

Equipment and Modification Services

Delivery of Complex Housing Modifications

Service Schedule

Purchase Unit Code: DSS1044A

Purchase Unit Name: Delivery of Complex Housing Modifications

1. Overview of the Service Schedule

- 1.1. This service schedule (Schedule) for the delivery of complex housing modifications must be used in conjunction with the Equipment Modification Services (EMS) service specification.
- 1.2. This Schedule defines the facilitation of the delivery of complex housing modifications and its objectives within the overall provision of Equipment and Modification Services.

2. Service Definition

- 2.1. The Provider will facilitate the completion of complex housing modifications for eligible people that are funded wholly or partly by Disability Support Services (DSS). The housing modifications:
 - a) will have been recommended by a suitably credentialed occupational therapist (an EMS Assessor) following an assessment with the disabled person and their family or whānau and submission of a Service Request to the Provider.
 - b) must have been considered by an EMS Assessor¹ as being essential and cost-effective to meet the disability-related needs of people who are eligible for DSS funding and who meet the DSS funding criteria.
- 2.2. The Provider is the principal in any DSS funded housing modifications unless this responsibility has clearly been assigned to another party and this agreement is documented in writing. As the principal the Provider will be responsible for managing and, if necessary, enforcing relevant contracts so that the housing modifications contracted for are completed to a satisfactory standard as defined by current and relevant building code and legislation.

¹ Refer to the definition of EMS Assessor in the EMS Service Specification; Equipment and Modification Services – Appendix 1: Definitions and Interpretations
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3. Service Coverage

- 3.1.** Services under this agreement will be provided to Service Users living in the region as described in the attached Provider Specific Terms and Conditions.

4. Service Outcomes

- 4.1.** The provision of housing modifications for eligible people will support them to achieve one or more of the following outcomes:

- a) remain living in, or return to, their homes by the removal of structural barriers or by the addition of fixed features providing a sustainable, long-term (i.e. generally at least 2-3 years) solution to meet their identified disability-related needs
- b) maximise their independence
- c) minimise the risks of injury to themselves, their families or whānau, or to other paid or unpaid carers
- d) minimise the need to relocate to residential care or community living
- e) minimise the need for paid and unpaid support in their home.

- 4.2.** DSS principles to guide the successful provision of housing modifications are as follows:

- a) Housing modifications will focus on the cost-effectiveness of accessible design as a preventative strategy across Vote: Health.
- b) The principles of lifetime, sustainable housing will be promoted across government and the non-government sector.
- c) Housing modifications will be completed utilising a value for money approach.
- d) Equipment solutions will always be considered before DSS funded housing modifications.
- e) Housing modifications will conform to the requirements of the New Zealand Building Code, local authority requirements and all other relevant legislation.
- f) Housing modifications will take into consideration the developmental, changing and long-term needs of people with disabilities.
- g) Housing modifications will be considered as part of a range of intervention options to meet a person's disability-related needs.
- h) People with disabilities and their families and whānau are readily and easily able to find out information about what type of support is available from the Ministry of Health to support them to live as safely and independently as possible in the long term.
- i) Service Requests for housing modifications should be completed as promptly as possible, within agreed budgets and with minimal disruption for Service Users and their families and whānau.

5. Service Components

The Provider will:

- 5.1. Co-ordinate all Service Requests received from the EMS Assessors for the delivery of complex housing modifications for Service Users.
- 5.2. Project manage the delivery of complex housing modifications following the receipt of Service Requests.
- 5.3. Administer the Service in the following ways:
 - a) Establish contracts with relevant Suppliers to facilitate the delivery of cost-effective and timely housing modifications for Service Users. Suppliers will include: i. architects, architectural draughtsmen or designers ("designers") ii. project managers or building consultants ("project managers") iii. building contractors.
 - b) Work with relevant representatives from the building sector to establish:
 - i. a Schedule of Rates to use as a pricing guide for the majority of complex housing modifications
 - ii. a Schedule of Timeframes for the completion of the main types of complex housing modifications.
 - c) Ensure that the completed modifications:
 - i. Are suitable for their intended purpose. This means that following the modifications the structure and all components will carry out their functions safely.
 - ii. Comply with the current Building Act and any subsequent amendments.
 - d) Monitor the contracts with the Suppliers to ensure all complex housing modifications are delivered and completed according to the DSS operational policies, relevant building standards, processes and legislative requirements and in a timely and efficient manner that meets the needs of Service Users.
 - e) Facilitate the resolution of disputes regarding the project management of the housing modifications, the building quality or other building related matters.
 - f) Undertake audits of complex housing modifications as required by DSS or where concerns have been raised by the Service User, their family or whānau or the EMS Assessor.

Table One; Performance Measures, Delivery of Complex Housing Modifications

Outcomes	Evidenced by
	60% of Service Requests for complex housing modifications are completed within 120 working days of receipt of the request

Disabled people and their family, whānau and/or support people receive a service that is:

- provided in a timely way to meet their needs, and
- appropriate to their needs and their ability to benefit from the services

90% of Service Users surveyed annually are satisfied with the quality and timeliness of the housing modifications they have received

6. Processes

6.1. On receipt of a Service Request for complex housing modifications the Provider will:

- a) Engage a Project Manager, where necessary, to provide expert advice on the feasibility of proposed modifications as recommended by the EMS Assessor. Note that, on occasions, this advice may be sought by the EMS Provider before a Service Request is submitted. This will only be requested by the EMS Provider in situations where agreement with all parties on a suitable solution is technically challenging and beyond the scope of the EMS Provider's Housing Advisor. Such consultation and advice will be provided, where practical or needed, as part of the relevant EMS Provider's Housing Outreach Clinic or Housing On-Site Visit processes.
- b) Engage a Designer to prepare plans and specifications for the proposed housing modifications. Plans drawn up by a designer will only be required for the completion of complex housing modifications requiring building consent.
- c) Co-ordinate the necessary documentation and retain on file:
 - i. Copy of the approval to proceed with the complex housing modifications signed by the owner of the property.
 - ii. Copy of the sketches and specifications for the proposed complex housing modifications and any other relevant information supplied by the EMS Provider.
- d) Facilitate the income and cash asset testing process with Work and Income (when required).
- e) Confirm with the EMS Assessor and the Service User when all requirements for the completion of the complex housing modifications have been met. These requirements are:
 - i. the outcome of an income and cash asset test (if required) and confirmation of the level of contribution, if any, the Ministry will make towards the cost of the modifications
 - ii. the approval of a building consent or resource consent from the local authority for the proposed building work
 - iii. that the proposed complex housing modifications comply with the following:
 - a. any conditions on the Certificate of Title or property file
 - b. the local District Plan

- c. any property or land caveats relating to building works, such as apartments or licence to occupy homes with restrictions.
 - f) Follow the processes, as agreed between the Ministry and HNZN for the completion of Major Modifications, where modifications are required for a Service User living in a Housing New Zealand Corporation (HNZN) home.
 - g) Engage a building contractor to undertake the complex housing modifications as soon as practically possible after the plans and specifications have been confirmed. Where high-cost complex housing modifications are indicated, the Provider will, where practicable, seek more than one quotation for the proposed work.
 - h) Inform the building contractor when a contribution needs to be made by the person towards the cost of their modifications as a result of the outcome of the income and cash asset test. This is to ensure that the building contractor is responsible for the recovery of the balance of payment that is not DSS responsibility.
- 6.2.** Service Requests are subject to confirmation that compliance with the following is undertaken before payments can be made:
- a) approval of a building consent or resource consent from the local authority for the proposed building work
 - b) any conditions on the Certificate of Title or property file
 - c) the local District Plan
 - d) any property or land caveats relating to building works, such as apartments or licence to occupy homes with restrictions.
- 6.3.** The Provider will deliver the following services through its appointed building contractor:
- a) Contact the Service User, or their family or whānau, and the property owner if relevant, to arrange a suitable time to meet to:
 - i. discuss the modifications to be completed
 - ii. confirm the specifications as advised by the EMS Provider and the working drawings prepared by the designer.
 - b) Liaise with the EMS Assessor as required throughout the building process including follow up with the EMS Assessor if the impact of the building work is such that the Service User may need extra support through the NASC or to temporarily relocate throughout the duration of the building work.
 - c) Facilitate the completion of the modifications according to the agreed plans and specifications².

² Further detail on the process for completion of the housing modifications and the roles and responsibilities of all parties is detailed in the Housing Modifications Manual.

- d) Inform the EMS Assessor of any variation to the agreed plans as detailed in the Service Request or additional private work requested by the Service User or the property owner. Any additional work will constitute a separate contract between the Service User or the property owner and the building contractor and is outside the scope of the services described in this Schedule.
- e) Engage in a separate contract of work with the person, their family or whānau directly where a part payment is required by the person towards the cost of their modifications.
- f) Facilitate the Building Consent, where relevant and facilitate the Code Compliance Certificate (if required) with the local territorial authority.
- g) If the property owner is Housing New Zealand, inform the EMS Assessor and HNZN when the modifications have been completed.

Table Two: Responsibilities and Accountabilities

Responsibilities and Accountabilities	Provider Delivery of Housing modifications	EMS Assessor
Accountable for making payments to Suppliers for completion of the work relating to individual Service Requests		
Accountable for the quality of the housing modifications as requested in the Service Request		
Accountable for completing the complex housing modifications within the agreed timeframes		
Accountable for the project management and delivery of Service Requests for Service Users		
Responsible for monitoring EMS Assessors' service utilisation and following up any outliers		
Responsible for ensuring that completed housing modifications provide value for money and long-term sustainability		

7. Key Inputs – Staff skills, training and capacity

7.1. The Provider will ensure that no staff member or Supplier makes any approach to the Service User, or their family or whānau for the purpose of obtaining additional work.

7.2. Staff and Suppliers will encompass skills to enable effective:

- a) overall management of the service
- b) completion of accurate drawings and specifications for modifications to residential dwellings
- c) project management in the delivery of modifications to residential dwellings.

7.3. Staff and relevant Suppliers engaged by the Provider will demonstrate the following competencies:

- a) comprehensive knowledge and understanding of the current Building Act and other relevant legislation
- b) broad knowledge of the impact of disability in people of all ages and on their families and whānau and carers
- c) comprehensive technical knowledge of the range of accessible and sustainable features of a home
- d) comprehensive knowledge of building processes, including the requirements established by relevant local territorial authorities
- e) appropriate skills for engaging with EMS Providers and EMS Assessors and other relevant parties involved with the completion of housing modifications for eligible people.

8. Relationship Management

- a) The Provider will develop strong links and maintain positive and constructive relationships with all relevant stakeholders, including, but not limited to, the following:
 - i. Service Users, their family or whānau (in response to individual Service Requests)
 - ii. Property owners, where they do not live with the Service User (in response to individual Service Requests)
 - iii. Contracted Suppliers (designers, project managers, building contractors)
 - iv. EMS Assessors who are Credentialed for Complex Housing Modifications - in response to specific Service Requests
 - v. Housing New Zealand Corporation
 - vi. Territorial Local Authorities
 - vii. Training provider/s for Credentialed EMS Assessors (Complex Housing Modifications)
 - viii. BRANZ
 - ix. ACC.
- b) Engage with regional and national organisations which are promoting the concept of regarding lifetime, sustainable housing (also known as lifelong or universal design) and, in collaboration with such organisations, explore the possibilities to encourage the wider acceptance of this approach.

- c) Provide input into the relevant training material and programmes for Credentialed Housing Assessors as necessary to support EMS Assessors to gain the required competencies for this credential.

9. Quality Requirements

9.1. Service Improvements; the Provider will:

- a) Maximise opportunities to achieve better value for money in the delivery of housing modifications for people with disabilities and report on any proposed initiatives as part of its reporting requirements.
- b) Provide an approach that allows disabled people and their families and whānau to have as much choice and control over their lives as possible in the delivery of modifications to their homes to meet their disability-related needs. This approach could focus on options that encourage services to be as flexible, responsive and personalised as existing budgetary allocations allow.

9.2. The Provider will report back to the relevant Supplier and to DSS on the outcome of any audit (that has been the result of a complaint process) undertaken of building work, design or project management, the reason for the audit and the outcome.

9.3. The Provider will meet six monthly with DSS to discuss any operational matters relating to the consideration of, assessment for and delivery of housing modifications. At these meetings DSS and the Provider will:

- a) review actions from previous meetings
- b) review the performance of the Services in the previous period and discuss any operational or contractual risks or issues. The Provider will raise any matters with the DSS Contract Manager if they cannot be resolved by the relevant parties.
- c) review ongoing work, service improvement initiatives and cost-saving opportunities, and
- d) discuss any other matters relating to this agreement.

10. Recording and Reporting

10.1. The Provider will record information about all aspects of service delivery and expenditure to ensure that all relevant information is captured, allowing accurate and timely reporting and accurate invoicing for services provided.

10.2. The Provider will complete a summary of:

- a) service quality complaints and the outcome of the complaint.
- b) service quality compliments.
- c) feedback about the quality of Suppliers' work which will be incorporated in the narrative section of the Provider's six-monthly report.

10.3. The Provider will complete an annual report as part of its reporting requirements, which will include a narrative report on the outcome of the annual Service User survey and any proposed service development initiatives.

11. Definitions

Complex Housing Modifications: Housing modifications such as level access showers, platform lifts, external door widening and fencing are considered to be complex. EMS Assessors need to hold a Housing Modifications Credential in order to submit Service Requests for complex housing modifications.

Designer: architect, architectural draughtsperson or designer; a suitably qualified person who is contracted to the Provider and who is responsible for the completion of detailed plans and specifications following receipt of a Service Request for complex housing modifications for a Service User.

Project Manager: building consultant or project manager; a suitably qualified person who is contracted to the Provider and who is responsible for the overall project management of the modification process following receipt of a Service Request for Complex housing modifications for a Service User.

Building contractor; a suitably qualified tradesman, who is contracted to the Provider and who is responsible for the co-ordination and completion of building works following receipt of a Service Request for housing modifications for a person.

Building contractors who provide housing modifications which are to be funded by DSS must be approved by and registered with the EMS Provider who maintains a list of approved building contractors.