



Making a difference where you live

Handyperson Seminar

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The Commissioner Perspective

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Handyvan and Minor Adaptations Service

A county-wide jointly funded service valued at over £500 k per annum and strategically commissioned by:

- Durham County Council Adult and Community Services
- Supporting People Programme
- County Durham Primary Care Trust
- Strategic Housing Authorities / Authority.



Why commission a handyman service?

- Partner agencies in County Durham are seeking to link housing, health, social care and support strategies to develop a more unified approach to the provision of housing related services for older, disabled and vulnerable people.
- Contributing to wider partnership objectives of promoting independence and social inclusion; providing care closer to home and improving access to services.
- Supporting People led on a strategic review of HIA services - highlighted gaps in handyman services.

Why commission a handyman service?

- Partner agencies have commissioned handyman type services for several years, highly valued by service users and all agencies.
- Services all provided different types and levels of service / different target groups.
- Current services have resulted in both gaps and overlaps in delivery and significant geographical inconsistencies.
- Viewed as an essential element of housing related support for older and vulnerable people.
- Local and national policy drivers.
- This led to partner agreement to strategically joint commission a new service.

Rationalising Existing Provision

- Considerations:
 - Configuration of current services
 - Quality and capacity
 - Funding... current / future
 - Legal procurement requirements
- What did we do?
 - Mapped current services
 - Considered performance information
 - Identified gaps and overlaps / needs
 - Developed draft service model

Developing the Service Model

- Agree a Lead Commissioner / project team
- Look for good practice models
- Discuss broad budget considerations
- Consult widely and over a realistic time scale:
 - Funding partners (commissioners)
 - Current providers
 - Wider provider market
 - VCS agencies
 - Service users and potential service users



What Service?

- Handyvan Service
- Home Safety Assessment
- Minor Adaptations Service
- Hospital Discharge
- Sensory Equipment Installations
- Telecare Equipment Installations
- Holistic approach



Working with Partners

- Adult Care, Health and Housing were all contributing to some , or all, current handypersons services – ‘£ buy in’.
- Over a 12 month period the development of this service was identified by all agencies and relevant partnership groups as a strategic priority.
- Joint commissioning is more complicated, takes more time, can be frustrating!
- But – relevant expertise brought to the table; logical developments were identified and agreed; shared expectations and outcomes.
- A level of trust and give and take is needed to get best value; focus on the end user encourages a more seamless approach.

Working with Partners

- Sticking points:
 - Funding levels / budget setting processes
 - Charging model
 - County model
 - Prioritisation issues
 - Targeted groups / types of tasks / own agenda / terminology
 - Governance



Providers Contribution

- Providers were consulted throughout the development of the service model.
- Quality and performance information, waiting lists and gaps in provision helped commissioners to estimate need and develop the model.
- Providers input views on service delivery methods, charging arrangements, types of provision and focus on different service user groups.
- The wider provider market was consulted via a Market Awareness Day on model, service delivery, charging, contract packaging and overall deliverability.
- Provider consultation ceased at the point of developing the service specification.

Service User Consultation

- Do we need this service in Co Durham? 91% Yes 2% No
- Is it aimed at people who need it? 82% Yes 4% No / Not sure
- Should it be free to people on low incomes? 84% Yes 2% No
- Is the standard charge reasonable? 76% Yes 10% No
- Did the tasks cover what people wanted? Yes – with a couple of minor additions suggested.

Commissioning and procurement

- Annual contract value over £1/2 m – 3 +2 years
- EU contract procedure rules applied
- Local provider market very aware of procurement timescales – reported to HIA County Forum and partnership groups.
- Market awareness event – widely advertised in the NE and via DCC web-site. This is **Services** not Goods!



Commissioning and Procurement

- Multi-agency commissioning team
- Detailed service specification
- Funding model
- Quality v Price (Fixed price contract)
- Detailed and careful evaluation process
- Transparent decision –making process
- Good feedback for all tenderers
- Project plan award timescales



Quality Monitoring and Evaluation

- Service specification includes minimum performance information requirements plus room to agree more as required.
- Quality performance monitoring and service review will broadly follow SP good practice.
- Each funding agency has (or will) identified key performance requirements for their own objectives – to be subsumed into a single quarterly performance report
- Quarterly performance returns – including statutory targets / LAA.
- Multi-agency steering group
- A review of service delivery will take place after approximately 9 months.
- A survey of a % of all service users will take place after 9 months to ensure customer satisfaction and compliance with spec.
- The survey will consider broader outcomes for health and wellbeing
- The review will inform any changes required in the second and subsequent years.

Handyvan and Minor Adaptations Service

- Any Questions?



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