



Derbyshire Handy Van Network

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Derbyshire Handy Van Network

- Comprises of:
 - Eight vans – one per district/borough
 - Multiple funding streams
 - Multiple partners
 - Multiple providers therefore different business models



Delivering...

- Practical assistance tasks
- Home Fire Safety Checks
- Home Security Checks
- Fitting items highlighted by those checks
- Referrals to Environmental or Housing Departments
- Signposting to other agencies



Boundaries

- Time limited visits
- Visits per annum limited
- Those over 65 or identified as Vulnerable by partner agencies
- Why the Boundaries?
 - Free basic service – not means tested
 - Some tasks the owner/occupier purchases own materials – eg shelves
 - 65+ Population of 122,962



the initial challenge - why do it?

- Older People told us they wanted a handy person service
- Identified by various organisations as needed; Joseph Rowntree Trust Report – ‘That little bit of help’!
- Good projects already in place
- To develop some consistency across the County



how 'needs analysis' affected the commissioning process

- It didn't in the standard way
- What did affect the process were:
 - Funding
 - Existing services
 - Partner Organisations

working with other commissioners - pros and cons

- Cons
 - Too many decision makers need to concur to enable the process to move forward
 - Different working practices – ‘we don’t do it that way!’
 - Different levels of detail – eg Legal
 - Different geographical boundaries
 - Conflicting finances – eg Community Safety

working with other commissioners - pros and cons

- Pro's
 - Excellent evidence of partnership working – very useful when seeking internal and external buy-in to the project
 - Internal and external promotion of service
 - Wider referral pathways to access
 - Access to training experts



choosing the right providers

- Difficult – particularly when working with existing service providers and transforming/aligning their services
- Tender – must be clear what you want to achieve and what outputs and outcomes you want
- What experience do they have?
- How much does it cost?
- What do you get for your money?

choosing the right providers

- What do you expect them to do?
 - Administration, is that part of the service level agreement
 - Monitoring
 - Publicity
- What do they expect you to do?
 - Support them? How?
 - Monitoring and evaluation
 - Continuation funding?



what can providers contribute to the commissioning process?

- Experience of:
 - Service delivery
 - Customers
 - Networking
 - Other funding sources
 - Best practice
 - Volunteers – depending on your model of delivery



quality monitoring and evaluating the effectiveness of the service

- Important because:
 - Evidence supports continuation of service
 - Assists in developing the service
 - Monitors targets
 - Monitors quality
- Difficult to:
 - Balance administration against delivery – FEMIS = useful tool but still requires maintenance
 - Reach agreement on what's required by all parties

Commissioning Tips

- Have your funding approved if possible
 - Means doing your scoping carefully
- Take advice on costs from other providers and commissioners
- Be clear about
 - what you expect to receive
 - how you expect others to work with you

Commissioning Tips

- If working in partnership have an agreement up front on how you will work together and who is the lead
- Ensure you have decision makers on your advisory group
- Be open and honest



Finally

- Remembering who are the real beneficiaries....



.... They are the reason to make it work.