

# Good Home Lincs Evaluation Invitation to Tender: Clarification questions

## A. The service being evaluated: Good Home Lincs

### 1. How many Good Home Hubs are being developed?

This evaluation is being commissioned to evaluate **one** Good Home Hub (Good Home Lincs) being piloted in Lincolnshire.

The four elements outlined in the ITT collectively make up Good Home Lincs although they are currently at different stages and operating as separate teams/ services: 1) core information and signposting service; 2) advice and casework service; 3) energy efficiency services; and 4) hoarding support project.

For context, the Centre for Ageing Better wants to see Good Home Hubs developed across the country, supporting individuals to keep their homes warm and safe. Ageing Better has developed a programme of work to aid learning, spread good practice and build support for the Good Home Hub model. This includes:

- Working with our strategic partners in Lincolnshire to pilot and evaluate **one** Good Home Hub in the county (this ITT).
- Evaluating different models of housing support across England to gather evidence of 'what works'.
- Producing case studies of good practice models developed across England for financing home improvements.
- Bringing together local authorities in our Good Home Network to share learning, encourage peer support and inspire innovation in home improvement services.

### 2. Who is able to access Good Home Lincs/ what eligibility criteria is there for Good Home Lincs/ are individuals able to access more than one element of the offer?

The Good Home Lincs website and Healthy Home Assessment are available for all to use and provides information for those from all tenures and of all ages.

Lincolnshire District Council residents of any housing tenure and age will also be eligible for support from the advice service, as will all professionals who require information, advice or signposts to services. However, **access to the advice service will be managed through referrals (at least initially)** from the following sources to support with understanding demand:

- Visiting professionals who have identified potential issues with an individual's housing conditions
- Customer service centre staff who have been unable to source information, signpost or refer an individual to another service regarding potential issues with an individual's housing conditions
- An individual who has completed the Healthy Home Assessment follow-up survey and has identified that they have been unable to resolve an issue with their housing conditions and require further advice and support.

As with the advice service, Lincolnshire District Council residents of any housing tenure and age will be eligible for support from the casework service. However **access to the casework**

**service (at least initially) will only be accepted via referral partners** (e.g. Lincolnshire Fire & Rescue, ICS Asthma Practitioners, Wellbeing Lincs, Hospital to Home Discharge Teams, Family Hubs) to enable assessment of the demand for the service/ staff capacity.

Individuals are eligible for the service if they are eligible for a service provided by the referring partner **and/ or**:

- The referring partner has identified potential housing condition issues that may place the occupant at risk of harm.
- The referring partner has supported the occupant to complete a Healthy Home Assessment and has identified housing condition, access or improvement issues.
- The occupant is unwilling/ unable to complete a Healthy Home Assessment form, but willing to be supported by the Advice and Casework team and has an identified vulnerability due to age, disability, health condition, financial hardship, or other factor that places them at potential risk of harm due to their housing conditions.

Those supported by the Local Energy Advice Demonstrator services (which do not have any specific eligibility criteria) will also be eligible for support via the advice and casework service and vice versa.

Those receiving support via the hoarding service are also eligible to receive support via the advice and casework service. These individuals are already known to the Neighbourhood team and the service will not be openly recruiting clients.

Demand for the advice and casework service will be monitored and should capacity allow, referral pathways may be increased by:

- 1) Increasing the number of referral partners (e.g. community nursing, home care agencies); and
- 2) Creating a direct referral route for those who have completed the Healthy Home Assessment online.

Further detail on the expected uptake of Good Home Lincs is outlined in question 5.

**3. Could you provide more detail on how you expect the different projects that make up Good Home Lincs to interact with each other? The tender clarifies that the Information and Signposting service and the Advice and Casework service will work together e.g. in relation to the Healthy Home Assessment, but is it expected that the Energy efficiency service and the Hoarding support project will work closely with the other projects?**

The Good Home Lincs advice and casework service will be the central service for the evaluators to connect with other services (e.g. energy efficiency/ hoarding/ referral partners). It will be managed by the Lincolnshire Healthy and Accessible Homes Lead and by a specific project team who oversee Good Home Lincs as a whole.

As outlined above, there a number of different routes into Good Home Lincs, with demand for the advice and casework elements of Good Home Lincs for example, being managed through referrals/ specific customer pathways.

The energy advice service and advice and casework service are referral partners to each other and come together to form part of a holistic service offer with their own individual remits. Staff from both services will go out into the community to raise awareness of Good Home Lincs services.

Additionally, it is an option for anyone referring an individual into Good Home Lincs to complete a Healthy Home Assessment via the website or paper copy. Alternatively, an advice caseworker could contact the individual being referred and complete it with them.

Individuals being supported by the hoarding service may also want to be referred to wider Good Home Lincs services, but no referrals will be made to the hoarding service as clients to be supported are already known to the neighbourhood team.

#### **4. How will Good Home Lincs clients (and particularly those from disadvantaged groups) be identified and recruited?**

As outlined above, there are a number of different pathways into Good Home Lincs.

Staff from Good Home Lincs services (advice and caseworkers and energy advice services) will be going out into the community to raise awareness of their services and provide support. This will be achieved through local pop-ups at community venues and also through home visits.

Individuals can also be referred by specific referral partners (who often work with those with vulnerabilities), which may be widened as the pilot progresses depending on demand for the service/ staff capacity.

Good Home Lincs aims to support those with some sort of vulnerability that results in individuals not being able to make changes to their home. This could include engaging with those who haven't been eligible for other local authority support - for example those who have the means to make changes to their home but not the confidence to do so.

The energy advice services also aim to support those who are harder to reach (due to their geographical location) and in harder to treat homes.

The hoarding service will not be actively recruiting clients but those who are receiving support from this service will be eligible for other Good Home Lincs services.

#### **5. What is the expected uptake of Good Home Lincs i.e. how many people do you expect to engage with the service(s)?**

A primary aim of the pilot and evaluation is to understand demand for Good Home Lincs services to support with identifying next steps and priorities for developing the service. It is hard to estimate demand for the service as many of the elements do not yet exist and we also do not know much about the complexity of cases that will come through. For example, some individuals might only need advice once to be signposted to the relevant service, while others may require longer term casework support to address broader issues.

However, we estimate that the advice and casework element will receive approximately 1,500 referrals per year (including a combination of both light touch advice via telephone/ email and holding a direct support caseload for more intensive support).

The Hoarding support project is expected to support a maximum of 25 individuals over a year.

There is no target or estimated numbers of people expected to engage with the two energy efficiency services operating across the county.

We do not expect all service users to be included in the evaluation and would seek the guidance of the successful bidder to help inform how service user engagement is best managed.

**6. Will the Hub have a physical presence/ location, or is the service delivered virtually?**

Good Home Lincs will not have a physical base, however staff from the advice and casework team and energy efficiency services will be going out into the community (e.g. via pop up stands and home visits) to raise awareness of services and provide support. Referral partners with a physical presence (e.g. Family Hubs) will also be able to signpost to the service. It is the intention that Good Home Lincs does not only reach those able to access digital services.

**7. What do you anticipate to be the balance between new money or re-purposing existing budgets?**

The Good Home Lincs service does not have its own delivery budget. Staff capacity has been funded through Better Care Funding and revenue from funding capital.

One of the aims of the evaluation is to learn from implementation of the first phase of Good Home Lincs to inform future funding discussions – including understanding demand for the Good Home Lincs service and identifying next steps and priorities for developing the service.

**8. What are your key success criteria?**

Unsafe, damp and cold homes are a huge contributor to poor health and add significant pressure and costs onto local integrated care systems. Services to support individuals to improve or maintain their home vary significantly across the country and many residents are put off making necessary improvements because of the challenges they face, such as a lack of advice or money.

The Centre for Ageing Better wants to see local Good Home Hubs in every area supporting individuals of all tenures and levels of ability to pay to make changes to their home.

Lincolnshire also has an ambitious vision for “people to live independently, stay connected and have greater choice in where and how they live” as set out in its Homes for Independence blueprint. This includes improving poor-quality homes.

The pilot (Good Home Lincs) aims to work across housing, health, and social care partners and other organisations to identify housing condition issues, provide advice on available options and deliver practical support to enable people to stay safe, warm and well at home.

The evaluation should seek to understand the quantitative and qualitative impact and reach of Good Home Lincs services and their interconnectivity and operability as Good Home Lincs to:

- Support Lincolnshire commissioners to make decisions on next steps for the Good Home Lincs service model.
- Provide information to support Ageing Better to articulate how Good Home Hubs lead to impact for people, supporting both local and national policy makers in decisions relating to these services across the country.

We would seek the expertise of the successful bidder to identify how best to demonstrate this impact.

**9. Do you have a theory of change we can view as part of developing our submission or would you expect the evaluator to develop this?**

Ageing Better has a very high-level theory of change that explores how Ageing Better's Good Home Hub programme of work hopes to support our goal of more people experiencing good health, equity and respect and financial security in later life. We will share this with the successful bidder and would expect to work closely with them to develop a detailed theory of change for Good Home Lincs to support the evaluation.

## **B. Data collection**

**1. Regarding Appendix 8, could you confirm that all of these indicators and measures are currently already being collected (or are planned to be collected by the service) and would be made available to the appointed evaluation supplier; i.e. the supplier would not have responsibility for collecting any of the indicators listed?**

The measures listed in appendix 8 are proposed indicators and outcome measures to be collected by the Good Home Lincs project team in Lincolnshire and made available to the evaluation team. We would expect to work closely with the successful bidder to refine these measures as well as the best way to collect this data to inform the evaluation and complement data being collected by the evaluation team.

**2. Given part of the service will have launched, Would the evaluator be able to ask for additional measures if appropriate, alongside the proposed performance indicators?**

Yes, there is the potential to add additional measures.

**3. Given that the service will have launched before the evaluator is in place, can you confirm that baseline/ pre-intervention data will be available from the services that make up Good Home Lincs?**

As the services that make up Good Home Lincs are new, there may not be any baseline data. However, some data could be shared that could help to understand the impact of the service, such as numbers of referrals. It is expected that the advice and casework team will also conduct a pre-intervention and post-intervention assessment for those receiving casework support and the Healthy Home Assessment could also potentially be used for some cases. We would expect to work closely with the successful bidder to refine these measures as well as the best way to collect this data to inform the evaluation and complement data being collected by the evaluation team.

**4. Can you elaborate on what programme/ monitoring data are currently being collected for each of the four services? Additionally, what demographic/ background data related to disadvantaged groups are being collected as part of the monitoring data?**

Appendix 8 outlines proposed performance indicators and outcome measures for Good Home Lincs, as well as the reporting data already being collected by the energy efficiency services (Local Energy Advice Demonstrators).

Standard data (address, household makeup, type of accommodation, age, gender, sex, marital status, language, ethnicity, religion, nationality) will be collected and recorded for those engaged with the advice and casework service as well as the hoarding service and can be provided anonymised to the evaluation team.

Local Energy Advice Demonstrators will only collect this information for individuals being signposted onto other Good Home Lincs services (advice and casework).

**5. Are there staff/ user feedback mechanisms already in place for each of the services?**

The energy efficiency services are conducting customer satisfaction surveys (outlined in Appendix 8). Additionally, the existing website receives basic feedback from users.

All other measures outlined in Appendix 8 are proposed, including a service user satisfaction survey for those engaged in the advice and casework service. There will also be a mechanism for seeking service user feedback for the hoarding service although this has not yet been specified.

There are currently no formal feedback mechanisms for staff. We would want to work closely with the successful bidder to review and refine what has been proposed.

**6. We assume that service users will be completing a questionnaire to collect the pre-intervention self-report data - will it be recorded how that data is collected (e.g. online self-referral, face-to-face with house-visiting professional)?**

The pre-intervention assessment will be undertaken by the advice and casework team either via the phone or face-to-face. Recording how the data is collected is something we could look to collect if useful.

**7. Can you provide more information about the Healthy Home Assessment (e.g. data collected, how the data is collected (e.g. self-referral or through case worker)?**

The Healthy Home Assessment can be completed by the individual alone, or they can be supported to complete the assessment by an advice caseworker or partner (either in person or via the phone).

Other organisations can also use the Healthy Home Assessment as a tool to support them to support an individual independent of engaging with Good Home Lincs.

The form is anonymous unless optional details are provided by the individual for Good Home Lincs to get in touch with or a referral is provided (for example a referral partner can send a copy of the form to Good Home Lincs to make a referral).

The form is hosted on an IT platform that we can pull regular reports from. For example we can pull reports on the numbers of forms completed and types of issues identified (further detail on this is provided in appendix 8). We are also looking to have a hard copy available for partners. However full functionality of the form is only available if completed online as the form provides signposting solutions at the end based on the responses input into it by the

individual/ partner. The completed form and its results can also be downloaded by the individual after completion.

**8. We think Mosaic is the case management system for Lincolnshire County Council adult social care, but please confirm.**

This is correct and is what the advice and casework service will use.

**9. What access would evaluators have to referral partners (Fire & Rescue, Asthma Practitioners, Occupational Therapy Teams and the Lincolnshire Wellbeing Service)?**

The evaluation team will be supported to access referral partners via the Good Home Lincs project team. We can discuss the best ways to engage with these groups to support the evaluation.

## **C. Engagement with service users**

**1. Is payment for user participation expected or required?**

The Centre for Ageing Better has made a commitment in our strategy to amplify the voice of lived experience, and in particular people from marginalised communities.

To engage a diverse range of people we must remove barriers to participation, address power imbalances and value a diversity of knowledge and experience. Payment is one way we can work towards this. It supports access by reducing any financial barriers to involvement and is an important way of recognising people's time and expertise.

We pay people with lived experience who share their time and experience to influence our plans or who contribute to the work we deliver. It is up to the individual whether they will invoice us for their time, within the limits of this policy.

The current payment rates table (below) outlines the rates an individual can invoice for their time and contribution.

**Third parties who we commission to deliver work on our behalf are required to implement Ageing Better's current payment rates as a minimum with all payment and associated administration managed by the third party in line with their own policies.**

Payments for service will be offered as a bank transfer to everyone who is eligible for payment and has submitted an invoice for their time. In exceptional circumstances (such as when someone does not have a bank account) vouchers can be considered as an alternative. An invoice will still need to be submitted.

Any £10 incentives should be offered as a voucher only and an invoice will not be required.

We cannot accept responsibility for the impact that accepting a payment and invoice may have on someone's benefits and/ or HMRC tax responsibilities. Due to the individuality and complexity of this, we cannot provide advice to individuals. It is the third party provider's responsibility to ensure participants understand they are responsible for declaring their

income to HMRC and the Department of Works & Pensions, and that they are responsible for paying any tax and National Insurance due.

<b>Activity</b>	<b>Payment</b>
<b>Involvement</b> - attending meetings / workshops / advisory groups. Participating in peer research / recruitment panels / tender interviews	Less than 1 hour – no payment, a £10 gift voucher can be offered as an incentive.  1 - 3hrs - £35 3.5 – 5hrs - £60 5.5 – 7hrs - £85  We offer payment to cover the duration of the paid activity but also any additional time needed for preparation and/ or follow-up.  We do not offer payment for travel time. Expenses for travel, accommodation and subsistence are however claimable.
<b>Communications</b> – photoshoot, filming, case studies	Less than 1 hour – no payment, a £10 gift voucher can be offered as an incentive.  1 - 3hrs - £35 3.5 – 5hrs - £60 5.5 – 7hrs - £85  These times relate to the duration of the activity (i.e. being photographed, being interviewed, drafting a blog, preparing and speaking at an event) and are not inclusive of travel time. Expenses for travel, accommodation and subsistence are claimable.
<b>Media and participation</b> – speaking to media, attending events, taking part in campaigning activities	No payment.  Expenses for travel, accommodation and subsistence are claimable.
<b>Research</b> - responding to surveys, taking part in focus groups, being interviewed for a research project	No payment, a £10-25 gift voucher can be offered as an incentive.  Expenses for travel, accommodation and subsistence are claimable.

**2. To what extent are interviews with users expected to be face-to-face vs online?**

There is no set expectation around how many interviews with service users are face-to-face or online. However, we want to make sure the evaluation is able to engage with those who are harder to reach (and potentially digitally excluded). Phone interviews would also support with engaging those that are digitally excluded.

**3. Is there a possibility of the hub facilitating interview scheduling with users? Is there a physical location at which we could conduct interviews with users?**

Lincolnshire is a large county so we recognise there are some challenges in arranging for service users to be in one place. The Good Home Lincs project team will support with identifying individuals for the evaluation team to follow up with through sharing contact details of service users (where consent has been given) and will support with making arrangements for in-person interviews (including finding potential venues).

**4. Section 2.6 mentions asking all research participants to be involved in external work with Ageing Better – would the appointed supplier merely signpost the participants to Ageing Better, or is there an expectation of something else/ different here?**

Ageing Better wants to increase our collection of lived experience stories so we can raise awareness of the different ways homes impact people in their everyday lives. The evaluation team will be expected to ask individuals engaged in the evaluation (e.g. in interviews or focus groups) if they would like to share any of their experiences directly with Ageing Better. Information sheets will be provided to the evaluation team to pass on to participants.

Ageing Better also has an 'Experts by Experience' network where individuals who have previously been involved with our work (e.g. by participating in an evaluation interview) can stay in touch with Ageing Better. Joining the network means they will get a monthly email from our Voice team with opportunities to take part in research, focus groups and communications activity. This will be outlined in the participant information sheet mentioned above.

**5. Regarding Ageing Better providing additional funding to commission a videographer to capture stories on film, would they do separate interviews or be part of evaluation fieldwork?**

We can discuss what would work best with the successful bidder. Where possible, we would ideally like to minimise duplication for service users to ensure we make the best use of their time.

## **D. Deliverables**

**1. Section 2.6 notes that a report recommending next steps is expected in March 2026, and a final evaluation report in July 2026. Could you confirm what the expectation would be for the final evaluation report i.e. would it be a summative report of the previous three outputs, rather than including any previously unreported findings or insights?**

The purpose of the report in March is to inform Lincolnshire commissioners about the impact of the pilot (using the majority of the evaluation data collected) to support decisions on next steps for the pilot before its conclusion.

The July report aims to provide an update to this so that as much data on the impact of the service is summarised by the evaluation team. We acknowledge findings will likely still be on the impact so far rather than through to the very end of the pilot, but we would like it to contain as much information as possible (and also acknowledge what remaining service is being delivered).

## **E. Ways of working**

- 1. Is it expected that project team meetings will be attended by both Ageing Better and Lincolnshire representatives (as opposed to separate supplier meetings with each)? How regularly do you envision these project meetings would need to be held, or are you open to suggestions regarding frequency?**

Ageing Better will be responsible for contract management of the evaluation team. As such, meetings on contract management (particularly at the outset of the project) are likely to be primarily with Ageing Better.

Good Home Lincs will also have a project team (consisting of Ageing Better and Lincolnshire staff) that will work closely with the evaluators and support with wider engagement with service users and partners within Lincolnshire.

We are open to suggestions from the successful bidder regarding the frequency of meetings and best ways of working as the project progresses to minimise duplication/ maximise efficiency for the evaluation team.

## **F. Responding to the invitation to tender/ bidding for the work**

- 1. Will you be supporting organisations who would be open to working as part of a consortium or partnership to come together to bid for the evaluation work?**

We are not formally supporting organisations to identify partners to bid for the evaluation. However, if anyone would like to get in touch to express an interest in forming a partnership then we can let others who have expressed an interest know. To date, one organisation has expressed an interest in forming a partnership.

- 2. Does the 3000-word submission limit also include Section 0 (General Information)?**

Section 0 is not included in the 3000-word submission limit.

- 3. Please confirm what the acronym GHA stands for.**

The acronym GHA stands for Good Home Alliance. This is a term we use to describe the group of organisations working together to deliver Good Home Lincs.