

## **6. Referrals, Assessments and Reviews**

### **6.1 Referrals**

- 6.1.1 The Supplier along with the Council will design a clear and simple method for receiving referrals from social care staff.

- 6.1.2 Referrals will be made by occupational therapists, social workers and assessment and enablement officers (non-qualified staff), and others as appropriate.

## **6.2 Assessments**

- 6.1.1 Conducting initial and follow up assessments (using agreed referral mechanisms)
- 6.1.2 Ensuring that assessments are person centred and based on the needs and desired outcomes of the service user
- 6.1.3 Ensuring assessments are proportionate, for example taking place over the phone where this is feasible and effective
- 6.1.4 Ensuring that the Supplier is responsive to local pressures, for example having sufficient provision to deal with hospital discharges at times of high pressure before weekends and holidays.
- 6.1.5 Working with social workers, occupational therapists and assessment and enablement officers to ensure a joined up approach
- 6.1.6 Training Telecare Assessors as Trusted Assessors to provide simple occupational therapy equipment by calling off on the Council's equipment contract. This will be explored and clarified further with the Supplier.
- 6.1.7 Recording and reporting the outcomes of assessments through systems that are consistent and compatible with the Council's system

## **6.2 Reviews**

- 6.2.1 The Supplier should ensure that a review of the equipment is undertaken regularly, including to monitor patterns of use or non-use
- 6.2.2 The Supplier should ensure that processes are in place to refer users for a social care review or health reassessment if concerns or unmet needs are identified
- 6.2.3 The Supplier should have processes in place to ensure any changes identified as part of reviews are recorded and shared between agencies

## **6.3 Service availability**

- 6.3.1 The referral and assessment service should be available Monday to Friday during working hours, with scope to increase availability over the life of the contract.

## **7. Equipment, installation, delivery/collection and maintenance**

Requirements for providing an equipment and installation service are as follows:

### **7.1 Equipment**

- 7.1.1 Managing contracts with telecare equipment suppliers/providers to ensure a consistent offer across the Borough, also ensuring economies of scale and best prices
- 7.1.2 Ensuring business continuity arrangements are in place if a supplier has delays or issues delivering equipment
- 7.1.3 Maintaining an up-to-date list of equipment, updated with new items as they come to market. Prices submitted within the pricing schedule will be the maximum rate the Council will pay per item throughout the contract duration. However, prices may go down through negotiations with manufacturers or increased availability of newer items. Any prices for new products within the catalogue will be negotiated on an individual basis and fixed for the contract duration.
- 7.1.4 Offering equipment from a range of providers to ensure the most appropriate items are offered at the lowest price
- 7.1.5 Providing equipment which is suitable and proportionate to the clients' needs
- 7.1.6 Providing standalone devices connected only to friends and family, not to the monitoring centre, where appropriate
- 7.1.7 The Supplier will be the main source of providing telecare equipment in Barnet and the Council does not anticipate needing to purchase telecare equipment from any other source, However the Council reserves the right in some circumstances to utilise other available frameworks to purchase telecare equipment items. This will be to ensure that the Council gets best value when purchasing telecare equipment.



7.1.8 Provision of simple equipment for allocation by Barnet Council staff (for example emergency phones at hospital discharge)

7.1.9 Ensuring equipment is capable of being operational 24 hours a day, 7 days a week, 365 days a year, and capable of remote re-configuration e.g. changes to British Summer Time

7.1.10 The range of equipment should be inclusive for users with communication requirements e.g. with hearing or sight difficulties, or whose first language is not English

7.1.11 Maintaining up to date access to equipment including, but not limited to:

- Alarm base units
- Pressure mats
- Bogus caller button
- Falls detectors
- Bed/chair occupancy sensors
- Passive Infra Red detectors
- Enuresis sensors
- Epilepsy sensors
- Gas detectors
- Flood/overflow detectors
- Smoke detectors
- Temperature sensors
- Property exit sensors
- Lifestyle monitoring sensors
- GPS or radio operated location alerts/sensors
- Memory aids
- Speaking clocks, dementia clocks
- Tablet or phone-based apps
- Tablets or phones enabled to receive video calls/prompts
- Motion detector operated devices (including lighting)
- Medication management aids
- Remote controlled power devices
- Key safes

7.1.12 The list is not exhaustive, and contracts must allow for innovation, interoperability and future proofing

7.1.13 The Supplier will be expected to audit installation to ensure invoicing matches services provided

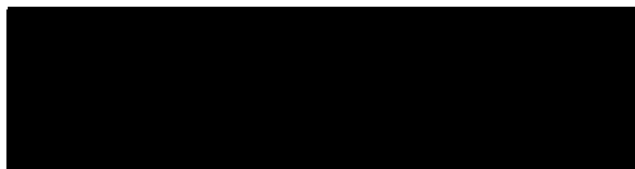
7.1.14 Regular reviewing of contracts and reporting to the Council on progress

7.1.15 Ensuring contracts provide value for money and timely maintenance throughout the lifecycle of each installation

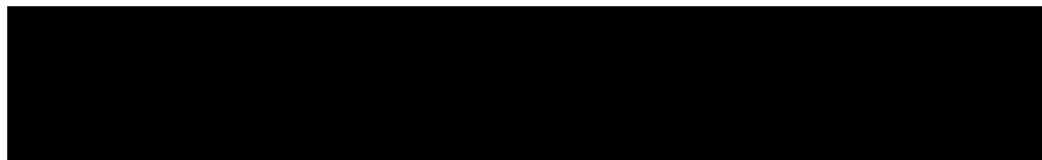
## **7.2 Delivery and collection**

The Supplier will ensure:

7.2.1 Delivery and installations are managed within agreed timescales:



7.2.2



7.2.3 The Supplier will provide a collection service for equipment (see Section 8)

## **7.3 Installation of Equipment**

The Supplier will ensure that:

7.3.1 All equipment is inspected and tested within at least one week before installation to ensure that it is fit for its purpose, working properly and ready for installation

7.3.2 All tools and materials needed to install the equipment are suitable, kept in good working order, do not cause damage to the equipment and are used safely in compliance with manufacturer's instructions and legislation.

7.3.3 Appointments and appropriate arrangements for the installation of equipment are made with the service user in advance of the installation (or where appropriate key-holders / carers) to ensure that representatives can access the service user's home, off-load the equipment, set up the

equipment (if applicable), connect the equipment (mechanically and electrically), test and commission the equipment

- 7.3.4 Key safes are installed where agreed appropriate, and with relevant consent including the user, family members and property owner/landlord
- 7.3.5 It has engaged with other relevant stakeholders e.g. Registered Social Landlords, private landlords to ensure successful installation
- 7.3.6 It is satisfied that the service user's home is suitable for the installation of the equipment
- 7.3.7 Equipment is installed in conformity with the manufacturers' guidance and in a way which ensures that it will function correctly and effectively
- 7.3.8 The equipment is adjusted or calibrated appropriately with a view to the sensitivity required by the service user
- 7.3.9 Portable Appliance Testing (PAT) is conducted in accordance with the Institute of Electrical Engineers (IEE) code of practice
- 7.3.10 The manner of installation shall be such as to avoid inconvenience and minimise disruption to the service users
- 7.3.11 Each service user (and where appropriate, key-holders/ carers) is provided with a copy of the manufacturer's user information guide which relates to the equipment installed in their home
- 7.3.12 Demonstrations are provided to the service user and relevant carers/key holders to explain how each piece of equipment installed in their home works and to ensure that this is understood by the service user, in particular if they have difficulties with understanding and retaining information (for example those with dementia)
- 7.3.13 Each service user (and where appropriate, key-holders/carers) is provided with the Supplier's details including appropriate contact information
- 7.3.14 Each service user (and key-holder/carer where appropriate) understands the privacy and security issues around telecare
- 7.3.15 It removes all its tools and materials from the service user's home and leaves the service user's home clean, tidy and in as good a condition as it was prior to the installation of the equipment

7.3.16 It will respond promptly to any follow-up queries from service users regarding the correct operation of equipment or problems with malfunctioning equipment

7.3.17 It will receive relevant Medical Device Alerts (MDAs) from manufacturers of any equipment it has installed

7.3.18 It will provide a prompt response upon receipt of any MDAs, to include removal/replacement of any equipment effected.

The Supplier shall ensure that its representatives, who install the equipment:

7.3.19 Have appropriate training and can install the equipment correctly and in a fully satisfactory manner. This includes locating, testing and programming the equipment and giving appropriate guidance (including the demonstrations referred to in paragraph 7.3.12 above and providing explanation in clear terms) to service users (and where appropriate key holders/carers) as well as providing general advice regarding how to look after the equipment

7.3.20 Attend regular training courses relating to the provision of telecare and assistive technology services and the use of equipment

The Supplier:

7.3.21 Will ensure that they make a follow up call to the service user within one week of installation of the equipment to ensure that the equipment is operating correctly and to check that the service user understands how to use the equipment correctly

7.3.22 Will ensure that they notify Adults and Communities that the equipment has been installed within the home of the service user within one week of installation. When technically ready, this notification will be via our case management system

7.3.23 Will ensure that information on the types of equipment that have been installed for individual service users is easily accessible to social care staff, for example as a link from the case management system

7.3.24 Will be responsible for and will pay any costs incurred by the Council as a result of any acts, errors or omissions made by the Supplier or its representatives when installing the equipment

7.3.25 Acknowledges that the Council has the right to inspect the tools and materials used to install the service equipment and the records of testing or inspection of the equipment made by the Supplier

7.3.26 Will install the equipment in the homes of service users and will ensure that it has sufficient access to complete the installation

7.3.27 Will install the equipment 5 days a week, from Monday to Friday, with scope to potentially increase this service provision throughout the life of the contract.

#### **7.4 Maintenance**

The Supplier will:

7.4.1 Inspect, examine and test the equipment at times agreed with the service users (or where appropriate their key holders/carers)

7.4.2 Carry out maintenance checks at regular intervals and when required

7.4.3 Agree that the Council may also make arrangements with the service users (or where appropriate their key holders/carers) to inspect, examine and test the equipment to ensure that the Supplier is complying with its obligations under this Contract

7.4.4 Ensure that the equipment is serviced and maintained in good working order and repair, in accordance with the relevant manufacturer's instructions and applicable legislation

7.4.5 Establish effective planned maintenance programmes in respect of the equipment

7.4.6 Maintain adequate arrangements for emergency remedial maintenance to ensure continuity of the equipment services

7.4.7 Ensure it complies with all regulations applicable to the testing and inspection of the equipment

7.4.8 Keep records of maintenance testing and equipment

7.4.9 Ensure that any tools or materials used to carry out maintenance of the equipment do not cause any interference with or damage to the equipment

7.4.10 Replace and fit any new parts that are required to ensure the continued use of the equipment free of charge and correct any defaults or problems promptly and in any event within one week of discovering that the part needs to be replaced or repaired or that the default or problem needs to be corrected

7.4.11 Ensure that any equipment which later develops a fault in the home of a service user is promptly replaced so that any disruption to the provision of the equipment to that service user is minimised and in no case results in a loss of use of the equipment for more than 24 hours. The Supplier shall immediately notify the Council, relevant service users, carers, key holders and relevant support agencies if it becomes aware that the provision of the equipment has been disrupted

7.4.12 Ensure that any batteries required for the equipment to operate in the homes of service users are replaced in accordance with the manufacturer's guidance with good quality batteries and that this does not cause the service user to experience disruption. If the service user is unable to replace batteries themselves, this should be done by the Supplier

7.4.13 If for any reason the Supplier needs to remove the equipment from the service user's home, the Supplier shall immediately install a replacement piece of equipment

7.4.14 The Supplier shall ensure that it has a sufficient supply of spare parts and components to meet its obligations under this Contract

7.4.15 Be responsible for and will pay any costs incurred by the Council as a result of any acts, errors or omissions made by the service Supplier or its representatives when carrying out maintenance in respect of the equipment

7.4.16 The Supplier acknowledges that the Council has the right to inspect the tools and materials used by the Supplier to maintain the equipment and any records made by the Supplier in relation to the testing or inspection of the equipment.

## **8. Decommissioning and recycling of equipment**

The Supplier will be responsible for the collection, recycling or disposal of used equipment, including:

- 8.1 Uninstalling or removing any equipment once the telecare equipment is no longer required by the service user.
- 8.2 Uninstalling or removing equipment in a timely manner, at a time agreed with the service user and/or carers.
- 8.3 Ensuring that the removal process is sensitive to the needs of the family e.g. in cases where the service user has died
- 8.4 Managing the collection of equipment, including pre-existing stock
- 8.5 Ensuring that all the tools and materials are removed from the home and the home is left clean, tidy and in the same condition as it was prior to the un-installation
- 8.6 Working with equipment suppliers, care teams and other stakeholders such as the NHS and Registered Social Landlords, to ensure reviews of equipment and changes in user need are addressed in a timely fashion
- 8.7 Have in place an efficient system of recycling telecare equipment to ensure the most cost effective use of all telecare equipment, maximising the lifetime of the equipment.
- 8.8 As part of the recycling process equipment is expected to be sanitised and refurbished to a high standard, ensuring it is suitable and safe for re-use.
- 8.9 Keeping an auditable stock control system which demonstrates refurbishment and re-use of equipment, and provide regular updates of the number of items of equipment being re-used. Recycling of equipment will form a key part of the contract monitoring of this Contract.
- 8.10 The threshold for re-use of equipment (e.g. cost or age of equipment) will be set by the Council as part of initial contract discussions and reviewed on an on-going basis.
- 8.11 There will be an arrangement for the Supplier to receive payments for any equipment which is recycled, the exact details of which are to be decided and agreed with the Council in writing.

## **9. Monitoring and response service**

### **9.1 Call Centre**

- 9.1.1 The service Supplier will plan, manage and operate a call centre (or commission such a service so that it can commence on 1 April 2017) and provide a mobile response service, both of which will be available 24 hours a day, seven days a week, all year, for the whole of Barnet. The Supplier will ensure:
- 9.1.2 Business continuity between new and existing providers
- 9.1.3 The monitoring and response service has appropriate protocols in place, including business continuity and safeguarding policies
- 9.1.4 The monitoring and response service has appropriate protocols in place for Data Protection, including consent to share information across agencies
- 9.1.5 The Supplier will develop systems and processes that facilitate information sharing
- 9.1.6 The monitoring and response service is compliant with Health and Safety and EU Working Time Directive requirements
- 9.1.7 There is clear communication and a clear process to communicate with partners, for example with Adults & Communities, if there are concerns about the number/type of calls raised by an individual which may indicate a change of need, or if remote checks indicate faults with equipment
- 9.1.8 The monitoring and response service should work in partnership with Adults & Communities, local health and emergency services and others as appropriate to provide suitable responses
- 9.1.9 Service user confidentiality must be maintained at all times with the exception of information being shared with consent or to report safeguarding issues or in accordance with this Contract or the Law
- 9.1.10 Appropriately trained call handlers monitor and respond to service user/carers' calls and alerts received by the mobile response centre from service users' equipment



9.1.11 Call handlers respond to calls or alerts received by call centre in accordance with this Specification and in accordance with the timescales agreed in writing between the Parties before the contract commences

9.1.12 Call handlers quickly assess and identify the assistance that is required and ensure that such assistance is provided to the service users promptly

9.1.13 When a call or alert is received, the service Supplier will deliver an appropriate and proportionate response, which could be (but not limited to):

- Providing verbal reassurance and/or basic advice over the phone
- A call to the named contact or key holder
- Dispatching a member of the mobile response team
- Contacting community based health or social care services (where the agreements for this exist)
- A call to the emergency services

9.1.14 The Supplier shall provide proactive calling services. This includes (but not limited to):

- Calls to remind service users to take their medication or to do other essential tasks including eating meals, drinking sufficient fluids and keeping warm in cold weather;
- Calls to check the service user's well being

9.1.15 The Supplier should have the facilities to make video calls to service users, for example video prompts to support with day to day activities such as getting dressed. These calls may be between 15 and 60 minutes.

9.1.16 The Supplier must ensure that any staff undertaking video calls are appropriately trained and vetted to support service users.

## ***9.2 Mobile response service***

Many service users will have family and key holders who will generally be able to attend in an emergency. However, such responders may not be available to some service users, or may not be appropriate in certain circumstances, so those service users will need the support of the mobile response service or the emergency services.

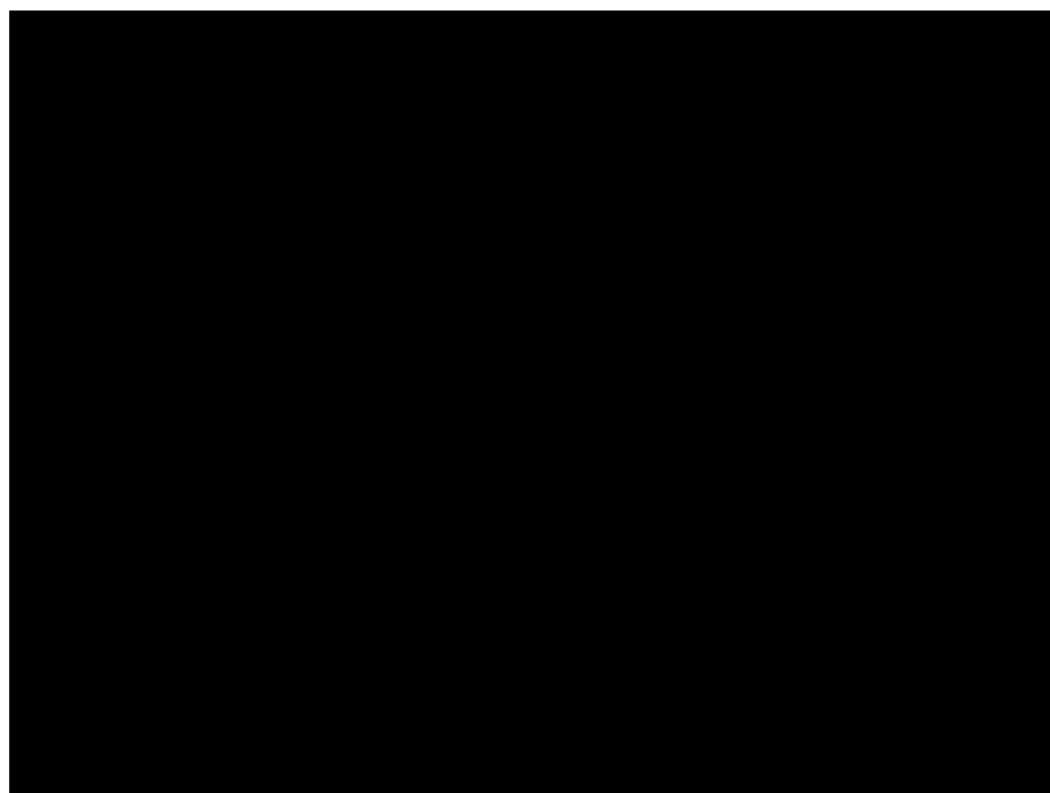
The service Supplier will provide an emergency response service for those users where:

- They are unable to identify key holders
- The named key holder or family member cannot be contacted
- It is more appropriate for a mobile responder to attend

9.2.1 The Supplier will ensure that when a call or alert is received by the call centre, a call handler will immediately telephone the service user and/or their family member (if the family member is the person's designated responder), and, if no response is received from the service user or their family responder, a member of staff shall visit the service user [REDACTED]

9.2.2 The mobile response service will ascertain whether they can deal with the situation or whether further services need to be contacted for a response, such as the emergency services, medical assistance or care service providers

9.2.3 Following receipt of a call or an alert that requires a mobile response, on arrival at the service users home the mobile responder will carry out the following actions as a minimum:



9.2.4 The emergency responder must ensure that the person is safe and that ongoing risks are being managed

9.2.5 Failure to visit within [REDACTED] of the first call or alert being received by the mobile response centre shall constitute a breach of this Contract

9.2.6 The Supplier will provide a response service for those people who do not have family members, friends or neighbours who are able to provide a speedy and reliable response service for them.

9.2.7 The Supplier shall ensure that its Staff who help to operate the call centre and who provide mobile response services:

- have a basic introduction to the Care Act 2014, disability awareness, adult safeguarding and the Mental Capacity Act 2005
- work in a person-centred way and maintain high professional standards
- are able to meet the needs of service users with communication and/or sensory loss e.g. deaf and blind people
- have sufficient skills and training required to ensure the safety of the adult, judge an appropriate response and provide comfort
- have completed suitable checks e.g. Disclosure and Barring (DBS)

9.2.8 The Supplier shall ensure that there is a training strategy in place to meet training and development needs of its Staff

9.2.9 The Supplier shall establish and maintain an appropriate system for logging calls or alerts received by the call centre. Where a service user requires a mobile response, the Supplier shall ensure that the service user is attended [REDACTED] of the request being received by the call centre or shall, if it is appropriate, notify a key holder, carer or support person and ask such key holder, carer or support person to attend to the service user

9.2.10 The call centre shall follow up such instances within 24 hours to ensure that the service user's needs have been met and that the response (including from key holders/family members) was appropriate, and record this information

9.2.11 The Supplier shall ensure that effective protocols are established and complied with in relation to liaising with different agencies, including housing, health, ambulance, police and fire services

9.2.12 The Supplier shall ensure that service users are provided with the most appropriate response taking into account all available information

9.2.13 The Supplier shall ensure that no contact with the service user, received by the call centre, is closed down unless the health and well-being of the service user has been verified and/or responsibility has been handed over to an appropriate person. In the case of the latter, the Supplier shall check and record the outcome of the alert within 24 hours and the Supplier will ensure that relevant key-holders, carers and service agencies are kept informed.

9.2.14 The mobile response service will be flexible enough to provide a back up response for people who have opted for members of family or neighbours to be their named responders, but for whatever reason are unable to provide a speedy response from time to time, by agreement

9.2.15 The Supplier shall ensure that the mobile response services and monitoring/alert services are where possible integrated with existing local services and networks including without limitation, sheltered housing and community wardens, community nursing services, intermediate care, enablement and hospital transfer of care services, and that clear care pathways exist

9.2.16 The Supplier shall ensure that, wherever reasonable, the language choice of the service user is respected. For mobile response and monitoring services this shall be facilitated, if not through the involvement of staff members with appropriate language skills, through the use of the local interpreting/translation service.


9.2.17 The Supplier shall establish suitable protocols and plans for promptly alerting the service user's family and friends as well as certain bodies such as adult services of specified incidents. These plans shall be tailored to reflect the individual service user's needs and the wishes of the service user's family and friends.

## **10. Residential and Supported Living**

There are currently 339 clients in supported living and 1,075 in permanent residential care.

The Supplier will identify opportunities to deliver financial savings through telecare provision in residential and supported living settings, and lead on negotiating fee reductions.

The exact process and mechanism will be decided collaboratively with the Supplier, but will include:

- 10.1. Adults and Communities will provide introductions for residential and supported living settings where Barnet clients are placed
- 10.2. The Supplier will work with the residential or supported living staff, the service users and families/carers to identify opportunities for telecare to achieve financial and non-financial benefits
- 10.3. The Supplier will install and maintain equipment in these settings
- 10.4. The Supplier will lead on negotiating fee reductions with the residential/supported living provider on behalf of Barnet Council
- 10.5. 

## **11. Self-funder market**

There is a significant self-funder market in Barnet and most new referrals to the current telecare service are from self-funders. The exact process and mechanism will be decided collaboratively with the Supplier, but should include:

- 11.1 The Supplier will continue to provide a Service for self-funders in Barnet
- 11.2 Actively promoting the Service to develop the self-funder market
- 11.3 Working with residents of Barnet to identify barriers and opportunities for expansion of telecare
- 11.4 Utilising Council tools to promote the Service including prevention services, the Council website and the first point of contact centre (Social Care Direct)
- 11.5 Agreeing a pricing strategy with the Council for self-funders so that some revenue is returned into the Council

## **12. Innovation**

12.1 The Supplier will have responsibility for actively looking for new applications of technology to meet users' needs and desired outcomes, including preventing, reducing and delaying needs where possible

12.2 The focus of innovation should be on meeting users' outcomes, rather than on development of new technology in isolation

12.3 The Supplier should have a neutral approach to equipment – ensuring that the best solution is achieved rather than favouring specific manufacturers

12.4 The Supplier will work with the Council to establish a streamlined process for assessing and approving new technological solutions and getting these into mainstream use

12.5 The Supplier should also have the capacity to make use of innovative technology in terms of using data analytics where possible, to better anticipate and predict changes in need

### **13. Monitoring, benefits realisation and reporting**

The Supplier and the Council will work together to finalise a set of benefits that can be measured and realised as part of the contract, as well as comprehensive monitoring that aligns with our systems. More detail can be found in section B.

Requirements include:

13.1 Ensuring that information and reporting systems are aligned with Adults and Communities and able to capture Service(s) activity

13.2 Providing monthly reports on Service(s) activity, including user outcomes

13.3 Providing regular reports on customer/service user and Council staff satisfaction

13.4 Providing a monthly dataset in a format compatible with the Council systems

13.5 Providing information on an ad-hoc basis in response to senior managers or Freedom of Information requests. Responding to these requests within 5 Working Days.

13.6 Ensure that personal identifiable information on service users is kept secure and remains confidential

#### 14. Service eligibility

The Service(s) will be available to Barnet adult residents aged 18 years and over who have assessed needs which can be met with the provision of telecare or those who choose to purchase support when they feel it will benefit them.

The Service(s) shall be available to self-funding service users and people who are in receipt of local authority funded services.

#### 15. Safeguarding vulnerable adults

The Supplier will be expected to comply with the requirements of Safeguarding Adults Policy and Procedures used in Barnet. In addition the Supplier must ensure that:

- there are written procedures that define roles and accountabilities for each team within the Supplier's staff group
- safeguarding awareness is to be included in induction arrangements for new staff, agency workers and volunteers, and all Staff should be fully aware of the safeguarding requirements
- appropriate training is provided to all the Staff to ensure all Staff are aware of their roles and accountabilities
- general report, record keeping, audit processes and records should be available to the Council on request

#### 16. National Outcomes

The Service(s) is intended to help local people achieve multiple outcomes, for as long as possible. The support provided should contribute to all of the following National outcomes, as set out in the Adult Social Care Outcomes Framework:

<b>Enhancing quality of life for people with care and support needs</b>	
1B	Increased proportion of people who use services who have control over their daily life
1D	Increased Carer-reported quality of life
1G	Increased proportion of adults with a learning disability who live in their own home or with their family
<b>Delaying and reducing the need for care and support</b>	
2A	Reduced admissions to residential and nursing care homes
2B	Increased proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services
2C	Reduced delayed transfers of care from hospital, and those which are attributable to adult social care

<b>Ensuring that people have a positive experience of care and support</b>	
3A	Overall satisfaction of people who use services with their care and support
3B	Overall satisfaction of carers with social services
<b>Safeguarding adults whose circumstances make them feel vulnerable and protecting them from avoidable harm</b>	
4B	Increased proportion of people who use services who say that those services have made them feel safe and secure

Additionally the service should contribute to the following health outcomes:

<b>Public Health Outcomes Framework for England 2013-2016</b>	
	Improving the wider determinants of health  Objective: Improvements against wider factors that affect health and wellbeing, and health inequalities
<b>NHS Outcomes Framework 2016-17</b>	
<b>Enhancing quality of life for people with long term conditions</b>	
2.1	Increased proportion of people feeling supported to manage their condition
2.7	Increased health-related quality of life for people with three or more long-term conditions
<b>Helping people to recover from episodes of ill health or following injury</b>	
3.6 i	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation service

## 17. Payment and governance

17.1 The Contract will be for 3 years plus an option to extend for up to 2 years (one year plus one year), starting on 1 April 2017

17.2 Payment will be monthly, with packages reconciled against Swift/Mosaic IDs

17.3 Payment will not normally exceed the agreed budget allocation for that financial year – monthly monitoring will be in place to highlight any issues or major fluctuations.

17.4 Quarterly service meetings with the Supplier will be held and will involve contract management officers and service leads

17.5 The Supplier will be expected to attend monthly contract monitoring meetings with the Council



17.6 Costs of items of equipment should not exceed the costs agreed for the ESPO framework.

17.7 The Council will put in place proportionate verification and / or audit of telecare packages installed to ensure appropriateness and value for money. This may include all packages over a financial threshold requiring authorisation or spot-check audits.

## **18. Service quality**

18.1 The Supplier must demonstrate audited compliance with the Telecare Services Association code of practice and any future revisions or updates

18.2 The Supplier should demonstrate that internal quality assurance mechanisms are in place

18.3 The Supplier should ensure that service users and carers are consulted and involved in the development, implementation and monitoring of the quality of the Service(s)

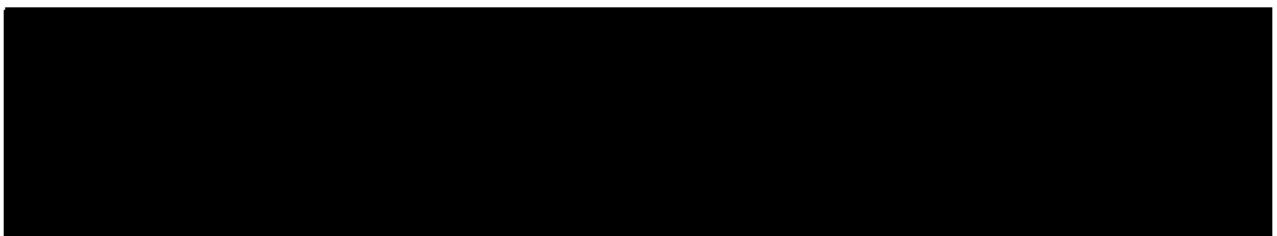
18.4 The Supplier should ensure that service users are able to provide anonymous feedback, as well as knowing their rights to complain and being empowered to complain where relevant

18.5 The Supplier should use national and local research, best practice and experience to influence ongoing improvement and scope future requirements

18.6 The Supplier should work within a stated ethical framework that balances an individual's right to autonomy, choice and control with wider strategic priorities

18.7 Other quality standards will be included as part of monitoring and performance management

## **SECTION B: BENEFITS MANAGEMENT, MONITORING AND PERFORMANCE FRAMEWORK**





## **2. Performance Framework**

2.1 Key Performance outcomes and outputs are listed below – the Supplier will be expected to provide these as a minimum service

2.2 Further indicators will be agreed in writing between the Parties before the contract commences

Area	Minimum service requirement
Net financial benefit of service to the Council	
Customer satisfaction (including self-reported independence)	
Staff satisfaction	
Average time from referral to installation	
Installations within agreed timescales (Same day, 3 Working Days or 5 Working Days as ordered)	
Responses to alerts delivered within agreed timescales (visit to the service user within 45 minutes of receipt of the first call or alert)	
Calls answered within 60 seconds	
Staff training	

### 3. Monitoring Dataset

- 3.1 The Supplier will be required to maintain up to date information on the service and report to Adults and Communities, as well as provide evidence of results agreed in the Performance Framework during the mobilisation stage of the contract.
- 3.2 The Supplier will act as the data processor on behalf of the Council and will be responsible for the secure and compliant handling of data, including disposal of data at the end of the contract. For the avoidance of any doubt, the Supplier is required to comply with the Data Protection Legislation.
- 3.3 The Supplier will be required to keep the dataset up to date during the Contract Period. It will be discussed during agreed contract management meetings.

