

Service	Staying Independent at Home: Adaptation and Improvement Service
Period	1 January 2024 – 31 December 2029 (potential further 2-year extension subject to funding availability and performance)

The Council wishes to establish a Contract for the provision of Home Adaptation and Improvement Service for its citizens. The Service will be divided into two main delivery elements: Discretionary and Mandatory provision.

Mandatory Services will include delivery of Major Adaptations funded by the Disabled Facilities Grant (DFG) for all tenures with the exception of Council tenants.

Discretionary services will include works in excess of £30k (mandatory DFG limit), delivery of Key Safes, Minor Adaptations, some major adaptations costing under £10k and works to address affordable warmth, home hazards, safety and security within a citizen's property

1. National/Local Context

Birmingham Demographics

Birmingham is a growing city. Between the census years of 2001 and 2011 the city's population grew by 96,000 (9%) to 1,074,300. The most recent population estimate (2016) puts the city population at 1,124,569. The population increase over the last decade is associated with more births, fewer deaths and international migration. Birmingham has more citizens in the younger age groups, while England as a whole has a greater proportion of older citizens - 46% of Birmingham residents are under 30, compared with 37% for England (2016 estimates).

The largest ethnic group in Birmingham in 2011 was White British with 570,217 (53.1%). This proportion has decreased since 2001 (65.6%) and lower than the average in England (79.8%). Other large groups include Pakistani (144,627, 13.5%) and Indian (64,621, 6.0%) which have grown since 2001, while citizens defining themselves as Black Caribbean (47,641, 4.4%) have declined. More recent trends see citizens arriving from many different parts of the world, including Eastern Europe, Africa and the Middle East.

238,313 Birmingham residents were born outside the UK. Of these around 45% arrived during the last decade. 46.1% of residents said they were Christian, 21.8% Muslim and 19.3% no religion.

The 2011 Census included a measure around limiting long-term illness and in Birmingham 9.1% of citizens indicated that their activities were limited a lot due to health problems. 98,181 citizens in Birmingham identified that they had a long-term health problem or disability which affected their day-to-day activities a lot. This group was made up of 45% males and 55% females. Day-to-day activities were increasingly limited by age. In the age group 0-15, 1.97% stated that their activities were limited a lot, and this increased to 15.09% for those aged 65 and over.

The population of Birmingham aged 18-64 predicted to have a serious physical disability is estimated to be 14,934 by 2025. (From Projecting Adults Needs and Service Information). The total population of Birmingham aged 65 and over predicted to have a limiting long-term illness whose day-to-day activities would be limited a lot is estimated to be 52,052 by 2025. (From Projecting Older People Population Information).

National Policy Context

Key to the development of this service is an understanding of both the legislative and policy context within which it is located. The council holds a number of key duties in relation to supporting citizens to remain independent within their own homes and the service will work alongside those core services already commissioned within the city.

The Care Act 2014

Section 14 of The Care Act states that the Local Authority must provide minor works or equipment of a value of less than £1,000 free of charge to the citizen as detailed in The Act where these are necessary to meet a Care Act outcome.

The Housing Grants, Construction and Regeneration Act 1996 (HGCRA 1996)

The Housing Grants, Construction and Regeneration Act 1996 (HGCRA 1996) places a duty on the Local Authority to provide grants towards the costs of works required for the provision of facilities for people living with disabilities as defined in the Equality Act 2010.

The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO 2002)

The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO 2002) enables the Local Authority to use discretionary powers to provide other forms of housing assistance in addition to the mandatory duties to provide DFG. In order to exercise discretion and flexibility in the form of assistance offered and crucially to enable flexibility in the use of the annual DFG funding allocation, the Local Authority must publish a policy setting out the assistance available.

Equality Act 2010

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone.

Additional Equality Act provisions came into force in April 2011:

- a) Positive action - recruitment and promotion
- b) Public Sector Equality Duty (see section below)

Public Sector Equality Duty

The Public Sector Equality Duty is made up of a general equality duty which is supported by specific duties. The general equality duty requires the Council to have due regard to the need to:

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

The Council is able to demonstrate understanding of the effect of its policies and practices on people with different protected characteristics by carrying out Equality Analyses on all aspects of the development of the new service offer.

Public Services (Social Value) Act 2012

The Public Services (Social Value) Act 2012 places a duty on Local Authorities at the pre-procurement phase of procuring services to consider how what is being procured might improve the economic, social and environmental wellbeing of an area and how the authority might secure that improvement in the procurement process itself. There is also a requirement that authorities consider whether to consult on these matters. In essence it is about factoring in 'social value'.

Housing (Homeless Persons) Act 1977

The Act requires the Local Authority to prevent as well as respond to homelessness and assist people under imminent threat of homelessness (and classes as 'in priority need') by taking reasonable steps to prevent them from losing their existing accommodation.

Local Policy Context

Birmingham City Council Vision and priorities 2018- 2022

The Birmingham City Council Plan and Budget 2018-2022, priorities will focus on:

- a) Birmingham is an aspirational city to grow up in
- b) Birmingham is a fulfilling city to age well in

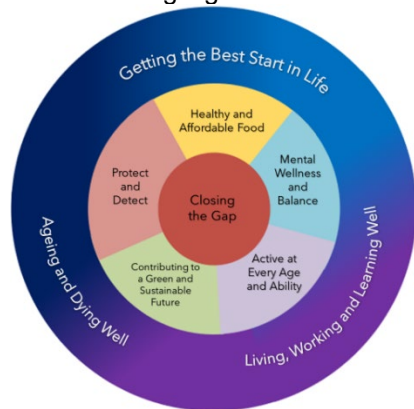
Staying Independent at Home Policy (2022)

The Staying Independent at Home Policy aims to:

- Support disabled citizens to secure necessary adaptations which cost more than the maximum allowed under the Disabled Facilities Grant
- Secure prompt discharge from hospital of patients who might, due to accommodation difficulties, otherwise remain in hospital longer than necessary
- Address accommodation difficulties which, if not resolved, might lead to an avoidable admission to hospital, or residential care or to prevent an escalation

Creating a Bolder, Healthier City 2022 to 2030

Creating a Bolder, Healthier City contains five core themes alongside three life course themes. It is underpinned by the priority of Closing the Gap, which includes reducing health inequalities that have been highlighted and exacerbated by the Covid-19 pandemic.



Birmingham Better Care Fund Plan 2022-23

Each year a local plan is developed to recognise and support the integration of health and social care. This includes the delivery of the Staying Independent at Home agenda and ensuring that citizens are accessing support at the right time in the right place.

Everyone's Battle, Everyone's Business

Birmingham's bold strategy on tackling inequalities both across the city and within the Council was approved by Cabinet on the 6 September 2022. The Equality Action Plan for 2022/23 brings together a range of actions focused on protected characteristics.

Birmingham Business Charter for Social Responsibility

This Charter is a set of guiding principles to which Birmingham City Council will adhere to and to which it will invite its contracted suppliers, the wider business community, other public sector bodies, and third sector organisations (including grant recipients), to adopt.

Charter signatories will consider and describe how they can improve the economic, social and environmental well-being of Birmingham that result from their activities. This includes indirect outcomes through commissioning and procurement.

Charter signatories will commit to the principles below, either by fully adopting the Charter at the time of signature or alternatively making a commitment to full adoption within a clear timetable.

Future commissioning and contracting decisions will take account of the principles of this charter and it forms part of the terms of Birmingham City Council contracts. All the principles and policies of the Charter will be mandatory for organisations with individual contracts or grants over £200,000 per annum and for those that have aggregate annual contracts or grants above

£500,000. Contracts and grants below these thresholds have aspects of the Charter that are mandatory and aspects that are voluntary.

Charter Principles:

- a) Local Employment
- b) Buy Birmingham First
- c) Partners in Communities
- d) Good Employer
- e) Green and Sustainable
- f) Ethical Procurement

Living Wage Policy

Birmingham City Council has implemented the Living Wage, as part of the Business Charter for Social Responsibility, for Council employees and the promotion of this amongst Birmingham businesses.

The Living Wage Policy ensures that people working on behalf of the Council are paid the same minimum rate as if they worked directly for the Council. We also believe that since our procurement policies mean that more of them will be Birmingham residents, putting more money into those people's pockets will help local shops and businesses, creating a virtuous spiral that can treble its value to the local economy.

Birmingham Clean Air Zone

There is a Clean Air Zone within Birmingham that could impact on service delivery within certain areas of the city, this will need to be considered more fully by the Providers.

2. Outcomes

National and Local Outcomes

The Adult Social Care Outcomes Framework (ASCOF) identifies a number of outcomes for adult social care services which we expect the provider to contribute to and, therefore, to improve:

- Enhancing quality of life for citizens with care and support needs.
- Delaying and reducing the need for care and support.
- Ensuring that citizens have a positive experience of care and support.
- Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm
- Delayed transfers of care from hospital
- 1G: The proportion of adults with a learning disability who live in their own home or with their family
- 1H: The proportion of adults in contact with secondary mental health services living independently, with or without support
- 2B(1): The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services
- 3D(1): The proportion of people who use services who find it easy to find information and support

Public Health Outcomes Framework (PHOF) sets out a vision for public health, desired outcomes and the indicators that will help us understand how well public health is improved and protected. There are three homelessness indicators that are measured:

- Number of households in temporary accommodation (B15c)

Service Outcomes

This service will be expected to support and to deliver the following outcomes:

- Enable citizens to maximise their potential for independence and to sustain accommodation
- Contribute to the reduction of admissions and re-admissions into hospitals and residential care

- Support the reduction in the number of citizens having a delayed discharge from hospital due to their housing needs

Outcomes will normally be achieved by supporting citizens throughout the repair, adaptation or improvement of their home, so that they are able to remain there in a warm, safe and secure environment. This could include the direct provision of adaptation, repair and maintenance services, accident prevention or crisis avoidance measures.

3. Service Requirements

For the purpose of this Specification, Service means the Lead Provider or their representative sub-contractor. Ultimately the Lead Provider will be responsible for delivery, performance and standards.

Aims and objectives of the Service

The principle aim of the Staying Independent at Home Adaptation and Improvement Service (Service) is to enable those vulnerable citizens in need of support, to maintain their independence, health and well-being in their chosen home for the foreseeable future. This may include older people, people on low incomes, disabled people and other vulnerable groups determined by local circumstances.

The aim is to provide fair and equitable services to citizens of all tenures, although eligibility for actual services may vary.

Service Objectives

The Service has been developed to meet a minimum range of objectives; these include:

- To help increase the number of citizens successfully discharged from hospital to their own home.
- To help reduce the number of citizens entering residential/nursing care.
- To help reduce the number of emergencies amongst citizens living independently that might result in more intensive services being required.
- To increase the number of citizens that live with dignity in their chosen environment, which is made safe and secure.
- To extend the healthy life expectancy of citizens by improving the quality of homes in order to reduce fuel poverty, prevent ill health, falls and other accidents.
- To help tackle some of the causes of ill health associated with living in poorly insulated or poorly maintained homes.

Service Overview

The service will provide:

- Works based on the recommendations made by Occupational Therapists (or trusted assessors) or other professionals to enable the citizen to remain living within their home with minimum intervention and maximum outcome for the citizen.
- A design to build service based on the recommendations from the Occupational Therapists
- Works required under the discretionary assistance (as detailed in the Staying Independent at Home Policy) e.g., affordable warmth, safety and security etc.
- Provision of key safes and their installation
- A flexible and adaptive workforce that can meet the needs and demands of citizens across the city
- Coordination of the lead-provider and sub-contractor resource across the city to ensure that there is sufficient capacity to meet the demand, with the flexibility to move and adapt as these change
- Delivery of works within prescribed target timescales
- A flexible person-centred service ensuring that works are delivered in response to the citizens needs and allows them to improve their health and wellbeing outcomes

- Provide a fully qualified flexible workforce to meet the variety of works required as part of the service
- Have the ability to work with extremely vulnerable citizens with complex needs
- Have the ability to work with a wide range of diverse communities, including where English may not be their first language.
- Robust quality assurance processes including mechanisms to monitor and respond to customer satisfaction and feedback

Service Values

The following service values will underpin all activities undertaken by the service provider:

- Citizens should retain the greatest possible control over their lives.
- Citizens should be treated with courtesy, respect and dignity.
- Citizens should be personally involved in any decision-making process that impacts on their lives.
- Citizens views will be sought on the quality of the service provided.
- The diverse needs of citizens will be recognised and supported.

The following principles will be observed by the Service in delivering this service, when works are being considered, The Service will:

- Adopt a person-centred approach
- Will act on the instruction of the Occupational Therapist or relevant Birmingham City Council department on works
- Will seek permission from the citizen, their nominated representative and/or home owner/landlord (as appropriate) for authority to complete works
- Will supply sufficient information to enable the citizen to make informed choices available to them.

Service Elements

The Service will be divided into two main delivery elements: Discretionary and Mandatory provision.

Mandatory Services includes delivery of Major Adaptations funded by the Disabled Facilities Grant. It should be noted that for mandatory works this will be for all tenures with the exception of Council tenants.

Discretionary services include works in excess of £30k (mandatory DFG limit), delivery of Key Safes, Minor Adaptations, some major adaptations costing under £10k, works to address affordable warmth, home hazards, safety and security within a citizen's property.

Service Availability and Accessibility

The service will be expected to operate 7 days a week Monday – Friday 9am – 5pm, Saturday/Sunday 9am-12noon, including bank holidays. Consideration should be given on the Key Performance Indicators to ensure different elements of the service are available to achieve those timescales.

It should be noted that should there be an emergency caused by works completed by the Service, it is expected that the service will respond to that repair. Therefore, the service will be expected to have a 24/7 emergency hotline for citizens.

The service should:

- Have a physical location that can be fully accessed by disabled, older and vulnerable citizens to enable choice and support when considering works that have been offered. This should include space to demonstrate equipment such as stairlifts, through floor lifts and to see different choices in showers etc.
- Arrange for an interpreter where necessary to ensure those who do not speak English can access services.

- Ensure that their workforce/sub-contractors are culturally competent to provide a consistently high quality service to all citizens recognising the diversity of the city.

The service will be monitored to measure its success in reaching its target groups, as determined by eligibility for the service elements.

Service Responsibilities

The Service's attention is drawn to the fact that the property may be occupied when carrying out the works. The works must be completed within the timescales stated in the key performance indicators, unless alternative timescales have been agreed with Birmingham City Council and the citizen. Where work is required to rooms that citizens cannot readily make available then the works will be limited to one room at a time. Work shall then be completed so far as possible to each room before progressing to the next. It is essential that every care be taken when carrying out the works to minimise inconvenience and ensure the health, safety and welfare of the citizen whilst work is in progress. Importantly, the Service shall on completion of the works / at the end of each working day at the property leave all rooms / areas in the property where the Service has been working in a clean and tidy condition and maintain all necessary services for the owner / occupiers needs including any special requirements.

The Service will compass a number of service elements providing maximum opportunity for the delivery of positive outcomes for citizens. The Service must:

- Have a Health and Safety policy or procedure which is up to date and accords with current legislation. It should cover all potential risks.
- Ensure that there are regular health and safety inspections to identify risk, records of inspections, findings and the actions taken. It is essential that every care be taken when carrying out the works to minimise inconvenience and ensure the health, safety and welfare of the residents whilst work is in progress, regardless of disability or age.
- Take responsibility to identify the presence of asbestos and take safety measure to resolve the issue as and when appropriate.
- Ensures that the property remains suitable for occupation whilst the works are being carried out and where necessary, shall maintain the existing facilities or provide alternatives at all times for bathing, washing up, cooking, heating and sanitary accommodation, during the course of the works. The Service will be expected to raise any cases where the property would not be suitable for occupation during the works so that alternative plans can be agreed, on a case-by-case basis. Every effort should be made to ensure that the citizen can remain living within the property safely during the works.
- Ensure that all precautions must be taken to prevent damage to the existing structure and internal and external decorations. Temporary screens, weather proofing and dust sheets, must be provided and used where necessary to protect the existing structure, decoration, furniture and effects. Any damage that is caused by the service, or those they are responsible for, when not using this protection will be expected to be reinstated at their own expense. They will also be deemed responsible for meeting any claims arising from third parties for nuisance, negligence and/or damage as a result of the Works.
- Take all necessary measures to ensure that the whole of the existing structure, materials and plant shall be safeguarded from damage and / or theft and be responsible for providing such measures to prevent unauthorised persons from gaining access to the property. Any loss or damage to the property or contents resulting from the Service inadequacies / ineffectiveness shall be made good to the satisfaction of Birmingham City Council.
- Advise the occupiers, where necessary, of the need to move furniture and effects from an area to provide a suitable working space for the works to be completed. The Service may be asked to and will need to be able to assist with this operation.
- Shall inspect the property before work commences and complete a detailed schedule (dilapidation schedule) of the state and condition of the property that is signed and dated by all parties being the service, citizen or anyone authorised to act on their behalf should this be required.

- Lighting, Power and Water supply – the Service must not assume that they can use the existing supplies unless by prior arrangement and with a written agreement with the citizen. Importantly, this permission must be obtained 'prior to commencement' of any works and with an agreed and reasonable payment made to the citizen for its use if that forms part of that agreement, otherwise the Service must make their own arrangements that will be deemed to be included in their contracted costs. No extra costs will be paid through the contract to the Service for this provision.

The Service is not permitted to store materials in areas other than those areas agreed in advance with the citizen in line with health and safety protocol.

The Service is expected to supply and maintain vehicles as required in order to ensure that works can be completed within given timescales.

The Service staff will wear the company's corporate clothing including badges to enable citizens to recognise them as being from the Service.

The Service staff involved with installations will be competent, adequately trained and equipped with all the required tools and materials to carry out their role.

Service Staffing

The Service must provide adequate staffing and related support services to deliver the requirements of each of the service elements and to maintain effective business operations. This will include skills and expertise in project management, case management, planning, technical advice, Handyperson capability, and administrative support.

The Service will need a diverse workforce that can deliver support using a range of skills such as:

- Clear communication
- Listening skills
- Empathy
- Positive attitude
- Assertiveness
- Conflict resolution
- Situational awareness

The Service must comply with all statutory obligations relating to the recruitment, retention and employment of staff as outlined in the Contract General Terms and Conditions, including the safeguarding of vulnerable adults and children and the child protection, criminal record checks, health & safety at work, and a fair staff recruitment and selection policy.

As well as contributing towards the high-level outcomes described above, the Service will be expected to meet a number of targets relating to defined outputs. Key Performance Indicators are set out in each of the service elements.

The Service will be expected to use staff resources flexibly to respond to peaks and troughs in demand across the city.

Diversity and Inclusion

The Service will have a policy and procedure that covers equal opportunities, diversity, anti-discriminatory practice and harassment. The policies and procedures should be up to date and in line with current legislation.

The Service will ensure that the policy and procedures outline a planned approach to managing and responding to concerns or incidents and that the service understands and is sensitive to the diverse needs of the citizens.

Service Case Records

The Service will maintain comprehensive records of all enquiries and cases using the Council's preferred recording system, including contracts with, or made on behalf of, citizens. Copies of all correspondence and documents will be kept for a minimum of six years

The Service will keep detailed records of the process followed in each case, which can be made available upon request by the Council. The use of the Council's electronic management information system is required.

It is expected that the Service uses the preferred council IT solution to manage this contract as well as hold suitable IT software solutions which are compatible with Birmingham City Council electronic ordering and processing procedures and meet GDPR to work with sub-contractors. However, there must be a facility to receive orders by telephone, in exceptional circumstances if equipment is urgently required (for example to prevent a hospital admission), or if there is a breakdown of an IT system.

Payment to Service

All rates provided by the Service shall be fully inclusive of profits, overheads and insurances. Any additional work instructed during the course of work shall be carried out in accordance with the instructions provided at the time of the request for the additional works.

Discretionary Services

The Service will provide monthly invoices to the Council identifying individual property addresses where work has been ordered, date work was completed and VAT as a separate item.

Mandatory Services

The Service will submit invoices retrospectively to when work is completed linked to each individual property, interim invoices are acceptable.

The Council will pay all undisputed invoices submitted by the Service within 30 days of receipt.

Accessing Citizen's Property

The Service should assume the property will remain occupied whilst the mandatory or discretionary services work is being carried out. The access to the property shall be via existing access only.

The Service's working area will be confined to the boundary of any property. If access is required on to adjoining property, the Service must obtain that owner's permission and obtain a signed indemnity prior to entering the property. Any adjacent buildings must be afforded all necessary support, access, services and protection. Works to or in proximity to boundaries should be notified to any owners of adjacent land as detailed in The Party Wall etc. Act 1996.

The Service is deemed and expected to have visited the site prior to submitting the quotation and to have ascertained all local conditions and restrictions likely to affect the cost and duration of the execution of the works. Additional costs may be identified on the priced schedule, otherwise they are deemed to be included, and taken account of, in the contractor's quotation.

Service Standard of Workmanship and Materials

All work shall be carried out in accordance with the Building Regulations, as a minimum standard.

All materials and workmanship shall be in accordance with the latest edition of the relevant British Standard, British Code of Practice, or equivalent current at the contract date, hereafter collectively referred to "British Standard", except where the standard has been fully detailed in the specification and is of a higher standard than the British Standard. In the event of any dispute regarding acceptable tolerances, the permissible deviations details in the British Standard will be applied.

In the absence of a relevant British Standard, materials and products shall be certified by the British Board of Agreement and installed in accordance with the requirements of that certificate and manufacturers recommendations. If the manufacturer's instructions differ from the British Standard, the manufacturer's instructions must be followed – warranties / guarantees may otherwise be affected.

All materials and products used shall, wherever possible, reduce maintenance / be maintenance free and environmentally friendly.

Where and to the extent that materials, products and workmanship are not fully specified, they are to be suitable for the purpose of the works stated in, or reasonably to be inferred from, the contracts documents and in accordance with good practice.

The Service shall follow manufacturer's recommendations and instructions with regards material storage, fitting and fixing, and introducing materials and / or products into the works. The Contractor shall have regard for designer duties and responsibilities in respect of Health & Safety Regulations, CDM Regulations, and Lifetime Homes issues.

The Service shall ensure compliance with the Council's Birmingham Business Charter for Social Responsibility in respect of the purchase of materials / products.

Communication

The Service will employ methods of communication that are appropriate for use with vulnerable people, including people with physical and / or sensory impairments, older people, and where English is not a first language. It is essential to identify the preferred communication methods of individuals and to comply with the Accessible Information Standards.

The Service is responsible for arranging an appropriate interpreter, should this be required. No extra costs will be paid through the contract to the Service for this provision.

The Service is required to maintain a high standard of consideration, courtesy and will treat citizens with dignity and respect at all times.

The Service will contact citizens, prior to any surveys or installation of recommended works. The Service will ensure that citizens are informed of any delays or changes in a timely manner.

The Service will have a robust protocol in place for when they have been unable to contact a citizen to complete a survey and or recommended works.

Where the Service is unable to complete the requested recommended works due to feasibility or service being declined by the citizen, the contractor will contact the Staying Independent at Home Adaptation and Improvement team within 48 hours.

Defects and Anomalies

The Service shall notify Birmingham City Council immediately (and no later than 24 hours following identification) of any defects, anomalies or errors that may be discovered that are likely to delay the works or cause a subsequent delay if they are not attended to. If the Contractor knowingly conceals information / the works, he may be required to expose the area / item and if found defective or inadequate he shall make good at their own expense.

Rubbish and Debris

The Service shall remove all materials and debris from the site as it accumulates and is expected at the end of each working day to leave the site in a clean, safe and tidy condition. In the event damage is caused to the citizen's property due to poor cleaning methods, lack of removal of rubbish and debris the contractor will be responsible to remedy this at their own cost.

Protection from Inclement Weather

During the course of the works the Service shall take adequate measures to protect against inclement weather and keep the property and its contents secure and protected from the elements

at all times. Should the Contractor ignore this, then they can expect claims for damage and loss from the citizen, and any claims for extension of time to the works will be rejected as a result of their negligence / ineffectiveness.

Supervision of works

The Service shall at all reasonable times keep upon the works a competent person (Contract Manager) in charge to accept responsibility for programming, information, co-ordination and monitoring of works, statutory authorities and suppliers engaged for the works.

Safeguarding

The Service will have a policy and procedures in place for Safeguarding and protecting vulnerable adults and children. These should cover:

- A Code of Conduct for all employees which sets out the professional boundaries between citizens and staff.
- Procedures to prevent staff from personal benefit when working with vulnerable citizens.
- A clear procedure for reporting and recording any individual concerns from staff, citizens or from others, that ensure that prompt action is taken.
- Training for staff on how to recognise any safeguarding issues, how and who to report any actual or suspected incidents to.

The Service will ensure that they carry out recruitment checks including professional references and DBS checks for all staff that are involved in the delivery of the service including subcontracted staff. These should be renewed in line with national guidance.

The Service will ensure that staff receive appropriate training to understand their role in safeguarding vulnerable adults and children.

Civil Emergency, Business Continuity and Service Resilience

The Service will need to have a clear business continuity plan in place on how the Service will be able to respond in times of civil emergency and how you will ensure the Service can still be delivered.

Sub-contracting

The Service will be expected to have a **minimum of 10** local contractors/organisations as part of their delivery mechanism. All sub-contractors must be local (local is defined as 30 miles from the Birmingham Boundary this is in line with the Birmingham Business Charter for Social Responsibility Charter). The Service must ensure that all due diligence is completed on the relevant proposed sub-contracted partners including, but not limited to:

- Staffing
- Financial standing
- Health and safety
- Insurances
- Training and competencies

The Lead Provider will be responsible for ensuring that all works completed by any sub-contracted partner is to the standard as detailed within this service specification and that required in the British Standard or relevant legislation at the time of the works.

There is an expectation that the Service **MUST** sub-contract a minimum of 50% of the works, this will be measured by the number of jobs allocated during each contractual year, information must be provided on a monthly basis. This will be measured as a Key Performance Indicator throughout the contract term.

The Lead Provider is expected to treat their sub-contractors equally and fairly with the same terms and conditions as is expected of the Lead Provider especially in consideration of rates of pay, timescales for payment and opportunities for staff development.

Service Development and Innovation

The Service is expected during the period of the contract to work together with the council to ensure the service is responsive to emerging and identified local needs. Any changes to services or how they are developed will be negotiated between the parties.

Technology has the potential to transform the way in which citizens receive care and support in the future. It is expected that, as technology advances and the city develops more resources for the utilisation of technology, the Service will need to adapt and flex the way in which works can be delivered throughout the contract term.

Exclusions to the Service

There are no grounds for exclusion and the provider will be expected to work proactively to reduce barriers to accessing the service.

Citizen Groups out of Scope for the Service

- Those who meet the threshold for residential care
- Those who have no care or support needs
- Major works to council properties

Service Record Keeping/Data Collection/Information Sharing

In line with contract the Service will ensure that robust systems are in place to meet the legal requirements of the General Data Protection Regulation (GDPR) to ensure the safety and security of any citizen data that the Service holds.

The Service will have agreed Data Sharing protocols with partner agencies to enable effective, holistic services to citizens.

The Service will ensure that all staff have access to information sharing guidance including sharing information to safeguard or protect vulnerable adults, improve coordination and communication between services.

Referral Methodology

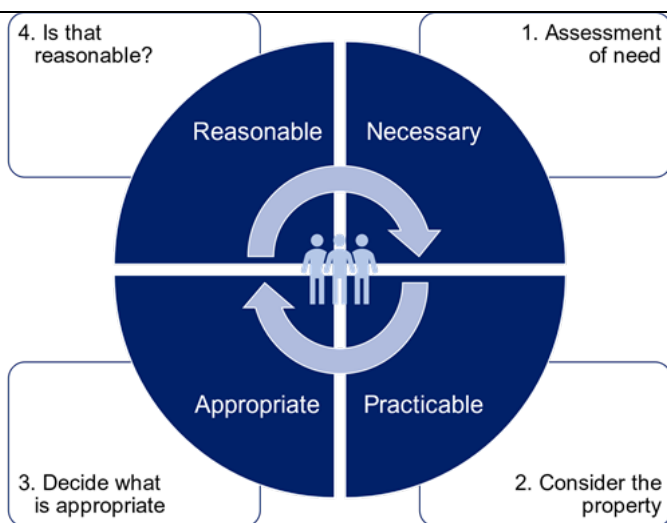
The Service must ensure that any referred or transfer of information is **not** sent by paper, post or fax. All information and communications will be stored and transmitted electronically. The provider and its partners must ensure that there is at all times a secure and safe method of electronic data recording and transfer/exchange of information.

The Service must be assured at all times that it has a robust security and back-up system to negate any risk to the loss of data or security breaches.

4. Mandatory Service Element

Eligibility

Support for major adaptations will be available to disabled individuals as defined by the Housing Grants, Construction and Regeneration Act 1996, who have been assessed by an Occupational Therapist and for whom a Statement of Need has been produced, and who need support to complete the adaptations. Priority will have been determined prior to the case having been referred to the lead provider. The Service will be responsible in collating the information and evidence to support Appropriate and Reasonable alongside the relevant Occupational Therapist or equivalent professional.



The provision of major adaptations to the home through the Disabled Facilities Grant (DFG), can be an overwhelming experience for vulnerable people who are often too ill, isolated, or distressed to cope with what remains a complex process.

The Service will be responsible to ensure that the most cost-effective scheme of works to meet the recommendation of need made by the Occupational Therapist is devised. This will include identifying any necessary repairs and improvements required in the property in line with the Staying Independent at Home policy, including comprehensive and competent technical support to supervise the project.

Some of the major tasks to be undertaken are to include:

- Select an appropriate workforce to meet the needs of the citizen and the requirements of the project; and agree with the citizen which contractor to engage and put in place the necessary contract arrangements.
- Identified contractor per citizen
- Arrange a visit to the citizen's property to devise the most cost-effective scheme, completing a financial evaluation of the required works using agreed unit rates to meet recommendations made by the OT; to include identification of any risks, hazards which would need to be mitigated in order to deliver the works e.g. asbestos testing.
- For discretionary works CAD drawing or equivalent of proposed works.
- For Mandatory works CAD drawing of proposed works.
- For all building works the lead provider will need to seek approval from the Council prior to sharing any drawings/scheme ideas with the citizen.
- Once permission from the Council to proceed with the scheme is received the lead provider is responsible to ensure the citizen/the property owner is in agreement with the proposed works as well as obtaining any necessary permissions prior to works on site commencing, including preparation and submission of any forms, plans, drawings, asbestos checks and other relevant documents on behalf of the citizen, e.g., planning, party wall agreements, Severn Trent etc

The Service will be required to support in identifying at the time of completing a financial evaluation of the works when alternative living arrangements are necessary for the Citizen when works are in progress. This should only be raised when necessary and agreement sort from the Council. On the whole citizens will remain in situ while works taking place.

Full detail of the technical aspects of the works are included in **Appendix 1 Technical Specification**.

The Service will ensure that:

- all works are undertaken in accordance with health and safety and other relevant construction industry legislation, guidance, national standards and technical specifications.
- Keep citizens informed of progress in line with key performance indicators and works being completed.
- Ensure that all work progresses in line with KPIs, and is completed, satisfactorily. This will involve carrying out site visits and inspection of works
- Ensure that adequate variation and defect procedures are in place to ensure the satisfactory conclusion of works
- Assist the resolution of any disputes that may occur between citizen and contractor
- Obtain any certificates and guarantees provided in association with the works (e.g., damp-proofing, timber treatment, gas, electrical or glazing installation) and provide to the Citizen and the Council copies of permissions, guarantees, etc, on conclusion of the project.
- Provide technical support to Occupational Therapists (OTs), when asked, regarding the feasibility of the proposed adaptation.

The Service must work closely with all those involved including the citizen, OTs, social care professionals, sub-contractors and others to ensure the most efficient and effective process for what, in the specific case of a major adaptation, will be a pre-determined outcome.

The Service will develop shared protocols and working arrangements and share monitoring information with other stakeholders as required.

Service Referral Arrangements

Referrals for this service will come directly from the Birmingham City Council, Staying Independent at Home Service.

Key Performance Indicators

Mandatory Provision

- Contact to be made with citizens within **48hours** of receipt of referral.
- Scoping of works including the submission of approval paperwork should be completed within **15 working days** of an initial visit, with the exception of larger works which include an extension a period of **30 working days** is allowed.
- From the Council approving a scheme this should be shared with the citizen and homeowner for agreement within **5 working days** and subsequent approvals need to be shared with the Council.
- From the point of a purchase order being raised the provider is required to complete internal works within **12 weeks** and external works within **24 weeks**.
- Completed works should be invoiced with supporting documents no later than **10 working days** from the works being completed.

Preferred Option

- Contact to be made with citizens within **48hours** of receipt of referral.
- Scoping of works this process should be completed within **15 working days** of an initial visit, with the exception of larger works which include an extension a period of **30 working days** is allowed.

5. Discretionary Service Element (including minor works and key safes)

Eligibility

Support for discretionary services is considered for supporting hospital discharge or to support a citizen to remain within their own home avoiding long term residential/nursing placements. This is the delivery of assistance and support detailed as part of the Staying Independent at Home Policy.

Examples of the types of works that could be delivered are:

- Key safe installation
- Grab rails

- Electrical works
- Heating and affordable warmth
- Safety and security

Full detail of the technical aspects of the works are included in **Appendix 1 Technical Specification**.

The Service is responsible for completing a scoping exercise to identify the most cost-effective works to meet the recommendations provided.

The Service is responsible for ensuring the appropriate owner permission is in place prior to providing the recommended works and should aim to complete the costing exercise and delivery of the works at the same visit. The only exception would be when the required discretionary works exceed the value of £5,000. For these cases escalation to the SIAH Team should be made within 48 hours for Council approval to be given.

Once Council approval is received works should be completed in line with original priority time given on initial referral, which would commence from the day of approval being received.

Service Referral Arrangements

Referrals for this service will come directly from the Staying Independent at Home Team.

Key Performance Indicators

The Service is expected to respond in the following timescales:

Works under £1,000

- Hospital Discharge - hospital discharge referrals have to be prioritised and completed within **24 hours** after receiving the order (Exceptions would be for privately rented accommodations when permission is needed from landlords prior to starting the job)
- Urgent - urgent priority referrals should be completed within **48 hours** from receiving the order. Exceptions would be for privately rented accommodations when permission is needed from landlords prior to starting the job.
- None-priority – None-priority orders should be completed within **7 days**. Exceptions would be for privately rented accommodation when permission is needed from landlords prior to starting the job.

Works between £1,001 - £10,000*

- All requests for works are booked for scoping within **24 hours**.
- Hospital Discharge/Urgent - hospital discharge and urgent referrals have to be prioritised and completed within **7 days** after receiving the order (Exceptions would be for privately rented accommodation when permission is needed from landlords prior to starting the job)
- None-priority – None-priority orders should be completed within **28 days**. Exceptions would be for privately rented accommodations when permission is needed from landlords prior to starting the job.

*any works over £5,000 require approval from the Council prior to works commencing.

As detailed in Mandatory works the Service will be responsible for ensuring recommendations made by the Occupational Therapist or suitable professional are costed using the agreed unit rates.

6. Applicable Quality Requirements

Contract Quality and Performance Monitoring

The Service shall meet the service quality standards in the Contract. The Service will maintain systems for assuring quality based upon the principles of:

- Best value and continuous improvement, and,

- Self-assessment – ensuring that day to day responsibility for the quality of the service is managed primarily by the Lead Provider.

The Service will be expected to submit timely and accurate information, as requested by the Council and in line with agreed Key Performance Indicator's as detailed within this specification and the contract agreement.

The Service shall carry out a citizen satisfaction survey after each work allocation is completed with citizens, this information should be collated and submitted to the Council on a monthly basis as part of the performance monitoring for the contract. This survey will be developed with the Contract Manager after contract award. A return rate of at least 80% for feedback forms, and a 'very good' or 'excellent' satisfaction rating in at least 95% of cases will be required.

The Council will also carry out annual reviews of the Service to ensure that the service is meeting the purpose and objectives. This will include an evaluation of how the service is performing against the KPI's and will consider progress made as well as reviewing service delivery for the following year.

In addition to meeting quality standards, other monitoring arrangements will be required to cover not only routine matters such as the reporting of performance against targets, citizen satisfaction etc. but also more strategic issues such as service development and engagement with commissioners, citizens and their representatives etc.

Complaints

- The Service will have a clear written complaints procedure for dealing with any complaint relating to this service.
- The Service will keep a record in a form agreed by the Council of any complaints received about the service. This should detail the action taken by the Service as a consequence of the complaint.
- The Service must comply with the Council's procedure whenever a complaint has been made by a third party directly to the Council.

Birmingham

Staying Independent at Home

Adaptation & Improvement

Service

Technical Specification



Technical Specification – Section 1 – General

All areas of Mandatory and discretionary works are to be provided in line with this document.

Both Service Specification, Technical Specification and Unit rate documents are to be read in conjunction with other relevant documents and works provided according with current building regulations at the time of construction.

1.1 ACCESS TO AND USE OF BUILDINGS

1.1.0 RAMPS-General

The following considerations must be considered when designing ramps, and the requirements of the Building Regulations Part M, and BS8300 current at the time of the construction:

- Ramps/sloping surfaces should have a finish that reduces the risk of slipping. (Recommended: 600 x 600 x 50mm thick bar-faced pre-cast concrete paving slabs bedded solidly on a prepared subbase of 50mm sand / cement blinding on 100mm compacted good clean hardcore, including a weed inhibitive treatment).
- Have flights/landings whose surface widths are at least 1500mm, and with an unobstructed width of at least 1500mm or 1200mm is permissible, where space is limited. (Note: Contractors should be aware that ramps are individual and designed specific to the user's needs, and importantly the size of the user's wheelchair must be taken into consideration in every individual case – it should not be assumed that 'one design suits all').
- At changes of direction on the ramp a platform is to be constructed if space allows to a minimum plan size of 1500mm x 1500mm. When space is limited then a 1200mm x 1200mm platform is to be constructed with an added inside angle cut at 45° to assist the travel of the wheelchair.
- The ramp should not be steeper than 1 in 20 with a max rise of 500 mm when individual flights are 10 metres. Or no steeper than 1 in 15 with a max rise of 333mm when individual flights are between 5 and 10 metres. And 1 in 12 with a max rise of 166mm for flights between 2 metres and 5 metres. With no single flight being longer in length than 10m or greater in rise than 500mm
- When the total rise is greater than 2 metres, then an alternative means of access, such as a lift, should be considered for all wheelchair users.
- In each case additional consideration should be given to the following circumstances:
 - a) Attendant Propelled Wheelchair:
Ramp should preferably be at 1 in 15, and for safety no steeper than 1 in 12.
 - b) Self-Propelled Manual Wheelchair:
Ramp should be no steeper than 1 in 15.
 - c) Scooter or Motorised Wheelchair:
Ramp should be no steeper than 1 in 12.
 - d) For ambulant users:
Only one handrail may be required at the side of the ramp; however, each case should be judged specifically on the individual user's needs.
- It should have top and bottom landings described above of at least 1200mm, and when

required, intermediate landings whose lengths are not less than 1.5 metres.

In all cases the ramp shall be clear of any door swing, or other obstructions such as window openings.

- It should have a raised kerb at least 100mm high on any open side of a flight, or landing area.
- When the length of the ramp exceeds 2 meters it shall have a continuous and suitable handrail on each side of flights and landings.

1.1.1 General Design Considerations

- There should be adequate visibility and manoeuvring space at the top and bottom of the ramp/s.
- *When deciding on the design and layout of the ramp consideration should be given to both the disabled user and their carer. The user's medical condition and the carers' capabilities are important issues that may dictate the design for that particular ramp.*
- *In all cases the medical condition must be taken into account.*
- The preferred minimum clear surface width of a ramp is 1500mm, and requires particular care and attention when deciding on the proposed route of the ramp so as to avoid potential hazards such as pipes, drains, window or door openings, projecting brickwork etc. Areas where a door opens onto the ramp or directly onto the platform area in the path of the wheelchair should be avoided.
- It is usual for ramps to bridge the horizontal dpc's of structures/dwellings. Whenever practical the ramp should be independent of the structure/dwelling, and a 100mm gap maintained between the ramp and the structure/dwelling. The gap should be filled with 50mm of clean pea gravel, the top of which shall finish a minimum of 150mm below the line of the dpc. When this is not possible, a vertical damp proof membrane of rigid material should be positioned against the structure and be continuous with the existing dpc. All measures should be taken to avoid bridging the dpc. Consideration should also be given in the design to the insertion of drainage pipe to remove the water if it is likely to be trapped between the ramp and the adjacent structure.
- A kerb must be provided to the exposed side or sides of any ramp, including platform areas, and have a minimum upstand of 100mm. Retaining walls adjacent to a ramped area shall also have a minimum upstand of 100mm.
- At the junction between the landing area and the door opening into the building a 'proprietary polymer concrete' or metal continuous 'U'-shaped cross section drainage channel (100mm deep and 100mm wide) fitted with a continuous metal open grid flush or just below the floor level (door threshold), to discharge into an existing drain or to a newly constructed/existing soak away.

1.2 THRESHOLDS

1.2.1. EXTERNAL

A nominally level safe area should be provided immediately in front of a door to enable easy operation of that door by the wheelchair user. Platforms/landings should be 1500mm x 1500mm and be clear of any door swing. They should be provided at the top and bottom of the ramp, and when necessary, at intermediate points.

Timber or raised thresholds should be avoided. If a situation arises when this is not possible, and there is no alternative then the height of the threshold should be a maximum of 15mm.

Proprietary brands of draught excluder, the type having a flexible centre to prevent draughts whilst allowing the passage of a wheelchair should be considered.

1.3 CONSTRUCTION OF RAMPS

1.3.1 RAMPS - not exceeding 300mm high

Sides can be constructed using a slab-on-edge detail. When used the slabs should be set in the ground at a minimum depth of 300mm and bedded in concrete surround (1:2:4 mix). The ramp is to be constructed with 600 x 600 x 50mm thick bar-faced pre-cast concrete paving slabs bedded on 50mm sand / cement blinding on a 100mm layer of clean, crushed and well compacted hard-core. The excavation to the proposed ramp area down to formation level shall be a minimum of 1500mm wide.

Handrails: pocket holes are to be excavated for the vertical members and at the appropriate centres as per specification the detail drawing/design, the poles when positioned in the pockets shall be surrounded/ backfilled with a lean mix concrete. Vertical poles are to be connected to the horizontal rails by means of a proprietary brand of mechanical fittings/fixings. Upon completion all disturbed surfaces are to be made good.

1.3.2 RAMPS - exceeding 300mm high

Retaining wall to side/s of ramp:

Foundation to be excavated to a minimum depth of 450mm.

Concrete (1:2:4) foundation to be laid 600mm wide x 150mm deep.

Wall to be constructed in 215mm semi engineering Class B brickwork,

Top of the wall to be finished with Class 'B' semi engineering brick-on-edge coping detail.

Ramp construction

600 x 600 x 50mm thick bar-faced pre-cast concrete paving slabs bedded on 50mm cement blinding on a 100mm layer of clean, crushed and well compacted hard-core.

The excavation to the ramp area down to formation level shall be a minimum of 1200mm wide.

1.3.3 HANDRAILS AND BALUSTRADES

Handrails must be a proprietary brand that includes all fitting including brackets and joints. When handrails are fixed to the house wall, the wall is to be drilled and plugged, and the brackets screw fixed with galvanised screws. Where the ramp forms an integral part of the yard area, slip resistant slabs can be used.

Handrails / Balustrade are to be formed from 45 - 50mm outside diameter galvanised mild steel, or aluminium tubing, adequately supported and with no sharp edges, from a proprietary brand that includes all fitting including brackets and joints, including a midrail.

A minimum of 50 – 75mm spacing is to be provided between the handrail and wall. Handrails are to be fitted to ramps at a height of 900 - 1000mm from the surface of the ramp (up to 1100mm on landings), and on each side of open flights. And landings when the length of the ramp exceeds 2 metres.

Generally:

- Vertical members to support the handrail / balustrade to be at a maximum of 1.5metre centres with the excavated pockets backfilled with a lean mixed concrete.
- Handrails / balustrade should extend at least 300mm beyond the start and end of the ramp, or the top and bottom of a flight of steps and terminate with a closed end turned down for safety.
- The extended ends of the handrail / balustrade should not project into the route of travel.

- The handrail should not be positioned more than 100mm beyond the surface width of the ramp when fitted to an adjacent wall or supported on vertical posts.
- When fitted to a wall/structure there should be a minimum 50mm uninterrupted space between the wall/structure and the handrail.

1.4 STAIRS/STEPS

The following considerations must be taken into account when designing steps, and the requirements of the Building Regulations Part M, and BS 8300 current at the time of the construction:

1.4.1 General Guidance:

The needs of people with disabilities differ, and their individual needs should be catered for. Some ambulant disabled people find it as easy to negotiate a ramp as they do a stair. Therefore, other alternatives for means of access will be employed.

People with impaired sight are at risk of tripping or losing their balance when meeting sudden changes of level. People who wear callipers or who have stiffness in hip or knee joints are particularly at risk of tripping by catching their feet beneath the nosing or slipping on the tread. It is important that tread dimensions allow for both feet to be placed squarely upon it.

The design consideration for stairs must meet with the requirements of the Building Regulations. In addition, incorporating winders and splayed steps should be avoided. When this is not possible these should be incorporated at the bottom of the flight rather than at the top. A splayed nosing on the tread is preferable to square/protruding nosing, and the tread shall have a non-slip surface.

- Flights should have an unobstructed width and length of at least 1200mm.
- The rise of a flight between landings should have no more than 12 risers for a going of less than 350mm. And no more than 18 risers for a going greater than 350mm
- The flight of steps should have top and bottom landings, and when necessary intermediate landings, the lengths of which should be a minimum of 1200mm, and be clear of any door swing, opening window or other obstruction.
- The rise of each step shall be uniform and not exceed 170mm (150mm preferred)
- The going of each step should not be less than 280mm and no greater than 425mm. For tapered steps (winders) the 280mm going should be measured at a point 270mm from the inside of the stair.
- The risers should not be open. And both riser and going of each step should be consistent throughout the flight
- The projection of a step nosing over the tread below is to be avoided.
- There is to be a suitable and continuous handrail on each side of the flights of steps, and any landings, when the flight comprises of two or more risers.

1.4.2 EXTERNAL - Steps:

Construction:

Side walls: are to be constructed in 215mm thick semi engineering Class 'B' brickwork on 500 x 150mm (1:2:4) concrete foundation, at a minimum of 450mm below ground level.

Landing: be formed with 600 x 600mm non-slip paving slabs

Steps: to have a minimum of 50mm end bearing onto the side walls. The treads are to have a non-slip finish, and there is a continuous handrail on each side of the flight and landings if the rise of the stepped approach comprises of two or more risers.

External Half Steps:

Existing steps may require alteration in size and profile.

Two existing steps each of 250mm may need to be made into four steps of 125mm each.

Each step ideally being the size of a paving slab (600 x 600 x 50mm) positioned parallel to the door and having a non-slip finish.

The design of all steps must meet with the criteria for stairs.

Step Construction:

Side and front walls: to be constructed in 215mm Class 'B' semi engineering brickwork, built off a 500mm x 150mm (1:2:4) concrete foundation cast at minimum of 450mm below ground level. Steps: to be formed with 600 x 600 mm non-slip paving slabs with 2 courses of Class 'B' semi engineering bricks to form 150mm high risers. Nosing – all overhangs should be avoided.

1.5 DOORS

1.5.1 General Guidance:

Physically impaired people often experience difficulty with internal doors because they are unsatisfactorily positioned, not wide enough, or have unsuitable ironmongery fitted. Small rooms will be easier to use if the door is hinged to open outwards. Care must be taken so that door swings do not conflict.

When a door opening needs to be widened, consideration must be given to the positioning of the new door.

The preferred standard door size is a 900mm door set with at least a clear opening width of at least 800mm for straight on approach

Side hung doors that may be awkwardly sited for a wheelchair user may be replaced with

Sliding doors that can be pushed open in either direction. Glazed swing doors, when installed, should be safety glazed (to BS 1992) to minimise the hazard, limited to the top of the door and be in accordance with the Building Regulations current at the time of the construction.

Whenever possible side hung doors fitted with gentle rising butts should be used in preference to sliding doors. If the design needs a larger opening i.e., double doors, then one of the leaves is required to give a clear 800mm opening.

Internal sliding doors or external patio doors must give a clear 800mm clear opening leaf. When patio doors are used, careful detailing is required give a flush threshold detail i.e., raising the carpet or floor finish in such a way as to be flush internally with the top of the bottom member of the door frame section.

1.5.2 DOOR FURNITURE

- Door handles and pulls are to be carefully positioned, easy to grasp, readily distinguishable from the door, be robust and securely fixed (note: some users will use them for support as well as for the operation of the door).
- Lever handles with a return are preferable to knob sets for effective grip. Easily openable using one hand using a closed fist
- Closing pull handles should be considered for wheelchair users.
- Door handles/pulls/locks etc should be fitted at a height between 900 - 1100mm above floor level (1000mm is the preferred height and positioned to suit the user's particular requirements).
- Vertical pull handle bottom fixing height - 1040mm above floor level.
- Closing pulls (for a wheelchair user) are to be 300mm long positioned 1040mm from floor level, and 250mm away from furthest part of the handle.

Sliding doors, should be avoided, but if necessary are to be fitted with auxiliary 'D' handles on

both sides to 915mm wide door sets and should give 800mm wide clear door opening. Using a recessed door handle on the inner face can increase the door opening by a further 100mm, but this may cause problems for users with poor grip and/or wheelchair users. If this is not achievable, then a wider door set should be fitted.

Locks or bolts provided to bathrooms and WCs' doors are to be of a type that can be opened from outside in case of emergency. When a door to a bathroom/WC opens inwards and it is considered that the user could be trapped inside if they fell against the door, the door should then also be fitted with 'lift-off' type hinges, and locks or bolts that can be operated from the outside. Alternatively, and when practical to do so, the door should be re-hung to open outwards.

1.5.3 KICKING PLATES

To protect the bottom of doors from damage from wheelchair, and some walking aids, plastic laminate kicking plates 400mm in height x width of the door should be fitted.

Note: Metal kicking plates are easily scratched and can damage the metal parts of some wheelchairs, but if specified then the edges should be bevelled, and corners rounded.

1.6 WINDOWS

1.6.1 General Guidance:

Windows should be designed so they can be operated with a clenched fist and may not require simultaneous use of both hands.

- The window opening device should be between 800 – 1000mm above the finished floor level.
- The window cill height shall be a maximum of 800mm above the finished floor level.
- The wall area directly beneath the window should be kept clear of any obstructions that might prevent easy operation of that window.

1.7 CIRCULATION SPACES

1.7.1 General:

Standard wheelchairs for independent use or pushed by an attendant, require a minimum clear width for movement in a straight line of 800mm, and 850mm for the larger wheelchairs. Self-propelled standard wheelchairs require a minimum clearance of 900mm.

1.7.2 TURNING SPACES (ASSESSMENT TO CONFIRM TURNING CIRCLES)

The passage width needed to turn a wheelchair through a door opening is usually governed by the width of the door opening. The allowance for comfortable turning through a door, given an opening width of 800mm, the passage should be a minimum of 1500mm wide. And for 1200mm wide passageways the opening width of a door should be a minimum of 825mm

Note: for ambulant disabled people i.e., people with walking aids, the above passage widths are acceptable.

Note: the space required to turn a self-propelling wheelchair is dependent on the size of chair, the capabilities of the user, and the position of the main wheels. For standard wheelchairs the preferred turning circle area is 1.5metre diameter (It is more economical on space to carry out a 3-point turn). In areas where doors will be opening off the ramp the passage widths will need to be at least 1200mm.

1.8 EXTERNAL SURFACES

1.8.1 GARDEN PATHS

Garden paths should be at least 1200mm wide with a non-slip surface. Slabbed paths should be flush pointed and treated to prevent weed growth.

1.8.2 **DROPPED KERBS**

Ramped kerbs should be installed for wheelchair users. Kerbs should be dropped to a maximum height of 30mm above the adjacent highway, with a pavement surface gradient not exceeding 1:10. The surface of the ramped area should have a textured pattern, or coarse aggregate finish to prevent slipping (unsealed aggregate surfaces must be avoided) and have a width between 1200-1800mm.

Note: The Contractor may be expected to apply for the required Planning Permission for a dropped kerb to be installed over a public footpath.

1.8.3 **GENERAL - SURFACES**

For independent wheelchair users, pavements, paving, paths etc, should have a gradient not exceeding 1:20, and be constructed using paving slabs, bitumen macadam, tarmac, or asphalt. **Unsealed gravel surfaces must be avoided.**

When pre-cast paving slabs or comparable block materials are used, they shall have a ribbed/non-slip surface, and laid evenly with joints flush pointed.

1.9 **BATHROOMS/LEVEL ACCESS SHOWERS – Flooring**

A slip resistant floor finish should be provided to floor areas for all users. Both when dry and when wet. With a minimum slip resistance value of R10.

1.10 **WASH HAND BASIN**

The option of a wall mounted wash hand basin, fixed on heavy-duty brackets, should be provided that allows knee space underneath if required.

The height of the wash hand basin must be decided with the customer on site. (The suitable average height range for wheelchair and ambulant people is 600-740mm from finished floor level to top of basin)

A clear space of 380mm should be allowed to the side of the wash hand basin for fitting of rails.

Lever taps, when specified, should have clear 'hot' and 'cold' markings and the user should be given a choice of lever lengths. And be capable of being operated by using a closed fist.

A double row of 150mm x 150mm (or equivalent area) tiled splash back should be provided

1.11 **WATER CLOSET'S**

A minimum distance of 450mm should be maintained from the center line of the WC and the adjacent wall, 500mm is preferred. Radiators should be kept clear of this area. A low level, wash down suite (not close coupled), with a lever type flushing mechanism fitted on the outside of the WC cistern should be used. The preferred height of the WC should be 480mm from finished floor level.

1.12 **BATHS**

Baths: shall normally be a rectangular pattern min. 8mm thick, size 1700 x 700 x 400mm, and include a grab handle, waste, chain and plug, overflow, 2no. 22mm indexed chromium plated brass - easy clean pillar taps, plastic overflow and waste trap. (Please note that any standard bath installation should only be included when identified as part of a formal Occupational Therapists assessed recommendation)

1.13 **SHOWER ROOMS**

Shower trays should have a min wet area of 1200mm x 1200mm (or equivalent) wherever possible. But not less than 800mm in any direction. To have a fall of 1:60 to the floor of the tray.

Should be installed in accordance with the manufacturer's installation guidelines and should be a minimum of 800mm wide. With a preferred size of 1200mm x 1200mm.

1.14 LEVEL ACCESS SHOWERS

The floor should be laid to fall away from the door accessing the room in which the level access shower is located. And be provided with the maximum drainage outlet to minimize/prevent standing water. The floor should drain towards an approved trapped floor gully, fitted with a top/grating that can be easily removed for cleaning.

All flooring materials to all the floor area of shower rooms should be impervious to water and have a slip resistant finish (min R10) suitable for wet areas, and be laid in accordance with manufacturers specification, and have similar material used for coved skirtings/upstands.

A non-slip sheet vinyl can be used on both timber or concrete floors fitted to an appropriate underlay or marine ply base.

Abrasive vinyl sheet flooring to be an approved safety flooring, hot welded and laid in accordance with manufacturer's instructions and with their recommended adhesive and sealants. Floor coverings are to be laid by manufacturers approved installers.

Pre-formed shower trays should preferably be square in layout with a 1200mm x 1200mm base size. Have easy access and be dependent upon the surrounding environment. A minimum dimension of 800mm in any single direction may be considered, where necessary.

1.15 SHOWER UNITS

The shower unit must be thermostatically controlled. And incorporate an appropriate anti-scoold device.

The shower unit should normally be positioned to suit seated user – between 750mm and 1000mm above floor level.

In the case where the shower is to be used by both seated and standing people. And depending on installed shower tray layout. It may be necessary to make adjacent adjustments to both the height/location of the control box and the height/location of the riser bar. Extended rails and hoses should be used when necessary to suit the user's particular needs. Recommended range for detachable shower head, to be between 1000mm and 1400mm. All exposed pipe work shall be 15mm dia. and chromed. No pipe runs will be allowed in shower areas at low level.

The Service is to arrange for a 5-year guarantee to be provided to the citizen

1.16 SUPPORT RAILS

- 1.16.1 Vertical and horizontal support rails to be positioned within the shower area for support and/or to pull the user up to a standing position, all as instructed on site. To have a non-slip easy-grip contoured surface and made of either nylon-coated steel or plastic.
- 1.16.2 Drop down rail should be of nylon coated steel, with a non-slip easy grip contoured surface and securely fixed to the wall or floor surface.

1.17 SHOWER CURTAINS

Corner 'L' or 'U' shaped rails should extend sufficiently to cover the minimum wet area of the preformed shower tray layout and have a corner ceiling support. The rail height, and/or the double hooks should be adjusted so that the curtain finishes 10mm or less above the finished floor level – the curtain height should be a minimum of 1800mm in height with a weighted bottom and must not hang in standing water. Fixed shower screens are at the discretion of the

Occupation Therapist and will only be permitted where an assessed need has been established.

1.18 WALL TILES

Wall tiles to shower area shall be full floor to ceiling wall height and to a minimum area of 8m². Fixed with waterproof adhesive and grouted. All in accordance with manufacturer recommendations. Plastic nosing strips to be used in 'all cases' where edges of tiles are exposed.

An appropriate aqua based wall tile backing board should be used in all exposed wet areas

1.19 SHOWER ROOM EXTENSIONS

Minimum preferred internal measurements shall be 2300 x 2300mm – (see Standard Drawing for preferred internal layout) All design and build criteria to comply with regulations current at the time of construction. A set of full architect prepared layout drawings to show both existing and proposed layouts are to be submitted by the Service, as part of the quotation pack for Birmingham City Council's consideration, prior to formal scheme approval.

1.20 BATHROOM EXTENSIONS

Minimum preferred internal measurements shall be 2300 x 2300mm – (see Standard Drawing for preferred internal layout) All design and build criteria to comply with regulations current at the time of construction. A set of full architect prepared layout drawings to show both existing and proposed layouts are to be submitted by the Service, as part of the quotation pack for Birmingham City Council's consideration, prior to formal scheme approval.

1.21 WC EXTENSIONS

Minimum preferred internal dimensions shall be 1500mm x 2000mm – see Standard Drawing for preferred internal layout. And should comply to the same specification standards as new build shower room extensions

1.22 LOBBY SPACE

A ventilated lobby space is to be provided for external access only. Where there is no other alternative to provide a suitably located external access point. Then the minimum preferred internal dimensions of the ventilated lobby space should be at least 1200mm wide, preferably 1500mm, to allow for wheelchair turning space.

Technical Specification – Section 2 – Level access showers and kitchens

2.1 LEVEL ACCESS SHOWER ROOM / KITCHEN EXTENSIONS

2.1.1 GENERALLY

All external walls are to have the outer skin built in fair-faced brickwork to match the existing including the third return wall to the neighbouring property. The citizen shall be given a choice of six colours of bathroom fittings, kitchen units, tiles, and flooring from a manufacturers standard range, and have a choice available of optional extras e.g., lever taps, mixer taps, for sanitary fittings and sink units and pelmets and cornices for kitchen cupboards etc. They shall be of a good quality and able to stand the rigours of normal use considering the application. The layout shall be discussed and agreed in writing with the citizen, with a plan drawn up if required before the contractor orders any materials or puts any work in hand.

2.1.2 HEATING

All bathroom extensions are to include for a heating appliance that provides a reasonable level of background heating for the purpose (criteria being 18°C non-habitable rooms and 21°C in habitable rooms). Electric convector fan heaters, or oiled filled radiators, are not an acceptable means of providing background heating to satisfy the above. This type of heating can only be used when there is no other alternative, and only then with Birmingham City Council Service delivery team approval

2.2 SANITARY FITTINGS

2.2.1 GENERALLY

The customer shall have a choice of at least six different colours/styles within a range of fitting, and have a choice available of optional extras e.g. mixer taps etc. All fittings shall be of best quality, fit for purpose, free from cracks, grazing, chips or undue distortion and be capable of heavy domestic use. All taps, valves, and fittings shall satisfy the requirements of the local water authority. All fittings are to be securely fixed to the structure all in accordance with the manufacturer's instruction/recommendations, with chromium plated dome head screws.

2.2.2 BATH - WC – PEDESTAL BASIN

Wash Hand Basin (Pedestal Type): Basins and pedestals are to be 560 x 405mm vitreous china with raised edges and combined overflow, 36mm chromium, plated brass waste, chain, stay and plug, 1no. pair of 15mm indexed chromium plated brass easy clean pillar taps (lever type unless specified), concealed fixing brackets and plastic trap.

All suites are to be supplied in matching sets and colours, and be co-ordinated to the satisfaction of the service delivery team

PLANNING and LAYOUT: the layout of the units should be well planned and must be agreed by Birmingham City Council service delivery team. Plumbing and other services should be installed and planned to be compatible with the general layout. Making good to any affected areas should also be completed and allowance made for any proposed wall tiling, especially on return or part affected walls. Sound fixing points should be considered and anticipated in advance.

2.2.3 INSTALLATION

Fitting: All fittings shall be level, plumb and square and should function properly. All plumbing shall be in accordance with the regulations current at the time of installation.

Fixing: Fittings are to be fixed in accordance with manufacturers recommendations/instructions using the full number of fixings screw and in the positions provided.

Protection: All fittings shall be adequately protected throughout the installation and whilst other works are in progress. Fittings that are damaged, marked or scratched in any way, will not be accepted and shall be replaced by the contractor entirely at his expense.

Completion: On completion/handover all protective coverings shall be removed, all surfaces thoroughly cleaned, all fittings checked for correct operation and adjusted accordingly, all in accordance with manufacturers recommendations.

1.23 BEDROOMS

- 1.23.1 Care should be taken when planning size of the bedroom and consultation with the user is essential in determining the most suitable size and layout for their particular needs.

Guidance for wheelchair users: (OT to confirm)

Single bedroom minimum internal measurements - 3000mm x 2700mm

Double bedroom minimum internal measurements - 3900mm x 3600mm

Maximum turning circles should always be maintained and a minimum clearance for carers of 500mm on the one side of the bed and a minimum of 1200mm on the other sides for wheelchair transfer.

- 1.23.2 Floors are to be covered in an approved slip resistant floor covering (to a minimum of R10 or equivalent) unless other coverings have been specified.
- 1.23.3 Wall and ceiling plaster finishes, together with all woodwork, are to be decorated on completion.
- 1.23.4 Provide two-way switching for light fitting including a pull cord over the bed, and 2no. double Socket outlets positioned to suit users' requirements.
- 1.23.5 All window and external door openings should comply with current regulations and associated legal building standards. With due consideration being given to natural light and ventilation. Together with means of escape in the event of fire. Lockable opening lights are at the discretion of the user.
- 1.23.6 Background gas or electric heating is to be provided as standard. By way of extending the existing gas central heating system, where possible. Or provision of an appropriate wall mounted heating source. Which complies with current electrical installation or gas safe legislation

1.24 SMOKE DETECTOR

Supply and fit hard wired detector circuits complete with smoke detectors to suit the new layout and comply with minimum legislation requirements.

1.25 KITCHENS (for wheelchair users)

Kitchen layouts are to be designed using the Occupational Therapist's recommendation taking into consideration the needs of other household members. Units and accessories are to be fitted in accordance with manufacturer's recommendations. And are subject to the submission of detailed design and layout drawings from an approved specialist manufacturer.

An unobstructed floor space or turning circle of 1500mm x 1500mm is preferred between opposite facing floor units or an opposite facing wall.

1.26 WORK SURFACES –confirmed by assessment

Height range will typically be between 760mm to 800mm to top of surface from the finished floor level, and wherever possible they shall be continuous. A smooth transition between work surface, hob and drainer is essential. An 'I' or 'U' shape is preferred rather than parallel

or galley type layouts. They shall be 600mm deep and have knee recesses to allow access for the preparation of food. Consideration should also be given for pull out boards below the work surface, being especially useful when located adjacent to the oven.

Ergonomically the layout should be designed so that travel is minimized between the sink, hob, oven, fridge, and other task areas.

When space is limited - consideration should be given to providing floor mounted cupboards with banks and draws, and corner carousel units. Another option could be to provide a moveable trolley.

A single row of tiled splash back (or equivalent area) should be provided to all work surfaces/base units and behind the sink unit.

1.27 SOCKETS OUTLETS

To be fixed no higher than 100mm above the work surface, or 1000mm from finished floor level.

When reach is limited, and sockets are to be positioned at the front of work surfaces. Full domestic electrical installation regulation compliance, regarding positioning at a reasonable distance away from sinks and hob areas, should be adhered to.

1.28 CUPBOARDS/SHELVING

Shelving is to be positioned to a maximum height of 1150mm from the finished floor level.

Cupboard units and draw handles should be of a design that is easy to grip.

Cupboard unit doors should swing open through 180 degrees.

Wall mounted cupboards to be 300mm deep.

1.29 SINK

The sink unit is to be located near to the hob and oven.

The sink should be shallow - 150mm deep sink is preferable.

All exposed hot pipes and waste pipe on the underside of the sink should be insulated.

The recess is to be a minimum width of the sink to allow wheelchair access.

The sink top is to be fitted with swivel neck mixer lever taps with clear hot and cold markings - a ¼ turn operation to full flow is preferred. And be capable of being operated by using a closed fist.

1.30 HOB

The hob is to be located near to the oven and sink and insulated underneath. Heat resistant surfaces are to be provided at each side of the hob and be at least 300mm wide.

Controls are to be positioned at the front and on either side of the hob, or mounted in a deep fascia running across the front easily identified and easy to operate.

Cooking rings at the rear of the hob are to be no more than 400mm from the front edge of the work surface.

Gas rings are to be self-igniting.

Design of the hob - the projection of the hot plates shall be as shallow as possible with minimal projection above the surface of the hob.

Electric hobs – Importantly it is essential that there is clear and obvious indication that when in use the user can see that the rings are hot and danger is present.

1.31 OVEN UNITS

The handle of the door is to be agreed to hang on the left or right hand side.

Ovens with pull out shelves or a pull out board directly beneath the oven strong enough to

support heavy cooking items should be considered in the design when accessing the users particular needs.

When specified it should be located so that the drop down drawer or pull out shelf is 760mm above the finished floor level, or 850mm above the finished floor level for ambulant people with back problems.

Controls should be no higher than 1050mm and no lower than 700mm and be clearly marked.

1.33 GENERALLY

- 1.33.1 A minimum of 4 number double electrical socket outlets should be provided as standard. Together with a minimum of 2 gang/2 way light switches at all entrance/exit points. Fitted to comply with current domestic electrical installation safety regulations
- 1.33.2 The height and positions of the light switches and socket outlets should be dependent on the needs of the user and positioned where they are most useful to them. Wherever possible socket outlets should be 750mm – 1000mm above floor level, if however there is a danger of hazard due to trailing flex, lower fixing heights should be considered i.e. 400mm (minimum) above floor level, or other options considered to eliminate the hazard. All switches and outlets are to be a minimum of 350mm from the corner of room. Light switches should be fixed no higher than 1400mm above finished floor level; the preferred height however of light switches will generally be between 1000mm – 1200mm above floor level.

Note: All references to Building Regulations and British Standards etc. in Section 1 are to be those current at the time of the works/contract.

2.4 KITCHEN UNITS - Generally

- 2.4.1 Where a new kitchen is required and has been approved the citizen shall have a choice of at least six different colors/styles of kitchen units and worktops within a 'range' of units. Should changes to the existing kitchen be required, all attempts should be made to match in with the existing units, in the event this is not possible escalation to Birmingham City Council will be required. Accessories such as cornices, pelmets, shelving units, oven housings, tower units etc, are to be made available as optional extras.

A minimum kitchen unit package should include the following. Unless otherwise recommended by the service delivery team.

- 1 x double base unit (1000mm)
- 1x double wall unit (1000mm)
- Up to 3m of work top (600mm deep)
- 1 x single drainer sink unit (left or right hand)
- Single row of splash back tiles above all worktops and base units. With appropriate mould resistant mastic seal
- Cooker control point (both gas and electric)
- 1 x washing machine outlet point with below work top single socket outlet
- 4 x double socket outlet points

2.4.2 CONSTRUCTION

The rigid carcass: shall be built from 20mm wood chipboard or laminated and faced in white melamine or wood grain veneer having a minimum paper weight of 80 g/sq. m. All components shall be securely jointed together with all vulnerable and exposed face edges lipped, with either 0.40mm PVC or 0.35mm melamine, or wood grain veneer. All lipping's shall be machine bonded with hot applied adhesive. All units shall be of rigid construction capable of heavy domestic use, and be factory assembled before delivery to site.

The style of units and colours: shall be agreed with the customer being offered a choice of at least six different styles/coloured doors, drawer fronts and worktops. Floor units shall be supplied complete with legs permitting air circulation under the units, and capable of giving – 5mm or +15mm adjustment to allow for variations in floor levels. Floor units shall also be fitted with back panels which shall be recessed a minimum of 50mm to allow for pipe runs and waste outlets.

Doors and drawer fronts: shall be made from at least the same quality chipboard or laminate used for the carcass but have a minimum melamine facing of 110 grammes per square metre. All four exposed edges shall be lipped as before described and shall be fitted with blank plastic clips.

Door hinges: shall be 170 degrees opening, concealed, self-closing, and fully adjustable.

Drawer boxes: may be manufactured from either laminate, or formed from extruded plastic, have a white melamine lacquered hardboard or laminate bottom, and be fitted with metal drawer runners incorporating a safety pull-out stop. The drawer runners shall be securely screwed to the carcass.

Shelves: shall be manufactured from at least the same quality chipboard or laminate used for the carcass and have at least the same quality melamine facing or veneer. All edges shall be lipped as before described. Shelves shall be adequately supported and where situated in units over 600mm wide, they shall have central supports.

Plinths: shall be manufactured from at least the same quality chipboard or laminate used for the carcass and have at least the same quality melamine facing or veneer. All edges shall be lipped as before described. Plinths shall be front fixed to allow access underneath for cleaning

etc and when secured should be slightly raised from the floor to allow for air circulation

Underneath the units: the manufactured range of units must be capable of being supplied with individual and continuous plinths as necessary.

Worktops: shall be 40mm thick (nominally) and be constructed of wood chipboard type C1A. The worktop shall be post-formed along the front edge and faced in a decorate laminate of nominal thickness of 0.6mm. All return edges shall be lipped in matching laminate and the rear edge lipped in white melamine all machine bonded with hot applied adhesive. The underside shall be treated with a laminate or coating designed to prevent moisture ingress.

The suppliers of worktops shall offer a choice of at least six different coloured, and patterned surfaces complimentary to door and drawer fronts.

The wearing characteristics of the worktop shall satisfy the performance standards of the appropriate British Standard for severe use.

Fascia's shall be manufactured from at least the same quality chipboard or laminate used for the carcass and have at least the same quality melamine facing or veneer. All edges shall be lipped as before described, and fixings concealed.

2.5 KITCHEN UNITS – Installation

2.5.1 PLANNING AND LAYOUT

The layout of the units should be well designed and planned and agreed with the Birmingham City Council and the citizen. Plumbing and other services should be installed and planned to be compatible with the general layout and designed to be concealed as much as the layout will allow. Plastering should be completed before the units are fitted, with allowances being made for proposed tiling, with special regard to return walls. Sound fixing points to the structure should be considered and anticipated in advance.

2.5.2 FITTING

All units shall be fitted level, plumb, square, and free from distortion so that doors and drawers' function properly. Floor and wall irregularities should be accommodated using suitable wedges and packing pieces. Packing pieces etc should be capable of withstanding anticipated loads, not be affected by moisture, and able to resist splitting when penetrated by fixings.

If site modifications are required, the structural integrity of the unit must be maintained. When it is necessary to alter unit panels all raw edges shall be sealed with an approved waterproof sealant to prevent ingress of moisture. When doubt exists, the contractor should seek advice from the manufacturer of the units.

2.5.3 FIXING

Units shall be fixed strictly in accordance with manufacturer's instructions and directions using the full number of fixings screws, and in the fixing positions provided. Adjacent units shall be fastened together using proprietary fittings wherever possible, ensuring that front edges and panels are properly aligned.

2.5.4 WORKTOPS

Uneven wall surfaces should be made good and true, or the worktop scribed to the wall profile ensuring a good close fit. Worktops shall be fitted level and properly secured in accordance with manufacturer's instructions. Worktops spanning across gaps of more than 500mm shall have additional supports. Timber battens when used shall be planed softwood, 50mm x 25mm securely screwed to the wall at a minimum of 300mm centres (minimum of two fixings).

End panels shall be constructed from at least the same quality chipboard, melamine facing, or veneer used for the carcass. The panels shall be secured to both the underside of worktop and the floor by means of zinc plated table stretcher plates and non-ferrous screws.

On all new works joints between adjacent worktops shall be level and have flush mitre joints. When butting up new to existing work surfaces the butt joint should be sealed with a flexible waterproof sealant and joined together with an anodised aluminium/bronze jointing-strip (to match worktops). Joints between worktops and sink tops shall be sealed with a flexible waterproof sealant.

Where a post formed worktop edge abutts a square-ended sink top, an anodised aluminium/bronze coloured jointing strip (to match worktops) should be used to cover the joint.

All cut or raw edges, including butted or mitred joints and cut outs for in-set sink tops, should all be sealed with an approved waterproof sealant.

2.5.5 PROTECTION

All units, sink tops and worktops should be adequately protected during installation and whilst other work in the vicinity is in progress. Units that have been damaged, marked, or scratched will not be accepted. The contractor is expected to replace them at no extra cost to the contract.

2.5.6 COMPLETION

On completion/handover all protective coverings shall be removed, units and surfaces thoroughly cleaned inside, outside and under the units. All doors and drawers checked for correct operation and hinges adjusted as necessary, all-in accordance with manufacturers recommendations. Any defective, marked, or scratched materials shall be replaced at the Contractors expense before being offered to the citizen for acceptance at handover stage.

Note: All references to British Standards etc. are to be those current at the time of the works/contract.

Technical Specification – Section 3 – Stair Lifts

STAIR LIFT SPECIFICATIONS FOR SUPPLY AND INSTALLATION

3.1 STAIRLIFT (Standard)

The complete installation shall be in accordance with BS EN 81-40:2020 Safety rules for the construction and installation of lifts or the most current British Standard at the time of installation - special lifts for the transport of persons and goods. Stairlifts and inclined lifting platforms intended for persons with impaired mobility

- 3.1.1 The lift shall have a speed of travel not exceeding 0.15m/sec. The lift shall be designed for a rated load of 115kg. The lift shall swivel through 90° and shall be lockable at a minimum of three positions 0°, 45° and 90° with a hand release interlocked to the lift control. The seat shall have a height range of 400mm to 525mm.
- 3.1.2 The lift seat controls shall be constant pressure toggle or button type with separated controls at top and bottom of the stairs.
- 3.1.3 The lift shall be fitted with sensitive edges/surfaces interlocked with the lift controls to prevent shearing, crushing, trapping, or abrading hazards.
- 3.1.4 The lift shall be fitted with a retractable safety belt to restrain the passenger during travel.
- 3.1.5 The lift shall also be complete with a digital counter connected to the control or motor contractor circuit: the counter shall be a non-zeroing type.
- 3.1.6 Where a powered swivel is required, it shall automatically return to its **ride** position when you call the stair lift.
- 3.1.7 The footrest shall either be linked to the arms or the seat of the chair to enable the footrest to be folded up flat when not in use, so that the user does not have to bend down to fold up the footrest. The footrest shall finish **flush** with the top landing.
- 3.1.8 The arms shall fold back individually.
- 3.1.9 The chair shall be fitted with functionality to be immobilised, to prevent injury to other parties.
- 3.1.10 The chair shall have a **soft start - stop** and travel smoothly up and down the track without any vibration or noise being transmitted through the chair to the user.
- 3.1.11 Minimum depth of seat to be 350mm.
- 3.1.12 Chair and carriage shall not project into the stairway by more than 420mm for a straight track and adhere as near as possible to this dimension with a curved track.
- 3.1.13 The chair and track shall have all concealed wiring and terminals etc, which are child proof.

3.2 SITE SURVEY

The contractor shall allow for a site survey of each dwelling before information is submitted to the council for approval. The Contractor shall inform the Council of any additional works required, all with associated costs in order to complete the installation to the required specification.

- 3.2.1 *Bulkheads* To be raised if necessary to give a minimum height of 2m above the pitch line. This also applies where the lift may have to pass through existing doorways etc.
- 3.2.2 *Width of stairs* Stair lifts shall not be fitted where tread width is less than 0.75m.
- 3.2.3 *Handrails/balustrades* to be reinstalled where existing has been removed.
- 3.2.4 *Handrails* To be fitted on opposite side of staircase from the lift.
- 3.2.5 *Window ledges* to be cut back if necessary to accommodate lift.
- 3.2.6 *Gas/electric fires/radiators* to be moved if causing an obstruction to the lift and re-fixed elsewhere to suit customer. Moving the aforementioned fixtures to be carried out by qualified personnel.
- 3.2.7 *Lift track* Shall not project into/across doorways/passageways. A hinge track may solve this problem in certain circumstances. Hinge track shall be interlocked with lift controls.
- 3.2.8 *Top quarter landing* It may be possible to infill part of this landing to create an additional riser, but the new landing shall not be less than 500mm long, and a figure 7 shaped grab rail may need to be fixed to the top newel post to prevent tripping by able bodied occupants.
- 3.2.9 *Bottom quarter landing* May need to be removed and an additional riser created to assist transfer to and from the lift. This work to be carried out if required.
- 3.2.10 ***Hinged bridging platforms-*** The hinged bridging platform shall be capable of being folded away without an obstruction and leaving the stairs free from obstruction for other users.
- 3.2.11 Shall be designed to carry a load of 375kg/m² and shall be retained in position by a device that is capable of being released by the remote controls or automatically in the case of automatic control.
- 3.2.12 If the platform is power operated it shall be fitted with safety devices to prevent injury to persons by trapping, and means shall be provided to prevent overloading.
- 3.2.13 Warning labels shall be fitted and positioned so that it can be seen at all times. The lettering used shall comply with BS EN 81-40:2020
- 3.2.14 Where hinged bridging platforms are being installed, the back wall to be strengthened using 20mm plywood, planed and chamfered on exposed edges, and shall be painted to blend in with surrounding decorations.

3.3 METER CUPBOARDS GROUND FLOOR TOILETS ETC.

- a) All the above may need to be altered to accommodate the parking of the lift and assist transfer to and from the chair at the bottom of the stairs.
- b) The allocated lift companies to be responsible for this operation.
- c) In the event of alterations to internal meter cupboards, then all subsequent fire regulations to be adhered to, i.e., cladded partitions, fire check doors etc. **NB existing fire barrier within the cupboard must be reinstated if altered or damaged.**

3.3.1 Moving meters

All work shall be carried out by either the local supply company if appropriate, or by qualified personal registered with GAS Safe for gas installations and NICEIC or ECA for electrical.

3.4 **ELECTRIC'S GENERAL INSPECTION**

- 3.4.1 Mains earth to be upgraded to current edition of BS 7671 (18th edition) Requirements for Electrical Installations if existing not up to standard.

- 3.4.2 All bonding, earthing to mains shall be installed before the installation of the lift.

- 3.4.3 Clamped earth is **not** acceptable, where this is found to be in place it shall be changed by the electric supply company to a sweated joint.

- 3.4.4 If the above is not possible due to local circumstances, an earth leakage breaker of the residual current type to be fitted, rated at 30mA or less, plus a separate earth electrode to comply with the BS 7671 (18th edition) Requirements for Electrical Installations.

- 3.4.5 **Not** acceptable to run earth cables externally, except in galvanised conduit.

3.4.6 Pre-payment meters

- a) Prepayment meters are **not** allowed and shall be replaced prior to the lift installation.
- b) Lift company **must not** install the lift whilst these meters are in place. Letters of recommendation are not acceptable.
- c) The occupier of the property being the person responsible for the changes through the local supply company.

3.5 **ELECTRICAL SUPPLIES**

All electrical work shall be carried out by a competent electrical engineer in accordance with the current edition of BS 7671(18th edition) Requirements for Electrical Installations

The supply shall be dedicated to the lift and shall originate at the household consumer unit in all situations.

3.5.1 Temporary supplies

Temporary supplies **not** acceptable under any circumstances. It is the responsibility of the contractor to ensure that installation of the electric's is carried out before the lift installation.

3.5.2 Wiring system

The wiring system for electrical services associated with the chair lift shall be PVC double insulated cable with CSA 2.5mm². The wiring shall be installed in a system of PVCu high impact mini trunking, white in colour.

Trunking shall be secured to all surfaces via steel wood screws, **under no circumstances** shall self-adhesive mini trunking be accepted.

The bends, elbows, adapters etc shall be of purpose manufacture and from the trunking manufacturers product range.

3.6 MAIN ELECTRICAL SUPPLY (240V POWERED)

For the purpose of this installation the incoming electrical supply shall be deemed to be the main incoming distribution board of the premises.

- 3.6.1 Directly below the existing distribution board a single switch unit with an RCD shall be supplied and installed. The incoming supply to the RCD shall be wired via a spare way within the distribution board.
- 3.6.2 Should there be no spare ways available, an independent supply can be obtained by applying to the local electric supply company for a Henley block to be fitted.
- 3.6.3 The lift company to leave 25mm² tails from new consumer unit, which the local supply company will connect to their new Henley block. The RCD shall be fed via a 20amp MCB/BS 3036 device installed within the distribution board.

3.7. MAIN ELECTRICAL SUPPLY (BATTERY LIFT)

For the purpose of this installation the incoming electrical supply shall be deemed to be the main incoming distribution board of the premises.

- 3.7.1 Directly below the existing distribution board a single switch unit with an RCD shall be supplied and installed. The incoming supply to the RCD shall be wired via a spare way within the distribution board. Should there be no spare ways available, then an independent supply can be obtained by applying to the local electric supply company for a Henley block to be fitted.
- 3.7.2 The lift company to leave 25mm² tails from new consumer unit, which the local supply company will connect to their new Henley block. The RCD shall be fed via a 10amp MCB/BS 3036 device installed within the distribution board.

3.8. MEANS OF ISOLATION

- 3.8.1 At the circuit termination adjacent to the lift equipment a “**means of isolation**” shall be installed.
- 3.8.2 This shall be a double pole switch with indicator lamp.

3.9. PERIODICAL LABELLING

All circuits shall be identified.

- 3.9.1 All equipment and accessories shall be suitably labelled (including circuits, earthing etc).

3.10. SMOKE DETECTORS

Two smoke detectors to be fitted in all situations where stair lifts are being installed, except where existing (if any), and comply with this specification.

- a) Smoke detectors to be hardwired to the downstairs lighting circuit and linked together.
- b) Smoke detectors to be ionisation type with 10-year battery backup.
- c) One at each level.

3.12. MAINTENANCE

The cost shall include for ten years' Service and maintenance after handover for each lift.

3.12.1 Periodic servicing

- a) The stair lift shall be thoroughly serviced by a competent person within six months of commissioning, and thereafter at intervals not exceeding twelve months.
- b) At every service, any serious defect should be rectified to conform to this standard, and particular attention should be given to those features listed in BS EN 81-40:2020
- c) **The contractor shall produce a servicing schedule, and times allowed for each visit.**
- d) Upon completion of each service visit, the company shall produce a completed and signed service report for each and every installation.

3.13. ADEQUATE MEANS OF ESCAPE

- a) Stair lifts shall not obstruct doors, or any access into or out of the property.
- b) The stair lift must not, as is reasonably possible, obstruct access ways/passage ways.

3.14. ASSOCIATED WORKS

3.14.1 Where decorations have been damaged or disturbed, the areas are to be reinstated as near as possible to the existing finishes. This includes wallpaper, Artex finishes or similar.

3.14.2 Radiators and window boards etc may need to be moved/cut back to accommodate stair lift.

3.14.3 In certain circumstances existing hall may need to be extended, to enable the front door to be repositioned, then external door openings to have low line threshold strips. **(Not cills).**

3.14.4 Where glazed screens or entrance frames fall within proximity of the stair lift, the existing glass shall be upgraded to comply with current regulations.

3.14.5 Hallway may need to be extended, where the existing hallway is of insufficient size to accommodate the stair lift, when the front door is opening inwards onto the lift. **(NB) The door shall open to 90° without hindrance. Any hallway extensions to accommodate the installation of a stairlift shall be constructed in accordance with current building regulations and comply with minimum insulation values.**

3.14.6 The reversing of doors to open out should be avoided.

3.14.7 It is the responsibility of the contractor to obtain building control approval (if appropriate) for any building work or alterations and produce plans where required.

3.15. SPECIFICATION FOR BUILDING WORKS

It is the responsibility of the contractor to be versed on the requirements of the specifications.

3.16. CLEARING AWAY RUBBISH

Rubbish and redundant materials to be removed from site by the lift contractor at the end of each working day.

3.17. SAFETY HEALTH AND WELFARE

To include Health and Safety Executive Regulations.

3.18. DISCOVERY OF ASBESTOS

If, during the performance of the Contract, the Contractor discovers within the area of the Works, asbestos whose presence has not been foreseen in the Specification/Schedule of Works then the Contractor shall immediately comply with the Safety clauses in this Contract.

Technical Specification – Section 4 – Powered Lifting Platform / Step Lifts

POWERED LIFTING PLATFORM/STEP LIFTS - SPECIFICATION FOR SUPPLY AND INSTALLATION

4.1. PREFACE (POWERED LIFTING PLATFORMS/STEP LIFTS)

Installation of powered lifting platforms/step lifts are to be installed in various locations outside and inside domestic Properties in Birmingham. The Service shall comply with BS EN 81-70.

4.2. POWERED LIFTING PLATFORMS/STEP LIFTS

The Servicer shall provide and install powered domestic lifts to fixed landing levels inside and outside Properties, for use by a passenger in a wheelchair. The complete installation shall be carried out by the Contractor all in accordance with BS 6440: 2011. The lift shall have a maximum rated speed of 0.15m/s with a load of 225kg. Together with a lift car minimum dimension of 1100mm wide and 1400mm deep.

Car controls should be set at between 900mm - 1200mm from the car floor (1100mm preferred) and at least 400mm from any return wall.

Landing call controls should be set at between 900mm - 1100mm from the landing floor, and at least 500mm from any return wall.

4.3. DESIGN

The design of doors, gates and movable barriers should consider the special needs of disabled persons elaborated in BS 8300:2001 and be designed to be moved by the application of low manual effort. All doors, gates, safety barriers or sensitive edge switches should be of the mechanically operated type, whose contacts are mechanically broken to overcome the possibility of a welded contact failing to operate to the break position.

4.4. CONTROL SYSTEM

There are several methods by which lifting platforms may be controlled either by electrical, mechanical, pneumatic, or hydraulic means. Whichever method is adapted, the control system should be designed to be fail safe.

4.5. HARMFUL OR HAZARDOUS EXTERNAL INFLUENCES TO BE CONSIDERED

Mechanical and electrical components of the lifting platform should be protected from the harmful or hazardous effects of external influences. These influences would include the ingress of water, solid bodies, effects of humidity, temperature, corrosion, atmospheric pollution, solar radiation and the action of flora and fauna. Additional precautions may also have to be incorporated to resist the efforts of vandals. Guidance on the construction of equipment, selection of enclosures, choices, and treatment of materials, sealing techniques, etc, may be obtained by reference to BS EN 60034-5, BS EN 60947-1, BS EN 60529 and PD 6484.

4.6. FIRST VISIT

It is expected that the first visit to the property must be with the appropriate company contracted to do the work.

4.7. SITE SURVEY

The Service shall allow for a site survey of each Property before information is submitted for approval by the Council. The Service shall inform the Council representative of any additional works required, all with associated costs to complete the installation to the specification.

4.8. LOCATION

The lift shall be installed in a location where:

It will not obstruct access to and from the dwelling, and if the lift is internal, not obstruct access through the building. Means of escape **must not** be obstructed in any way.

Check that when the lift is installed there will be adequate room to manoeuvre a wheelchair entering or leaving the platform.

4.9. RETAINING WALLS

After the survey has been carried out, and the heights of any raised platforms and retaining walls that may be required have been established, drawings for same must be submitted with quotation.

4.10. HANDRAIL RAILS/GUARD RAILS

Handrails/guard rails will need to be provided if any landing/platform is more than 600mm above finished floor level/finished ground level.

Handrails shall be 45/50mm \varnothing and shall be galvanised (including all fittings and fixings), all cut edges to be primed and painted.

4.11. ELECTRICAL SERVICES

All electrical work must be carried out by a competent electrical engineer in accordance with the current edition of BS 7671(18th edition as amended) Requirements for Electrical Installations.

The control circuit voltage should not exceed 55v and should be derived from the secondary winding of a double-wound transformer that complies with BS EN 61558-1 (2019). It is essential that the transformer secondary winding, fuse, switching contact, relay operating coil, and earth shall be connected in the positions shown in BS 5900 (as amended)

4.11.1 Wiring system

- a) The supply shall be dedicated to the lift, and shall originate at the household consumer unit, and terminate at a double pole fused spur conforming to relevant British Standards and regulations.
- b) The wiring system for electrical services associated with the lifting platform shall be PVC double insulated cable with CSA 2.5mm². The wiring system shall be installed in a system of PVCu high impact mini trunking, white in colour.
- c) The trunking shall be secured to all surfaces via steel wood screws, **under no circumstances** shall self-adhesive mini trunking be accepted.
- d) The bends, elbows, adapters, etc, shall be of purpose manufacture, and from the trunking manufacturers product range.

4.11.2 Main Electrical Supply (240V Powered)

For the purpose of this installation, the incoming electrical supply shall be deemed to be the main incoming distribution board of the premises.

- a) Directly below the existing distribution board, a single switch unit with an RCD shall be supplied and installed. The incoming supply to the RCD shall be wired via a spare way within the distribution board.
- b) Should there be no spare ways available, then an independent supply can be obtained by applying to the Local Electric Supply Company for a Henley block to be fitted.
- c) The lift company to leave 25mm \varnothing tails from new consumer unit, which the local supply company will connect to their new Henley block. The lift shall be fed via a 20-amp MCB/BS3036 device installed within the distribution board.

4.11.3 Main Electrical Supply (Battery Lift)

For the purpose of this installation, the incoming electrical supply shall be deemed to be the main incoming distribution board of the premises.

- a) Directly below the existing distribution board, a single switch unit with an RCD shall be supplied and installed. The incoming supply to the RCD shall be wired via a spare way within the distribution board.
- b) Should there be no spare ways available, then an independent supply can be obtained by applying to the Local Electric Supply Company for a Henley block to be fitted.
- c) The lift company to leave 25mm \varnothing tails from new consumer unit, which the local supply company will connect to their new Henley block. The RCD shall be fed via a 10-amp MCB/BS 3036 device installed within the distribution board.

4.11.4 Temporary Supplies

Under no circumstances must equipment be installed on a temporary supply. It is the Services responsibility to ensure that the electrical supply for the lift is installed prior to lift installation.

4.11.5 Means of isolation

At the circuit termination adjacent to the lift equipment, a “means of isolation” shall be installed.

This shall be a double pole switch with indicator lamp.

4.11.6 Labelling

All equipment and accessories shall be suitably labelled, circuits, earth wires etc.

4.11.7 General Electrical Inspection

- a) The Contractor shall make a general inspection of the incoming electrical supply.
- b) Mains earthing to be upgraded to **current edition of BS 7671 (18th edition) Requirements for Electrical Installations** if existing not up to standard.
- c) All bonding, earthing to mains must be installed before the installation of the platform.
- d) Clamped earth is **not acceptable**, where this is found to be in place it must be changed by the Electric Supply Company to a sweated joint.
- e) If the above is not possible due to local circumstances, an earth leakage breaker of the Residual Current Type to be fitted, rated at 30mA or less, plus a separate Earth Electrode, in order to comply with current edition of the BS 7671(18th edition) Requirements for Electrical Installations.
- f) **It is not acceptable** to run earth cables externally, **except** in galvanised conduit.

4.11.8 Pre-payment meters

- a) Prepayment meters are **not allowed**, and should be replaced prior to the lift installation.
- b) Lift company **must not** install the lift whilst these meters are in place. Letters of recommendation are **not acceptable**.
- c) The owner/tenant/occupier of the property being the person responsible for the changes through the local electricity supply company.

4.11.9 Moving of existing meters

- a) Meters both gas and electric may need to be moved, if causing an obstruction where alterations need to be implemented.
- b) The allocated lift company to be responsible for this operation.
- c) In the event of alterations to internal meter cupboards, then all subsequent fire regulations to be adhered to, i.e., cladded partitions, fire check doors etc.

- d) Doors and walls of internal meter cupboards must have a **minimum ½ hour fire resistance**. The existing fire barrier in the meter cupboard between gas and electric meters must be reinstated to give a **minimum ½ hour fire resistance**, if damaged during alterations to the existing meter cupboard.
- e) Any work carried out in relation to meters must be by qualified personal, and registered with GAS SAFE for gas, NICEIC or ECA for electrical.
- f) Smoke detectors to be hardwired to the downstairs lighting circuit and linked together.

4.12. TESTING

The complete installation shall be tested in accordance with BS 6440 (11th edition) and test results shall be provided at handover.

4.13. MAINTAINANCE

The Contractor shall allow for the service and maintenance of the complete installation for ten years after handover.

- 4.13.1 The lift company shall be required to produce a servicing manual, and the times allowed for each service.
- 4.13.2 The lifting platform should be thoroughly examined by a technically qualified competent person within 6 months of commission, or completion of a major modification, and at subsequent intervals not exceeding 6 months.
- 4.13.3 A test report shall be prepared of features tested. If defects are reported, the recommended repair, and period within which the repair should be carried out, should be stated in the report.
- 4.13.4 A copy of the test report should be provided to the purchaser, or purchaser's representative, and a copy retained by the examiner.
- 4.13.5 If any defect affecting safety is reported, and immediate repairs are required, the user should be advised, and the lifting platform removed from service.

4.14. ASSOCIATED WORKS

It is the responsibility of the Contractor to comply with local planning regulations, building regulations, and submit application plans where required.

- 4.14.1 All building works/groundworks to comply with current Council specifications, good building practice. Together with all relevant legal and/or building regulations current at the time of installation
- 4.14.2 It is the responsibility of the Contractor to locate any underground services, and if found to be causing an obstruction, apply to the local supply companies to have the services relocated.
- 4.14.3 All disturbed area's to be made good and reinstated to match existing.

4.15. BUILDING WORKS SPECIFICATION

It is the responsibility of the Service to be versed on the requirements of this specification.

4.16. CLEARING AWAY RUBBISH

Rubbish and redundant materials to be removed from site by the Service at the end of each working day.

4.17. SAFETY HEALTH AND WELFARE

The Service shall comply with all safety requirements.

Technical Specification – Section 5 – Hoist

HOIST SPECIFICATIONS FOR SUPPLY AND INSTALLATION
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POWERED LIFTING PLATFORM/STEP LIFTS - SPECIFICATION FOR SUPPLY AND INSTALLATION
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5.1. HOISTS

The hoists, including ceiling track and gantry, shall comply with current relevant regulations at the time of installation (electrical), **Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98)**, and **BS EN ISO 10535 2006**.

The installation shall be carried out by a competent person, and be in accordance with the relevant requirements of Local Building Regulations, and the Health and Safety at Work Act 1974, and associated regulations.

The complete installation shall be **tested to 150%** of the safe working load, and a properly completed test certificate issued on completion.

Electrical operated hoists shall have a **soft start - stop**.

5.2. REQUIREMENTS FOR RATE VELOCITY OF LIFTING AND LOWERING

The requirements for rate velocity etc are detailed below:

- The rate of raising or lowering shall not exceed 0.15 milliseconds when loaded.
- The rate of raising or lowering shall not exceed 0.25 milliseconds when unloaded.
- Powered horizontal movement, linear velocity shall not exceed 0.15 milliseconds.

Electrically operated hoists shall be provided with an emergency device which is readily accessible, and is wired to isolate the supply, and to stop any electrically produced mechanical movement which could cause a safety hazard.

On all battery powered hoists, to ensure that a full range lifting cycle with maximum load can be completed once started, a warning device shall be provided.

On all battery powered hoists, a warning device(s) shall be provided that will indicate when the battery(ies) require charging.

When this device operates, there shall be sufficient power available to complete one full lifting cycle with full maximum load.

Hoists shall be provided with a safety device that shall ensure that the lifted person does not fall in the event of a single fault condition of the lifting machinery.

Electrically operated hoists shall conform to EN 60601-1-2.

Every hoist shall be capable of lifting a lifted person of 120kg mass, excluding the mass of any body support unit.

All load bearing fasteners shall be either self locking, or fitted with a locking device to prevent detachment.

All hoists shall be fitted with an emergency lowering device.

5.3. SITE SURVEY

First visit the first visit to the property shall be completed by the provider contracted to do the work this must take place prior to submitting a quotation and any additional works which should be detailed including all associated costs in order to complete the in specification.

5.3.1 Suitability of the building Seek expert advice regarding the construction of the building:

- New building with roof trusses.
- System built.
- Reinforced concrete floors.
- Hollow floor beams.
- Floors supported by steel beams.
- Wimpy no fines etc.

This information will be required before a decision can be made regarding which type of support for the hoist will be suitable.

5.3.2 Ceiling tracks Method of fixing ceiling tracks shall be required before work proceeds

5.3.3 *First floor* Where a ceiling track would be required to pass through an existing doorway, or a new doorway would need to be formed, a new full height door frame and full height double doors would be required, or existing door could be used with 2 small doors over to accommodate passage of hoist and track.

5.3.4 None of this work to be carried out until a proper survey of roof space has been completed, to determine the structural stability of the building the outcome of the survey should be included with the quotation in order for approval to be obtained from Birmingham City Council.

5.3.5 Full height door frame to be supplied and fixed in position after ceiling track has been fixed. The track centre line should pass through the doorway centre line and should have at least 450mm clearance on both sides.

5.3.6 Double doors to be formed from a **door blank** and all 4 edges of each door to have 100mm wide solid styles.

5.3.7 Each door to be notched at the top to accommodate the ceiling track. Doors to be hung with standard 1½ pair 100mm butts to open 1 way only.

5.3.8 Each door to have a door pull handle on 1 side with a push plate on the opposite side.

5.3.9 Each door to have a spring-loaded bull catch fitted to the head of door.

5.3.10 Where existing door could be used with 2 half width doors over, the 2 half doors to be hung using 2-way spring hinges, and notched at the top to accommodate the ceiling track. Pull handles, push plate or spring-loaded ball catch **not required**.

5.3.11 *Ground floor* when a proper survey has been carried out and it has been established that it would not affect the stability of the building to continue, similar procedures to be followed as for 1st floor.

5.3.12 All disturbed work and decorations to be made good.

5.3. ELECTRICAL SUPPLY

All electrical work must be carried out by a competent electrical engineer, in accordance with the current edition of BS 7671:2008 Requirements for Electrical Installations.

The supply shall be dedicated to the hoist, and shall originate at the household consumer unit, and terminate at a double fused spur conforming to current regulations and British Standards.

5.3.1 Wiring system

The wiring system for electrical services associated with hoists shall be PVC double insulated cable with CSA 2.5mm². The wiring shall be installed in a system of PVCu high impact mini trunking, white in colour.

Trunking shall be secured to all surfaces via steel wood screws, **under no circumstances** shall self-adhesive mini trunking be accepted.

The bends, elbows, adapters, etc, shall to of purpose manufacture and from the trunking manufacturer's product range.

5.4. **MAIN ELECTRICAL SUPPLY (240V POWERED)**

For the purpose of this installation, the incoming electrical supply shall be deemed to be the main incoming distribution board of the premises.

Directly below the existing distribution board, a single switch unit with an RCD shall be supplied and installed. The incoming supply to the RCD shall be wired via a spare way within the distribution board.

Should there be no spare ways available; an independent supply can be obtained by applying to the local electric supply company for a Henley block to be fitted.

The hoist company to leave 25mm² tails from new consumer unit, which the local supply company will connect to their new Henley block. The hoist shall be fed via a 20amp MCB/BS 3036 device installed within the distribution board.

5.5. **MAIN ELECTRICAL SUPPLY (BATTERY LIFT)**

For the purpose of this installation, the incoming electrical supply shall be deemed to be the main incoming distribution board of the premises.

Directly below the existing board, a single switch unit with an RCD shall be supplied and installed. The incoming supply to the RCD shall be supplied and installed. The incoming supply to the RCD shall be wired via a spare way within the distribution board.

Should there be no spare ways available, then an independent supply can be obtained by applying to the local electric supply company for a Henley block to be fitted.

The hoist company to leave 25mm² tails from new consumer unit, which the local supply company will connect to their new Henley block. The RCD shall be fed via a 10amp MCB/BS 3036 device installed within the distribution board.

5.6. **MEANS OF ISOLATION**

At the circuit termination adjacent to the lift equipment, a “**means of isolation**” shall be installed.

This shall be a double pole switch with indicator lamp.

Chargers, transformers, etc, shall be positioned outside a bath/shower room, in a position to enable them to be seen, and to enable checks and maintenance to be carried out.

5.7. **LABELLING**

All equipment and accessories shall be suitably labelled (including earth terminals, circuits, etc).

5.8. GENERAL ELECTRICAL INSPECTION

- 5.8.1 The contractor shall make a general inspection of the incoming electrical supply.
- 5.8.2 Mains earthing to be upgraded to **the current edition** BS 7671:2008 Requirements for Electrical Installations if existing not up to standard.
- 5.8.3 All bonding, earthing, to mains must be installed before the installation of the hoist.
- 5.8.4 Clamped earth **is not** acceptable, where this is found to be in place it shall be changed by the Electrical Supply Company to a sweated joint.
- 5.8.5 If the above is not possible due to local circumstances, an earth leakage breaker of the residual current type to be fitted, rated at 30mA or less, plus a separate earth electrode, in order to comply with current edition of the BS 7671:2008 Requirements for Electrical Installations.
- 5.8.6 **Not acceptable** to run earth cables externally, except in galvanised conduit.
- 5.8.7 Temporary supplies - **under no circumstances** shall equipment be installed on a temporary supply.

5.9. PRE PAYMENT METERS

Prepayment meters **are not allowed** and should be replaced prior to the hoist installation. Hoist company **must not** install the hoist whilst these meters are in place. Letters of recommendation **not acceptable**.
The owner/tenant/occupier of the property being the person responsible for the changes through the local electricity supply company.

5.10. TESTING

- 5.10.1 The complete installation shall be tested in accordance with the **Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98)**, and **BS EN ISO 10535 1998**, and the current edition of BS 7671:2008 Requirements for Electrical Installations.
- 5.10.2 All hoists shall be proof load **tested to 150%** of its maximum load along the entire track length, to ensure that the installation/hoist is safe for normal use.
- 5.10.3 If the hoist completes the test successfully, a hoist and load test certificate shall be issued, with invoice and electrical certificate to BS 7671:2008 Requirements for Electrical Installations.
- 5.10.4 Testing to take place after 2 weeks and not longer than 4 weeks. Termination of warranty period to be taken from date of witnessed testing, acceptance and certification.

5.11. MAINTENANCE

- 5.11.1 The contractor shall allow for the guarantee/maintenance of the complete installation for ten years after handover.
- 5.11.2 The hoist company shall be required to produce a servicing manual, and the times allowed for each service.
- 5.11.3 The installation shall be checked at 6 month intervals, and a complete service at minimum 12 months, or at intervals specified by the product manufacturers. Load tests to be carried out every 12 months, labels stating time and date of checks and servicing, shall be posted on the equipment.

5.11.4 Upon completion of each maintenance/service visit, the company is required to submit a completed and signed report for **each and every installation**.

5.12. CLEARING AWAY RUBBISH

Rubbish and redundant materials to be removed from site by the contractor at the end of each working day.

5.13. DISCOVERY OF ASBESTOS

If, during the performance of the Contract, the Contractor discovers within the area of the Works, asbestos whose presence has not been foreseen in the Specification/Schedule of Works then the Contractor shall comply with the Safety clauses in the Contract.

Technical Specification – Section 6 – Key Safes

A key safe is a small stand alone, strong, heavy-duty vault with a locking mechanism opened by a confidential code using push buttons on the front which will store keys safely. The safe will have a cover and will be fixed securely on an outside wall away from the public view. Only people who know the code are able to open the safe and access the keys.

6.1 Key safe requirements:

Requirement	Min requirement	Description
Security approval	Secured By Design (SBD) approved	Secured by Design: National Police Projects focusing on the design and security for new and refurbished homes, commercial premises and car parks as well as the acknowledgement of quality security products and crime prevention projects.
Security tested	LPS standard	A test devised by security experts including the Association of British Insurers and the Association of Insurance Surveyors. Testing conducted by leading experts in manual forced entry techniques, to ensure the key safes deliver the required performance to their very demanding LPS1175 standard; and regular production audits to ensure the product's continue conformity.
Insurance	Acknowledged	Clients are advised to inform their home insurance company.
Weatherproof	Protects from ice, snow, water and dust.	Protects from ice, snow, water and dust and keeps device out of sight.
Dimensions	(H)152mm x(W)101mm x(D)50mm approx	Suitable for up to 5-6 Yale or 2-3 Chubb keys. Ideally with a hook for easier storing
Weather Cover	Required	To hide buttons from view
Fixing Kit to be included	Minimum 4 fixings	Suitable for brick and masonry
Construction	Solid Metal	Containing zinc for durability in low temperatures helping against resistance to freeze spray attack and making it non-corrosive
Hinged	Attached to vault	In order to ensure it can be opened with one hand and not allow lid to fall on fall and get damaged or taken into property
Locking mechanism	Secure	Cannot be left unlocked. Won't open if wrong code entered Cannot be forced open

Recycle	Can be removed and reused	Extra fixings available to re-fit. Minimum 1 year guarantee
Guarantees and Warranties for new units	2 years	Minimum 2-year guarantee
Codes	Optional length	Codes of between 5-7 numbers in length with optional letters that can be used in the code.
Instructions	Required	Comprehensive instructions and user guide

Example of suitable key safe meeting the required specification include: C500 and Burton Keyguard XL.

It is the responsibility of the service to ensure:

- The key safe is fitted covertly where possible
- Provision of concrete posts, when they are unable to fit a key safe to the actual building i.e. cladding walls. The provider needs to include the cost of concrete post to the invoice.
- Always use the correct fixings specified and supplied by the manufacturer
- Install the key safe into brickwork never into timber or plasterboards
- Ensure that installation is placed no higher than head/eye level or too near the floor, requiring the user to reach high or bend over to obtain the key as this is a health and safety risk. Take into account wheelchair users and their needs.

6.2. INFORMATION ON KEYSAFE

The Service needs to ensure that they have good information leaflets (or supplied by manufacturer) and that these are explained to the service users, especially in relation to the following: Choosing a code, Changing a code and general maintenance.

6.3. STANDARD OF WORKMANSHIP AND MATERIALS

All work shall be carried out in accordance with the Building Regulations, as a minimum standard. However, compliance with the requirements of the Building Regulations may not necessarily achieve a sufficient standard to comply with the requirements of this Specification.

All materials and workmanship shall be in accordance with the latest edition of the relevant European Standard, British Standard, British Code of Practice, or equivalent current at the contract date, hereafter collectively referred to "British Standard", except where the standard has been fully detailed in this Specification and is of a higher standard than the British Standard.

In the absence of a relevant British Standard, materials and products shall be certified by the British Board of Agreement and installed in accordance with the requirements of that certificate and manufacturers recommendations. If the manufacturers instructions differ from the British Standard, the manufacturer's instructions must be followed – warranties/guarantees may otherwise be affected. All materials and products used shall, wherever possible, reduce maintenance/be maintenance free and environmentally friendly. Where and to the extent that materials, products and workmanship are not fully specified, they are to be suitable for the purpose of the works stated in, or reasonably to be inferred from, the contracts documents and in accordance with good building practice.

The standard of workmanship unless otherwise specified shall be carried out in accordance with British Standards latest release. In the event of any dispute regarding acceptable tolerances, the permissible deviations details in the British Standard will be applied.

The Service shall follow manufacturer's recommendations and instructions with regards material storage, fitting and fixing, and introducing materials and/or products into the works. The contractor shall have regard for designer duties and responsibilities in respect of Health & Safety Regulations, CDM Regulations, and Lifetime Homes issues. He shall ensure compliance with the Council's "Sustainability Procurement Policy Statement" in respect of the purchase of materials/products.