

ITT SCHEDULE 1H

PRIMARY CARE PUBLIC HEALTH SERVICES

SERVICE SPECIFICATION

PROVISION OF A SERVICE TO SUPPLY HEALTHY START VITAMINS THROUGH COMMUNITY PHARMACIES IN SUNDERLAND

1 INTRODUCTION

Sunderland City Council is seeking a range of local Community Pharmacies as Providers to deliver a service for the supply of Healthy Start Vitamins which has the following components:

- a) Provision of Healthy Start Vitamins for pregnant women
- b) Provision of Healthy Start Vitamins for women with a child under 12 months;
- c) Provision of Healthy Start Vitamins for children aged up to 4 years old;

Providers will work in partnership with the Council to deliver a Service that:

- a) Ensures all those women and families eligible for Healthy Start Vitamins are able to access them locally;
- b) Ensures all those who are eligible for Health Start Vitamins are registered to receive them;
- c) Promote the use of Healthy Start Vitamins to those who are not eligible, but may benefit from their use.

1.1 National Context

Healthy Start is a UK-wide government scheme which aims to improve the health of pregnant women aged under 18 years, pregnant women who have a low income and families with children under the age of 4 years who receive benefits and tax credits.

Through the scheme eligible recipients receive weekly vouchers which can be exchanged for cow's milk, plain fresh or frozen fruit and vegetables and infant formula milk. Pregnant women, including all pregnant women under 18 years of age, women

with a child under 12 months and children up to four years who are receiving Healthy Start Vouchers are also entitled to free Healthy Start Vitamins, and will receive an additional Healthy Start Vitamins voucher every eight weeks.

Healthy Start Vitamins are recommended because:

- a) 8% of children under five in the UK do not have enough vitamin A in their diet.
- b) families in lower-income groups tend to have less vitamin C in their diet.
- c) all pregnant and breastfeeding women and young children are at risk of vitamin D deficiency (teenagers, younger women and those from ethnic minorities are particularly at risk).

Healthy Start Vitamins contain the recommended level of vitamins A, C and D for children aged six months to four years and folic acid and vitamins C and D for pregnant and breastfeeding women.

Folic acid reduces the chance of a baby having spina bifida, a birth defect where the spine doesn't form properly; Vitamin A supports growth, vision in dim light and healthy skin; Vitamin C helps maintain healthy tissues in the body; and Vitamin D helps the body to absorb calcium and so supports an unborn baby's bones to develop properly and promotes strong bones and teeth in young children.

The National Institute for Health and Care Excellence ([NICE](#)) [Public Health Guidance PH56 'Vitamin D: increasing supplement use in at-risk groups'](#) details the benefits and recommendations in relation to Vitamin D for those at higher risk of vitamin D deficiency. These include:

- All pregnant and breastfeeding women, particularly teenagers and young women.
- Infants and children under 5 years.
- People over 65.
- People who have low or no exposure to the sun. For example, those who cover their skin for cultural reasons, who are housebound or confined indoors for long periods.
- People who have darker skin, for example, people of African, African–Caribbean and South Asian origin.

NICE advise that all children and young people living in the UK should take a Vitamin D supplement throughout the year to prevent deficiency. Children up to 4 years old should take a daily supplement containing vitamin D in the form of vitamin drops, except for infants fed more than 500 ml of formula milk a day, as this is fortified with Vitamin D. Exclusively breastfed infants may need drops from birth if their mother did not take vitamins during pregnancy.

Under the Health and Social Care Act 2012, following the transfer of commissioning responsibilities for Health Visiting services in October 2015, it is the responsibility of Clinical Commissioning Groups (CCG) who commission maternity services and/or Local Authorities who commission and/or provide child health services to provide or arrange the provision of Healthy Start Vitamins to those supported by the scheme.

National take up of Healthy Start Vitamins is reported as being very low, with one study of 13 primary care trusts across all regions of England reporting uptake to be below 10% [Jessiman et al. 2013] and another reporting it to be less than 3% [Moonan et al. 2012].

NICE recommends the consideration of universal provision for all 'at risk' groups to increase uptake. The service aims to facilitate free access to Healthy Start Vitamins for those who are eligible under Healthy Start criteria and increase wider usage of vitamin supplements amongst all pregnant women, new mothers and young children who are not eligible for free supplements by providing opportunity to purchase Healthy Start Vitamins.

1.2 Local Context

Sunderland has a higher rate of low income families compared to other parts of the country. In 2016, 23.6% of children (under 16 years old) in Sunderland were living in low income families, compared to 17% nationally. The 2019 Indices of Multiple Deprivation indicates that 41% of people within Sunderland live in the 20% most deprived areas of the UK, which is the fourth highest in the North East; it is also in the top 20 local authority districts with the highest levels of employment deprivation.

The national and local trend for teenage conception rates is reducing, however Sunderland has a higher than average rate. In England and Wales the under 18 conception rate in 2018 was 16.7 per 1,000 women aged 15-17, and the Sunderland rate was 29 per 1,000. [Public Health England Child Health profile 2020].

Other related child health indicators within Sunderland include low birth weight and dental health. In Sunderland in 2018 the percentage of all live births at term with low birth weight (less than 2,500 grams) was 3.82%, compared with an all-England average of 2.86% [Public Health England Child Health profile 2020]. The percentage of 5 year olds with experience of visually obvious dental decay in 2019 was 32.5%, higher than an all-England average of 23.4%, and regional average of 23.2% [Public Health England Outcomes Framework].

Data from NHS Business Services Authority indicates there are approximately 3,500 beneficiaries eligible for the Healthy Start Voucher Scheme in Sunderland. This includes children under 5 year old and pregnant women. Uptake of the Healthy Start Voucher Scheme is on a downward trend nationally, however Sunderland is above the national average; in March 2020 the take up rate was 61% compared to the national average of 53.7%

Asylum seekers are one of the most vulnerable groups in our society and can have complex health and social care needs, with pregnant women and children often being more vulnerable still.¹ As a group they are unable to claim any of the benefits required for eligibility to Healthy Start and as such a local enhancement to the scheme is provided for within the scope of this Service, to provide free access to Healthy Start

¹ Faculty of Public Health (2008) The Health Needs of Asylum Seekers

Vitamins for pregnant women, women with children under 12 months and children aged 4 and under.

It is difficult to specify the exact numbers of asylum seekers this would equate to in Sunderland, though it is estimated by the Council to be a relatively small number. Sunderland has an average of 4% non-UK born residents, compared to the North East average of 6%. Approximately 6% of primary school children and 5% of secondary school children do not have English as a first language, which is slightly lower than the North East average. In terms of numbers of asylum seekers, published Home Office figures show that at the end of March 2015, 138 people were being accommodated in Sunderland while awaiting a decision on their claim [known as Section 95 support]. Those granted protection by the Home Office may then stay in the area as refugees [Sunderland Local Migration Profile Summary Document – June 2015].

2 PURPOSE AND OUTCOMES

2.1 Purpose

The Service aims to establish a clear and accessible pathway which facilitates the supply of Healthy Start Vitamins in local community settings, ensuring that all those women and families eligible to receive free Healthy Start Vitamins are able to access them locally. The model of delivery also provides an opportunity for Providers to make Healthy Start Vitamins available on general sale for those who are not eligible to access for free but may benefit from them.

Sunderland Council commissions Health Visiting Services, and as such will commission the provision of free Healthy Start Vitamins for mothers with children under 12 months and for children up to the age of 4 who are eligible to meet these responsibilities. In agreement with Sunderland Clinical Commissioning Group, provision will also be included for any pregnant woman aged under 18 years and any eligible pregnant woman, to fulfil responsibilities as commissioners of maternity services.

2.2 Vision

The Council's vision for the Service is to ensure locally accessible provision of Healthy Start Vitamins to support the best start in life for babies and children through contributing to improving the health of pregnant women, new mothers and children.

2.3 Programme Outcomes

The Service will make a contribution to the following indicators identified by the Public Health Outcomes Framework 2013-2016 from Public Health England <http://www.phoutcomes.info/>:

Domain	Indicator
1.01	Children in low income families
2.01	Low birth weight of term babies
4.02	Proportion of five year old children free from dental decay

2.4 Individual Outcomes

The Provider will:

- 2.4.1 Ensure those who are eligible to receive free Healthy Start Vitamins are able to access these locally.
- 2.4.2 Increase the uptake of Health Start Vitamins through providing local access.
- 2.4.3 Promote the use of Healthy Start Vitamins amongst eligible recipients, but also to others whom it may benefit.
- 2.4.4 Contribute to the increase in uptake of the Healthy Start Programme by signposting those who may be eligible, but have not yet been referred. Up to date information can be found on the Healthy Start website at: www.healthystart.nhs.uk.

2.5 Branding and Marketing

- 2.5.1 Providers must only distribute branded Healthy Start Vitamins in exchange for the Healthy Start Vitamins Vouchers, and are required to also have these branded items for general sale as part of this scheme.
- 2.5.2 Providers are required to participate in any promotional activities Sunderland City Council develops in relation to the promotion of Healthy Start Vitamins.

3 SERVICE CRITERIA

3.1 Eligibility Criteria

- 3.1.1 To be eligible for the Healthy Start Programme a person needs to be at least 10 weeks pregnant or have a child under 4 years old **and** they or their family:
 - a) Receive Income Support, or
 - b) Receive Income-based Jobseeker's Allowance, or
 - c) Receive Income-related Employment and Support Allowance, or
 - d) Receive Child Tax Credit (*with a family income of £16,190 or less per year*), or
 - e) Receive Universal Credit (*with a family take home pay of £408 or less per month*), or

- f) Are a pregnant woman under the age of 18 years old
- 3.1.2 The following women and children in receipt of Healthy Start Vouchers via the Healthy Start Programme are entitled to free Healthy Start Vitamins:
- a) Pregnant women (including those under 18 years old)
 - b) Women with a child under 12 months.
 - d) Children aged up to 4 years of age
- 3.1.3 A person who is pregnant and under 18 years of age is eligible for Healthy Start, and Healthy Start Vitamins, until their baby is born. They do not have to be in receipt of qualifying benefits. To continue getting support through Healthy Start, either as new mothers or for their babies, they must meet the same qualifying criteria as other Healthy Start claimants.
- 3.1.4 Those eligible for Healthy Start Vitamins will receive a Healthy Start Vitamins Voucher with their Healthy Start coupons every eight weeks. This voucher can be presented to the Provider in exchange for the vitamin supplements. The voucher will have a circle around the type of vitamin it is for i.e. either the adult vitamins or the children's vitamins (Appendix 1).
- 3.1.5 A local enhancement is provided to the scheme, ensuring provision of Healthy Start Vitamins to asylum seekers through a local voucher provided by midwives and health visitors (Appendix 1). This will be for asylum seekers who are:
- a. Pregnant women (including those under 18 years old);
 - b. Women with a child under 12 months;
 - c. Children aged up to 4 years of age
- 3.1.6 Other women and children who are not eligible for Healthy Start may still benefit from using the supplements, and should be provided the opportunity to purchase Healthy Start Vitamins. This includes:
- a) All pregnant women;
 - b) All breastfeeding women;
 - c) All children aged up to 4 years of age, except those infants consuming more than 500ml of formula milk per day (see clause 4.2.2.2)
- 3.1.7 Up to date information about qualifying criteria can be found on the Healthy Start website at: www.healthystart.nhs.uk.

3.2 Safeguarding Adults and Children

- 3.2.1 The Provider must ensure that safeguarding adults and children is considered and managed at all times (General Service Specification, Clause 11.5).

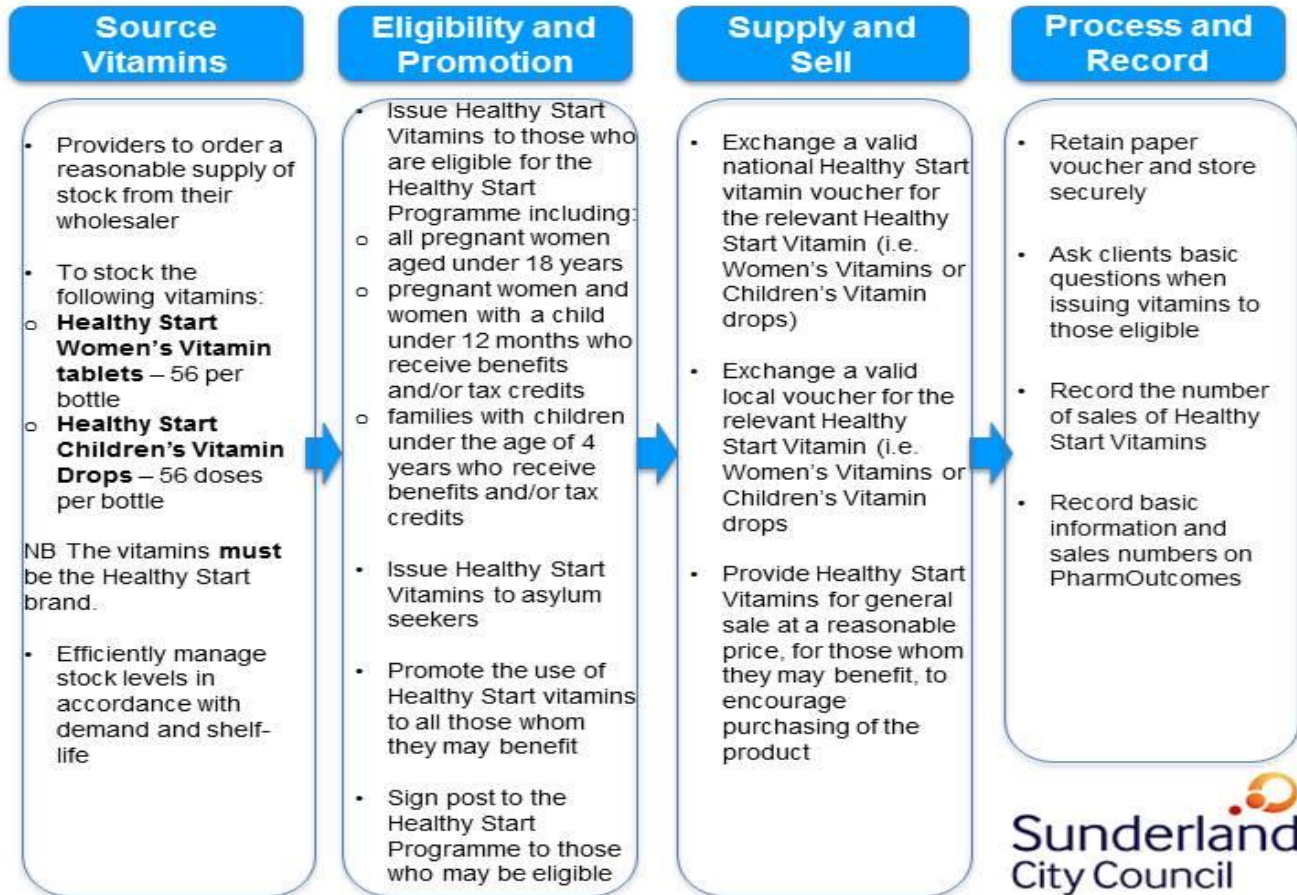
4 SERVICE DESCRIPTION

4.1 Service Overview

- 4.1.1 The Provider will provide Healthy Start Vitamins to eligible recipients in exchange for Healthy Start Vitamins Vouchers and local vouchers for Asylum Seekers (Clause 3.1).
- 4.1.2 The Provider will provide Healthy Start Vitamins for general sale to those who may benefit (Clause 3.1.6).
- 4.1.3 The Provider will source the vitamins from a wholesale supplier and manage stock levels and stock rotation to meet demand (Clause 4.2.2.1 and 4.2.2.2).
- 4.1.4 The Provider will promote the benefits of the use of Healthy Start Vitamins within Sunderland.
- 4.1.5 The Provider will signpost those who may be eligible for the Healthy Start Programme, who have not yet been referred to the Service.
- 4.1.6 The Provider will process Healthy Start Vitamin Vouchers and ensure a log all vitamins exchanged, and all vitamins sold is maintained via the Council's Contracted IT System ("PharmOutcomes") (Clause 4.5).
- 4.1.7 The provision of Healthy Start Vitamins is divided into four broad areas of activity:
 - a) Source Healthy Start Vitamins.
 - b) Establish Eligibility and Promote Healthy Start Vitamins.
 - c) Supply and sell Healthy Start Vitamins.
 - d) Process vouchers and record take-up.
- 4.1.8 The process for conducting the Healthy Vitamins Service in Sunderland is summarised in the process flow chart (Figure 1).

Figure 1: Flow Chart Summary of the Sunderland Health Vitamins Service

Process Flow Chart – Service to supply Healthy Start Vitamins



4.2 Source Healthy Start Vitamins

The Provider must:

4.2.1 Order a reasonable supply of stock from their wholesaler.

4.2.2 The Council will reimburse the costs of any unused stock ordered in the first two months of the contract to enable the Provider to ascertain demand for the products in their location. The stock level will be agreed with the Provider before the commencement of the contract.

4.2.2 Stock the following vitamin supplements:

4.2.2.1 Healthy Start Women's Vitamin Tablets

The daily dose is **one tablet**, which contains:

- **Folic acid (400 micrograms):** Reduces the chance of your baby having spina bifida, a birth defect where the spine doesn't form properly.
- **Vitamin C (70 milligrams):** Helps maintain healthy tissue in the body.
- **Vitamin D (10 micrograms):** Helps your body to absorb calcium and so supports your baby's bones to develop properly.

The tablets are suitable for vegetarians and free from milk, egg, gluten, soya and peanut residues. The produce has a shelf life of two years from manufacture. One bottle of 56 tablets will last eight weeks.

4.2.2.2 Healthy Start Children's Vitamin Drops

The daily dose is **5 drops**, which contain:

- **Vitamin A (233 micrograms):** For growth, vision in dim light and healthy skin.
- **Vitamin C (20 milligrams):** Helps maintain healthy tissue in the body.
- **Vitamin D3 (10 micrograms):** For strong bones and teeth.

The vitamins are suitable for vegetarians and free from milk, egg, gluten, soya and peanut residues, and have a shelf life of 10 months from manufacture. They are available in 10ml bottles, each bottle contains a minimum of 56 daily doses, which will last approximately eight weeks.

Children's Healthy Start vitamin drops are for children from birth or who are having less than 500ml (one pint) of infant formula a day. This includes infants who are exclusively breastfed and older children moving on to solid food.

4.2.3 Store the vitamins in a suitable place in accordance with good pharmacy practice.

4.2.4 Efficiently manage stock levels in accordance with demand and expiry dates.

4.3 Establish Eligibility and Promote the Use of Healthy Start Vitamins

4.3.1 For Healthy Start eligible recipients, the Provider will:

- a) Ensure a valid Healthy Start Vitamin Voucher is received from the eligible recipient.
- b) Take and retain the coupon from the eligible recipient.
- c) Provide the client with the relevant vitamin supplement as indicated on the voucher.

Providers will not be required to check the status of a recipient when they present the vouchers to ensure eligibility for receiving the Service. It is the responsibility of the Individual to report any change in circumstances to Healthy Start.

4.3.2 For Asylum Seekers, the Provider will:

- a) Ensure a valid local voucher is received from the eligible recipient.
- b) Take and retain the coupon from the client.
- c) Provide the client with the relevant vitamin supplement as indicated on the voucher.

Providers are not required to check the status of an individual where they present the vouchers to ensure eligibility for receiving the Service. It is the responsibility of the Individual to report any change in circumstances to their Midwife or Health Visitor.

4.3.3 For those clients who may be eligible, but are not registered with the Healthy Start Programme, the Provider will:

- a) Check for awareness of the Programme and explain the eligibility criteria.
- b) Signpost to Healthy Start promotional material or the website <https://www.healthystart.nhs.uk>.
- c) Advise to speak to a Healthcare Professional regarding the application process, for example, their Midwife, Health Visitor or GP, or apply online.

4.3.4 The Provider will promote the use of Healthy Start Vitamins to all of those whom it may benefit, including customers whom the Provider knows are:

- a. Pregnant.
- b. A woman with children under 12 months of age
- c. Breastfeeding
- d. Families with children aged up to 4 years.

4.3.5 Whilst participating in delivery of the Service, the Provider should display promotional materials and leaflets that are available in relation to Healthy Start Vitamins.

- 4.3.6 The Provider should ensure all Staff are aware of and give the most up-to-date advice about the use of children's vitamin supplements for infants in relation to:
- a) The volume of formula milk consumed by an infant.
 - b) The issuing of vitamin supplements to exclusively breastfed babies under 6 months old.
 - c) Referrals to a Health Visitor or GP for further guidance (Clause 4.2.2.2).

4.4 Supply and sell Healthy Start Vitamins

The Provider will:

- 4.4.1 Supply the Healthy Start Vitamins in exchange for the national Healthy Start Vitamins Vouchers. If an eligible recipient has a voucher, the supply of Healthy Start Vitamins must be made free of charge.
- 4.4.2 Supply the Healthy Start Vitamins in exchange for a local voucher for those who qualify for the locally determined eligibility criteria. Where an eligible recipient has a voucher, the supply of Healthy Start Vitamins must be made free of charge.
- 4.4.3 Provide Healthy Start Vitamins for general sale for those who will benefit, but are not eligible for the Healthy Start Programme.
- 4.4.5 Advise of the manufacturer's instruction for daily dosage and advise not to exceed that dosage.

4.5 Process Vouchers and Record Take-Up

- 4.5.1 Where the Provider has exchanged the Healthy Start Vitamins for a Healthy Start Vitamin Voucher or a local voucher, the Provider must retain the voucher and ensuring the following procedure is followed:
- a) Store the paper vouchers in a secure location.
 - b) Log basic details of clients for all vouchers received on PharmOutcomes (Clause 4.6.1.2 and clause 8.5)
 - c) Retain all paper vouchers for the current financial year plus one year and have these available for auditing purposes
- 4.5.2 The Provider must request basic information from the client for each item issued in exchange for a voucher, to ensure required data recording as detailed in clauses 8.3.1 to 8.3.2.4.
- 4.5.3 When selling the Healthy Start Vitamins, the Provider must keep a basic record of all sales on PharmOutcomes (Clause 8.3.2.5).

4.6 Risk Management

The Provider must ensure:

- 4.6.1 Systems are in place to monitor expiry dates of the Healthy Start Vitamins and all products which have passed the recommended expiry date are not issued or sold to customers and are disposed of safely.
- 4.6.2 Recipients of vitamins are advised of the manufacturer's instruction in relation to daily dosage, storage, etc.

5 INTERDEPENDENCIES WITH OTHER SERVICES

- 5.1 Delivery of the Healthy Start Programme is dependent on a range of partners including (but not limited to):
 - a) Local GP Practices.
 - b) Sunderland's Health Visiting Service.
 - c) Maternity Services, Sunderland City Hospitals.
 - d) The national Healthy Start Programme (Tel: 0345 607 6823 / Website: <https://www.healthystart.nhs.uk>).
 - e) Sunderland City Council.

The Provider should have an understanding of the Healthy Start Programme in order to signpost Individuals to partners, where appropriate.

- 5.2 The Provider should refer those who they think may be eligible for Healthy Start Vitamins to their Midwife, Health Visitor or GP regarding Healthy Start Programme applications, as well as the national Healthy Start Programme.
- 5.3 The Provider must work with Sunderland City Council's Public Health Team to promote Healthy Start Vitamins.
- 5.4 The Provider must maintain up-to-date business details on the Healthy Start website by sending any changes to the Healthy Start Team at NHSBSA.healthystart@nhs.net.

6 EQUIPMENT AND FACILITIES

6.1 Healthy Start Vitamins Stock

The Provider must:

- 6.1.1 Stock Healthy Start Vitamins (Clause 4.2.2).
- 6.1.2 Monitor the demand for the Healthy Start Vitamins to enable stock management which will ensure stock levels are maintained at a level to enable all clients to have access to the vitamins and the vitamins maximum shelf-life is maintained.

6.2 IT System Requirements

- 6.2.1 The Provider must have an account with the Council's Contracted Provider's IT System (currently "PharmOutcomes") in order to record the distribution of Healthy Start Vitamins issued or sold (Clause 8.3).

7 GOVERNANCE ARRANGEMENTS

7.1 Legislation and Clinical Guidance

- 7.1.1 In line with the Department of Health and National Institute of Clinical Excellence guidelines, the Provider must operate in compliance within the following core guidance documents (including but not limited):

- a) NICE Public Health Guidance PH11 Maternity and Child Nutrition.
- b) NICE Public Health Guidance PH56 Vitamin D: increasing supplement use in at-risk groups.
- c) NICE Clinical Guidance CG62 Antenatal Care for Uncomplicated Pregnancies.

- 7.1.2 The Provider must have regard for the most up-to-date advice and guidance issued by the Department of Health and Public Health England in relation to vitamin supplements.

- 7.1.3 The Provider should be familiar with the following recent advice on Vitamin D: <https://www.gov.uk/government/publications/sacn-vitamin-d-and-health-report>

7.2 Clinical Governance

- 7.2.1 The Provider will manage clinical governance for the Service in line with requirements (General Specification Clause 11.2).

7.3 Information Governance

- 7.3.1 The Provider will manage information for the Service in line with requirements (General Specification Clause 11.3).

8 QUALITY AND SAFETY

8.1 Workforce

- 8.1.1 There are no requirements for the vitamins to be issued or sold by a qualified Pharmacist. Any competent member of staff can issue or sell the product if they have the required competencies (Clauses 8.1.2, 8.1.3, 8.1.4 and 8.1.5).

- 8.1.2 Knowledge and skills required for the Service will be verified using the Declaration of Competence (DoC) system to assure the Council that the Provider's Staff are competent to deliver the Service (Appendix 2a and 2b).

- 8.1.3 Competencies must be reviewed and confirmed by the Provider at least once every three years as evidence of continuing professional development and maintenance of competence as stated on the individual DoC.
- 8.1.4 The Provider has a duty to ensure that all Staff involved in the provision of the Service have relevant knowledge and skills to deliver the Service. Staff must be appropriately trained in the operation of the Service.
- 8.1.5 The Provider must ensure that Staff are trained in dealing with Service Users in a person-centred, user-friendly, confidential and non-judgmental manner.

8.2 Quality Requirements

- 8.2.1 The Provider will ensure that the Service is delivered in line with the following quality requirements:

No	Quality Measures	Frequency	Methodology
1	Increase access to Healthy Start Vitamins in Sunderland to those that are eligible via the Healthy Start Programme and to those whom they may benefit.	Activity Information inputted Monthly	Log all Healthy Start Vitamins exchanged for Healthy Start vouchers/local vouchers on PharmOutcomes Log all sales of Healthy Start Vitamins on PharmOutcomes
2	Contributing to an increase in the take-up of Healthy Start Vitamins by those who are eligible via the Healthy Start Programme and locally determined criteria.	Activity Information inputted Monthly	Log all Healthy Start Vitamins exchanged for Healthy Start Vitamins vouchers/local vouchers on PharmOutcomes
3	Contributing to an increase in the take-up of Healthy Start Vitamins by promoting and selling them to those whom they may benefit but are not eligible for the Service.	Activity Information inputted Monthly	Log all sales of Healthy Start Vitamins on PharmOutcomes
4	Retain all Healthy Start Vitamin Vouchers for the	On-going	Store vouchers securely. To be available when

No	Quality Measures	Frequency	Methodology
	current financial year plus one year and have available for auditing purposes		required for audit purposes.
5	Maintain competency of Staff by completing relevant training and update training as highlighted with the training section of the specification	At commencement of Service and in line with Declaration of Competency Requirements	Declaration of Competency checklists completed by Provider and supplied to the Council.
6	Monitor and maintain stock levels of Healthy Start Vitamins	Activity Information inputted Monthly	Activity information informs monitoring of stock levels
7	Promote the benefits of Healthy Start Vitamins	On-going	Work with the Council in relation to promotional activity.
8	Promote and signpost to the Healthy Start Programme	On-going	Ensure information is available to sign-post eligible recipients.
9	Participate in audits of Service provision.	Annually	<p>The Council will audit the Service to ensure delivery is in line with the requirements of the Service Specification.</p> <p>The Provider will ensure access to premises and any relevant information is available to the Council(When required).</p>
10	Co-operate with any locally agreed assessment of Recipient's experience.	As required by the Council	The Council will inform the Provider in the event of any Recipient's experience exercises and ensure access to the premises and any relevant information is made possible to Council staff or their appointed representatives.

No	Quality Measures	Frequency	Methodology

8.3 Data Reporting

The Provider will:

8.3.1 Record Service delivery information within the Council's Contracted Provider's IT System (currently "PharmOutcomes").

8.3.2 Ensure the following information is entered on the PharmOutcomes system for each individual:

8.3.2.1 For those issued with Healthy Start Adults Vitamins in exchange for a Healthy Start Voucher:

- a) If client is pregnant or a mother of a child under one years old.
- b) The age of the client.
- c) The client's post code.
- d) If the client is a repeat user.
- e) The ethnicity of the client.

8.3.2.2 For those issued Healthy Start Children's Vitamins in exchange for a Healthy Start Voucher:

- a) The gender of the child.
- b) The age of the child.
- c) The child's post code.
- d) If the client is a repeat user.
- e) The ethnicity of the child.

8.3.2.3 For those issued Healthy Start Adults Vitamins in exchange for a locally determined voucher:

- a) If client is pregnant or a mother of a child under one years old.
- b) The age of the client.
- c) The client's post code.
- d) If the client is a repeat user.
- e) The ethnicity of the client.

8.3.2.4 For those issued Healthy Start Children's Vitamins in exchange for a locally determined voucher:

- a) The gender of the child.
- b) The age of the child.
- c) The child's post code.
- d) If the client is a repeat user.
- e) The ethnicity of the child.

8.3.2.5 For those vitamins sold:

- a) The number of bottles of Healthy Start Adults Vitamins sold per month.
- b) The number of bottles of Healthy Start Children's Vitamins sold per month.

8.3.3 Ensure data is submitted within 7 days of the month the items were issued/sold.

8.3.4 Ensure the management of data reporting for the Service in line with requirements (General Specification Clause 11.3).

9 PRICING AND PAYMENT

9.1 Price Schedule

9.1.1 Payment for the supply of Healthy Start Vitamins issued in exchange for a Healthy Start Vitamins Voucher or local voucher:

- a) Healthy Start Children's Vitamin drops £1.83 per 10ml bottle.
- b) Healthy Start Women's Vitamin tablets £0.85 per bottle of 56 tablets.
- c) An additional 50p handling fee per item.

9.2 Payment terms

9.2.1 Payment for the Service will be made monthly in arrears.

9.2.2 The Provider must upload all data within 7 days of the end of each month to ensure it is available to the Council for download.

9.2.3 The Council will access its Contracted Provider's IT System (currently "PharmOutcomes") following the Provider uploading data (Clause 9.2.2) to access automatically generated invoices and supporting data (Terms and Conditions 15.4).

9.2.4 Payment to the Provider will be made no later than 30 days following the date of receipt of the invoice by the Council (Terms and Conditions 15.4).

9.2.5 Where data is not submitted within the required timescales (clause 9.2.2) activity data will be retained and payment will be made in the following month.

APPENDIX 1

HEALTHY START VITAMINS VOUCHER

Example of the current national Healthy Start Vitamins Voucher is stated below (figure 2). The type of vitamin the individual is eligible to receive will be circled on the right hand side:



VITAMINS VOUCHER

**FREE HEALTHY START
VITAMINS WORTH UP TO £2.99**

Healthy Start vitamins help to prevent vitamin deficiencies and maintain normal growth and health in you and your child.

Children's vitamin drops contain vitamins A, C and D.
Women's vitamin tablets contain vitamins C and D and folic acid.

Use this voucher at your nearest stockist to claim your free Healthy Start Vitamins.

For a full list of stockists please visit:
www.healthystart.nhs.uk

The image shows a voucher with two product images. The top image is a box of 'HEALTHY START Children's vitamin drops' with a black circle around it. The bottom image is a bottle of 'Vitamins for women'.

(Figure Two)

Further information relating to the Health Start Vitamins is available the NHS website (Refer to <https://www.healthystart.nhs.uk/for-health-professionals/vitamins/>).

LOCAL VOUCHER

The image of the local voucher for the children's drops is below. The adult vitamins voucher is blue and green and states vitamins for women



APPENDIX 2a – DECLARATION OF COMPETENCE - PHARMACISTS AND PHARMACY TECHNICIANS

Supply of Healthy Start Vitamins through Community Pharmacies in Sunderland

Sunderland City Council is using a locally developed Declaration of Competence (DoC) system to review health professionals' competence to deliver locally commissioned services and to gain assurance that they have the appropriate knowledge, skills and behaviours to deliver high-quality, consistent services.

Each Public Health service has a framework that sets out the core professional competencies required for that service. The framework allows self-assessment of competence and outlines the recommended learning to enable self-declaration.

The **training requirements** to meet the competencies in this DoC and enable self-certification to deliver the Public Health commissioned service **Healthy Start Vitamins through Community Pharmacies** in Sunderland are set out below:

Box 1: Learning and Assessments

Safeguarding Children and Vulnerable Adults Knowledge

- Complete the CPPE Safeguarding children and vulnerable adults e-learning (1 hour).
- Pass the safeguarding e-assessment.

Or:

Basic Awareness (Alerter) Training in Safeguarding Adults (level 1)

- Complete the [Sunderland Safeguarding Adults Board e-learning](#) (45 minutes).

Basic Awareness (Foundation) Training in Safeguarding Children

- Complete the Sunderland Safeguarding Childrens Board approved Training www.safeguardingchildrensunderland.com in Safeguarding Childrens (1 to 2 hours)

Pre-reading

- Read and understand the Gillick Competence and are able to assess young people under the age of 16 years for Gillick Competence (Refer to www.cqc.org.uk/content/nigels-surgery-8-gillick-competency-and-fraser-guidelines).

The Provider will:

1. Review this DoC self-assessment tool to identify any learning needs and refer to the training requirements for guidance.
2. Complete any necessary training.
3. Print and sign or electronically sign this Declaration of Competence statement.
4. Upload the following documentation to the NEPO portal or to Public Health Commissioning Room 3.103, Civic Centre, Sunderland, SR2 7DN or email to: PHenquiries@sunderland.gov.uk
 - Signed Declaration of Competence statement;
 - Course certificate(s).

The Council will issue a letter of authorisation to enable provision of the Service on receipt and approval of all of the above documentation.

This DoC is valid for three years. If however it is necessary to vary the delivery of the Service, the Provider may be required to revisit the DoC and resubmit this to the Council. The Provider may choose to attend a course to revise knowledge, skills and behaviours to ensure the DoC criteria are met.

I have the necessary knowledge and skills to provide the Healthy Start Vitamins through Community Pharmacies and can demonstrate these skills. I acknowledge that it is my responsibility to update my knowledge and skills on an on-going basis and to formally renew my Declaration of Competence for the Service every 3 years.

Signed

(Scanned or typed signature acceptable)

Name

Position

Date

For and on behalf of

Address of Organisation

Email Address

APPENDIX 2b – DECLARATION OF COMPETENCE – NON-CLINICIANS

Supply of Healthy Start Vitamins through Community Pharmacies in Sunderland

Sunderland City Council is using a locally developed Declaration of Competence (DoC) system to review health professionals' competence to deliver locally commissioned services and to gain assurance that they have the appropriate knowledge, skills and behaviours to deliver high-quality, consistent services.

Each Public Health service has a framework that sets out the core professional competencies required for that service. The framework allows self-assessment of competence and outlines the recommended learning to enable self-declaration.

The **training requirements** to meet the competencies in this DoC and enable self-certification to deliver the Public Health commissioned service **Healthy Start Vitamins through Community Pharmacies** in Sunderland are set out below:

Box 1: Learning and Assessments

Basic Awareness (Alerter) Training in Safeguarding Adults (level 1)

- Complete the [Sunderland Safeguarding Adults Board e-learning](#) (45 minutes).

Basic Awareness (Foundation) Training in Safeguarding Children

- Complete the Sunderland Safeguarding Childrens Board approved Training www.safeguardingchildrensunderland.com in Safeguarding Childrens (1 to 2 hours)

Pre-reading

- Read and understand the Gillick Competence and are able to assess young people under the age of 16 years for Gillick Competence (Refer to www.cqc.org.uk/content/nigels-surgery-8-gillick-competency-and-fraser-guidelines).

The Provider will:

1. Review this DoC self-assessment tool to identify any learning needs and refer to the training requirements for guidance.
2. Complete any necessary training.
3. Print and sign or electronically sign this Declaration of Competence statement.
4. Upload the following documentation to the NEPO portal or to Public Health Commissioning Room 3.103, Civic Centre, Sunderland, SR2 7DN or email to: PHenquiries@sunderland.gov.uk
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The Council will issue a letter of authorisation to enable provision of the Service on receipt and approval of all of the above documentation.

This DoC is valid for three years. If however it is necessary to vary the delivery of the Service, the Provider may be required to revisit the DoC and resubmit this to the Council. The Provider may choose to attend a course to revise knowledge, skills and behaviours to ensure the DoC criteria are met.

I have the necessary knowledge and skills to provide the Healthy Start Vitamins through Community Pharmacies and can demonstrate these skills. I acknowledge that it is my responsibility to update my knowledge and skills on an on-going basis and to formally renew my Declaration of Competence for the Service every 3 years.

Signed

(Scanned or typed signature acceptable)

Name

Position

Date

For and on behalf of

Address of Organisation

Email Address