

Commissioning Agreement for Health and Wellbeing Champion

1. Definitions

A number of terms have been used in this document, this section provides a definition for these terms and should be read in conjunction with the terms defined in the Agreement.

Term	Definition
Wiltshire Council	The unitary Local Authority responsible for local government within the county of Wiltshire. Commissions social care services and responsible for delivering the requirements set out in the Care Act (2014)
Care Act (2014)	Also known as the Act, this refers to the 2014 Care Act which provides the statutory framework behind this agreement setting out the local authority's duties in relation to prevention, information and advice and wellbeing.
Service Provider	The appointed person responsible for delivering the requirements of this schedule.
Statutory Care and Support services	Any service, purchased by the commissioners or an individual that is meeting eligible care and support needs. This may include services provided in residential/nursing care settings and in an individual's own home.
Customer	Any individual who has care and support needs, is requesting information or who will benefit from preventative services in accordance with the general duty to prevent, reduce and delay needs.
Community Area Board	A subcommittee of the Council chaired by elected members working to develop an area of Wiltshire. The boards are responsible for delivering community objectives, allocating grant funding and facilitating local community resilience. The provider will be expected to work closely with these groups in order to deliver the outcomes described in this agreement.
The Parties	This refers to Wiltshire Council (as devolved to the Community Area Board) and the Service Provider.

2. Background

- a. The Care Act (2014) introduced general duties for local authorities to ensure that everyone living within a community has access to information and advice about their local care and support system and a general duty to prevent, reduce and delay needs arising across a community.
- b. The Commissioners have worked in partnership with Community First in Wiltshire for a number of years in order to support vulnerable people.
- c. With the cessation of the Good Neighbour Service from 1st April 2016 and the devolvement of funding to each Community Area Board, the parties have agreed that the Service Provider will deliver a service based on the requirements set out in this schedule and in accordance with supporting documentation (Appendix A).

- d. This agreement has been established by the commissioners to support the Service Provider to deliver the key service outcomes through provision of funding.

3. Summary of the Agreement

- a. This agreement has been made for a term of up to a year.
- b. The Service Provider will produce a basic plan for the term setting out the activities they will deliver as part of this agreement and the costs of delivering this service. This can be flexible in order to meet the needs identified as the year progresses.
- c. This funding is not connected to any other commissioned services.
- d. An annual budget of £6,700 will be devolved to each Area Board to support and facilitate health and wellbeing activities. This will be the funding supporting this Service Provider - to be paid at £15 per hour, equating to 10 hours per week.
- e. A further £1000 will be provided for expenses. To include: mileage, meeting expenses, venue hire, training events and stationary.

4. Service Outcomes

Service Outcomes will include;

- Provision of information and advice service to entire Royal Wootton Bassett and Cricklade Community Area, champion the voice of vulnerable people.
- Improvement to the priorities of the JSA agenda and engagement with local health and wellbeing partners to ensure meeting the local needs of vulnerable people.
- Development of connections with village support groups 'Local Links' (such as eyes and ears/street wardens) to increase capacity of the role.
- Oversight of the support volunteers give to vulnerable people and be a source of information, advice and guidance for these volunteers/ organisations.
- Development of local health and wellbeing meetings with local partners to ensure provision meets local need.
- Hold an annual Health and Wellbeing Area Board involving local partners, national organisations and 'local links'.

- Trial high street presence in both Royal Wootton Bassett and Cricklade (potentially library) venues at each location twice per month.
- Visit coffee mornings/ social events/ clubs and groups to give presence in community, knowledge of service, maintain local front face image.
- Working with local volunteers/organisations to visit clients: attending those who are isolated, in the comfort of their own home. Support and empower the customer to access other provision, transport and activities. Working with them to improve their wellbeing and gain confidence in socialisation and making informed choices. Working with them short term for long term resolves. Usually single visit with phone follow up, to a maximum of three visits; in this time enable the customer to self-manage their situation or access appropriate provision.
- Record number of clients, age, gender, disability/ impairment, number of contacts to client, breakdown of type of contact, Quarterly impact assessment, number of referrals other agencies.
- Utilize the 'Your Care, Your Support' online directory and inform Healthwatch of changes to provision details.
- Facilitating and contributing to the process to design, develop, deliver and review activities for people in the local area.
- Make recommendations to the Community Area Board on how priorities for funding should be determined (to include evaluating opportunities for applying for grants).
- Monitor and report on the quality and effectiveness local activities.
- Monitoring and reporting on the quality and effectiveness of information and advice in the community area.
- Contribute any information (where appropriate to do so) that may have a bearing on activities for vulnerable people and ensure this is shared with partners.

5. Agreement Period and Payment Term

- a. This funding has been established for a twelve month term and will terminate on 31.03.2017 unless terminated earlier by either party, with one month's notice from either party.
- b. The total value of this funding will be £6,700 paid upon submission of an invoice by the Service Provider on a monthly basis.

6. Monitoring

- a. During the period of this agreement monitoring will be based on regular contact between the parties who will ensure the service is delivering the requirements of this service specification.
- b. The Parties will work together to agree the details of a monitoring agreement. The Service Provider will provide monthly monitoring data by the 10th day of the following month.
- c. The agreement will be monitored by the Commissioners (Royal Wootton Bassett and Cricklade Area Board) as described below. The primary objectives of this monitoring will be to;
 - Ensure the funding continues to represent best value in the community area.
 - To identify projects and programmes where the parties can work together to deliver shared strategic objectives.
 - Developing performance information together that provides an evidence base for the impact of investment.
 - To agree and monitor progress against the work plan.
 - To agree annual efficiencies while attempting to minimise the impact on strategic objectives.
- d. Provide monitoring reports at least bi-monthly to the Area Board and attend Area Board meetings on request.

7. Transition Arrangements

- a. At the conclusion of the agreement or if any party ends the agreement before the planned end date the parties will work together to minimise the impact of the decommissioning arrangements.
- b. The parties will develop a joint decommissioning plan which will cover as a minimum;
 - Data protection and information governance
 - External and internal communications
 - Communications with customer groups
 - Transition arrangements
- c. The Service Provider will be required to comply with all legislative requirements and best practice from Wiltshire Council, for example Safeguarding policies, and subject to a Disclosure from the Disclosure and Barring Service. Failure to comply with the legislation could result in immediate termination of agreement.

