you.

Start date

The date that the service agreement grant award notifies as the day the agreement will begin.

Statutory

As required by statute.

Support worker

The member of staff who works directly with the carers.

Variation

The terms and conditions of this agreement may be varied at any time with our mutual agreement

We

The Kent County Council and any person to whom we may assign this agreement. Unless the context otherwise requires, 'us' and 'our' will also be taken to refer to 'we'.

Volunteer

A person who performs a service voluntarily to do charitable or helpful work without pay.

You

The legal owner of the organisation as detailed in appendix or any person either authorised to act on your behalf or succeeding to your ownership of the organisation.