

**PEER SUPPORT DOVER AND FOLKESTONE AREA
SERVICE SPECIFICATION OCTOBER 2021-MARCH 2023**

Description of service

Porchlight are commissioning a peer support service(s); these may be group interventions and or one-to-one support based on the specific needs the service is supporting. The peer support should offer a blended approach of delivery incorporating in person and a remote digital offer.

- Service flexibility, including consideration of weekend or early evening support.
- An appropriate length of intervention to support personal outcomes but limiting dependency.
- Partnerships developed to promote community inclusion and connectedness, enabling sustainment of recovery and support as needed.
- Person-centred and responsive to individual need.
- Accredited training and personal development for all peer workers, supporting routes into employment where possible.
- Appropriate support and supervision for peer workers
- Facilitation of groups to become self-sustaining or move to a greater level of independence.
- Provide mechanisms for involvement of those with lived experience of mental health problems in the design, development and delivery of the service.

Amount of funding: £24,000 Dover area per year
£24,000 Folkestone area per year

Payment by results: 20% based on outcomes as defined by KCC

50% based on number of new sign ups to the service

50% based on meeting these targets

2 day and 5 day target

MECC target

Wellbeing scale completion of first and second/last scale

Wellbeing scale improvements

Recommend to family or friends

Geographical area: Dover and Folkestone area groups should be facilitated to ensure a good geographical reach.

Number of staff/staff hours: 1.5 FTE

Eligibility criteria: Referrals are accepted from anyone aged 17 and over who has a common or severe and enduring mental health need and are living in the Dover or Folkestone area.

Referral routes/sign-ups: Self-referral or referral from primary care supporting agencies and organisations, or secondary where making transition into primary services. The delivery partner has responsibility to advertise the service and to promote to local organisation and to other Live Well Kent delivery partners.

Outputs/activities

Specific outputs needed for each service plus:

- Sign ups: Dover area 35 per year Folkestone area 35 per year
- 95% of referrals attempted contacted within two working days after initial referral.
- 95% of referrals actual contact within five working days after initial referral or three attempted contacts.
- 80% of those who were contactable and ready to engage received a service within 7 working days.
- Minimum of 80% of service users provided with brief advice or intervention around one or more Making Every Contact services; physical health, alcohol, smoking, healthy eating or sexual health.
- 8 new peer leaders will be trained and supported per year.
- 60% of service users complete the exit survey at the end of the service.
- Evidence at least two income generation activities a year, for example, grant or trust applications, community fundraising events or scoping and developing social enterprise initiatives in the Dover and or Folkestone area
- Facilitate and/or support at least two local mental health awareness raising event/session per year.
- Course publicity updated regularly and available on the Live Well Kent and Medway Website. All publicity to include Live Well Kent and Medway logo.

Outcomes

- 70% of service users maintain or improve their mental health and wellbeing reported using SWEMWBS and wider wellbeing scale.
- At least 95% of clients completing exit form would recommend the service to their family or friends or would like the service recommended to family or friends.
- Improved awareness and understanding of mental health and wellbeing locally.
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Evaluation, monitoring and reporting

- InForm data is kept up-to-date and accurate through regular management review and analysis, with data accurately supporting detail provided in the narrative reports.
- 100% of referrals and sign ups are entered on InForm.
- 95% of clients have a co-developed recovery/support plan which is regularly reviewed and a 1st SWEMWBS is completed.
- 80% of those in receipt of a service have at least two or more SWEMWBS and wider wellbeing scale completed and recorded on InForm during the period of an intervention.
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- Submission of a quarterly narrative report, data spreadsheet and case study, with templates provided by Porchlight.
- Provide quarterly income and expenditure accounts. Payment may be withheld if accounts are not provided at least annually.
- Attendance at Live Well Kent Focus group meetings (three per year) by one member of senior staff, together with a service user/s
- Access to Porchlight staff to carry out at least one or more observations and one audit visit each year as necessary in relation to quality, performance and outcomes.

Contract Payments

- Invoices will be paid a month in arrears.
- Performance will be looked at quarterly and payments will be determined by how far targets have been met in the last quarter. Any deductions can be up to the level of the PbR element.
- Where outcomes are met in full for the year (although not every quarter), full payment will be made after quarter 4.

Introduction

The Community Mental Health and Wellbeing Service contract with Kent County Council has specified that Porchlight is to comply with a number of requirements and have certain policies in place. Porchlight is obligated to ensure each Delivery Partner has these in place too.

Set out below is a checklist of the Key Contract Requirements and “Business as Usual” Contract Requirements. Please ensure that your organisation complies with the following requirements.

CHECKLIST

Key Contract Requirements	Evidence
Safeguarding Policy	<p>Provision of satisfactory policies and procedures which comply with the Kent and Medway Safeguarding Adults Policy and Kent and Medway Safeguarding Children Procedures:</p> <p>https://www.kent.gov.uk/_data/assets/pdf_file/0018/11574/Multi-Agency-Safeguarding-Adults-Policy,-Protocols-and-Guidance-for-Kent-and-Medway.pdf</p> <p>https://www.proceduresonline.com/kentandmedway/chapters/contents.html</p>
Disclosure & Barring Service (DBS) Check	Confirmation that all individuals performing the services have a clear enhanced DBS check with Adult and Children Barring List (renewed every 3 years)
Insurance	<p>Confirmation that a Delivery Partner has:</p> <ul style="list-style-type: none"> • Public Liability Insurance - £5m per claim • Employer’s Liability Insurance - £5m per claim • Professional Indemnity Insurance - £1m on an aggregate basis
Data Protection Procedures	Provision of a satisfactory Data Protection Policy and evidence of secure data protection processes (covering service users’ personal data and sensitive personal data). Confirmation this meets the requirements of the Data Protection Act 2018 and General Data Protection Regulation (EU) 2016/679
Audited Accounts	Provision of audited accounts for the Delivery Partner organisation for the past three financial years
Outcomes Reporting	Confirmation that Delivery Partner can provide information so Porchlight is able to report to KCC on achievement of outcomes.
Quality Standards	Procedure confirming compliance with quality standards relevant to services (i.e. NICE or Arts and Culture)



Market Stewardship Principles	Porchlight provision to the Delivery Partner of a copy of the “Market Stewardship Principles”.
Complaints Policy	Provision of complaints policy – including compliance with “KCC’s Public Health Serious Incidents Procedure”
Business Continuity Plan	Provision of a satisfactory Business Continuity Plan/Disaster Recovery Plan
Health & Safety Policy	Provision of a satisfactory health and safety policy.
Anti-Bribery Policy	Provision of a satisfactory anti-bribery policy.
Equal Opportunities Procedure	Provision of a satisfactory Equalities Policy (that complies with Equalities Act 2010)
Whistleblowing Policy	Provision of a whistleblowing policy, which is compliant with the Public Interest Disclosure Act 1998 (Whistleblowing).
Freedom of Information (FOIA) and Environmental Information Regulations (EIR)	Acknowledgement that KCC is subject to the FOIA/EIR and that the Delivery Partner may need to disclose information to allow KCC to comply with this legislation.
Sub-Contract	Signed sub-contract in place between Porchlight and the Delivery Partner for the services to be provided.

“Business As Usual” Contract Requirement	Evidence
Induction, Training and Supervision Policy	Confirmation that Delivery Partner has induction, training and supervision policy in place
Disciplinary/Capability Policy	Confirmation that Delivery Partner has disciplinary and capability policy in place
Annual Equality Impact Assessment (EQIA)	Confirmation that annual EQIA will be completed regarding certain characteristics: age, disability, gender, gender identity, race, religion, pregnancy and sexual orientation
Domestic Abuse Workplace Policy	Confirmation that Delivery Partner has policy in place
Bullying and Harassment Policy	Confirmation that Delivery Partner has bullying and harassment policy in place
Risk Assessment and Risk Management Policy	Confirmation that Delivery Partner has risk assessment and risk management policy in place
Environmental Sustainability and Resilience Policy	Confirmation that Delivery Partner has environmental and sustainability policy in place
Safe Employment and Recruitment Policy	Confirmation that Delivery Partner has employment and recruitment policy in place, including for positive disclosure.

Service User Involvement Policy	Confirmation that Delivery Partner has Service User Involvement policy in place
Volunteer Policy	If volunteers are used by the Delivery Partner, confirmation that Delivery Partner has Volunteer policy in place.