

**London Borough of Hammersmith and Fulham
3rd Sector Investment Fund**

**Service Specification
Health and Wellbeing: Services for Adults**

1. Introduction: Setting the Framework for a Healthy Borough

The Community Strategy sets out the Council's priorities in terms of setting the framework for a healthy borough. Residents want to live longer, healthier lives, and to enjoy a good quality of life throughout adulthood. We intend to promote healthy lifestyles across all sections of the community, and to:

- enable and support good health, independence and well-being;
- give people more control over the care and support that they receive;
- offer timely and convenient access to quality, cost effective support;
- proactively tackle health inequalities.

The Council utilises a number of data sources to identify the needs of residents and their carers across the borough. These include (but are not limited to) prevalence rates, health inequalities, census and deprivation statistics, Housing Needs Survey, Place Survey, service reviews and the Joint Strategic Needs Assessment (JSNA).

Census data informs us that Hammersmith & Fulham has the third lowest percentage of its population that provides any level of informal care. This means that a lot of the informal support mechanisms that may exist in other London boroughs and other parts of the country are missing in the borough. This correlates closely with the percentage of households that consist of just one person.

2. Preventative Services

The term "preventative services" covers a broad spectrum of services, as the aim is to prevent the health and social care needs of borough residents escalating or deteriorating. Prevention includes a broad spectrum of services, including those services that prevent the initial need for adult social care services, to services that prevent hospital admission or an increase in packages of care.

Locally, Community Services Department has further clarified the definition of Prevention and Early Intervention into three categories:

Category	Detail	Provided through
<p><u>Primary Prevention/ Promoting Wellbeing</u> Aimed at people who have low or no particular social care needs or symptoms of illness.</p> <p>The focus is on maintaining independence, good health and promoting wellbeing.</p>	<p>Interventions might include:</p> <ul style="list-style-type: none"> ▪ Combating discrimination and promoting independence ▪ Social networking opportunities ▪ Providing universal access to good quality information ▪ Supporting safer neighbourhoods ▪ Promoting health and active lifestyles ▪ Delivering practical advice and support 	<p>3rd sector organisations</p>

<p><u>Secondary Prevention/ Early Intervention</u> Aim to identify people at risk and to halt or slow down any deterioration, and actively seek to improve their situation</p>	<p>Interventions might include:</p> <ul style="list-style-type: none"> ▪ Screening and case finding to identify individuals at risk of specific health conditions or events (such as strokes, or falls) or those with low level social care needs 	<p>Competitively tendered or in-house adult social care/health service provision.</p>
<p><u>Tertiary Prevention</u> Aim to minimise disability or deterioration from established health conditions or complex social needs. The focus is on maximising people's functioning and independence</p>	<p>Interventions might include:</p> <ul style="list-style-type: none"> • Rehabilitation/enablement services • Joint management of people with complex needs 	<p>Competitively tendered or in-house adult social care/health service provision</p>

4. What we wish to fund

For the purpose of this service specification: Health & Wellbeing: Adults, the Council is seeking funding applications that will address primary prevention/promoting wellbeing objectives. A broader Health & Wellbeing Strategy will identify how statutory health and adult social care services can be reshaped to meet Secondary and Tertiary Prevention outcomes. This will include reviewing statutory provision in light of the introduction of Self Directed Support.

We anticipate that services, funded through the 3rd Sector Investment Fund will target residents (age 18-65) or their carers who:

- Live alone
- Have particular social, substance misuse, disability related, physical health or mental health needs that prevent them accessing mainstream services
- Live in isolated conditions and have no or few social networks to provide them with support
- Are not eligible for adult social care services (though not exclusively)

6. What we will not fund

- Services that duplicate existing provision (whether statutory, commissioned, ongoing/existing 3rd sector provision, or funded under other service areas of the 3rd Sector Investment Fund)
- Services that do not specifically deliver the outcomes as set out in this service specification
- Multiple niche organisations delivering services to single communities

7. Outcomes sought

Outcomes refer to the impacts or end results of services on a person's life. Services should be person-centred and aim to achieve the goals and aspirations identified by service users. The council anticipates that the services funded will contribute to the delivery of a number of local priorities, including:

- Reduction in alcohol related admissions to hospital
- Improvement in residents' self reported measure of health and wellbeing
- Improvement in all age mortality rates
- Increase smoking cessation of borough residents
- Increase in the number of residents with long term conditions supported
- Reduction in the number of emergency bed days per weighted population
- Increase in H&F carers receiving services, advice and information

The Council does not expect organisations necessarily to be able to measure all of these performance indicators in relation to their service users. However, the council will seek to use local prevalence rate data to establish whether the service appears to be contributing to performance indicators.

The outcomes for Health & Wellbeing: Services for Adults are:

A. Improve/maintain physical health and wellbeing	
Outcomes	
hw1.	Residents will be better able to manage their long term health conditions
hw2.	Residents will improve/maintain their mobility and levels of physical activity
hw3.	Residents will reduce their risk of poor health
hw4.	Residents will avoid needing an increase in statutory health and care services
hw5.	Residents will benefit from improved physical health with reduced prevalence rates of A&E admissions due to falls or avoidable health crisis than the borough statistics identify would usually be the case
hw6.	Residents will benefit from a reduction in the risks/outcomes associated with illicit drug use and alcohol misuse
B. Maintain/improve mental health and wellbeing	
Outcomes	
hw7.	Residents will have measurable improvements in their motivation and confidence
hw8.	Residents will benefit from reduced anxiety regarding aspects of everyday life that they find difficult to manage
hw9.	Residents will be encouraged and supported to access appropriate support and treatment
hw10.	Residents will have measureable improvements in terms of achieving healthy lifestyles
hw11.	Residents will avoid risks to healthy lifestyles and choices through being better informed about the risks
C. Preventing isolation	
Outcomes	
hw12.	Residents will report increased satisfaction with living in the borough and with their community from improved networks of support
hw13.	Residents will be more socially active – particularly those who previously had barriers or difficulties accessing social activities and social networks
hw14.	Residents will have improved access to mainstream services – particularly those who previously had barriers or difficulties accessing mainstream services or activities
hw15.	Carers will feel better able to continue in their caring role
D. Make a positive contribution	
Outcomes	
hw16.	Residents will increase their participation in education, training, volunteering or work-like activities
hw17.	Residents will increase their participation in local community activities, including service development and decision making
hw18.	Residents will be enabled to support each other to assist their delivery of the outcomes above

- **All service providers will need to evidence partnership working including the number of users referred to other agencies.**
- **All outcomes will need to be evidenced and quantified**

6. Charges to users

- In recognition of the Personalisation agenda and the programme of Self Directed Support in Hammersmith & Fulham, the council is keen for organisations to consider how their services will be positioned to respond to residents with a Personal or Individual Budget or recipients of Direct Payments.
- Coupled with the current difficult economic position nationwide, the council would like to encourage organisations to consider a service model that could evolve as a full or partial social enterprise through levying a charge to service users.
- For services that propose to include meals and transport, the full costs are expected to be charged to service users – however, there may be exceptions to this where public transport is not available, or is not accessible to service users.

7. Organisational outcomes

The council expects all funded groups to ensure that broader organisational outcomes are also achieved in order for the sector to increase its sustainability, independence and contribute to a flourishing 3rd sector community. The outcomes we expect organisations to deliver are:

Sustainability	Organisations will have demonstrably improved long-term sustainability having adopted realistic and comprehensive business plans and fundraising strategies and maximised income from existing resources.
Leverage	Demonstrated increased ability to use 3 rd Sector Investment Fund investment to lever in further funding to the borough to further support local residents.
Strategic working	Evidenced ability to influence, engage and work in partnership with other 3 rd Sector organisations, the council and its partners, on a wide range of activities which support the delivery of H&F priorities
Good practice models	Organisations will implement, highlight and evidence good practice models on a range of issues including quality assurance and service models which could be promoted and shared across the sector.
Good environmental practice	Organisations will evidence adoption of environmental policies which ensure that their organisations and the community facilities/premises they use have improved financial viability, use less energy, pollute less, create less waste and have a reduced contribution to climate change.

8. Service model and principles

The following guiding principles must be followed by all providers:

Principle	Meaning
Individuality, choice and control	Service users will be treated as unique individuals and have access to flexible services which offer choice and support independence and autonomy.
Increased motivation and confidence	Service users will be empowered to increase their independence and increase their take up of opportunities for participating in community life.
Community Cohesion	Bringing neighbourhoods/groups together and enhancing integration, sharing expectations, improving understanding and knowledge.

Equality and Diversity	Organisations will demonstrate a high level of commitment to equalities and diversity in their role as an employer and a service provider.
Empowerment and involvement	Services are informed and shaped by users and residents – beyond representation on the Board or Management Committee.
Benefits to carers	Carers are identified and provided with the support needed to enable them to continue in their caring role.
Whole life approach	Service approaches that support users through different stages of their life, and support them through life events.
Safeguarding	All services will have appropriate safeguarding policies and procedures if working with young or vulnerable residents, including CRB checks, Quality Assurance processes, clear supervision and training of staff and volunteers, accreditation, qualifications, monitoring etc.
Maximised service capacity	Maximised capacity of the service through delivering a throughput of users, and a range of interventions that support self-help, improved individual responsibility and targeted support to the more vulnerable.
Partnership and collaboration	Service users will benefit from referrals to other services and organisations that could offer support and advice.
Value for Money	Organisations will demonstrate that value for money considerations have been considered in the design and delivery of services, and demonstrate a commitment to working alongside the council to deliver efficiencies in the future.