**WESTERN VALE COMMUNITY DAY SERVICE**

**SERVICE SPECIFICATION**

1. **Statement of Principle and Purpose**

There is growing recognition that loneliness and social isolation have significant impacts on the health and wellbeing of Older People. The Vale of Glamorgan Council recognises that these factors are key drivers behind the growing demand for Health and Social Care Services across the Western Vale. It also acknowledges the vital role that access to local social and leisure opportunities plays in supporting wellbeing, reducing isolation, and helping Older People remain connected to their communities.

The Western Vale Community Day Service in Llantwit Major offers Older People with care and support needs a welcoming and inclusive space to enjoy social time, take part in leisure activities, and share a hot meal. It also provides Unpaid Carers with valuable respite from their caring responsibilities.

The Western Vale Community Day Service supports Older People, including those living with Dementia, to achieve their personal outcomes through a flexible, strengths-based, and person-centred approach to care and support. The core purpose of the service is to proactively promote wellbeing, independence, and social inclusion by offering a diverse range of meaningful daytime activities and opportunities for community engagement. By focusing on what matters most to each person, the service aims to foster a greater sense of purpose, belonging, and contribution within the community.

1. **Definition of Service User Group**

An Older Person using the service will be:

* Aged 65 or over\*.
* Living in the Western Vale area\*\*.
* Assessed under the Social Services and Wellbeing (Wales) Act 2014 as having care and support needs that are likely to benefit from the support provided by the service.

\*Younger adults who are living with Dementia will be considered on a case-by-case basis.

\*\*The Western Vale area is defined as the area surrounding Cowbridge, Rhoose and Llantwit Major, and westward towards Southerndown, and Ewenny.

1. **Service Objectives**

The Western Vale Community Day Service is committed to supporting Older People, including those living with or at risk of Dementia, by enhancing their emotional, cognitive, social, and physical wellbeing through the delivery of inclusive, meaningful, and person-centred activities.

The Provider is expected to deliver high-quality, tailored support that reflects the values of the service; placing people at its heart and promoting wellbeing, community inclusion, and preventative approaches that enhance their quality of life.

The Provider will:

* Support Older People to achieve their personal outcomes through their participation in fulfilling activities that reflect their individual interests, values, and preferences.
* Enhance physical, mental, and emotional wellbeing by offering engaging daytime activities within a safe, accessible, and welcoming environment.
* Promote community inclusion by facilitating access to the wider community, enabling Older People to engage in everyday life, take on valued roles, and participate in a diverse range of activities that are known to support the wellbeing of those living with, or at risk of, Dementia.
* Reduce social isolation through opportunities for peer interaction, relationship-building, and social engagement.
* Strengthen Older People’s resilience and confidence by recognising and building on their individual strengths, abilities, and existing support networks.
* Deliver person-centred support and activities tailored to individual needs, capabilities and preferences.
* Improve overall quality of life through preventative approaches that promote wellbeing, reduce future reliance on Health and Social Care Services, and support long-term independence.
* Provide respite for family carers, offering reassurance that their loved ones are receiving compassionate and meaningful support.

1. **Access to the Service**

Access to the Western Vale Community Day Service is coordinated through the Vale of Glamorgan Council’s Social Services department as part of a Care and Support Plan. All referrals are centrally managed by the Resource Centre Manager, who undertakes initial screening to determine service suitability, ensuring that Older People accessing the service have appropriate identified care and support needs and clear pathways to achieving their desired outcomes. Appropriate referrals are then forwarded to the Provider to commence service delivery.

The Provider is expected to:

* Adhere to this referral process, acknowledging that all referrals are recorded and that access to the service is subject to the discretion of the Vale of Glamorgan Council.
* Recognise the individual strengths, preferences, and aspirations of each person referred to the service.
* Use existing Care and Support Plans as the basis for service delivery, ensuring alignment with each person’s identified needs and outcomes.
* Offer a *minimum* of one trial session to each person prior to the commencement of regular attendance.
* Co-produce personalised Day Opportunities Care Plans within *six weeks* of each person’s initial attendance, detailing individual goals and preferences, and outlining how the service will support the achievement of desired outcomes.
* Engage with those attending the service, their families, and carers, to inform the development of and shape relevant and meaningful activities and community-based opportunities.
* Ensure cultural inclusion, including the use of the Welsh Language for those more comfortable communicating in their first language.
* Promote community engagement by encouraging the use of the service’s base during evenings and weekends, and by establishing links with appropriate opportunities across the wider community.
* Actively promote the service through appropriate channels, including social media and a quarterly newsletter that highlights service developments, achievements and upcoming opportunities.
* Collaborate with the Vale of Glamorgan Council’s Older People Services to ensure the service is visible, accessible, and well-integrated across the Vale of Glamorgan.

1. **Service Structure and Delivery**

Venue

The Western Vale Community Day Service is delivered from leased premises known as the Western Vale Community Hub, located within the Glamorgan Voluntary Services Head Office at Illtud House, Llantwit Major.

Llantwit Major is considered a Dementia Friendly town, and the Community Hub is conveniently located near its local shops, leisure amenities, and community facilities, supporting continued connection to everyday life and the wider community. The premises is equipped with appropriate facilities and provides a bright, spacious, and supportive environment specifically designed to meet the needs of Older People, including those living with Dementia. The Hub should be more than just a physical setting, it should reflect the core values of the service: promoting inclusion, wellbeing, and community connection.

To ensure the delivery of a Dementia-friendly service, staff operating within the Community Hub should be trained to recognise and respond to a range of emotional and cognitive needs, ensuring that people attending feel safe, understood, and appropriately supported.

Premises Management

The Provider is responsible for ensuring the venue remains safe, welcoming, and fit for purpose. To ensure the Western Vale Community Hub remains compliant with all relevant standards, the Provider will be expected to:

* Maintain the premises in accordance with the lease agreement between Glamorgan Voluntary Services (GVS) and the Vale of Glamorgan Council.
* Comply with all relevant Health and Safety obligations, including but not limited to:
* Adhering to fire safety procedures and evacuation plans.
* Ensuring all staff receive appropriate training to respond effectively in the event of an emergency.
* Developing and maintaining robust business continuity plans to minimise disruption to service delivery.
* Facilitating access for the Landlord and their contractors to inspect, maintain, and repair building systems, including:
  + Electrical systems.
  + Security systems.
  + Clean water systems (including legionella monitoring).
  + Sanitation and waste systems.
  + Gas safety (as required).
  + Heating systems.
  + Fire safety systems and fire doors.
  + Extractor and ventilation systems.
* Operate the kitchen and food provision in full compliance with the Food Safety Act 1990 and the Food Hygiene (Wales) Act 2013. Staff must be appropriately trained and supervised, and the Provider must ensure ongoing compliance with the Food Hygiene Rating Scheme (FHRS) in Wales.
* Report any defects or maintenance issues promptly to the Premises Manager at GVS, ensuring timely resolution and minimal disruption.
* Conduct annual Portable Appliance Testing (PAT) for all electrical items used by the Provider on site.
* Maintain an up-to-date inventory of centre stock (including furniture, fittings, and kitchen equipment) as provided by the Council at the start of the contract. The Provider is responsible for the upkeep of these items and for replacing any damaged or missing cooking utensils, white goods, or other equipment as necessary.
* Allow inspections of the premises by statutory authorities and/or the Landlord as required.
* Use the premises solely for the delivery of the specified Day Service, unless prior written agreement is obtained from both the Vale of Glamorgan Council and GVS.
* Hold and maintain appropriate Public Liability Insurance to support the safe and responsible operation of the Day Service.

Hours of Operation

The Western Vale Community Day Service currently operates Monday to Friday, delivering a minimum of 5 (five) hours of support per day for up to 10 (ten) Older People, including those living with Dementia.

Whilst the core delivery of the service takes place during daytime hours, there is potential to expand the delivery model to include:

* Outreach-based support, extending the service into the wider community.
* Use of the premises outside of the service’s standard operating hours, including evenings and weekends, to support broader community engagement and more flexible, person-centred care.

To support the wellbeing of its staff and maintain a high-quality, safe and responsive provision of support, the service may be closed for up to 20 (twenty) working days per year, including:

* Bank Holidays.
* Up to 1 (one) week during Easter.
* 5 (five) non-consecutive days during the Christmas and New Year period.

Any remaining closure days may be used for:

* Staff training and development.
* Emergency closures, where necessary, to ensure safety and continuity of care.

Transport

The Provider is required to ensure that transport arrangements for people to and from the Community Hub are delivered in a manner that is safe, efficient, and supportive of individual needs.

The Provider shall:

* Facilitate access to the service and its associated activities in a way that promotes independence, including encouraging people and their families to make use of personal transport arrangements where feasible. Transport to and from the service will *only* be arranged where a Social Worker has formally assessed and confirmed the need for support and assistance.
* Provide suitable transport, including Drivers and support staff, for activities taking place outside of the service premises.
* Undertake individual travel risk assessments, considering safety considerations such as the use of safety locks and secure seating. Documentation of these must be made available to the Council upon request.
* Utilise accessible vehicles equipped with wheelchair lifts and compliant anchor points and grips, ensuring secure and safe travel.
* Ensure staff are appropriately trained in the safe moving and handling of people as well as the safe and correct use of tail lifts.
* Plan journeys efficiently, minimising travel time and ensuring people arrive and leave the service in a safe and timely manner.
* Maintain transport vehicles to a high standard, ensuring all safety features, seat belts, and specialist equipment meet legal requirements and are subject to regular checks.
* Ensure compliance with legal and insurance requirements, including valid business-use insurance, appropriate vehicle tax, and that all Drivers hold the correct Driving Licence for the vehicle in use. Documentation of these must be made available to the Council upon request.
* Carry out vehicle cleaning and maintenance outside of the contracted service hours, to avoid disruption to service delivery.

Meals and Refreshments

The Provider is expected to offer nutritious main meals, snacks, and hot drinks to people attending the service, at a fair and transparent cost.

Meal charges must reflect actual costs only, covering reasonable overheads such as ingredients, preparation, and serving. Any surplus income, whether from overestimated costs or underused meals, must be reinvested directly into the service to benefit those who use it. As a general guideline for similar services, a contribution of £5.35 is typically requested from people attending to cover the cost of lunch and refreshments.

Mealtimes should be relaxed and flexible, enabling people to eat comfortably and at their own pace. All meals must be prepared on-site using the purpose-built kitchen at the Community Hub and served in a manner that reflects high standards of quality, hygiene, and respect. Where appropriate, people using the service should be encouraged to take part in meal planning and preparation, with their preferences, cultural backgrounds, dietary needs and physical capabilities considered and respected.

The Provider must be able to supply cost breakdowns and evidence of any surpluses and how they have been used. Sample menus must also be made available to the Vale of Glamorgan Council upon request.

Activities

The Provider will deliver a varied programme of engaging and enjoyable activities, offered both within the Community Hub and in the wider community. Activities must be co-designed with those using the service, ensuring they reflect personal interests, physical capabilities, and aspirations.

All activities should be inclusive and meaningful, with a clear focus on promoting wellbeing, personal fulfilment, and social connection. The aim is to create opportunities that support people to stay active, connected, and involved in the things that matter to them.

Examples of activities include:

* Creative activities, including painting, playing cards, balloon games, baking, and other hands-on hobbies.
* Movement and exercise sessions, such as chair yoga, gentle walks, and light stretching to promote physical wellbeing.
* Relaxation and wellbeing practices, including guided meditation, sensory stimulation, and calming environments.
* Music-based engagement, featuring singing, dancing, musical games, and therapeutic music sessions.
* Cognitive stimulation, through reminiscence activities, quizzes, puzzles, and memory-based games.
* Cultural and historical exploration, by visiting heritage sites, attending local markets, and participating in food and cultural festivals.
* Social and community involvement, including outings to green spaces, cafés, leisure centres, and shops, as well as attending appointments like hairdressing and chiropody.

1. **Provider Responsibilities**

The Provider is responsible for delivering a safe, person-centred service that promotes wellbeing, inclusion, and independence. Key responsibilities include:

Service Planning and Engagement

* Collaborating with each person using the service, along with their families and/or carers, to produce ‘Read About Me’ documentation and ‘what matters’ conversations, to build relationships and understand individual priorities, ensuring that they are regularly reviewed and updated as needed.
* Reviewing each person’s Day Opportunity Care Plan every 6 (six) months and/or when there is a significant change in their circumstances.
* Providing feedback to Carers when agreed with the person involved, as well as identifying appropriate methods of communication depending upon their capacity.

Record Keeping and Reporting

* Maintaining accurate service attendance records and submitting them electronically to the Council on a monthly basis.
* Keeping detailed records of daily events in the form of individual logs and providing them to the Council upon request.
* Maintaining a log of significant events, which is available to the Council upon request, including but not limited to:
* The death of a person using the service.
* An outbreak of an infectious disease within the service deemed sufficiently serious by a registered medical practitioner.
* Serious injury to a person attending the service.
* Any event at the service that impacts the wellbeing or safety of attendees.
* Theft or burglary of the premises.
* Serious accidents occurring within the service.
* Allegations of misconduct involving Managers and/or staff members employed by the service.
* Notifying the Council when someone no longer wishes to attend the service.
* Reporting any concerns that a person attending the service may be at risk of safeguarding issues, including abuse or neglect, to the Council.
* Informing the Council of any changes in the needs or circumstances of people using the service.
* Notifying the Resource Centre Manager, the Council Commissioning Team and emergency contacts/next of kin if an interruption to the service is anticipated.

Service Development and External Engagement

* Maintaining records of contacts and engagement with relevant agencies that provide activities and services suitable for Older People and those living with Dementia, ensuring these provisions offer maximum benefit to those attending the service.
* Producing and maintaining a business continuity plan that details contingency arrangements and is available to the Council upon request.

1. **Service Outcomes**

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| **Outcome 1:** People receive person-centred care and support that is tailored to their individual needs, preferences, and values. | | |
| **Principle** | **What is Expected from the Provider?** | **What Does Success Look Like to the Person?** |
| People have personalised support plans that are co-produced, regularly reviewed, and responsive to their evolving needs, preferences, and aspirations. | Support plans are developed in genuine partnership with people, their families and/or carers, and relevant professionals; ensuring everyone feels heard, respected, and valued, and that their voice is central to all decisions made about their service experience.  Each support plan is uniquely tailored to reflect the person’s identity, values and life story, incorporating their preferences, aspirations, cultural background, communication needs and daily routines; capturing who they are as a person, not just what they need.  Support plans and personal outcomes are dynamic and adaptable, with regular reviews and updates carried out in response to any significant changes in the person’s wellbeing, circumstances, or preferences, ensuring they consistently promote wellbeing, independence, and personal choice. | When staff take the time to really get to know them — learning what they enjoy, what makes them feel comfortable, and how they like things done:  “I feel that the staff know me and what I like.”  *Person Supported at the Service*  “They know I like two sugars in my tea.”  *Person Supported at the Service* |
| People have respectful, trusting relationships with staff and feel actively involved in decisions about their care and daily activities. | Staff consistently demonstrate empathy, patience, and active listening; activities, routines, and choices are explained clearly and respectfully, ensuring people are given real opportunities to make informed decisions and exercise personal choice throughout their day.  Staff engage with people in a warm, inclusive, and respectful manner, adapting their communication style to suit each person’s individual needs, preferences and cognitive abilities – including using their preferred language and non-verbal cues – ensuring they feel understood, valued and included.  People are actively encouraged to express their views, preferences and feelings, which are meaningfully incorporated into their daily routines and activities; each person’s day at the service must reflect what matters most to them.  The service fosters a positive and inclusive culture of mutual respect, emotional safety and partnership; both people and staff feel comfortable, supported, and empowered to contribute openly to the service and feel like they belong. | When staff chat with them in a friendly, down-to-earth way, helping them feel relaxed and building real, trusting relationships:  “Staff do make an effort to talk about all sorts with me, and we do have a laugh as well.”  *Person Supported at the Service*  “I like coming here and talking to (staff member), he’s a big fan of comedy like me and we always have a laugh. He knows how to push my buttons…in a good way!”  *Person Supported at the Service* |
| People have their cultural, religious, linguistic, spiritual, sexual orientation and disability-related identities fully respected and valued by all members of staff and other people using the service, ensuring inclusive, dignified and meaningful support for all. | The service is delivered in a warm, welcoming and affirming environment that fosters a strong sense of belonging, identity and emotional safety.  People have their personal identities - including gender, sexuality, cultural background, religious beliefs, and preferred names and pronouns – recognised, respected and upheld.  People are offered a range of culturally relevant activities, meals, and celebrations that reflect the backgrounds and traditions of those attending the service, promoting community connection and personal expression. They are supported to engage in spiritual or religious practices of their choosing, with access to quiet spaces, religious texts or the facilitation of visits from faith leaders when requested and/or feasible.  Staff receive ongoing training in cultural competence, including understanding the impact of age, health, culture, disability, gender and sexuality on people’s experiences. They are encouraged to reflect upon their own biases and assumptions, engage in open dialogue and apply inclusive, responsive practices to their roles within the service. | When staff take time to understand their backgrounds and beliefs and make an effort to recognise and celebrate their personal milestones and traditions:  “Today we are having an 80th birthday party for (Person’s name), we’ve got a lovely cake for later.”  *Member of Staff*  “That’s (Person’s name) sitting at the end of the table, that’s her Quran, she takes it with her everywhere she goes.”  *Member of Staff*  “T likes to be called ‘T’ and not ‘TJ,’ don't ever call him TJ!’” - “Only my mum called me TJ!”  *Member of Staff and a Person Supported at the Service*  “I like…and celebrating events like Halloween, Christmas and Easter.”  *Person Supported at the Service* |

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| **Outcome 2:** People feel safe, supported and comfortable within an inclusive and accessible environment. | | |
| **Principle** | **What is Expected from the Provider?** | **What Does Success Look Like to the Person?** |
| People feel safe, supported, and comfortable in an environment that is inclusive, consistent, and thoughtfully designed to meet a wide range of needs. | The service is delivered in an environment that is inclusive, dementia-friendly, and physically accessible; designed to promote safety, comfort, and independence for all abilities. The environment is also vibrant, engaging and homely.  New people attending the service feel supported to settle in and feel welcome.  The service is delivered in a space that incorporates features that minimise risk and support physical safety, including non-slip flooring, clear and unobstructed pathways and secure exits. It’s a clean environment that is clean, fit for purpose and free from hazards.  The service is delivered in an environment adapted to meet and support diverse mobility, cognitive and neurological needs:   * Furniture is arranged to promote ease of movement and spatial orientation, enabling people to navigate the space with confidence and independence. * Clear, consistent signage is used to reduce confusion, particularly for those with cognitive or visual impairments, fostering a sense of empowerment and autonomy. * The space is calm, uncluttered and familiar, with good amounts of natural lighting, neutral colour schemes and the presence of familiar household objects, scents and sounds to promote emotional wellbeing and ensure people feel comfortable, confident and secure.   Staff are encouraged to be innovative and creative when planning and delivering activities such as using community-led approaches, assistive technology and accessibility aids. | When they're in a safe and supportive environment where they feel comfortable, confident, and free to be themselves:  “It is always easily accessible.”  *Person Supported at the Service*  “Facilities here are good. Staff are very good indeed. I would really like to come for a third day a week if ever that was possible, and I’m willing to pay for this.”  *Person Supported at the Service*  “All staff are very helpful. They try to support people to be independent but will give practical help when it is needed. The staff have created a warm and welcoming atmosphere.”  *Family Member of a Person Supported at the Service* |
| People have trusting relationships with staff and feel emotionally safe and comfortable at the service. | Staff maintain privacy and treat people with respect and dignity in all aspects of care.  Staff receive ongoing training to recognise and respond to signs of distress, confusion and vulnerability whilst maintaining dignity and respect for the person.  Staff and daily routines are kept consistent with any changes to environments or schedules communicated clearly and sensitively so as to reduce anxiety and promote trust, respect and value.  Staff build trusting relationships with people through empathy, patience and consistency; everyone feels emotionally supported and free from judgement or stigma in an environment that promotes a sense of belonging and reassurance. | When staff go out of their way to make them feel welcome, are kind and helpful to their families and carers, and understand that joining a new service can be a bit nerve-wracking:  "We love the staff, especially ‘B’, we don’t want to lose him.”  *Person Supported at the Service*  “The staff have been very helpful in settling me into the Day Centre and met my family to help them during the transition too, which was very welcome.”  *Person Supported at the Service*  “The staff are so kind, courteous and efficient in everything they do.”  *Family Member of a Person Supported at the Service* |
| People feel protected from harm, neglect, and abuse, and are confident that they can report any concerns safely and confidentially. | Staff are appropriately trained and present in sufficient numbers to deliver safe, patient, person-centred support, ensuring that everyone (including staff) feels safe and protected from abuse, neglect and harm, with safeguarding policies and procedures followed at all times.  Service quality is regularly assessed and monitored to uphold high standards of support, ensuring care remains responsive to people’s individual needs and preserves each person’s dignity.  People and staff are supported to raise concerns and informed about how to make complaints safely and confidentially, with assurance that all issues will be taken seriously and managed appropriately.  People are assured that personal information is handled securely, and confidentiality is maintained at all times. | When they feel safe and supported in a way that’s respectful, not demeaning, and doesn’t make them feel like a burden:  “I’ve got this” – they gesture to their Alzheimer’s Society Badge – “so I forget things, and my legs don’t work as well anymore! Everyone here is really helpful when I get confused or can’t find the words. They don’t rush me, and they make sure to give me space and time to get myself around with this” – they gesture to their walking frame -” without hurting myself or getting stuck.”  *Person Supported at the Service* |

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| **Outcome 3:** People experience enhanced wellbeing and greater independence in their daily lives. | | |
| **Principle** | **What is Expected from the Provider?** | **What Does Success Look Like to the Person?** |
| People feel happier, less isolated, and more connected to others through meaningful engagement and supportive relationships that foster a sense of belonging. | People are welcomed into a warm, inclusive environment that encourages genuine connection, meaningful conversation, and active participation in group activities.  People are encouraged and supported to share their interests, experiences and personal stories. ensuring their unique identities are recognised, valued and celebrated within the service.  Activities are thoughtfully planned and delivered to reflect each person’s preferences, abilities, and comfort levels, promoting emotional wellbeing, nurturing positive social interactions and fostering a strong sense of community and empowerment. | When they can do things they enjoy, have a chat and meet new people, and go out to places they wouldn’t usually have the chance to visit:  “I come here for the social aspect; being around people is really important to me, otherwise, I get lonely at home, especially since my wife died.”  *Person Supported at the Service*  “The trips out are my favourite activity of all; seeing the coastline, visiting the seaside and having meals out are an incredible treat.”  *Person Supported at the Service* |
| People maintain or improve their cognitive function through regular participation in stimulating and purposeful activities, supporting their mental sharpness, slowing their cognitive decline, and contributing to their overall wellbeing. | People are offered a diverse range of engaging and enjoyable activities, thoughtfully designed to stimulate cognitive function while remaining accessible and inclusive for all.  Activities are adapted to ensure that every person, regardless of ability, can participate with confidence and enjoyment; each activity is tailored to reflect abilities, interests, and preferences.  People are supported to take part in activities at their own pace and in ways that suit them best, fostering a sense of achievement and inclusion. | When they can join in with activities that everyone gets involved in, that keep their minds busy, and feel right for their ages and interests:  “I enjoy playing cards and musical hangman.”  *Person Supported at the Service*  “Crosswords are always good fun.”  *Person Supported at the Service*  “I enjoy the cards and crosswords. We’ve decorated cakes, shop bought ones, it would be nice to make our own cakes or pastry.”  *Person Supported at the Service*  “We don’t repeat the same activities all the time, we like to mix it up. We do quizzes, musical hangman, play Trivial Pursuit, test our general knowledge and just try to get everyone involved and thinking. It keeps their minds ticking over, it’s all good fun.”  *Member of Staff*  “I used to sing in an all-male choir; I’ve sung in churches and halls all around the country. I like listening to music and playing the musical hangman game. We had one today that was Jackie Wilson – we had to guess what song ‘B’ was going to play.”  *Person Supported at the Service* |
| People feel more independent and capable in their daily lives, supported to maintain or regain essential skills such as preparing meals, managing personal care, and making everyday decisions. | People are actively supported and encouraged to take an active role in their daily routines, building confidence in their abilities; they feel more capable and confident in communal settings and when returning to their own homes, enhancing their overall sense of independence and wellbeing.  People feel empowered to engage in activities, social opportunities, and everyday tasks through supportive, enabling care that promotes autonomy and builds confidence.  Staff provide people with practical support and positive reinforcement, encouraging them to be active and move with confidence. Approaches are tailored to each person’s needs and preferences, fostering self-confidence and independence in a way that is both respectful and enabling. | When they feel encouraged to give things a go on their own, build up their confidence, and know they can ask for help without feeling like they’re being a bother:  “When I first came here, I couldn’t do this, but now I can go over to the bathroom on my own. You see, I want to stay as independent as I can, even though my legs don’t work as well anymore, and they’re very good here at letting me do that. They’ll help me if I ask them to.”  *Person Supported at the Service* |

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| **Outcome 4:** People experience a sense of belonging, purpose and active participation in their local community. | | |
| **Principle** | **What is Expected from the Provider?** | **What Does Success Look Like to the Person?** |
| People are supported to participate in diverse and stimulating events and activities in their local community. | People feel supported and encouraged to participate in a diverse range of community-led activities within their local area. Opportunities are varied and inclusive, encompassing personal care services such as hairdressers and chiropodists, active pursuits like gardening and gentle exercise classes, and social activities including visits to libraries and local cafes.  Staff are attentive to each person’s unique interests, abilities, and cultural backgrounds, ensuring that all community-based activities are thoughtfully tailored, appropriate, and respectful.  People are empowered to choose activities that are meaningful to them, with staff proactively enabling full and meaningful participation. This includes providing suitable transport and mobility aids, making reasonable adjustments to how activities are delivered, and ensuring that all chosen activities and destinations are accessible, appropriate, and safe for everyone. | When they get the chance to go out into their local community, visit places they wouldn’t normally get to, and do things they enjoy, with people around them who make them feel safe and supported:  “We go outside into the garden and help with the plants when the weather’s nice.”  *Person Supported at the Service*  “They pick me up in the bus, I can’t get here myself.”  *Person Supported at the Service*  “The minibus is comfortable, and it means I can get to the day centre safely.”  *Person Supported at the Service*  “They provide valuable transport.”  *Family Member of a Person Supported at the Service* |
| People, including those living with Dementia, feel valued, included and recognised as active contributors to their local community. | People, including those living with Dementia, are offered opportunities to take on valued roles within the service and the wider community, such as helping to prepare for events, sharing personal stories, or welcoming visitors. Staff recognise and celebrate each person’s contributions, reinforcing a sense of purpose, belonging, and self-worth.  People have access to Dementia-friendly spaces within the local area, where community-based activities are designed and adapted to be inclusive, accessible, and enjoyable for all. Activities promote connection, shared experiences, and relationship-building through initiatives such as peer support groups, buddy systems, and intergenerational programmes.  Staff receive ongoing training in inclusive communication, Dementia awareness, and person-centred practice. They are skilled in identifying and supporting each person’s strengths and are proactive in challenging stigma, promoting dignity, and fostering respect.  Both service staff and community-based providers use clear communication, visual cues, and flexible approaches to ensure that everyone can participate meaningfully, at their own pace and comfort level; people feel valued, involved, and recognised as active contributors to their community. | When they can take part in community events and activities just like everyone else, with any mobility or memory needs respected and supported with dignity:  “We all went out for the day to a fete in Margam, I think around Christmas, there was this big tunnel of different coloured lights, it was beautiful, and they all had a great time. It makes a nice change for them to go out and do something different, visit new places.”  *Member of Staff*  “I have this (Alzheimer’s), they’re really good here about it. They always make sure to explain everything in a way that I can understand, I get confused you see, and I can forget things.”  *Person Supported at the Service* |
| Local organisations and members of the wider community can collaborate and work in partnership with the service to support meaningful community engagement and raise awareness of the service and its activities. | The service actively encourages local organisations and members of the wider community to work in partnership, strengthening community connections, promoting inclusion, and creating opportunities for people to participate in and contribute to local life.  Strong links are developed with Dementia-friendly organisations, businesses, and community groups to raise awareness, challenge stigma and promote positive attitudes towards older members of society and those living with Dementia.  Community partners are supported to adapt their environments and approaches to be more Dementia-friendly, helping people feel confident, welcome, and included when accessing local spaces and services.  The service works meaningfully with local charities and small businesses and actively participates in local events to promote visibility and engagement. The service also pursues meaningful opportunities through Glamorgan Voluntary Services to enrich the experience of those attending, including fostering intergenerational connections through engagement with the children’s nursery located adjacent to the setting. | When they can take part in community activities that matter to them; things that reflect their interests, hobbies, and help enrich their lives:  “Mum regularly uses the visiting hairdresser and chiropodist.”  *Family Member of a Person Supported at the Service*  “I enjoy seeing the children at the nursery next door.”  *Person Supported at the Service*  “I would love to go and see a show or sing on stage again, and (Person’s name) can play the piano!”  *Person Supported at the Service* |

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| **Outcome 5:** Family members, including unpaid carers, experience reduced stress and improved wellbeing. | | |
| **Principle** | **What is Expected from the Provider?** | **What Does Success Look Like to the Person?** |
| Family members, including unpaid carers, experience reduced stress and improved wellbeing through access to trusted and reliable respite, and feel reassured that their loved ones are well supported in a safe and caring environment. | Families and unpaid carers are provided with emotional support alongside regular, trusted respite from caring responsibilities. They experience reduced stress and improved overall wellbeing, reassured that their loved ones are safe, engaged and cared for with dignity.  Communication between families/carers and the service is open, respectful, and timely. Staff build trusting relationships, keeping families/carers informed and offering reassurance through continuity of care and consistent support.  Coproduction is actively encouraged where appropriate, ensuring families and carers feel valued as partners in planning and decision-making around the care of their loved ones.  The service recognises that families and carers should be living, not just surviving, and is committed to supporting their wellbeing through compassionate, collaborative, and person-centred practice. | When their families know their loved ones are safe and supported, bringing them peace of mind and improving their own wellbeing too:  “Hours to suit our lifestyle.”  *Family Member of a Person Supported at the Service*  “The day centre is immensely important to my mum and I. Mum looks forward to it every Wednesday and Friday. The staff are so kind, courteous and efficient in everything they do. We are more like friends now. It is an excellent service.”  *Family Member of a Person Supported at the Service*  “I like communicating with the families and hopefully enhancing their lives!”  *Member of Staff*  “The staff keep us well informed about the activities, meals and extra Services available.”  *Family Member of a Person Supported at the Service* |

1. **Monitoring and Evaluation Requirements**

The service will be monitored via quarterly monitoring meetings between the Provider and the Vale of Glamorgan Council; there will be a contractual obligation for the Provider to supply performance qualitative data for these meetings and demonstrate effective progression towards the expected wellbeing outcomes.

It is recommended that the Provider uses the person-Centred Community Care Inventory (PERCCI) as a recognised and validated means of measuring the wellbeing impact of the service. The PERCCI tool enables the Provider and the Vale of Glamorgan Council to show if people using the service:

* Are treated with kindness, respect and compassion.
* Feel involved in decisions about their care.
* Feel that their care is personalised and responsive to their needs and preferences.

The Provider is expected to submit their quality monitoring reports to the Vale of Glamorgan Council within 10 working days of the end of each quarter as outlined below, the format of which will be agreed at the monitoring meetings:

|  |  |  |  |
| --- | --- | --- | --- |
| **Quarter No.** | **Start of Quarter** | **End of Quarter** | **Monitoring Report Due (mid-)** |
| 1 | April | June | July |
| 2 | July | September | October |
| 3 | October | December | January |
| 4 | January | March | April |

Both the quality of support and these expected outcomes of the service will be monitored collaboratively via the Council’s Social Services and the Commissioning Team.

Quarterly meetings will focus on Results Based Accountability (RBA) data, as well as the following:

Case studies (service attendance, evolving needs, relationships with others, meaningful activities, what has worked and what hasn’t, lessons learned, examples of co-production), regular recording and reflection on ‘what5 matters’ to individuals and how well their goals are being supported, staffing (any issues, training, staffing levels, absences etc), Complaints and Compliments, Safeguarding, current PPC1s (Provider Performance Concerns/Compliments received since last meeting, Citizen engagement and feedback from monitoring visits.

The Provider is expected to have systems in place for self-monitoring the performance and quality of the service alongside these quarterly monitoring meetings, and must be able to provide clearly written documentation relating to:

* Action Plans.
* Operational Policies.
* Statements of Purpose and service objectives.
* Staff recruitment, training and supervision.
* Service performance and measuring of outcomes.
* Income and Expenditure.
* Community Wellbeing Benefits\*.

\*The Provider will be required to identify and report on relevant Themes, Outcomes, and Measures (TOM’s) as part of their commitment to delivering Community Wellbeing Benefits (CWB’s) in accordance with the tender requirements. This information must be included in quarterly reports to evidence the broader Social Value generated through the service.

Financial arrangements will be monitored internally using Quality Assurance and Contract Monitoring assessment procedures. Invoices are to be given a unique Reference Number and submitted to: contracting@valeofglamorgan.gov.uk

1. **Recruitment of Staff**

The Provider will be responsible for the recruitment, training and supporting of members of staff to carry out the service and shall have:

* Satisfactory written procedures for the recruitment, selection and employment of staff which are acceptable to the Council. Citizens shall be encouraged to be involved in the selection of staff. Where this is possible, arrangements shall be made for an independent person to represent the Citizen’s interests e.g. advocate or Council.
* Employment procedures and policies for the selection of staff that are thorough and do not discriminate on the grounds of disability, sex, age, marital status, race, ethnic or national origin.
* Written job descriptions, person specifications and details of duties.
* Procedure for taking up a minimum of two references (one being the previous employer) prior to the employment of staff.
* Ensure that any requirements or guidance issued by the Disclosure and Barring Service are performed and observed. At no time, whether by staff or Volunteers, should support under this arrangement be provided unless a Disclosure and Barring check is in place. It is expected that checks are performed on staff every 3 (three) years.
* Ensured that staff have the appropriate skills, training and qualifications for the duties assigned to them and can perform their job roles competently. The Council will require details of the experience and training of the Provider’s staff to be available at the request of the Council’s Monitoring Officer. This may include Specific Communication skills, Deaf/Blind Awareness training, Guiding skills, Vulnerable Adults training, Manual Handling, Basic Food and Hygiene training and Fire Warden training.

1. **Safeguarding and Whistleblowing**

The Provider and its staff must be fully aware of the need to protect and safeguard Adults at Risk. The Provider must comply with all requirements of legislation and national (All Wales) and local (RSCB/RSAB) guidance and procedures governing Adult Protection, and work in line with Section 6 of the Social Services and Well-being (Wales) Act 2014 ‘Working Together to Safeguard people Volume 6 – Handling Individual Cases to Protect Adults at Risk.’

The Provider must notify the individual Case Manager verbally immediately, and also in writing, if they become aware of any other significant event which could impact on the emotional and physical well-being of a Person at Risk. The Provider and its staff and Volunteers also have a legal duty of care to report Adult Protection concerns to the responsible persons. The reporting route will be made clear via individual communication or the Vale of Glamorgan Council website.

The Provider must have a written procedure in place concerning Whistleblowing for members of its staff and Volunteers; this is to be made available via induction periods, supervisions, team meetings and ongoing training and development sessions.

Service staff should be informed of and have clear access to the route for raising any concerns which they may have. A management culture will exist in the service whereby genuine concerns can be raised by staff and dealt with in a responsible and supportive manner.

1. **GDPR**

The Provider shall comply with all applicable requirements of the Data Protection Act and the General Data Protection Regulation (EU 2016/679).

The Provider will only process personal data upon written instruction by the Vale of Glamorgan Council.

The Provider will ensure that it has appropriate technical and organisational measures in place, which are reviewed and approved by the Vale of Glamorgan Council, to protect against unauthorised or unlawful processing of personal data and accidental loss or destruction of, or damage to, personal data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting personal data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to personal data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it).

The Provider will ensure that all personnel who have access to and/or process personal data are obliged to keep the personal data confidential.

The Provider will, at the written direction of the Council, delete or return personal data to the Vale of Glamorgan Council upon termination of the agreement, unless required by Applicable Law to store the personal data.

1. **Project Zero**

The Vale of Glamorgan Council has declared a Climate and Nature emergency and is committed to working with Suppliers that contribute to its journey towards Net Zero Carbon emissions by 2030. The Provider will be expected to work collaboratively with the Council to achieve a more resilient Wales by adapting and reducing the service’s effects on climate change and contributing to the protection and enhancement of green spaces and biodiversity.