

Schedule 1

Service Specification

Cumbria Supporting People Vision Statement:

Supporting the well-being of Cumbria's people and communities by:

Supporting people to be INDEPENDENT

Supporting people to be a PART OF THEIR COMMUNITY

Supporting people to have a real CHOICE about the services they need

Service Name: Sample Street

Service Provider: Sample Housing Association

Service ID: 001

1 Property Description

1.1 Sample Street is a short term (2 year) supported housing scheme for adults with enduring mental health problems. The property comprises of six self-contained flats. There is a communal lounge and laundry room along with patio areas. There are ground floor and first floor offices. The service is staffed Monday to Friday 9am – 7pm, Saturday and Sunday 10am – 4pm with an out of hours on call service. The Service Manager is supported by 4 project staff.

2. Aims of the service

- 2.1 To provide high quality housing and support service for individuals experiencing mental health problems.
- 2.2 To provide individually tailored support for every client within a framework of equal opportunities and anti-discriminatory practice with respect for their rights and individuality
- 2.3 The service aims to provide support focussed on goals that can be achieved in the short to medium term with the expectation that clients will move on from the project to live independently within two years of moving into the project.
- 2.4 To work closely with mental health services and other health professionals to ensure that clients achieve their optimum level of social functioning, living as independently as possible within the community.

2.5 To support clients to help them make decisions about their future housing, education, training and employment.

3. Client Group

3.1 Single male and single female aged between 18-65 years of age.

3.2 Single households.

3.3 Enduring mental health problems.

4. Service Description

4.1 The service will provide varying levels of housing related support in line with individual needs.

4.2 An initial needs and risk assessment will be conducted for all referrals, to determine eligibility for the service.

4.3 Housing related support will be provided depending on the assessed need and risk but can include the following tasks in accordance with the Cumbria Eligibility Framework

- Enable clients to set up and maintain home or tenancy
- Developing domestic/life skills
- Developing social skills/behaviour management
- Advice, advocacy and liaison
- Enable clients to manage their own finances and assist with the completion of benefit claims
- Emotional support, counselling and advice
- Enable clients to access to other services
- Enable clients to establish social contacts and activities
- Help in establishing personal safety and security
- Promotion of Healthy Living and enabling clients to access appropriate resources
- Peer support and befriending
- Support to find other accommodation where appropriate
- Liaison with Probation and other relevant agencies
- Risk assessment
- Access to local community organisations
- Signposting to culture specific legal services
- Signposting to culture specific health/treatment services

4.4 A waiting list will be maintained where possible. Referrals will be prioritised on the basis of need.

4.5 Exclusions are to be decided by Sample Housing Association as service provider on a case by case basis in line with their eligibility criteria and service definition.

4.6 Unsuccessful applicants will be informed of the decision in writing, with a clear explanation of the reasons for the decision. All unsuccessful applicants will be provided with a copy of the appeals procedure. Information regarding appropriate alternative service providers will also be offered, where such exists.

5. Service Outcomes

5.1 Clients are supported to establish and maintain independent living skills and develop their potential to stay at home and remain independent.

5.2 Outcomes for clients should also contribute to Local and National strategies. These strategies are covered by the five themes held within the North West Region, Supporting Peoples Outcomes Framework:

- Economic Well-being
- Enjoying and Achieving
- Being Healthy
- Safety and Security
- Social and Civic Participation

6 Support Plans

6.1 Assessment and Support Planning will be conducted in conjunction with the referral agency as appropriate and form part of a pathway of integrated support with existing services such as the Community Mental Health Team.

6.2 Support plans will target mutually identified and agreed, achievable goals. Support plans will include the following:-

- Identification of needs and how met
- Planned outcomes from support
- Timescale
- How agencies are involved and contribute
- Must report progress in achieving outcomes.

6.3 Support plans will be regularly reviewed every 6 months or sooner if required. Reviews will ensure agreed support and interventions remain relevant and record progress against outcomes. Where appropriate other agencies will be involved in reviews and progress will be shared appropriately with referral agencies.

7 Service Values and Principles

7.1 Cumbria Supporting People seeks to ensure that service provider delivers support services which reflect the Council's core values and principles. Therefore the service provider will demonstrate through their policies,

procedures and practices the commitment to and ability to meet the following principles:

- To treat clients as individuals and promote their dignity, independence and social inclusion
- To acknowledge and respect clients gender, sexual orientation, age, ability, race, religion, culture and lifestyle
- To aim to ensure the needs of the black and ethnic minority communities are met
- To recognise clients rights to have maximum possible control over their lives
- To enable clients to maintain their rights associated with citizenship

To assist clients to realise their personal aspirations and meet these core principles, the support provider will:

- Work in partnership with clients, their support network, and other agencies also working supportively with the individual;
- Target support to those in greatest need;
- Value difference to ensure that services are sensitive to the diversity of needs;
- Be innovative in seeking to develop flexible and responsive services;
- Focus on an approach to support tasks that is enabling, encouraging clients to undertake tasks for themselves whenever possible
- Be honest with clients as to the reasons for its decisions;
- Recognise that all staff are accountable for the delivery of a high quality service that respects the rights of clients;
- Value staff;
- Focus on the outcomes of interventions and to ensure that resources are effecting real change;
- Encourage feedback and be open to criticism;
- Ensure that equal opportunity principles underpin all its services and actions;
- Set clear standards for all the aspects of service provision;
- Work in partnership with clients and their support network, and other support agencies also involved with such individuals.

8 Units

8.1 The maximum contracted units available for this service are 6.

9 Referral Routes

9.1 All referral routes are accepted by this service

9.2 The primary source of referrals for this service is through the Community Mental Health Team and the Cumbria Complex Needs Group.

9.3 The service will be widely publicised amongst all referral agencies, with particular attention to harder to reach groups.

9.4 Referral agencies will be regularly canvassed for their views regarding the service and referral routes.

10 Staffing

10.1 Sample Housing Association will provide adequate staff resources so as to ensure that the service is delivered effectively.

10.2 Sample Housing Association has an equitable staff recruitment and selection policy and process, based on our principles of equality and diversity and takes account of all relevant legislation.

10.3 Staff delivering the service will have the knowledge, skills and experience of working with people with enduring mental health problems and of housing related support including:-

- Accessing Housing
- Housing Law/ Housing Rights
- Support planning
- Licence Agreements and Licence maintenance
- Accessing Welfare Benefits
- Managing a home
- Health and Safety
- Signposting to other agencies
- Interagency working
- Mental health problems
- Advocacy
- Vulnerable adults/ vulnerability to abuse
- Equality and Diversity
- Needs/ risk assessment

11 User Involvement

11.1 In delivering this service Sample Housing Association are expected to:-

- Ensure equality of access
- Reflect the diverse needs and requirements of the client group
- Where possible involve clients in monitoring of service delivery and in service development.
- Refer to at least the minimum standard set out in the Quality Assessment Framework (QAF) relating to the involvement of people who use the service.

11.2 Whilst all clients may not wish to be actively involved in how their support services develop and are delivered, a range of opportunities for

involvement and participation must be made available. These should allow clients to influence and improve the services they receive and participate in the wider community.

11.3 The range of participation should allow for:-

- Enabling involvement in an individual's own life and choices
- Enabling involvement in the service and organisations providing support and services
- Enabling individual involvement in the wider community

12 Quality and Monitoring

12.1 Sample Housing Association is required to record and supply information on a quarterly basis against the Performance Indicators as required.

12.2 Sample Housing Association is required to have in place a system for assuring that the quality of the service that it provides, based on the principles of:-

- Best Value
- Self Assessment, and
- Continuous Improvement
- Service users are adequately included in feedback
- Referral agencies included in feedback

Responsibility for the quality of the service is managed primarily by Sample Housing Association as the service provider, through the process of self-assessment using the Supporting People Quality Assessment Framework (QAF). Supporting People will be responsible for the review and monitoring of services. In implementing the QAF. Sample Housing Association will also consider both outcomes and outputs when evaluating the effectiveness of your service.

12.3 Sample Housing Association must have in place a well-publicised and clear procedure for dealing with complaints. Clients, carers and other stakeholders must be made aware of the complaints procedures and how to use them. We must refer to at least the minimum standards set out in the QAF relating to complaints.