



London Borough of Hounslow

EQUALITIES ANALYSIS FORM

Equality Analysis should be undertaken before a decision is made when adopting or reviewing policies/procedures or for savings proposals/ restructures and transformations where it is likely to affect equalities groups or engage the Public sector Equality Duty under section 149 of the Equality Act 2010 –See Appendix below).

(Note: If Equality is considered to have little or no effect on equality groups or if it is unlikely to engage Equality duty then you do not need to complete this form. Even where the proposal is relevant to the Equality duty but the effects are remote or peripheral to the substance of the Equality duty then do not complete this form, just use the standard equalities text in your main report, see web page for standard text.)

Your Equality Analysis needs to demonstrate that due regard has been given to the equalities protected characteristics and the equalities duties and that this policy/ procedure/ proposal is not in breach of the Equality duties. The aim is to support members to make informed decisions about the policy/savings proposal balanced against any likely adverse effects. You must advise members about what actions are proposed to mitigate any adverse effect identified by affected stakeholders during your consultation or from your data analysis.

Due regard has to be given to:

- **Ensure that your decisions impact in a fair way:** Where there is evidence that particular equalities groups will be negatively affected by a decision, action should be taken to address this.
- **Make your decisions based on evidence and more transparent:** Equality Analysis provides a clear and structured way to collect, assess and put forward relevant evidence and is much more open and transparent.
- **Provide a platform for partnership working:** Equality Analysis offers an opportunity for organisations to work in partnership to consider the effect on members of their shared communities and how they might best collaborate and co-ordinate financial decisions.
- **Enable decision makers to assess:** Whether the decision might amount to unlawful discrimination and/or might have an effect on the promotion of equality of opportunity and/or might effect on the promotion of good relations, and if so the extent and nature of those effects.

<p>Directorate/ Section</p> <p>Name of the proposal/policy to be assessed:</p>	<p>Joint Commissioning Team</p> <p>Impact of the new Learning Disabilities & Autism Supported Accommodation Service under the LIFE Project</p>	<p>Date of Analysis</p> <p>September 2018</p>	<p>Person Responsible for the analysis (include name of author if different)</p>	<p>James Hearn, Senior Joint Commissioning Manager Learning Disabilities and Long Term Conditions</p>
<p>1. Briefly describe the policy/ proposal –its aim and expected outcomes.</p>		<p>The LIFE Project is reconfiguring preventative provision in Hounslow to improve services, contract management, and value for money. LIFE is comprised of three main elements; My Independence Service, Non-Accommodation Support Service, and Supported Accommodation. For further information, please see the overarching LIFE EIA published 1/9/15.</p> <p>Within the Supported Accommodation element, multiple contracts are being consolidated to form three services; one of which is the Learning Disabilities & Autism Supported Accommodation Service (which includes a respite service and a crisis intervention unit). The full list of services included and addresses are provided as Appendix 3. The service specification has been developed in accordance with the national programme of transformation of services for people with learning disabilities and/or autism and gaps in local service provision identified through the reviews of residents placed outside of the borough (131 Project). The redesigned service will offer a variable range of care and support (banded high, medium and low) in order to be able to better cater for people with learning disabilities and/or autism that present with a greater level and range of needs than can be currently accommodated.</p> <p>The service specification provides the aims of the new service, which are to ensure people who use the service receive high quality support and identified outcomes are met by the provider. Using an integrated care model the provider will be equipped to provide care and support for vulnerable service users (including those with high and complex needs), empowering them to either sustain or move towards independent living and successful adult lives.</p>		

2. Who is the policy/ proposal going to affect and in what way?
Please use evidence to support your analysis. Use separate sheets if necessary.

The remodelling of the existing supported housing schemes used to support people with learning disabilities and/or autism will impact upon existing service users that currently reside in the services, potential service users who have previously been placed outside of borough and people transitioning from children to adults who may require these services in the future.

In order to assess the impact and to help aid the development of the service specification a range of methods have been utilised to ensure that the needs of individuals currently in receipt of the services are understood as outlined below.

1. Existing service users:

From May 2017 figures, 74 people with learning disabilities were in supported accommodation placements that may be affected by the proposals. The needs of each of the 74 clients have been reviewed in accordance with the requirements of the Care Act 2014 carried out by an allocated social worker within the Community Learning Disability team (CLDT). This is an ongoing process and reviews for all service users in supported housing schemes are being prioritised to ensure that needs of individuals residing in the properties are known.

Throughout this process, the Authority has been in regular communication with the service users and carers, this has included engagement meetings carried out for those that reside in the services (sessions facilitated by Speak Out Hounslow). In addition, commissioners invited all carers to meetings at the Civic Centre to discuss the proposal and the rationale for the service specification.

Following these meetings, the service specification has been amended to ensure greater clarity over individuals that reside in the current provision. A clause stating the following has been included:

Before any change of care package can be agreed, there must be a Care Act compliant assessment or review of assessment involving the individual. No decision has been made in relation to individual care needs and therefore some individuals may not change their accommodation immediately or during the contract term.

Learning Disabilities and Autism Supported Housing Specification 2018

Following a review of an individual under the Care Act legislation, should it be agreed that an individual requires care and support in an alternative setting, this would be carried out in accordance with existing processes (in accordance with the Care Act). This will ensure any moves are well planned, ensure the residents and carers receive the right support before, during and after the move and to ensure the impact of change is minimal and is managed effectively.

2. New service users:

The new service will meet the needs of more service users with the creation of additional units with an expected and emphasis on a timely move on to appropriate accommodation, such as independent living/extra care, once the new contract commences. New service users should additionally benefit from an improved service offer informed by lessons learned, best practice, and co-design of the new specification.

3. Providers:

There are currently three providers commissioned to deliver supported accommodation for people with learning disabilities and/or autism, all of whom will be affected by the change to a single provider model as this will result in current contracts ending. (For further information please see the LIFE EIA published 1/9/15, in which impact on providers was assessed).

<p>3. When will the decision be taken?</p>	<p>The final configuration of the Service will be agreed by the Executive Director and Lead Member in September 2018.</p> <p>The Service will be put out to tender on 19th September 2018 and the new Service will begin mobilisation on 27th February 2019 and contract start date for the 3rd June 2019.</p>	
<p>4. Are there concerns that the decision <u>could</u> affect the following: - Please explain or attach evidence of your answers to these questions</p>		
<p>(i) Age</p>	<p>Y</p>	<p>Neither consultation nor other evidence indicated that gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy or maternity or human rights will be affected by the changes as the same or better standard of service will be offered.</p>
<p>(ii) Disability</p>	<p>Y</p>	
<p>(iii) Gender Reassignment</p>		<p>N</p>
<p>(iv) Race</p>		<p>N</p>
<p>(v) Religion or Belief</p>		<p>N</p>
<p>(vi) Sex</p>		<p>N</p>
<p>(vii) Sexual Orientation</p>		<p>N</p>
<p>(viii) Pregnancy and Maternity</p>		<p>N</p>
<p>(ix) fostering good relations and community cohesion</p>		<p>N</p>
<p>(x) Human Rights</p> <p>Public Authorities have a duty under the Human Rights Act 1998 (HRA) not to act incompatibly with rights under the European Convention for the Protection of Fundamental Rights and Freedoms Because of the close relationship between human rights and equality, it is good practice for those exercising public functions to consider equality and human rights together when analysing for effect on policies and proposals. (See list below for the Human Rights Articles)</p>		<p>N</p> <p>Age: The new service specification will have a positive impact by widening the age criteria for individuals who require supported housing. Current provision is offered to people with learning disabilities and/or autism aged between 18+, The specification has changed the criteria to 16+ for supported accommodation provision only following consultation with stakeholders. It is not anticipated that many individuals below the age of 18+ will require supported housing but if required and appropriate the criteria has been changed to facilitate access.</p> <p>Disability: The new service specification will have a positive impact on people with disabilities. The current provision provides a generic service that can support some people with learning disabilities. There is no fundamental change to this. Referrals will still be made through the Community Learning Disability Team. The specification aims to ensure that people referred are put in the most appropriate setting according to their need and following engagement and consultation the new specification has been written to cater for a greater range of care and support than is currently provided. This has been carried in consultation with service users, families, carers and stakeholders and the specification details the services that have been identified to be most appropriate to meet specific need and/or characteristics presented by individuals with learning disabilities and/or autism. This will allow for clients who currently reside in schemes to get appropriate support according to their assessed needs under the Care Act and will also allow for higher and skilled staffing</p>

			to be placed in specific schemes in order to meet the currently unmet needs of people who would normally be placed outside of the borough.
<p>5. Which equalities duties will be engaged by this proposal and will require due regard to be given before a decision is made? (See summary of equalities duties below)</p>	<p>Equality Act 2010 – Section 149, Part 11, Public Sector Equality Duty</p> <p>Equality Act 2010 - Section 20, Part 2 - Duty to make adjustments for disabled people</p>		

<p>6. Are there any relevant groups or stakeholders who you can approach to explore their views on the policy/proposal? You must consult/involve those who will be affected by the decision. YES</p> <p>Please list the relevant groups and how the views of these groups will be obtained. Or state the reason why you have not approached groups/users affected by your proposal</p>	<p>A series of engagement and consultation meetings have been held with current service users, professionals, and providers to consult on the Learning Disabilities and Autism Supported Accommodation Service aspect of the LIFE project and elements of the Service Specification relevant to them:</p> <p>Current service users: Star Road, Finney Lane, Van Gogh Close, South Street, Bath Road, Victoria Road, Grange Close, Vicarage Farm Road, Hounslow Road, Scott Trimmer Way and Thornbury Road were consulted with between April-May 2017 on support offered, staffing, activities, accommodation preferences and possible extra care schemes.</p> <p>The service users included a mix of men and women between the ages of 22 and 82 and came from a mix of ethnic and racial backgrounds. Service users did not offer any information about their religious backgrounds or sexual orientations in the course of consultation.</p> <p>Service users at Scott Trimmer Way were assessed as not having capacity to engage, so CLDT carried out a Mental Capacity Assessment on each resident. Engagement at this scheme took place with advocates for the service users and carers.</p> <p>Speak Out in Hounslow facilitated the service user engagement at each scheme.</p> <p>During November 2017 and between March-April 2018 Speak Out in Hounslow facilitated further service user engagement at the schemes. Easy read engagement material was produced to ensure that the service users could engage in the discussions. Service users, families and carers were also given copies of an easy read version of the service specification.</p> <p>Families and carers were invited to the service user engagement to offer additional support and express their views on the current accommodation.</p> <p>Potential Service Users: The Joint Commissioning Manager attended a number of sessions run by the Community Outreach service to engage and hear the views of people with learning disabilities who do not currently reside in the affected supported housing schemes. Feedback received was incorporated in to the final specification.</p> <p>Stakeholders: 1:1/group interviews: - CLDT team meeting – 28/07/2016 and 18/10/2016</p>
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- Falls prevention event – 04/10/2016
- Carers rights day - 30/11/2016
- Carers engagement event – 20/03/2017
- Autism Awareness and Acceptance Events – 29/03/2017 & 28/03/2018
- Carers support group - INS and carers coffee morning – 20/03/2017
- Star Road coffee morning – 16/03/17, 25/05/17, 11/01/18 & 29/03/18
- Star Road drop-in event (respite spec) – 25/04/2018
- LD Support Group (carers) – 22/01/2018
- Engagement questionnaire issued 04/05/17 and responses received from – Phil Hopkins 0-25 team manager, Katie Jackson CLDT Social Worker, Ruth Kapila CLDT Social Worker, Esther Thuo CLDT Social Worker, Hussein Rujak HRCH Social Worker, Sarah Whiteaker Behavioural Analyst HRCH, Naomi Caldwell CLDT Social Worker, Dan Simms CLST Team Manager, Renata Gruda Supporting Independence Service, Carrie-Ann Singer Supporting Independence Service, Dr Mandeep Ranger Clinical Psychologist – HRCH, Gemma Johnson Supporting Independence Service, Joycelyn Oti Akenteng CLDT Social Worker

Providers:

- Current provider questionnaire – June 2016 – both current providers were consulted on the design, performance, and lessons learned from current provision
- Frances Taylor – Nigel Turner, Deidre Spencer, Helen Sowa 23/02/2017
- Certitude – Stephanie Eldridge, Melissa Layton 23/01/2017
- Dimensions – Aklima Miah, Jo Howland 15/03/2017
- Royal Mencap - Sheena McCafferty, Michael Alemayehu, Kelly Crisafi, Neil Harding 27/03/2017
- LIFE Supported Housing market engagement event – 27/09/2016
- Market Engagement event (with current and potential providers) – 20/04/2017
- Current and prospective provider soft market testing – May 2018 via London Tenders Portal

Engagement and consultation with our stakeholders, service users, families and carers has been ongoing and updates will be given through a newsletter to service users (via post and provider), families and carers (via LBH internet page) and providers.

This Equalities Impact Assessment is a fluid document and will continue to evolve taking into account the views and opinions expressed.

7. Please explain in detail the views of the relevant groups who have been consulted on the issues involved and the dates when this happened. (Please

Current and prospective service users, families and carers have been very keen to express their views about what is working well for them now and to make clear any gaps in services that exist. Consultation sessions focused on both lessons from current

use a separate sheet if necessary). Set out in themes what the disadvantage is for each equality protected characteristic e.g. age, disability, race etc.

provision and hopes for the new Service. The sessions were generally well attended with a varying level of need and demographics. Families, carers and support staff also attended to offer additional support to the service users and also give their feedback on the existing service.

Key messages:

- 1) Most of the service users said the home they live in and the people they live with are like family
- 2) Service users stressed the importance of employing more appropriate staff who can offer them more 1-1 time and get the service users out for more daytime activities and continue to do all the day time activities they currently do at home
- 3) Service users highlighted that they wanted support workers to practically engage with them and offer help and support e.g. help with financial support, medication prompting and cooking/preparing meals
- 4) Most of the residents and carers would like to have family days at the scheme such as a BBQ or fun day
- 5) 5/15 schemes go on holiday
- 6) Some of the residents like doing physical activities like bike riding, walking and swimming but are limited to how often they can do this due to limited staffing
- 7) Service users highlighted that the outcomes they were supported to achieve had to be personal and relevant to their own journey
- 8) Where move on was discussed (i.e. extra care) service users, families and carers expressed an importance of remaining in or as close to the area they currently reside in
- 9) Some service users do paid work, voluntary work or go to college. They expressed how much they enjoy this and want to continue

Providers: Current providers and potential bidding providers were very open about the gaps in the existing services. Consultation was conducted with all existing providers via a questionnaire (June 2016) survey and engagement was carried out with potential bidders during a market engagement event held on 20th April 2017.

Key messages:

- 1) Staffing level not appropriate, resulting in not enough hours for service users to go out into the community should they wish
- 2) There is not enough evening support meaning any evening activities are hard for the people we support to access should they want to
- 3) Current staffing levels are stretched when service users experience a change in their needs
- 4) Varying levels of needs within schemes so level of support varies. Placements

need to be matched better to services so that the support hours are sufficient to meet the needs of all residents

- 5) There is a slow move on process

Stakeholders across the Authority and relevant partner organisations have been engaged with prior to and during the development of the specification. Engagement was carried out via 1:1, group interviews, a questionnaire and through stakeholder review of the specification.

Key messages:

- 1) To ensure that people with learning disabilities are supported to live as independently as possible
- 2) Redesign the supported accommodation service to accommodate those with higher needs whose needs currently cannot be met in borough
- 3) There is a limited provision for supported housing for people transitioning and young people 16-25 years with a learning disability
- 4) Social workers struggle to find placements that can manage the needs for service users with challenging behaviour and autism as there is no specialist staffing
- 5) There is no supported accommodation for clients with mix mental health and learning disabilities.

Following the feedback received a formal 12 week consultation period was carried out on the draft specification. This included visits to all schemes affected carried out on behalf of the council by Speak Out in Hounslow. An accessible version of the specification was distributed to existing service users to aid understanding and feedback on the proposed specification. The easy read service specification is attached as Appendix 4.

All documentation was available on the local authority's internet page which included the option of completing a survey to provide feedback.

Commissioners attended meetings at the respite and carers groups run in Hounslow to provide an overview of the specification and to receive feedback:

Once the consultation was concluded the final specification and the consultation feedback and responses to the specification were published on the local authority's internet page. The consultation feedback is attached as Appendix 5.

In relation to all of the council responses above, the ability of the new provider to meet the specification requirements will be evaluated at both Pre-Qualification Questionnaire (PQQ) and Invitation to Tender (ITT) stages for quality assurance.

8. Taking into account the views of these groups, and the available evidence, please clearly state the risks associated with the decision, weighed against the benefits of the decision. Will the impact be high, medium or low?

High – Impact is likely to be high if the savings proposal has significant relevance to the substance of the Equality duty. So consider size and scale of effect of policy/savings proposal or service restructure on staff, users/residents and other affected stakeholders. The effects can also be high if there is a potential for challenge of breach of equalities duties from affected stakeholders who have a protected equality characteristic. (see overview of legal duties below).

Medium – If your proposal is not assessed as high or low then it is likely to be medium risk. Due regard given to the equality duties must be commensurate with the impact of the policy/proposal or decision.

Low – Impact is low if Equality is considered to have little or no effect on equality groups or if it is unlikely to engage Equality duty. Or if the proposal is relevant to the Equality duty but the effects are remote or peripheral to the substance of the Equality duty under section 149 and section 20, then impact is low. You do not need to complete this form, just write under the standard equalities text in your main report that you have considered Equalities duties. For the standard text see under Equalities Analysis on the intranet under Equality.

Medium – The proposed changes will affect both providers and service users as models of support and service locations will change upon commencement of the contract. Throughout the mobilisation period service users could potentially be moved in to more appropriate services that are able to better cater for their needs and the tender may result in a reduced overall number of suppliers. However, the assessment of impact is viewed as medium for the following reasons:

1. Before any change of care package can be agreed, there must be a Care Act compliant assessment or review of assessment involving the individual. No decision has been made in relation to individual care needs and therefore some individuals may not change their accommodation immediately or during the contract term.
2. The tender and remodelling of services will ultimately provide positive benefits to people with learning disabilities and/or autism with improved provision and better outcomes in keeping with the LIFE aim of delivering ‘the right services, at the right time, for the right people’.
3. No services are being decommissioned as a result of the retender and the three existing providers are national providers that would not be adversely affected by not being successful in the tender process.

<p>9. What are the main conclusions and key actions to mitigate or minimise the disadvantage /concerns raised by equalities groups? Please identify recommendations to add to the main report from this equality analysis and explain how each action directly responds to the disadvantage raised. Set out fully the actions/recommendations you propose in the Action Plan below.</p> <p>(You can use the information in section 9 and 10 to inform the main report to members under the section on 'Equalities and Human Rights Implications'). By adding the conclusions and the key actions and recommendations to the main report you do not need to separately publish this form unless your report involves savings and affects the public. Then make sure it is added as an Appendix as well as completing the main report's Equality and Human Rights implications</p>	<p>No services are being decommissioned, however service models will change during the duration of the contract. Any changes that have a potential impact upon the service user will be discussed as part of the normal social worker Care Act support planning process and the council will retain its responsibility to ensure assessed statutory needs are met.</p> <p>As part of the engagement process each service user has been invited to discuss the service they receive and have also been provided with updates on the progress of the project and to reassure them that they will be kept up to date with changes that may affect them. A phone line and email address have been provided to ensure service users have the opportunity to discuss concerns if required.</p> <p>Professional stakeholders who are required to take responsibility for specific areas include the Joint Commissioning Team, Contracts Team, Adult Social Care teams and the My Independence Service.</p> <p>Service users have requested to be further involved with the progress of the LIFE Project as well as for the Learning Disabilities and Autism Supported Accommodation Service. Efforts will be made to enable this continued participation.</p> <p>Impact of changes in support worker for individuals will be mitigated as TUPE is expected to apply to a large proportion of the current workforce. This means that eligible support workers would transfer to the new service.</p> <p>To ensure that the new service is successful in providing support that reflects the demographics of Hounslow, the provider will be required to monitor service take up and report to both the Contracts Team and the My Independence Service any inequalities or underrepresentation in relevant protected groups.</p>
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Signed (Manager): James Hearn (07/09/2018)



10. Equalities Analysis Action Plan

Where the equality analysis indicates a potential negative impact, consideration should be given to means of reducing or mitigating the negative effects. At this stage an Action Plan should be developed to address any concerns/issues raised in your analysis. You should also consider arrangements for reviewing the actual effect of the proposals annually once they have been implemented if appropriate. The plan should be adopted as Equality Objectives and integrated in your Service or Business Plan.

If relevant, please list below any recommendations for action that you plan to take as a result of this equality analysis.

Issue	Action Required	Lead Officer	Timescale	Resource Implications	Comments
Services users wish to be further involved with the LIFE Project and the changes to the support they receive	Continue regular consultation with specific affected groups of individuals. Using specialist agency (Speak Out Hounslow) to engage with client group	James Hearn	Sept 20	Providers to assist invitations and venue	
Ongoing engagement with service users, carers and providers	In conjunction with the successful provider ensure regular communication with service users, carers and families to manage any arising concerns. As appropriate engage Speak Out Hounslow to support understanding amongst client groups	James Hearn	April 2019 - ongoing	Commissioning of Speak Out to carry out engagement and feedback exercises	
Mobilisation	Following award of contract agree mobilisation plans that were submitted as part of the tender exercise to ensure continuity and provision of services	James Hearn	March 2019	This has been addressed as part of the tender exercise to ensure resource is factored in	
Decommissioning and Transition of service users between providers	As required develop a robust Decommissioning Plan to be completed and managed for service users and stakeholders	Diana Manthey	April 2019		

Appendix 1

Is the policy/savings proposal/restructure/transformation decision likely to breach equalities duties below? If the proposal/policy is not remote or peripheral to the substance of the duties set out below then an Equality Analysis is relevant.

Overview of Equality Act 2010 General Public Sector Equalities duties

Equality Act 2010 – Section 149, Part 11, Public Sector Equality Duty

(1) A public authority must, in the exercise of its functions, have due regard to the need to-

- (a) Eliminate discrimination, harassment, victimisation and eliminate any other conduct that is prohibited by or under the Act;
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and person who do not share it;
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it;

(2) A person who is not a public authority but who exercises public functions must, in the exercises of those functions, have due regard to the matters mentioned in subsection (1) above.

(3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to-

- a) remove or minimise disadvantages suffered by persons who share a relevant characteristic that are connected to that characteristic;
- b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

(4) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

(5) Having due regard to the need to foster good relations between person who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- a) Tackle prejudice, and
- b) Promote understanding.

(6) Compliance with the duties in this section may involve treating some persons more favourably than other; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act.

(7) The relevant protected characteristics are:

- a) Age;
- b) Disability;
- c) Gender reassignment;
- d) Pregnancy and maternity;
- e) Race;
- f) Religion or belief;
- g) Sex;
- h) Sexual orientation.

Equality Act 2010 - Section 20, Part 2 - Duty to make adjustments for disabled people

- (1) Where a provision, criterion or practice of a public body puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- (2) Where a physical feature puts a disabled person at a substantial disadvantage in relation matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- (3) Where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to provide the auxiliary aid.

Under Section 39, Part 5 of the Equality Act 2010, Employers must not discriminate against or victimise an employee:

- as to the terms of employment;
- in the way they make access to opportunities for promotion, transfer or training or for receiving any other benefit, facility or service;
- by dismissing the employee; or subjecting them to any other detriment;
- Employers must ensure that they do not deny workers access to benefits because of a protected characteristic.
- Where denying access to a benefit or offering it on less favourable terms the employer must be able to objectively justify the rule or practice as a proportionate means of achieving a legitimate aim.

Sections 64 and 65 relate to equal pay between men and women.

- These equal pay provisions apply to all contractual terms including wages and salaries, non-discretionary bonuses, holiday pay, sick pay, overtime, shift payments, and occupational pension benefits, and to non-monetary terms such as leave entitlements or access to benefits.
- Other sex discrimination provisions apply to non-contractual pay and benefits such as purely discretionary bonuses, promotions, transfers and training and offers of employment or appointments to office.

Appendix 2

Human Rights Act 1998 which came into force in 2000

Does your proposal breach any of these Articles

Article 2 - Right to Life

Article 3 - Protection from torture and inhuman or degrading treatment or punishment

Article 4 - Protection from slavery and forced or compulsory labour

Article 5 - The right to liberty and security of person

Article 6 - The right to a fair trial

Article 7 - Protection from retrospective criminal offences

Article 8 - The protection of private and family life

Article 9 - Freedom of thought, conscience and religion

Article 10 - Freedom of expression

Article 11 - Freedom of association and assembly

Article 12 - The right to marry and found a family

Article 14 - Freedom from discrimination

For more information contact:

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Revised October 2015

Appendix 3 – List of Current Providers and Schemes

Scheme	Previous Client Group	Provider	Specification Client Group and Level of Need	Current Number of Units	Potential Units available
49a Star Road	Learning Disabilities	Certitude	High – LD/Autism	8	
49b Star Road	Learning Disabilities	Certitude	Respite – LD/Autism	8	
49c and 49d Star Road	N/A	N/A	1 supported accommodation unit and 1 Short Term Crisis unit	2	
1 Van Gogh Close	Learning Disabilities	Certitude	Medium – LD with Physical Disabilities	4	
2 Finney Lane	Learning Disabilities	Certitude	High – LD/Autism	9	
57 & 59 South Street	Learning Disabilities	Certitude	Low – LD/Autism	8	11
1 Grange Close	Learning Disabilities	Certitude	Low – LD/Autism	2	
18 Grange Close	Learning Disabilities	Certitude	Medium – LD/Autism	4	
22 Victoria Road	Learning Disabilities	Certitude	Medium – Young People LD/Autism	5	
173 Bath Road	Learning Disabilities	Certitude	Medium – LD with Physical Disabilities	3	
36 Thornbury Road	Learning Disabilities	Royal Mencap	Medium – Young People LD/Autism	5	6
15-16 Scott Trimmer Way	Learning Disabilities	Dimensions	High – LD/Autism	4	6
74 Hounslow Road	Learning Disabilities	Dimensions	Medium – LD/Autism	4	5
115 Vicarage Farm Road	Learning Disabilities	Dimensions	Medium – LD/Autism	5	6
Total High Support Services LD/Autism		21		21 (35%)	
Total Medium Support Services LD/Autism	LD with Physical Disabilities	7		30 (49%)	
	Young People with LD	10			
	Generic Medium Support	13			
Total Low Support Services LD/Autism		10		10 (16%)	

Total Respite Service		8		N/A	
Short term intervention unit		2		N/A	
Total Number of Supported Housing Units				71 (100%)	

Learning Disabilities and Autism Supported Accommodation Service



**London Borough
of Hounslow**

Speak Out in Hounslow

This Easy read translation of the Service Specification for Learning Disabilities and Autism Supported Accommodation Services has been developed by Speak Out in Hounslow.



This document is Speak Out in Hounslow's interpretation of the original Service Specification and any further enquires should be directed to Georgia King at London Borough of Hounslow. Speak Out in Hounslow is not in a position to give a deeper interpretation of what the content means.



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Glossary of difficult words



Accommodation – Where you stay



Capacity – Not being able to make decisions for yourself on your own and might need help with that



Chiropodists – Foot doctor



Condition – How you are feeling and your general health



Confidentiality – Keeping your personal information private



Physiotherapists – If you have had an injury or you might have difficulties moving around, this doctor can help you become more active

Glossary of difficult words



Consent – When you allow something to happen



Independent – When you can do things for yourself, with little or no help from other people



Psychologists – Can help you with your emotional needs and will look at your mental health



Service Provider – The people that will be looking after you. These people will be part of a company that is employed to look after your needs



Service User - you

Introduction and Context – Purpose of the document



This Service Specification says how services should be delivered to adults with a learning disability (LD) and/or autism living in supported housing schemes.



The London Borough of Hounslow (LBH) are working with the Hounslow CCG (CCG) to improve the local services to people with a learning disability and/or autism.



LBH are developing new supported accommodation to support people with LD.



LD residents in supported schemes in Hounslow will receive high quality care and services that support their needs, helping to reduce the number of people requiring hospital care.



LBH wants to work more with other local services to make LD residents more independent.



The Service will focus on bringing people that have moved out of borough back in and support LD residents of Hounslow that might need housing care needs in the future.



The Service will also focus on meeting housing and care needs for LD and/or autism residents over the age of 16.



The current Service supports around 60 adults with LD. As you get older, your needs might change. When they do, you will be assessed to find the best accommodation for your needs. In instances where an individual's needs change (either suddenly or over a longer period), the suitability of the service they are receiving will be monitored and reviewed by adult social care team responsible for the individual. Any proposed changes will be managed in compliance with the Care Act 2014 and is separate from this specification.

Strategic Context



The London Borough of Hounslow has a growing population with over 250,000 people from many different backgrounds. Hounslow Council also has a lot of people with complex needs.



The new service provider will have to know the local service requirements and meet the national legal requirements as well, when providing a service to you.

LIFE context and principles



Until 2016 , Hounslow Council were spending over £8m a year for 30 different service providers. This was for a lot of service such as: advice, floating housing support, supported accommodation etc.



As the contracts were going to expire, Hounslow Council thought it would be a good time to redesign the contracts.



Hounslow Council redesigned these contracts into 3 different parts under the LIFE Project:



- **Information, Advice and Guidance**
This service helps to point in the direction for information, advice and assistance to find the right service for you



- **Integrated Support**
This is the floating support service that Hestia provide. It also includes carers' support and advocacy



- **Supported Accommodation**
This is an accommodation based support service to help adults with LD and/or autism



The Service will provide person centred support, helping people to live more independently in a safe place.



The Council wants the new provider to be experienced in caring for people with LD and/or autism in accommodation based services.



The new provider will also create good working partnerships with other local services.

Service Description



The service provider will be registered with the Care Quality Commission (CQC) for 12 months before they start the contract and maintain a 'Good' rating throughout the contract.



The services will also support people with a range of complex needs, such as people that need Positive Behaviour Support (PBS) and a lot of person centred care.



There are some adults with LD and/or autism that have difficulties with their communication. The staff will support people to communicate and advocate on their behalf

Service Aims



The service provider wants to work more with other Council departments, such as social workers, Commissioners and Health Professionals to make sure your needs are being met.



It also wants to give people more control over their choices within the community and at home.

Service Values



The new provider will work with other local services, such as One You Hounslow, to identify the needs of the Service User and give them the care and support they need. Services should be open to all services users and reasonable adjustments should be made, if needed.



Your safety and the safety of others is important. Staff will use the best ways to keep everyone safe, with Positive and Proactive Care.

Expected Outcomes



The new service will focus on outcomes for each Service User. This will help them live more healthily and independently and will focus on areas where they need support and care to help them through life changes.



The Service User will have more of a say on how the service should run and will be more inclusive of cultural needs of the Service User.



The Service User will be helped to develop and maintain a healthy network of family and friends.



Service Users will be encouraged to gain new skills and do activities.



The Service User will have a named key worker.



Service Users will be treated well and will know how to make a complaint. All records will be up to date and kept accurately



Service Users will be assisted with their medication, if needed, or will be reminded to take their medicines by trained and experienced staff



Service Users will be helped to manage their own finance, if needed or will manage their own finances themselves, if they can do so. An accurate record of this will be kept by the service provider

Support needs/Service User profile



The service is for people over the age of 16 with LD and/or autism. Service Users have a range of complex needs and abilities.



Service Users needs and abilities will be different and will include:

Services Users who have limited capacity .



Service Users who have mental health conditions. This may include service users that might require Positive Behaviour Support.



Some Service Users have a physical disability and need help from staff getting from one place to another.



Service Users that need emotional support.



Service Users who are not able to communicate and may need help from skilled staff.



Service Users who need special food and drinks to keep them healthy.

Example Case Study



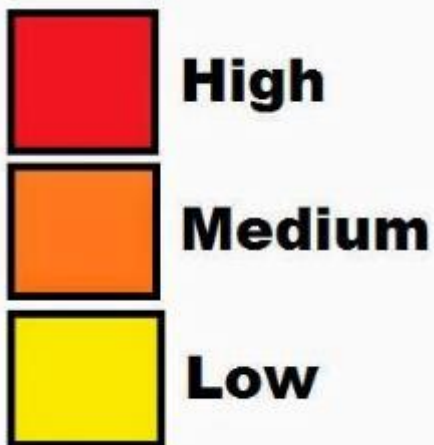
30 year old Josh has LD and autism. He has communication difficulties and has complex care needs.



He has been in residential care since he was 19. Because of poor management and low skilled staff, he has not been looked after well in his accommodation.



The service provider and the Community Learning Disabilities Team worked on a Positive Behaviour Support (PBS) plan for him which will assist Josh with his needs.



The supported housing schemes have many Service Users with different needs. Houses have been categorised as high, medium and low to suit the needs of the Service Users.

Support and Care



Some Service Users might need 24 hour support and care or a Positive Behaviour Support plan



The service provider will make sure that they are well staffed to provide the care needed.



The service provider will encourage safe independence of the Service User instead of dependency on their support.



Staff will have written guidance on the care and support they need to provide. This will also include how independent the Service User is and what kind of decision making help they might need.



If the Service User lacks capacity to make decisions then the provider will deal with it in line with the Mental Capacity Act and other Codes of Practice.



The service provider will use the Positive Behaviour Support, Active Support Models and Person Centred Planning to support the Service User and organise activities and develop their skills.



This level of support will increase independence of the Service User and will help them progress and reduce dependency on the service provider.



The service provider will encourage more community involvement for the Service User, helping to develop social skills.



The service provider will also support the Service User to know how to keep themselves safe in the community.

Medication



House staff should give or prompt Service Users their medication – as their Care Plan says.



Management and Staff must ensure:

The right medication is going to the right person.



Service Users put the medication into their mouths themselves, unless they are not able to.



The MARRS sheet is signed and if a Service User refuses medication that is written too.

They have read and understand the the medication policy and laws.

Medication



Any issues with medication are written down.

Staff are up to date with medication training and have their certificates .



Only Staff who are medication trained can give medication.

No untrained Staff are allowed to give medication.



Medication records are regularly checked by law.



Any medication emergency is reported to a GP, an ambulance called and the CLDT told.

Managers are to regularly check medication paperwork and stock.



Staff and Managers have to speak to each Service User's GP to make sure they are taking the right medication, this is called a review. This should be done at least once a year.



Service Users should be given medication where it is most comfortable for them, some prefer in their bedrooms.

Medication continued



Service Users who have capacity can look after their own medication, it has to be locked away in their medication cupboard and Staff should sign it has been taken.



Only medication prescribed by a GP is allowed to be taken.



Staff should tell Service Users that its not good to drink alcohol when taking some types of medication.

Meals



For Service Users who are able, houses have to make sure Service Users are supported to make and eat healthy meals.



They should make sure:
It's food they like
Food that agrees with their religious beliefs
If needed, pureed, chopped or mashed.

When possible and safe Staff should:
support Service Users to make snacks and drinks

Explain kitchen risks to Service Users and what can go wrong and how to prevent it and why kitchens should be kept clean.



Meals



Staff are to support Service Users who do their own shopping.

Speak to them about how much they can afford to spend – their budget.

The law relating to food premises

- Clean, in good repair and condition
- Good design, layout and construction
- Permit cleaning and disinfection
- Protect against contamination
- Permit good food hygiene practice, especially pest control
- Provide suitable temperature controlled conditions
- Health & Safety legislation.



Staff have to be trained – the law says in:

Health and Safety at Work Act 1974
Food Safety (General Food Hygiene) 1995
Food Act 1984
Food Safety Act 1990

Cleaning and House Care



If Service Users are able, Staff should support them to:

Do basic housekeeping – explaining why it is important to keep their homes clean and tidy.



Support them to answer the front door.



To work in their garden, if they have one and enjoy it.



To speak on the telephone.

Healthcare needs



Adults with learning disabilities and/or autism are more likely to fall ill more often than most people. Because of this they need to see their GP and Dentist regularly.



All Service Users should have:

A Hospital Patient Passport

Support Plan

A Care Plan

and if needed a Positive Behaviour Plan

Staff should support Service Users with:

A yearly health check – with their GP

Support Service Users to take part in healthy activities

All health appointments –

Chiropodists

Physiotherapists

Psychologists etc.

Attend CLDT appointments

If Service Users cannot go to their GP surgery, Staff need to speak to the GP and arrange a home visit.

If this is not possible Staff should speak to CLDT who can help with arranging home visits.



Healthcare needs



It is important that Service Users feel safe speaking to Staff about anything that is worrying them.

Know they can trust Staff not to tell their Family anything without Service Users saying so.



Service Users must be able to trust Staff to support them to report a serious problem to a Social Worker.



The Management and Staff must:

all be basic First Aid trained.



make sure the First Aid box has everything that everyone will need.



Have one Staff member on shift who is specialist First Aid trained - and has an up to date certificate.



Be epilepsy seizure aware and medication trained.



Know when to call an ambulance for a Service User who is very sick.

Healthcare needs



The Management and Staff must:

Tell Social Workers and Family if a Service User has to stay in hospital.



Make sure Service Users are being looked after properly and listened to when in hospital.



Check Service Users have their Patient Hospital Passport in hospital with them.

They go through the Patient Hospital Passport with Hospital Staff – it tells them everything about the Service User and their Care needs.



Write down:

What day and time a Service User went into hospital.



Why the Service User is ill.

What treatment and medication they are going to have.



The day and time the Service User is going back home.



Take back the Patient Hospital Passport
It belongs to the Service User

Emotional needs



It is very important that Staff are trained well enough to know when Service Users are:
Depressed.



Don't get on very well with people they live with.

Upset.

Scared.



Sad that a Family member or friend have passed away.

Want to spend a lot of time with a special friend.

Bereavement



Staff should be trained to a high standard to know that all Service Users are different. That they may do different things when they are sad or upset if they lose someone.

It could be:



a favourite Support Worker who has left the house.



A Family member/Friend who passes away and the Service User wants to be supported to their funeral to say goodbye.



Or chat to a Service User about how they feel or if they want to do something special to remember the person.

Personal relationships and Holidays



Some Service Users have special friendships, some with people who don't always live in their house.

Some are extra special friends and Staff should support Service Users to visit them, or be visited when both friends are free.



Staff should speak to Service Users about things that can happen in sexual relationships and the laws about them.

Management and Staff are to support Service Users to:



Choose their holidays/breaks away.

Speak to Service Users about what they want to do on holiday.



Who they would like to go with/who would like to go with them.

When they would like to go and if it would be possible.

How long they would like to go for.



Do a risk assessment together about holiday safety and what could happen.

Plan what to do in case something happens.



Speak to Service Users and plan what they want and need to take on holiday.

Speak to Service Users about any special medication they may have to take before going away such as a vaccination.

Personal relationships and Holidays



Management and Staff must support the Service Users to:

Speak to their GP's surgery about their holiday and the medication that needs to be ordered for the holiday.



Speak to Service User's Family and Social Workers about the holiday they want.



Speak to the Service User about the Staff they would like to support them on holiday.

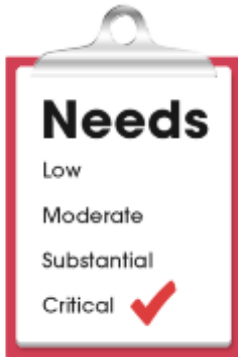


Talk to Service Users about how many Staff members will have to go with them for safety.



Support the Service User to pay for their holiday and budget the money to take on holiday.

Service pathway



Referrals

LBH make sure all Service Users needs and risks are assessed before they refer, (suggest), *for example* a new home they think will suit them.

If Management and Staff think the home won't suit the new Service User they need to say why.

LBH will work with the Service User and their Family to find a home which is better for them.

Planning, review and move on

When a Service User moves into a new home, Management and Staff need to make sure the home is welcoming.

There are times when Service Users have to move. Sometimes Service Users want to live by themselves. Or if a Service User becomes ill and they need more support.

Finances



Management and Staff may have to support Service Users to manage their money and financial transactions.

Management and Staff must make sure:



They only support Service Users to access their money with their consent.

Management know of **all** financial transactions.



Each Service User has a book in which **every** financial transaction is written down.

All financial transactions are dated, clearly named and signed.



Staff **do not** use their shop loyalty cards when buying things for a Service User.

Service User's money is not kept with Staff money.



Service User's money is not put into Management or Staff's bank account.

Service Users are supported to speak to Management and CLDT if they want Internet banking.



All receipts for money withdrawn or spent - Shopping, bills, activities etc. are stored in a private, secure place/storage.

Finances

Management and Staff must make sure:

all paperwork about Services Users finances are to be kept up to date and made available for –

Service Users

Family/Carers – with Service User's consent

Social Workers

LBH Safeguarding Team

Service User's keys held for safekeeping when out by Staff, be returned to them or Management on their return home.

they do not use the Service Users telephone/mobile – except in an emergency.

They do not support a Service User to write or witness their Will.

Support a Service User to tell CLDT if they do not have any Family/Carer/Friend who can advise them about their money.

The Council will then help with that.



Travel



If they are able, Management and Staff are to support Service Users to use public transport.

Staff can support Service Users to use the Council's Travel Buddy scheme and refer them to other Hounslow Travel Training schemes.

If Service Users cannot use public transport, Management and Staff are to support them to lease a vehicle from a Motability dealer, if they get Higher Rate Motability benefit.

Management are to put at least one licensed driver on shift so that the Service User with a car can go out if they want to.

If a Service User who owns a car wants to go out and there is no licenced driver on shift, the house has to meet the costs, e.g. cabs.



A risk assessment of driving Service Users has to be written and all Staff are to read and sign they have understood it.

All vehicles are to be looked after and sent for servicing and maintenance when the dealer says.

Staff are to be trained on the correct use of seatbelt, tail lifts and other safety adaptations.

Management are to support Service Users to buy all taxes and the correct insurance for their vehicle.



Information



When Service Users move into a house or if the Management company changes, they have to give Service Users and their Families/Carers an information pack.



They have to make sure it is easy to understand and explain to the Service User and their families/carers that everything it says shall be provided in the house and by the company.

Service User engagement



Management and Staff must:

Give Service Users the right to say how they feel about the Service. This will include regular house meetings and 1:1 sessions with staff.



Play an active part to communicate about who works in their house – being part of the interview panel and in choosing Staff.



Plan activities in and out of the house.

Inform Families, if Service Users consent to the house plans and activities.

Support activities and Partnerships



Management and Staff must ensure that they support Service Users:

To claim the correct amount of benefits.



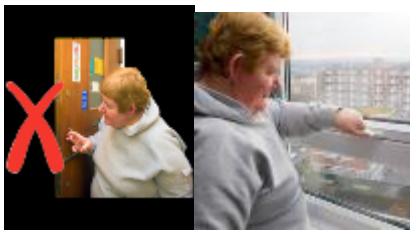
To keep their tenancy by making sure all their house bills are paid on time.



To engage with different services and try different activities they are interested in – One You Hounslow, Speak Out in Hounslow, etc.

To go to activities which teach them new skills which could lead to a job – paid or voluntary.

To work together on a Plan which will help the Service User live a healthy, stress-free life.



Look after their home and know how important it is to lock doors and windows – to keep their home and possessions safe.



To read their mail, to reply to letters which need a reply- by telephone, appointment or whichever way is asked.



Why personal care, such as looking after their teeth and healthy eating is so important.

Support activities and Partnerships



Management must ensure that they support Service Users:

To use a washing machine and why doing laundry often is also a healthy thing.



Engage with different cultural activities they are interested in.



To engage with organisations which can give them more specialist help than they get from in their house e.g. LBH Safeguarding Team, Fusion, London Fire Brigade etc.

Staff requirement and competencies



Management must make sure that the Staff who work at their houses:

Are SOVA trained and are very experienced in supporting Service users who need a high level of support.



Have a thorough working knowledge of Service Users who have behavioural issues.

Know how to make life easier for Service Users who can be unhappy working with Staff they don't know or like.

Are properly matched to support Service Users on activities they are also interested in.



Communicate in different ways, e.g. Makaton

Staff requirements and competencies



Management must make sure that the Staff who work at their houses:

Are trained at such a level that a Service User's condition is not who they are.



Must have working experience of following the rules of;

Deprivation of Liberties Safeguarding (DoLS)

Mental Capacity Act (MCA)

and know how to use these rules to keep Service Users safe.



Be very keen to find interesting ways to support Service Users to be part of their community.

Who are interested in going to specialist training on new ways to support.



Know what side effects there can be from different medication.

Know what to do in a medication emergency – dose not given or extra dose given.



Be understanding of Family/informal Carers' feelings if there are changes to a Service User's behaviour.

Be empathetic, positive and patient to Service Users, their Families/informal Carers.



Show and have a positive attitude in supporting Service Users to set new goals and work towards them.

Staff requirements and competencies



Staff are supported to be healthy so that they can deliver the best service.

Are told of the best working practices they have to follow.



Are told of how the Management are doing the best for their Staff and Service Users to have the best house.

Tell Staff, Service Users and Families/Carers of all new laws, rules and improvements.



The Staff have good quality supervision and meetings regularly.



Support Staff to make sure all Service User Care plans, reviews and risk assessments are discussed and up dated constantly.



Have DBS checks and correct paperwork which says they can work in the service.



Support Worker Promise



I will find out what is important to you and follow your support plan.



I will talk to you as an adult and listen to what you say, using your way to communicate.



I will be patient and make things easy to understand.

Know and follow the Hounslow Support Worker promise

Site descriptions

The Service will be delivered to 15 sites across Hounslow, which are:

49a Star Road
49b Star Road

1 Van Gogh Close

2 Finney Lane

57 & 59 South Street

1 Grange Close

18 Grange Close

22 Victoria Road

173 Bath Road

36 Thornbury Road

15-16 Scott Trimmer Way

74 Hounslow Road

115 Vicarage Farm Road



Site descriptions – future projects



The London Borough of Hounslow is currently planning new housing developments for people with Learning Disabilities and/or autism.

The proposed sites are for the following number of units:

- 11 - Supported housing - Bedfont
- 15 - Extra Care/Supported housing – Feltham
- 12 - Supported housing – Heston
- 2 - Respite Units – Hounslow

Housing management requirements



The successful Service Provider will have to make sure they discuss the leases on all supported houses with the Landlords and the London Borough of Hounslow.

The provider has to make sure they keep risk low and look after the Health and Safety by having night time Staff in houses that need it.



The provider has to make sure that they keep noise and disturbances to neighbours to a minimum.



That the comfort of the Service Users are at the heart of everything they do and are not disappointed or put out because of maintenance and repairs.

To put in place plans how best to support Service Users in changes to benefits, e.g. Universal Credit.

Best value and continuous improvement



Management and Staff are to make sure the service they give is **Best Value** for money for the Service Users and that they will continue giving a good service.

Communications and Branding



The Service provider is to have a good working relationship with Hounslow Council and show that the Service Provider supports the local authority's commitment to the LIFE project mission statement.

LIFE

Living Independently For Everyone:
the logo is to be on all their paperwork.

The Service provider is to make sure all houses are advertised on the Care Place online directory and is to be updated for the length of their contract. They are to promote all the good work the Service Users' houses and Staff are doing.

Complaints and compliments



Management and Staff are to give Service Users, Families/Carers and Staff complaint procedure information which is available in many forms of communication. Service Users are allowed to complain to the Service Provider and/or LBH. LBH have the right to investigate a complaint at any time. Management must have paperwork with all the details of complaints and compliments.

Confidentiality



The Service provider must make sure their Management give and discuss with Service Users the confidentiality law and what it means to them and what their rights are.

If they want to share their information, Service Users must give consent if they are able.

Digital Technology



The Service Provider must tell Service Users and their Families/Carers about their digital technology policy, their Wi-Fi access and the protection they have on their broadband service.

Equality and Diversity



Hounslow is a multi cultural Borough and all houses must follow what the Equality Act 2010 says about how people of different races, religions and abilities are to be treated.

Health and Safety



Each House must have an up to date Health and Safety policy.

Quality assurance and monitoring requirements



Each House must have an up to date Health and Safety policy that they can give at any time it is asked for by CQC (Care Quality Commission).

London Living Wage



Sometimes it is difficult to recruit and keep good staff at services. With this in mind, the local authority have said that Staff are to be paid at least, the London Living Wage.

Length of contract



The contract for the houses are for at least 4 years and if all goes well it shall be extended for another 3 years.



Here is the link for the full Service Specification:

https://www.hounslow.gov.uk/info/20048/adult_social_care/1841/learning_disabilities_supported_housing_consultation_-_ends_7_may_2018



This Easy read translation should not be regarded as a legal document. Please refer to the original Service Specification.

**Speak Out
in Hounslow**

This document is produced in Easy read impartially by Speak Out in Hounslow.
Soh.org.uk/easyread

Appendix 5

Consultation feedback and responses on the Learning Disabilities and Autism Supported Accommodation Services Specification and Appendix 1, Respite Specification

Comment made	Response	Feedback included	Reason
Having read through the document, whilst we agree with your vision as an ideal, what we feel is lacking, is any specifics about the level of care that your service users will receive. It is not clear what level of "integrated support" or "supported accommodation" is being proposed. The definition of "integrated support" makes little sense. The document refers to "dignity and respect" and "person centred". How does this document ensure that the level of care for each individual, as they know it, will not be compromised? Our comments on this document are academic unless, and until we know: Whether the level of care is to remain the same. Whether service users will be labelled high, medium or low dependency. Precisely what level of care the service user would receive, within each scheme, if it not to remain the same. This document is omitting the relevant breakdown of how each level of care is determined for each individual. It is what has not been included in this document that concerns us. Without the specifics, this whole proposal suggests a cost saving exercise with little regard to individual's safety. This is a significantly risky strategy for an organisation that deals with vulnerable adults, particularly as safety is listed as one of your priorities. Your strategy for ensuring and measuring safety is not demonstrated anywhere in this document.	The term integrated support essentially brings together a number of services under one service provision to ensure that an individuals needs can be addressed in a more comprehensive manner than previously had been provided by multiple contractors. The integrated support service is a key aspect of the LIFE programme and is included within the context of this specification to help form an understanding of how a range of services will work towards the aims and vision outlined. The services will be subject to monitoring arrangements and the Provider will meet with the Local Authority contract management team to ensure services are performing. All service users will be subject to a statutory review as part of the Care Act 2014. The London Borough of Hounslow does not agree that the safety of individuals will be compromised. The specification outlines the requirement for the Safeguarding of vulnerable adults. This is referenced numerous times within the specification in line with LBH policy. Safeguarding will be monitored as a key performance indicator.	No	This is covered appropriately in the service specification
Page 10 - Eligibility Criteria 16+ - yet to be agreed	The supported housing services will be able to be utilised by people aged 16+ (but this does not include the respite provision). It is anticipated that the numbers requiring this will be relatively few but is included to ensure that where it is deemed suitable by social care for the placement to be made we are not restricted by age.	Yes	This has been included in the service specification
"Know and open to CLTD" - most clients are not "open" so what does this mean in reality	There is no change from the existing use of the supported housing schemes. It is intended that the supported housing services included within the tender are to be used by people where the borough has a statutory duty to provide care and support. Therefore the services will be used by people who have been assessed by social care and are known or open cases.	No	This has remained unchanged
Page 10 Section 2.2 "Work with...." - this should include families as well surely	Yes	Yes	This has been included in the service specification
Page 13 (outcome measure 4.2) Should say "Service users are able to access..."	Yes	Yes	This has been included in the service specification
Page 14 - 16+ same comment as above	The supported housing services will be able to be utilised by people aged 16+ (but this does not include the respite provision). It is anticipated that the numbers requiring this will be relatively few but is included to ensure that where it is deemed suitable by social care for the placement to be made we are not restricted by age.	Yes	This has been included in the service specification
Page 15 - Example Case re Josh - name changes to Gary!	Corrected	Yes	This has been amended in the service specification
Page 28 - First Para Should something be included about SU's who do not have capacity and cannot give consent i.e. including their families in this?	Agreed	Yes	This has been included in the service specification
Page 35 - Young People with LD. What age? 16 to 25? Also it does not state level of support. Some young people may need High, some Medium and some Low. Will they be "streamed" accordingly.	The provider will be expected to manage a variety of needs from High to Low within the block payment provided.	No	This is already covered in the service specification
Same comment about LD with PD	The provider will be expected to manage a variety of needs from High to Low within the block payment provided.	No	This is already covered in the service specification
Page 37 - I understand the LIFE concept but why does any provider have to have this logo?	This has been included to ensure that services are consistent with the aims of the LIFE programme and to promote greater awareness of the objectives of the LIFE programme.	No	This is already covered in the service specification
Page 42 - I'm very glad to see that Hounslow wants to pay London living Wage. Will that be taken into account on the price for the schemes. Also does this mean that LLW will be agreed for schemes with current providers as staff recruitment can be very difficult in Hounslow?	Yes	No	This is already covered in the service specification
Page 52 - Level of Service - High Support Schemes: you do not specify Level of night-time cover. Would it be waking night plus sleep-in?	The intention of the specification is to not be overly prescriptive on the staffing in order to ensure that the service provider is able to use their knowledge and expertise to manage the total provision in a flexible and innovative way, whilst meeting the assessed needs of the clients that reside in the services. The specification makes clear the requirement of the provider to meet the needs of clients placed in the services.	No	This is already covered in the service specification
General Comments 16+ - I don't have a problem with this. I would suggest that perhaps 16-20 year olds could be separate from 21 - 25 year olds.	The provider will be expected to manage a variety of needs from High to Low within the block payment provided. Unfortunately the ability to further categorise younger adults was deemed not possible within the current stock as we believe the demand would not justify this.	No	Not appropriate
Tenancies - will the Service Users now have Assured Shorthold Tenancies - even those currently on Assured (Lifetime?) Tenancies?	This question relates to housing management and is not related to the support and care provision in the service specification. This question can only be answered by the existing housing manager related to the tenancy. All current legislation regarding housing tenancies will apply.	No	Not appropriate
Level of Support The three levels of support seem about right to me. However - each level covers quite a broad area. You will need to be mindful of the following: LD and autism in the same scheme may not be a good mix. People with High Support can be very varied from "Challenging Behaviour" to those with PMLD who need 24-hour personal care. The 2 may not mix. It is very important to match people with the other residents already in a scheme (whatever level of support). There have been some well-known and costly disasters where this has not worked. Young People and People with PD are also many and varied - there is not one size fits all so advance-planning is needed to ensure any move goes smoothly.	This is agreed and is incorporated in to the service specification.	Yes	
If current service users in SH are to be moved from their current House to another this needs to be tackled sensitively and without pressuring them. This will only have an adverse effect. Put yourselves in their shoes - change which you have no control over never feels good!	Service Users would only be required to move following a Care Act assessment, where the need for a more suitable service was identified. However it is clear that if service users are to consider and potentially move to different accommodation this will need to be carefully considered and planned out in order to reduce anxiety and stress.	No	Not appropriate
Section 2.1 Service Eligibility Last Bullet Point - This does not seem to make sense when talking about Respite Care.	The specification has been updated and this bullet point removed.	No	Deleted
Section 2.1.1 Service Description Does this mean 7 beds plus 1 for Unplanned Care (i.e. total 8) or is the Unplanned Care bed included in the 7 - not clear	The respite unit has a total of 7 beds, 1 of which may be used as a bed for unplanned care. Should an individual request respite we expect the provider to notify the carer that they are using an unplanned care bed and therefore the respite may be subject to late notice cancellation.	No	
Section 2.2.3 Identifying the Service User Applicants 16+ - yet to be agreed	This respite service will be solely accessed by individuals who are 18+ . This has been decided after consultation and discussion with residents, families and stakeholders.	Yes	Amended to 18+
Applicants "known and open" What does this mean as most cases are not "open" but only opened when necessary. Most people do not have a named SW.	The term 'known' to the CLDT means an individual that has been assessed via a Care Act assessment as being in need of social care. 'Open' cases refers to individuals that have been assessed for social care and are on the CLDT register.	No	Not appropriate
Section 7.1 Performance Standards Section 4 - "With Service User consent...." - What is SU cannot give consent? Will a Best Interest Meeting be sufficient" - should that be mentioned	This would be decided in accordance with the requirements of the Care Act 2014 and related guidance.	No	Not appropriate
I attended a meeting at Thornbury Road with 'Speak Out'. The meeting fed back to service users and their families that the situation at Thornbury Road would remain unchanged due to the feedback received from previous consultations. This brought great relief to all, with the anxiety lifted. My family member, who has lived at the address for 20+ years, is well settled in the house. (I consider the service users and carers as a family). Whilst I appreciate what the London Borough of Hounslow are attempting to achieve for the future, to consider moving a person with 'special needs' at any time in their lives has its risks. (Comment summarised to remove any identification)	Service Users would only be required to move following a Care Act assessment, where the need for a more suitable service was identified. However it is clear that if service users are to consider and potentially move to different accommodation this will need to be carefully considered and planned out in order to reduce anxiety and stress.	No	Not appropriate
It is important that activities and holidays happen - in main spec, include in respite spec	This has been amended to be included within the respite specification	Yes	The main specification has been amended to include the offer to services users of the respite service
I'm extremely worried about staffing levels and quality of care if you change Contractors. We all are aware that many of long standing and high valued staff left when Council contracted out their services few years ago. I do understand Council didn't cut funding but every Contractor is looking for profit. Lower pay ,staff cuts or Agency staff that reality is. We carers lost Triangle due to cuts already as is only in reality walk in centre rather as before supported activity centre. Parents looking for their adults children are left with Respite only. Are we being punished for not sending our children to supported or residential units? Would like to remain Council that my son is not getting any Council Tax reduction and any expenses for water, electricity,gas,food,clothing are not taken in the account when getting Care Package. Don't carers deserve holidays. ? As for now we only getting punishment for being a Carer .I witness myself how agency staff performs ,not only with learning disability clients but old people care too . Can give plenty of examples if anyone interested. Quantity is not better than quality in most of the cases.	The LA is committed to seeking innovative solutions that can enable people to live in the least restrictive way whilst prompting their independence and wellbeing. Therefore the specification is focused on ensuring the needs of all service users are met and does not distinguish exact staffing levels. This is a conscious plan to enable a greater level of innovation from service providers. To ensure quality services are provided our contract requires the successful provider to comply with the London Living Wage (LLW) this to ensure quality staff are employed and retained. The procurement exercise will also support the emphasis on the quality of the service as opposed to cost. This is reflected in the weighting of the scoring which will be 80% on quality and 20% on cost.	No	Not appropriate
As long as residents are allowed to stay in their "Family" units it would seem as though some of the changes are positive.	The intention of the specification is to improve the services on offer to people with learning disabilities and/or autism.	No	Not appropriate

<i>The Supported Housing Scheme Service Specification will change the age criteria for entry into supported housing services from 18 down to 16 years of age. Do you support this?</i> So long as really young people are not put together with older people	Consideration of individuals and current tenants needs and wishes will be considered prior to any referral being made.	No	Not appropriate
<i>Does the Supported Housing Specification meet your expectations for being able to appropriately support people with learning disabilities and/or autism?</i> Not appropriate in all cases. Some need more support, different environments.	The service specification is required to cover a range of needs that may be present. Therefore it is acknowledged that the outcomes required will be tailored to the individuals Care Act assessment.	No	Not appropriate
<i>Do the outcomes listed in the Supported Housing Specification meet the needs of people with learning disabilities and/or autism?</i> Not appropriate in many cases when more severe or complex	The service specification provides a broad range of outcomes that have been included to cover a range of needs. Some outcomes will be more relevant to some than others and the provider will draw up individual plans that are unique to each individual.	No	Not appropriate
<i>The Supported Housing Specification has been developed to help meet a greater range of needs. Do you believe the level of support outlined in the bands for each supported housing scheme support this approach?</i> Not appropriate in many cases when more severe or complex	The band is a guide to support the provider in understanding the types of characteristics and needs they will need to be able to manage.	No	Not appropriate
<i>The Supported Housing Scheme Service Specification will change the age criteria for entry into supported housing services from 18 down to 16 years of age. Do you support this?</i> Not appropriate in many cases when more severe or complex	Consideration of individuals and current tenants needs and wishes will be considered prior to any referral being made.	No	Not appropriate
<i>Are there any gaps you feel need to be considered in the Supported Housing & Respite specification?</i> Very complex or different needs. Environmental factors are not considered.	Without specific references to gaps we are unable to comment. Environmental factors have been considered and are included in the specification.	No	Not appropriate
<i>Does the Supported Housing Specification meet your expectations for being able to appropriately support people with learning disabilities and/or autism?</i> I cannot answer this question as I am not in the system yet. My daughter still lives at home with me. I was informed about this consultation by The Community Access Team at the Triangle in Hounslow. As far as I am aware, only residents and their families already in supported Living, have been approached. I think more needs to be done to inform more families of the sort of accommodation available. It would be useful to view the accommodation available, talk to staff about how they care for the residents, how they support them to eat and live healthily, for example, and how they support the residents to pursue their daytime activities and/or develop new interests.	A number of engagement and consultation events were carried out with existing and potential service users and families. This included carers forums run by Hestia and service user forums run by Speak Out Hounslow.	No	Not appropriate
<i>Does the Respite specification meet your expectations for being able to appropriately support people with learning disabilities and/or autism?</i> I have no information about respite in the Borough as it is an area which we have never accessed.	Respite is accessed by a Care Act assessment carried out by a social worker. Should you feel there is a need for this, or would like further information, please contact the Duty Team on 020 8583 3553 or email learningdisability@hounslow.gov.uk	No	Not appropriate
<i>The Supported Housing specification has been developed to help meet a greater range of needs. Do you believe the level of support outlined in the bands for each supported housing scheme support this approach?</i> Again, I am not fully conversant with the concept of bands. Does this mean that those residents with a higher level of support will be in a 'high' band? Does this mean there will be a lot of residents in a house where there is a greater need for staff or support? What is the ratio of staff to residents? Where does the council employ its staff from? What kind of basic training do they receive, does the rate of pay ensure the quality of staff is good, and what is the situation for continued training and staff development?	The bands have been developed to ensure that the provider has an understanding of the type of characteristics and needs of the client that will likely be placed in the services. The specification outlines the training and requirements of the successful provider to meet the needs of clients placed in the services.	No	Not appropriate
<i>The Supported Housing Scheme Service Specification will change the age criteria for entry into supported housing services from 18 down to 16 years of age. Do you support this?</i> Although as a parent, I think 16 years of age is very young to be moving away from home and family, I can see, that in some cases, this option may be desirable, especially if the family and the young person are struggling. I would like to know how the Borough will accommodate such youngsters as they are still very young, and to avoid dependence on staff who may be transient in their lives.	The intention of changing the age requirement down from 18 to 16+ is to ensure that where appropriate people are able to access supported housing. The specification makes it clear that promoting an individual's independence is a key outcome and people should be placed in the least restrictive environment possible.	No	Not appropriate
<i>Are there any gaps you feel need to be considered in the Supported Housing & Respite specification?</i> not sure yet without more information	Unable to answer unless further information is supplied	No	Not appropriate
I agree that the current situation needs to develop and change as the world in which we live is different, technology, more work opportunities, for example.	n/a	n/a	Not appropriate
We are completely satisfied with the respite facility used by our son at 49b Star Road Isleworth He loves going there and always looks forward to his next stay	n/a	n/a	Not appropriate
the respite works very well at the moment. What you do need is more rooms 7 Beds is not enough	Respite can be provided in a number of ways and there is scope to provide additional respite if assessed as required through other respite provision such as shared lives services.	No	Not appropriate
<i>Are there any gaps you feel need to be considered in the Supported Housing & Respite specification?</i> I think it is very important for the service user in supported accommodation particularly to have a key worker. In my experience of my son living in supported accommodation he had various carers coming in and nobody had an overview of the situation so it fell upon me to be his mother and key worker.	This requirement is included within the service specification.	No	This is already covered in the service specification
The Families expressed concern about the age of residents being lowered to 16 years of age. Their concern was would a 16 year old be just moved into a house with no prior consultation or consideration to those who already live in the house and how would the people matching be assessed.	Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is already covered in the service specification
The Families also expressed their concerns about the statement that residents would not be moved out of their homes unless their conditions change - Families and Carers wanted to know what the criteria was, how it would be assessed and would they be involved in the decision process. They also expressed that if the houses operated better with adapted facilities, would this option not be investigated if the general consensus stated that the improved accessibility would be beneficial to all regardless of any subsequent behavioural or accessibility changes.	The local authority is not intending to move people unnecessarily but wants to ensure individuals in receipt of adult social care services are receiving the right support that best meets their needs. There is no specific criteria for this other than via assessment under the Care Act 2014. This will be carried out if an individual's needs cannot be met within the services they are receiving.	No	This is already covered in the service specification
The residents were quite upset and asked if they were going to be moved, they were told by Speak Out members of Staff and the Council have stated that they wouldn't be, unless there were any accessibility or behavioural changes.	This service specification will not be used to move people on. However as in all cases individuals will be subject to a Care Act annual review which will assess an individual's needs and any changes to ensure that people receive the right care and support according to their needs. More information on the Care Act 2014 can be found here: https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance	No	This is already covered in the service specification
They stated that unless they were being moved they were quite happy with their current status	This service specification will not be used to move people on. However as in all cases individuals will be subject to a Care Act annual review which will assess an individual's needs and any changes to ensure that people receive the right care and support according to their needs. More information on the Care Act 2014 can be found here: https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance	No	This is already covered in the service specification
Concern was expressed about the current change from "Waking night" Staff to "Sleep in", they felt it was unsafe, as there is one resident who has unstable diabetes.	Any changes to an individual's needs will be considered in accordance with a Care Act assessment. Service delivery changes will take account of the needs of all the individuals that reside in the scheme and their respective needs assessments.	No	This is already covered in the service specification
They asked how the decision would be reached as to the unsuitability of a resident remaining at the property. They were informed this would be a decision reached between the Family and Management and would be based on accessibility for the resident and the effects of behavioural changes on other residents.	The local authority is not intending to move people unnecessarily but wants to ensure individuals in receipt of adult social care services are receiving the right support that best meets their needs. There is no specific criteria for this other than via assessment under the Care Act 2014. This will be carried out if an individual's needs cannot be met within the services they are receiving.	No	This is already covered in the service specification
It was asked if the service specification could be rescinded and there could be changes to what was stated. They were informed that there couldn't and it would require a legal amendment and consultation.	This is dependent on the nature and level of change required. There are parts of the specification that will allow for amendments if agreed by both parties, but it is very much dependent on the specific issue and therefore impossible to answer other than most changes would require a legal amendment.	No	This is covered appropriately in the contract terms and conditions
Residents expressed concern about the lowering of the age of applicable tenants, they asked how the criteria process of how younger residents would be assessed for placement in a house which had older residents. CP informed them that their would be discussions with current residents and Staff. They were quite satisfied with this explanation.	Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is covered in the service specification
Residents expressed concern about the Staffing level under the new contract and would it be left at the current level, as there are certain activities which cannot be supported due to low numbers of Staff. They were informed that this would be discussed at a service level and the successful service provider would agree this in accordance with the number of residents in each property.	There has been no reduction in the block funding available for the services, it is envisaged that the contract being tendered will allow providers greater scope to organise staffing according to presenting needs and manage activities better across the supported housing services.	No	This is covered in the service specification
Residents were happy to hear about the stated increase of activities.	n/a	n/a	
Residents were concerned about the possible Staff changes and were informed that if the contracts were acceptable, regardless of who managed the house, Staff should be the same.	If the existing service provider is not successful in bidding for the new provision the existing staff will be subject to TUPE legislation and can potentially transfer to the new service provider.	No	TUPE legislation applies
Residents expressed interest about younger residents being placed in the house, they might play loud music and may not like who currently lives in the house. They were informed there would be discussions with both Staff and residents regarding the prospective residents suitability.	Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is covered in the service specification

Residents wanted to know what conditions would be considered for them having to be moved out of their current accommodation, they were informed they would only move if their current home was no longer suitable.	The local authority is not intending to move people unnecessarily but wants to ensure individuals in receipt of adult social care services are receiving the right support that best meets their needs. There is no specific criteria for this other than via assessment under the Care Act 2014. This will be carried out if an individual's needs are not best met within the services they are receiving.	No	This is covered in the service specification
Families and Carers had concerns about possible Staff changes if the contract were awarded to another service provider, they wanted to know who were the possible contenders. CCP informed them they were not party to such information and there could be a possibility that, if the conditions are agreeable, the Staff team could remain the same.	The tender for these services will be open to any organisation that wishes to submit a bid. These will be assessed against the criteria outlined in the tender documentation.	No	This is covered in the procurement process
There was concern about young residents being placed in a property with older residents, they were informed that there were going to be new properties, so it did not necessarily follow that any young residents may well not be moved into houses with older residents and discussions would be conducted to assess the suitability of the placement.	The specification sets out the vision for the services but recognises that there are individuals who currently reside in these. Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is covered in the service specification
Residents expressed concern about younger residents being eligible to be placed in their houses and they expressed the criteria of placement, CCP explained that there would be discussion between Staff and residents regarding their suitability.	Suitability of the referral will be considered by both the local authority and service provider to ensure that the referral is appropriate. The service provider will liaise with other members of the supported housing scheme to ensure their views are heard and this will form part of the consideration of progressing with a referral.	No	This is covered in the service specification
One resident asked if the person proved to be unsuitable after moving in how would it be addressed, again they were informed, in accordance to Managerial protocol all circumstances would be discussed and a resolution sought, to accommodate all concerned.	Following a Care Act review, this would be discussed between the service provider, allocated social worker and client to ensure the most appropriate resolution is found and acted upon.	No	Not appropriate
Residents asked if their Staff team be changed if their service provider were unsuccessful, they were informed that if conditions were acceptable, there could be a good possibility that their Staff team would remain the same. They were not convinced and said if the company changes they felt, so would their team. CCP informed them that when the contract changed from the local authority to their current provider, many members of the previous team continued working at their house, at which they appeared appeased.	If the existing service provider is not successful in bidding for the new provision the existing staff will be subject to TUPE legislation and can potentially transfer to the new service provider.	No	TUPE legislation applies
Residents felt quite happy that a service specification document had been produced just for them and felt that the council should always do this, as Staff tend to have to read very long documents to them which when they look at them, they are just full of words but are informed it is to do with them and the services they receive.	Wherever possible we will endeavour to make information as accessible as possible.	No	Not appropriate
One resident asked, if she wanted to move to one of the new developments, could she be moved there. CCP informed that it would depend on availability and their reason for moving. They expressed that they would like a larger room but would still want Staff permanently on site, as now.	Although not part of this specification and procurement any alternative placements will be looked at by the allocated social worker in accordance with the Care Act assessment.	No	Not appropriate
Staff and residents expressed concerns that their Landlords appear reticent to carry out any necessary works to the property, they feel that it is because of the impending contract change and feel it is unfair, as one resident stated, "they have no problems taking our money now". CCP informed them that they should put in formal complaints which they said that they had but no one seemed to be listening.	The intention of the procurement is to ensure there is an agreement and contract in place which clearly defines the role of the housing manager and care provider.	No	This is covered in the contract
Families and Carers found the official service specification hard to understand and quite repetitive	Extensive consultation on the service specification has been carried out and where possible the specification has been condensed.	Yes	The specification has been reviewed to reduce repetition
Concerns were expressed about the circumstances surrounding changes which would necessitate a move, when even now the facilities were not user friendly and adaptations are required now to the bathroom facilities. They wanted to know if this would be looked at when the contract is awarded, CCP informed them that it should be a conversation that should be held now with Management and the Landlord, they stated that the Landlord hardly responds now at the best of times.	This will be reviewed as part of the lease agreements between the housing manager and service provider.	No	This is covered in the contract
The consensus was that it was quite apparent that the property was difficult to currently negotiate for some of the current residents but it was mainly to do with the bathroom facilities.	It is recognised that the properties within scope will have environmental limitations for some individuals. The appropriateness of a service and the environment required would form part of a Care Act Assessment carried out by a social worker.	No	Not appropriate
There was one Family member who stated because of their increasing age that it was proving difficult to visit their Family member as regularly as they had previously done and what was the procedure about a move to one of the new developments. CCP informed them, as there would only be one service provider this should prove easier than now, following discussion with the Management team and availability.	Should a more suitable service be required by an individual this will be carried out in accordance with the Care Act process.	No	Not appropriate
A couple of the residents stated that they didn't want to move, as they were well supported by their current housemates and had lived with them for such a long time, they felt they were Family.	This service specification will not be used to move people on. However as in all cases individuals will be subject to a Care Act annual review which will assess an individual's needs and any changes to ensure that people receive the right care and support according to their needs. More information on the Care Act 2014 can be found here: https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance	No	Not appropriate
The official service specification was felt to be quite confusing and repetitious but now felt it could be re read with the Easy read document as a guide.	The service specification has been condensed as much as possible but is required to cover all aspects of the care and support requirements expected of the new service.	Yes	The specification has been reviewed to reduce repetition
There was concern expressed about a young resident being moved into the property, they were informed this would be in accordance with the Management and residents.	This comment is not related to the proposed service specification.	n/a	Not appropriate
There was dismay expressed about a resident being moved out of Borough, as the Family member stated that due to age they wanted to move out of London but also wanted their loved one to move to the same borough and if this could not happen, they would go against their other Family members wishes and stay because they did not want to lose contact and the resident went home to them one weekend a fortnight.	The reconfiguration of services is intended to prevent unnecessary out of borough placements by ensuring an appropriate range of services available to all residents in need of supported housing.	No	This is covered in the service specification
It was felt that the Staffing level was inadequate at present, although there are only three residents, it is extremely unfair and unsafe that this was a lone working house, with residents who require mobility support and have epileptic conditions. CCP informed them that the staffing levels are a service management decision. They felt that the local Manager did not receive the support they required and didn't feel their concerns were listened to by the organisation.	It is intended that the successful provider will be able to provide a more flexible and responsive service within the overall contract value agreed.	No	This is covered in the service specification