



Knowsley Adult Social Care

Market Position Statement
2016-2019

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Foreword

Welcome to the first Market Position Statement (MPS) for Adult Social Care in Knowsley. This document is a signal of our commitment to working more closely with organisations that support adults with social care needs. We believe that working together is the only way we can ensure that services develop to meet people's changing needs and aspirations while also ensuring that adult social care is sustainable now and in the future.

To develop this document we have consulted with a wide range of stakeholders to ensure it reflects as many people's views as possible. We have also tried to be as honest about future resource levels and how we will spend these limited resources in the future. The current model of service delivery is not sustainable; providers will have to change and adapt their models of delivery and there are also services that we will not commission in the future. We want this document to be the start of a conversation around our future commissioning intentions and we want to work with providers to help them understand what we expect of them and what support is available to help them compete in the evolving social care market.

This document provides a summary of the key information we hold on current and future need, our thoughts on how demand for services will change and how we expect need to be met in the future.

It provides links to more detailed sources of information on the Council and partner websites and will be regularly updated, both in response to your feedback and comments, and as our thinking and information continues to change.

We hope you find it useful and that you will let us know what you think.



Cllr Stephanie O'Keeffe
Portfolio holder for
Adult Social Care

Introduction

The improvement and sustainability of Adult Social Care is a priority for Knowsley Council. Like many areas of the country, Knowsley has an ageing population and increasing numbers of people with complex care needs which will increase the demand for and cost of Adult Social Care services. The implementation of the Care Act (2014) also places new duties on councils to support more people in new ways. In addition to this, the Council is dealing with unprecedented budget cuts. In just five years, over £100 million in funding has been lost. Therefore, continuing with the current model of Adult Social Care services and support is not an option.

In Knowsley, we have been undertaking a strategic review of our financial plans for the coming years. To continue to provide high quality care, we will need to have competitive, cost effective services and invest in early prevention. We will be aiming to drastically reduce the need and use of residential and specialist care and invest in a more diverse range of housing and support services, greater use of assistive technology and community based support options.

Whilst the scale of investment in Council commissioned care services will decline in the coming years, this remains a large market opportunity for providers of quality with over £40m invested in care and support services this year from Council funds alone. In addition, as we move towards integrated service models, health investment will continue to fund local community services and residents themselves will also fund or part fund a significant proportion of care and support provision. The sector is also an important employer of our local population and we want to encourage good employers offering good terms and conditions and opportunities for learning and development in the area.

To ensure that Adult Social Care remains sustainable and can continue to support the most vulnerable in the community, the Council has embarked on an important transformation programme. Delivering quality services for our residents requires a re-think of the model for how services and support are currently delivered. We need to find alternative ways for delivering services that are high quality, effective and can demonstrate that they are value for the money we spend. We will be considering alternative ways to deliver all of our services - nothing will be off the table.

The production of Knowsley's Market Position Statement (MPS) is the first stage in a number of ways in which the Council will begin to engage with the market in Knowsley and sets out to summarise important intelligence explaining how we intend to commission and encourage the development of quality services that create a much more sustainable model of delivery. We believe that co-operation through sharing expertise and information supports a forward thinking, innovative adult social care market where we might achieve better outcomes for our residents.

This document will be the product of continued consultation between the Council, people who use services, the public and providers of social care and support. It will be updated annually with a full update published every three years. This document should be read alongside the published Commissioning Intentions for Social Care, 2015/16 and the longer term Commissioning Strategy.

We acknowledge that there are some gaps that will be addressed in future revisions. In particular, we need to develop a better understanding of self-funded care and support within the local market and of the services available to people not in receipt of, or not eligible for, local authority support. All stakeholders will be encouraged to comment on, and challenge, the form and content of the statement with the aim of continuous improvement and developing common ownership.



What is a Market Position Statement?

A market position statement is a published document intended to support current and future providers of adult social care services and support to develop their businesses in line with the needs of local communities and the vision for social care services and support. It will:

- Articulate the Council's vision for the future of adult social care services and support the aims of the three year transformation plan.
- Support the market to understand what the future health and social care needs of the borough are through the Joint Strategic Needs Assessment (JSNA).
- Present a picture of the future demand for services and support. For example, the demand for nursing and residential care over five years.
- Introduce the priorities for new ways of working and models of service delivery.
- Present a picture of the types of services the Council will commission and decommission in the future.
- Be clear about the expectations of those the Council commissions services from. For example around quality and safeguarding.
- Identify gaps in the market and where there are opportunities for service development.
- Encourage and facilitate the development of a diverse range of options for social care services and support.
- Give providers a platform and information base to engage in dialogue with the local authority.
- Provide a statement of the future levels of resources available for services and support.



Who is it aimed at?

The MPS is aimed at both existing and potential providers of adult social care services as well as the community and voluntary sector, but will also be of value to those who are interested in how the Council and providers more generally commission services including carers / families and people that use services.

How it has been developed?

Knowsley Council has consulted with a number of internal and external stakeholders in order to help shape the Market Position Statement. A number of consultation exercises that have taken place over the past 18 to 24 months on topics relevant to the Market Position Statement have fed into the document. Local insight that contributed towards Knowsley's Local Account for Adult Social Care and the Joint Strategic Needs Assessment (JSNA) has also been drawn upon in order to inform this document. More recently, a number of workshops have taken place with the Older People's Partnership Board; Autism Service Development Group; Physical Disability Partnership Board; Healthwatch Knowsley; Knowsley Clinical Commissioning Group; Carers Partnership Board; User Led Organisation; 5 Boroughs Partnership; and the Learning Disability Partnership Board. These workshops helped to determine if there were any gaps in the Market Position Statement in terms of commissioning intentions and what services people want to see in Knowsley in the future.



Part One

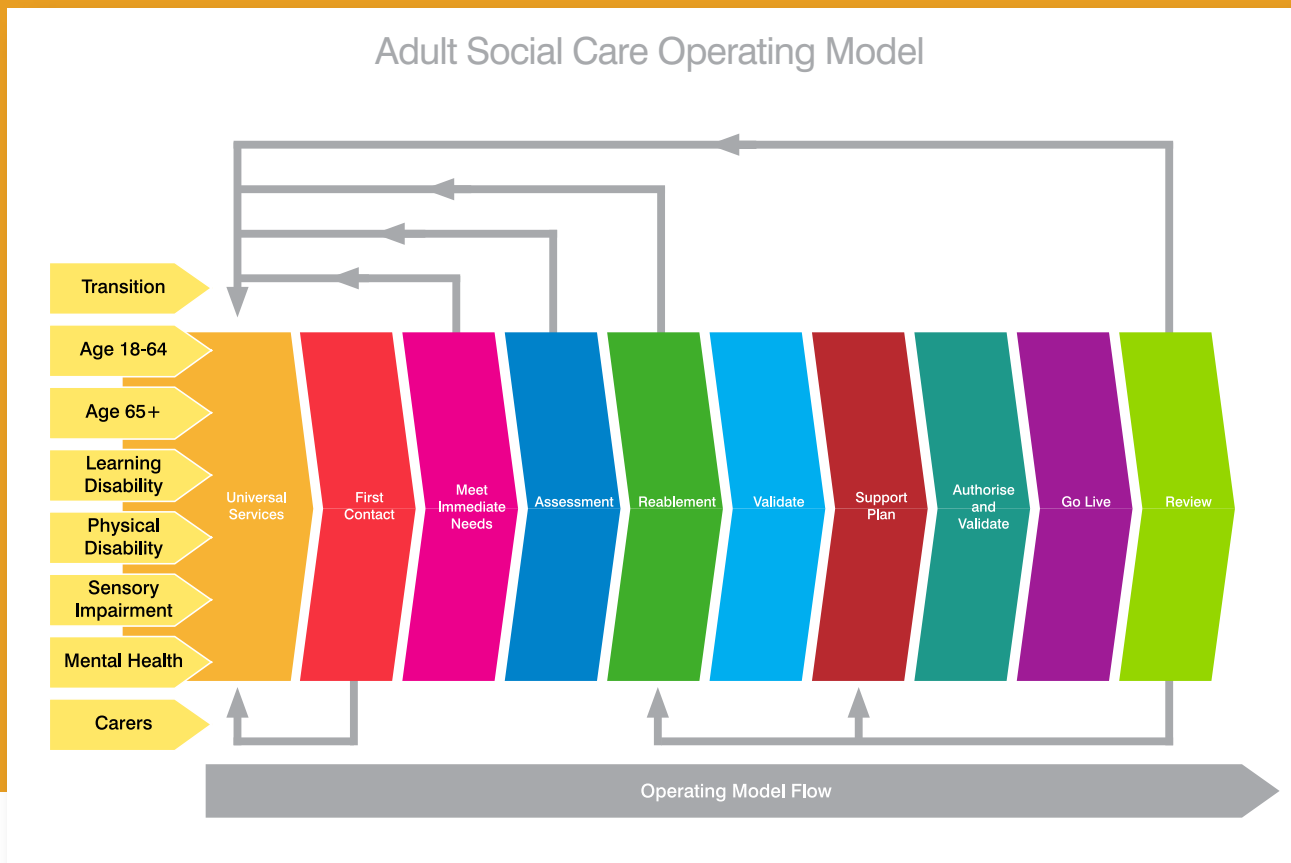
Transforming Adult Social Care

Knowsley is currently one year into a three year plan that will support the transformation and modernisation of Adult Social Care. Quality will underpin everything and value for money will be a key consideration when commissioning services. New partnership and investment models will support efficiency and our relationship with communities and service users will be one that creates independence and empowers them.

Resources will be evidence based and targeted with technology and information helping to prevent the need for high cost services. As we integrate with partners we will develop a workforce that is skilled and motivated to deliver our priorities and meet the changing demands of local people.

Our aim

Our aim is to build self-reliance, protect people's dignity and enhance their quality of life. We will facilitate and enable people to have greater choice and control over which services they use and how those services are accessed.



Objectives of the Adult Social Care Transformation Plan

- People have high quality information which means they can find their own support solutions within their community.
- Carers are recognised, feel valued and are supported in their caring role.
- People maintain or regain their independence by being offered help at an early stage.
- People with social care needs are able to exercise choice and control in how support is organised and provided.
- Communities and organisations provide support and services that are diverse in nature, enhance the local area, are excellent in quality and can be afforded by those that need them.
- Social care, health, housing and other support providers work well together to achieve the best outcomes for people.
- People feel safe, in control and able to live a good quality of life.

Principles for transforming the market for care and support

Supporting people early and preventing people's needs deteriorating

Prevention will be the underpinning principle of care and support. At every stage of a person's journey through social care, consideration will be given to how their independence can be maintained or retained. People will receive the right support in the right place at the right time. This will mean working much more closely with local community groups

and the voluntary sector who can provide support to people outside and alongside statutory services meeting eligible needs. We will also develop a strong and effective reablement service to ensure that when people go to hospital or have a period of illness or injury, they are supported to maintain their independence and make a good recovery. Services meeting eligible needs will also be expected to adopt models of care that maintain and retain people's independence and this will be facilitated through new contractual and payment arrangements that ensure services are meeting these expectations. Asset based commissioning models will be introduced which aim to identify with people, the assets that they already have as a community and how these can be connected and used to achieve their aspirations.

Ways we will do this

- Outcome based commissioning of services and exploring opportunities for payment by results (PbR).
- Utilising all the support available in local communities to support people with care needs - an asset based approach.
- More established links with the community and voluntary sector.
- Developing alternative housing support options such as extra care and supported accommodation.
- Commissioning services that prioritise supporting people to maintain and retain independence.
- Encouraging uptake of training for frontline staff in brief interventions and health promotion messages.

Improving the quality of services and managing the market

Developing effective relationships with existing and potential future providers is important to ensure that the market is delivering the quality and standards of care that is expected by the Council and those who use services and also to ensure that the market develops to meet changing expectations of care and support services. The majority of adult social care services are delivered by external providers. The Council also has a key role in ensuring the effectiveness of these services is closely monitored both in terms of quality and their financial sustainability and to act early to prevent harm to vulnerable people. As we move forward there will be an ever increasing need to demonstrate that services are value for money and can deliver the outcomes that are expected.

Ways we will do this

- Use the Quality Outcomes Framework (QOF) across all commissioned services.
- Work closely with the Care Quality Commission (CQC) to identify poor practice.
- Introduce a new approach to reviewing services to support providers to get the right balance between quality and cost.
- Invoke sanctions for providers of poor quality services but also support for providers to improve quality.
- Our expectations around safeguarding will be built in to all contracts.
- Engaging with providers about quality through management review meetings and provider forums.
- Closely monitoring the financial sustainability of providers.



Delivering integrated health and social care services

Plans for service integration are central to the Council's and Clinical Commissioning Group's future aims for improved local health and wellbeing. This has been facilitated by the creation of the Better Care Fund which pools health and social care funding and requires the Council and local Clinical Commissioning Group (CCG) to have a three year plan for developing joint services. The aim is to improve efficiency, avoid duplication, develop services that better support people to maintain their independence and avoid hospital admission or admission to long term nursing or residential care.

Ways we will do this

- Commission more services through pooled health and social care funding arrangements.
- Increase joint planning between health and social care about what services are needed.
- Commission more services that meet both health and social care needs.

Co-production of services and support

As the amount of money the Council has to spend on adult social care reduces, it is more important than ever that the services we do commission are effective and that means working closely with the people who use services to ensure that they are responsive to the needs of the local community. We also want to enable the local community to develop support initiatives that prevent people's needs deteriorating. Not all support in the community can be funded in the future. However, identifying and assisting small enterprises, especially to start up, will be important to ensuring there are a range of services that will prevent the need for expensive social care interventions.

Ways we will do this

- Work together with residents and partners to support local initiatives for early support.
- Consider options for future delivery models that add social value, such as mutuals and community interest companies.
- Work together on the planning and design of services with partners.

Exploring alternative delivery models

To achieve our vision for care and support it will be imperative to explore ways in which services could be delivered differently in the future. The aims of this will be to save money but also to ensure the money we spend on services supports the sustainability of the local community and delivers social value as well as our value for money priorities. This includes the creation of local delivery models of support in neighbourhoods, which will reduce or delay the need for high cost, statutory care services, by developing models of care which are flexible and responsive to individual need whilst still meeting statutory requirements.

Ways we will do this

- Develop business cases for services that could be delivered differently.
- Promote the integration of health and social care through alternative delivery models.
- Work closely with micro enterprises and providers who offer more personalised approaches to care and support.
- Support the development of social enterprises and community interest companies.
- Support providers to work in collaboration to further meet the needs of communities and individuals.



Part Two

Future projections for adult social care services and su

Residential and Nursing

The current market

There are currently 24 homes within Knowsley that have Council funded residents. There are 544 residential care beds and 345 nursing home beds, plus a number of other beds for younger adults and adults with complex conditions. 60% of all beds are located in Huyton and Stockbridge Village, 30% in Halewood, Prescott, Cronton and Knowsley Village and 10% in Kirkby.

There are usually few vacancies at any one time as placements consist of people who self fund their own care (approximately 10% of residents), as well as people who are funded by the Council or Continuing Health Care.

Table 1
Residential and Nursing in Knowsley - November 2015

Category	Total Units	Vacancies	Occupancy Level
General Residential	230	12	95%
Dementia Residential	314	26	92%
General Nursing	244	30	88%
Dementia Nursing	101	25	75%
Mental Health	51	2	96%
Young people with Mental Illness	19	5	74%
Young Disabled	25	10	60%
Intermediate Care	26	3	88%
Total	1010	113	89%

Commissioning Projections

“It is right that money is being diverted away from nursing/ residential care into extra care/ supported living - this is what people want.”

Knowsley resident
November 2015

In April 2016, the Council will begin a procurement exercise for the provision of nursing and residential care.

Residential care

The Council is committed to reducing the need for residential care. It is not anticipated there will be a need to commission more residential beds than are currently available and the Council will be working to reduce the number of beds currently commissioned. The preferred model is for extra care facilities and we encourage existing providers of residential care to begin to explore how they can transform their services to extra care models. Section 3 of this document highlights the support available to providers to transform their services; this includes support from business development and the Council's planning teams.

Nursing care

We expect there to be a decreasing need for nursing care as the model of support becomes more focused on prevention and early intervention. However, we recognise the need for nursing care for people with complex needs and end of life support.

“It is important to invest in community organisations to help support and meet the needs of the older population to be able to reduce residential/nursing beds.”

We expect to work with providers who:

- Have flexible nursing care rates based on need and not a standard rate.
- Can provide dementia nursing care and specialist dementia nursing care.
- Can provide flexible and tailored support to people with learning disabilities, mental health conditions, acquired brain injuries and younger adults.
- Can provide nursing care units in extra care facilities for end of life care or short term placements.
- Have a reablement approach to nursing care.
- Have effective links with the local community and can support access to social activities.
- Work with the council to monitor quality and financial sustainability and to address any identified issues.

Alternative Provision

Extra Care

“We are great supporters of this (extra care facilities)... The current format of extra care however should not be diluted - it needs developing and promoting.”

Knowsley resident
November 2015

We welcome providers with ideas about mixed developments which mainly have independent living options but with on site nursing provision for short term support or end of life care.

We also want to work with providers who can adapt support to people with dementia without the need to move them onto more specialist nursing care.

Domiciliary Care and Re-ablement

The current market

Domiciliary Care

Knowsley Council currently commissions approximately 16,000 hours of domiciliary care services per week, including Continuing Healthcare funded packages. Packages are commissioned to meet the needs of a variety of service users including those with mental health problems, physical impairments or support needs and learning disabilities. The majority of these hours (almost 90%) are commissioned with four main providers.

These providers hold contracts in one or more of the three distinct geographical areas of the borough; North (Kirkby), Central (Huyton, Stockbridge and Page Moss) and South (Prescot, Whiston, Cronton and Halewood). The remaining hours are made up of a variety of spot purchased providers serving specialist or particularly complex needs.

The split of hours across the three contract areas of the borough is as follows:

- North area: 4,500
- Central area: 6,400
- South area: 5,000



32%

increase in adults 75+ with **moderate-severe visual impairment** by 2030 but people aged 18-64 with a visual impairment will **fall**



123 more

adults aged 65+ with a **hearing impairment** by 2030.

Reablement

The Council currently has its own internal reablement team which facilitates people to return home from hospital or to maintain their independence following a period of illness or disability. Alongside a number of internal care workers, the reablement team will also commission support from external agencies.

During 2014/15 there were 708 people supported by reablement and 43% had no service or a reduced service at the end of the period of reablement.

Commissioning projections

It is anticipated that as the Council aims to support more people to live at home and reduce the number of residential care placements, there will be more people in receipt of support from domiciliary care. We project an increase in the number of people supported by domiciliary care agencies but not necessarily a significant increase in the amount of hours commissioned as we work to use the assets that people have available in their local communities alongside, and as an alternative to, formal care models.

We want the primary focus for domiciliary care to be on maintaining and retaining people's independence - a reablement approach. The commissioning framework for domiciliary care will be tendered via the CHEST in 2016. The contract will focus on outcome based commissioning models and between now and then, we will be exploring how we can link payments to successfully meeting the outcomes people want to achieve and ensuring people, where possible, are supported to maintain their independence. We will be looking at all models of delivery for the re-tender of domiciliary care, including invest to save models, dynamic

purchasing and alternatives to the current model of delivery which is largely dominated by private sector providers.

We expect to work with providers who:

- Focus on reablement approaches to care that are outcome focused.
- Can respond effectively to emergency or crisis care demands.
- Can offer younger adults with disabilities and mental health issues an alternative to traditional models of delivery more suited to older people.
- Can work effectively to support people to leave hospital.
- Operate on a seven day basis.
- Can work effectively with other agencies such as health and housing to deliver whole person care.
- Can provide flexible support to carers who require a break from caring.
- Can support people with complex and specialist needs including support for people with dual diagnosis, multiple needs, autistic spectrum conditions and challenging behaviour.
- Can work across the Liverpool City Region to ensure there is support available for people with extremely complex and specialist needs.



Alternative provision

Outcome based commissioning - payment by results reablement approach to domiciliary care - Wiltshire

“Working with older people to make a difference in their lives rather than just delivering care.”

Wiltshire's “Help to Live at Home Project” is built around the expressed wishes and outcomes of service users to move towards greater independence. The service combines personal care, housing support and reablement. This model considers reablement to be the basis on which all services are commissioned and provided not just a six week process.

Providers are responsible with the service users for determining how they deliver the services to meet the defined outcomes with a strong emphasis on using community resources as part of the way of meeting the person's needs. A sum of money is available to the provider to help pay for the service that delivers the outcome. Providers are paid on the agreed outcomes rather than on any stipulated hours and penalties are applied where the failure to deliver an agreed outcome is the responsibility of the provider. Providers have recognised that their task involves assisting older people to meet their outcomes through helping them find solutions to their needs within their communities. The service is therefore “personalised” in that it offers an individually tailored package according to the outcomes agreed and specified by the service user. The outcome focus puts the older person at the centre of the service they receive making it much more empowering.

Staff have commented that this service has created a much stronger user voice in the determination of services and at the same time because the process was quicker they were beginning to address their previous problems of managing “waiting lists”.

Anticipated investment

The Council will embark on a full re-tender of domiciliary care provision in 2016. The current net value of this contract is £8.5 million. However, alternative payment models will be explored between now and then which may reward the achievements of outcomes linked to reducing or delaying need.



Day services, education, employment and training

The current market

There are currently 442 people in Knowsley who receive support from day services. The vast majority of day care is delivered by the Council with a smaller proportion delivered in the private sector. The majority of people who access internal day services in Knowsley are aged 18 to 64 and primarily have a learning disability. Older adults who are supported in day care tend to suffer from physical health problems or dementia.



43%

rise in **dementia** for 65+ year olds by 2030



41%

increase in adults 65+ with **mobility problems** by 2030.



43%

more 65+ year olds with a **moderate or severe learning disability** by 2030

Commissioning projections

It is anticipated that there will be a reduced need for day care support as the Council moves towards more personalised support in this area. The Council is keen to move towards utilising the assets that already exist in communities and supporting the development of more community based support initiatives, to support people who currently receive day care support. The Council particularly wants to work with social enterprises or voluntary organisations that can provide personalised and innovative alternatives to day care which focus on maintaining people's independence.

We also want to facilitate access to employment and education, particularly for younger adults who are transitioning from children's services. We will work jointly with employers to improve the offer and effectiveness of training and employment opportunities for people with disabilities and mental health conditions.

For people with more complex needs, we want to commission more services similar to the shared lives models of support. Again, improving access to more community based support for people with complex needs will be a priority.

“Day services for young people need to be meaningful, fulfilling and need to provide something new and promote independence.”

Knowsley resident
November 2015

Alternative provision

“People need more choice - days out, trips to the theatre, eating out, football, shopping etc.”

We want to commission services on a wider footprint than Knowsley and are interested in working with providers who can work across local authorities and the Liverpool City Region, particularly to support people with specialist needs, advanced dementia, learning disabilities or acquired brain injuries.

We are particularly interested in the following models of support:

- Local organisations who can provide alternative support to day care.
- We are especially interested in working with community interest groups, voluntary organisations and social enterprises.
- Working with employers who can offer employment to people with disabilities and mental health issues.

People2People - Shropshire Council

The successful piloting of a social enterprise to deliver care management services on behalf of the local authority led to the social enterprise, People2People (P2P) being asked to implement the learning from the whole locality programme across the borough.

“Let’s talk local” seeks to divert people who would be better supported through non-social care services to be aware of and have contact with other community resources before they undergo a community care assessment. An initial point of contact provides basic screening and signposting and if further support is required the person is passed to a team of social work assistants who engage in a solution-based conversation which explores the person’s personal assets and other community-based support and resources.

Accompanying these conversations are locally based “Let’s Talk Local” sessions in which people can book to discuss their situation and potential options with a range of statutory and third sector agencies. This includes support with benefits, health and housing issues. Other than in a crisis or safeguarding situation, one-to-one assessments with social care professionals are only undertaken if these other approaches have not been able to resolve the issues.

Anticipated investment

Funds of £140k have been identified to be invested in developing local social enterprises and micro enterprises to support the community to create interest groups, social activities, classes and employment for people who would traditionally receive day care.



Assistive technology

The current market

The Council is committed to preventative services and tools such as assistive technology as a means of supporting people to live independently and reducing demand for more intensive and expensive forms of social care support.

The majority of current assistive technology services in the borough are provided by a single provider who is responsible for assessment, installations, maintenance and monitoring for both Telehealth and Telecare. There are approximately 2,000 users of Telecare living in the community, with a further 900 in sheltered accommodation and other supported living services also supported by the same assistive technology provider. The majority of residents in receipt of assistive technology suffer from a physical impairment. In addition to these users, several of the borough’s social landlords provide community alarm services to their most vulnerable residents, including those living in Extra Care housing schemes.

Commissioning projections

As the Council seeks to reduce the number of service users placed in residential care, it is important that people are supported to stay in their own home as long as possible. We recognise that increasing the scope and use of assistive technology, as well as equipment and adaptations is one way to achieve this. The Council will be investing additional funds in assistive technology solutions over the next 12 months.

The Council would like to work with providers around the three identified areas for investment: Supported Living, Community Services and Independent Living. We would also like to pilot new assistive technology developments, or those not currently deployed in the borough to identify those that offer the best return on investment and outcomes for residents. Technologies that have been proven to support residents to live more independently and thereby reduce the costs of social care will be of particular interest to the Council.

We are also keen to work with sheltered and supported living providers to ensure they are 'future proofing' homes with this solution in mind, and ensuring they are adopting new models for properties.

To ensure residents have access to the information about the range of equipment and solutions available, we intend to publish information about the services available on the e-marketplace website. However, we are aware that technology is changing all the time and there are new equipment items on the market. We therefore require our commissioned services to offer a choice of flexible options that offer value for money.

The Council also intends to use the e-marketplace (see section 5) website to provide residents with information about services not currently provided by the Council, but which may assist residents who want to arrange their own support to remain living independently. The Council will therefore be inviting providers of these types of services to provide information about what they have available so that this can be included on the e-marketplace.

Alternative provision

Making telecare mainstream in social care - Hampshire County Council

Hampshire County Council's (HCC) Adult Services Department spends over £1m per day on social care. Significant cuts in funding combined with increasing demand meant the traditional care 'offer' was unsustainable. HCC introduced a managed service, provided by Argenti Telehealthcare Partnership, led by PA Consulting, to drive greater use of technology and focus on outcomes including increased user independence and significant cost reduction. The implemented telecare solutions consist of passive wireless alarm systems usually installed in the home of vulnerable service users, which are customised to user needs and desired outcomes. For example, those at risk of falls receive automatic fall alarms; those who may be living with dementia may be given GPS devices to locate them if they become lost. The telecare solutions are connected to a 24-hour monitoring centre, where the appropriate response can be actioned very quickly, reducing the risk of emergency hospital admissions.

Two years after launch, the service has grown from 500 to over 4,200 users, each having been individually referred and assessed. Evidenced net savings in care costs exceed £2.7m in the two years and the service is being provided to a growing range of users including children on the autistic spectrum and socially isolated older people. Almost all (98%) of the users say they would recommend the service to others and care practitioners now view technology as a mainstream option for service delivery.

Anticipated investment

Knowsley Council will be investing £0.489m on Assistive Technology (AT) between 2015 and 2018 across the following workstreams:

- Supported Living: Working with Assistive Technology providers to ensure new and current supported living developments have the ability to support residents with innovative AT solutions.
- Community Services: Working with families, carers and care providers to maintain our residents' independence through Assistive Technology. This will involve reassessing care packages, increasing the uptake of specialist equipment with aids and adaptations, as well as researching and piloting new developments with technology providers.
- Independent Living: Working with our existing sheltered housing providers to future proof accommodation to promote independent living for residents as long as possible, reducing the need for residential and nursing accommodation.

Further developments in assistive technology will continue to be assessed and future projects invested in depending on the cost benefit analysis. Further efficiencies are planned by making best use of pilots shared across the Liverpool City Region and by linking in to best practice nationally.

“Councils joining forces could help drive costs down in assistive technology, becoming more competitive across Liverpool City Region.”

Knowsley resident
November 2015

Extra Care, Sheltered Housing and Supported Living

The current market

Extra Care

The majority of our residents want to live independently, regardless of age or vulnerability. The Council's ambitions seek to make that a reality for as many people as possible in two ways:

- By providing support for people to continue to live safely and comfortably in their current home, and
- By encouraging the development of more extra care housing for those who want or need to move.

As of November 2015, 277 Extra Care apartments have been developed with a further 70 apartments in the 2016 development pipeline.



Scheme	Township	Built/ Available	Landlord	Care Provider	Apartments	Tenure
Crawshaw Court	Huyton	1981 Refurb 2006	Your Housing	Making Space	58	Social Rented
Marston Gardens	Huyton	2010	Sanctuary	CIC	23	Social Rented and Shared Ownership
Bailey Court	Kirkby	2012	Sanctuary	Local Solutions	34	Social Rented
Bluebell Park	Huyton	2015	Knowsley Housing Trust	CIC	122	Social Rented and Shared Ownership
Derby Court	Halewood	2015	Plus Dane Housing	CIC	40	Social Rented

Community equipment and adaptations

These services can prevent residents from moving from their own home and into care accommodation by providing relatively small adaptations such as bath rails and hand rails. Services to people in their own home are provided through Knowsley's Centre for Independent Living (CIL) in Huyton. The current services include home adaptations (through Disabled Facilities Grants and Minor Works Grants).

Supported Living

In addition to Extra Care schemes there is also a range of supported living and supported housing for older people, people with learning disabilities and mental health needs, ranging from single properties, through to grouped provision. The Council works with registered providers, housing associations, housing trusts and others to bring forward new developments to meet the needs of people who want to retain independence but where an element of support or care will be required.



Commissioning projections

Extra Care

Knowsley Council will be investing in new Extra Care schemes between 2016 and 2018. The new schemes will provide another housing option for older people in Knowsley. We are also interested in working with providers to facilitate the development of new extra care housing options in the borough. There is a need for all models of Extra Care in Knowsley ranging from affordable rent to full ownership. Consultation with residents has indicated that schemes no larger than 50 units work best.

The townships of Huyton and Halewood have seen a recent increase in units. Prescot has a scheme on line at the Watch Factory, leaving Kirkby with the need for at least one scheme in Southdene to compliment Bailey Court to satisfy demand.

We are particularly interested in the following models of extra care:

- Extra Care facilities that have on site nursing and specialist dementia care.
- Extra Care facilities to be developed within communities where there is good access to local amenities. However, where this is not possible we want Extra Care developments to ensure these are available for residents.
- Extra Care facilities that can support short term respite or intermediate care.

An Extra Care sufficiency strategy is currently being developed which will provide more detail about the size, location, model and funding available for Extra Care in Knowsley. This will be published in 2016.

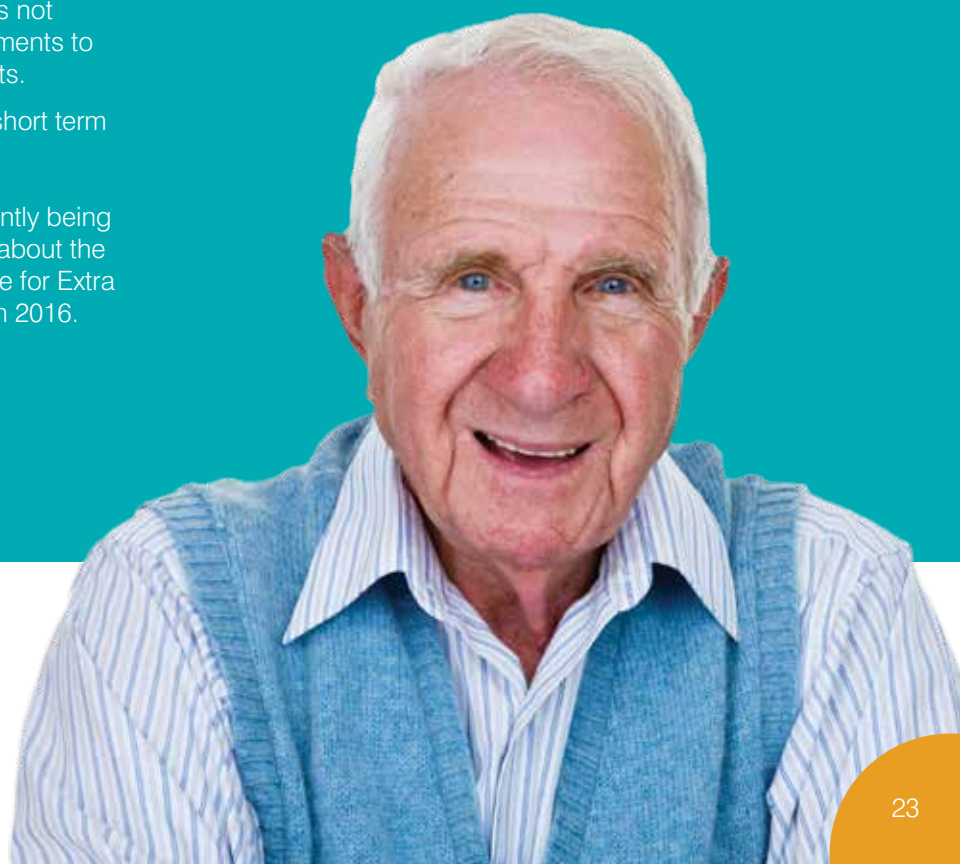
Community equipment and adaptations

The need to provide further community equipment for our residents will grow as our ageing population increases. The provision of equipment and adaptation will be complemented by assistive technology and links to wider community services to ensure that residents can live independently in their own home. Housing providers with commissioners will need to develop a full adapted property register to proactively allocate residents with homes already adapted.

Supported Living

Supported Living is a way of providing housing and support to help people to lead independent and fulfilling lives. Each person receives a package of support based on their individual needs. There is a limited amount of Supported Living schemes in Knowsley and they are in high demand.

Commissioners would like to work with providers who can develop new schemes that complement existing provision to maximise the limited resources available. We would also like to work with the Homes and Communities Agency to maximise funding into the borough.



Prevention and early intervention services

The current market

Prevention and early intervention services are provided in Knowsley by a wide range of organisations from direct provision by the Council, services commissioned by our partners such as health and housing, through contractual arrangements with organisations and support available through the community and voluntary sector.

Commissioning projections

As we begin to shift focus away from formal models of care and support, we anticipate there will be greater demand for existing prevention services and also the need to develop new ones. The types of prevention and early intervention services that we would like to see developed include:

- Preventative services and support are available to make the new arrangements around co-funding and eligibility for personal social care work.
- Universal access to information and advice services for all.
- Individuals, carers and communities involved in supporting each other and influencing the development of services.
- Joint commissioning strategies in place, which maximise choice and control while balancing investment in prevention and early intervention.
- Appropriate safeguarding arrangements in place for all vulnerable adults.

The Council will be investing in prevention services by providing:

- **Information and advice**, so people are well informed, can help themselves, particularly by accessing benefits advice, given the big difference this can make for many people, especially older people. It is also needed to support people who do not meet social care eligibility criteria, or who fund themselves, in finding services that can meet their needs.
- Effective **signposting** to information, services and community resources.
- Specific **proven early interventions** e.g. falls prevention, Telecare, and housing related support.
- Situations where someone has a **major life change** and may need support to help them regain their independence, e.g. illness, bereavement.
- **Low level, practical services and support** that enable people to continue to live in their own homes if they choose to do so, e.g. Handy Van services, Trusted Trader register, assisted shopping.
- **Reducing social isolation** e.g. befriending services, intergenerational practice, 50+ forums, home library service; as loneliness and depression are recognised as major factors in the quality of life for people, particularly older people.
- **Tackling low income.**
- Promoting **mobility and the accessibility** of community facilities, e.g. adequate transport services.

- Services and/or support that promote people's **engagement** in their community and **social cohesion**, e.g. volunteering, intergenerational practice.
- **Healthy living advice and support**, e.g. exercise classes, dietary advice.

Carers support and respite

The current market

There are in excess of 17,000 people who live in Knowsley who identify themselves as a carer and provide more than one hour's care per week (2011 Census). Of these, approximately 6,700 people have made contact with the Carers' Centre for support and just over 2,000 are known to the Council as being a carer.

On 1st April 2015, the Care Act (2014) introduced new rights for carers to an assessment of their needs and access to services and support if their needs meet the national eligibility criteria for social care. Since 1st April, the Council has received 1,063 requests for assessment from carers and has issued 366 personal budgets for carer support. Those carers who are eligible to receive a personal budget are being encouraged to be creative in exploring new and innovative ways of meeting their needs. Support planners are working with carers to maximise their budget by exploring free local services and resources.

All carers providing necessary care are also able to access prevention and wellbeing services. The different and wide ranging needs of carers are reflected in the scope of services that are provided

through prevention and wellbeing services, these are:

- Holistic therapies
- Young adult carer support worker
- Carer counselling
- Dementia carers wellbeing activities
- Male carers dementia wellbeing activities
- Young adult carers wellbeing activities
- Male carers wellbeing activities
- Carer and cared for wellbeing activities
- Carer skills and development
- Supporting community peer groups
- Carer involvement and engagement
- Carers' emergency card scheme
- Carer social groups (Kirkby and Prescott Caring Companions)

Carers are also supported by providing support to the person they care for. This can be to meet an identified ongoing need, such as accessing employment or training, flexible support, to allow a carer to go shopping or attend a GP appointment, or short term respite, to provide the carer with a break.



Commissioning projections

“Carers need to be valued both financially and practically - they are a facility that should be used and appreciated more.”

Knowsley resident
November 2015

We recognise that there is a range of support available through universal services (those available to the general public) and also targeted services for carers of the borough.

The review of carer's services and support in 2016 provides an opportunity for engagement with carers, partners, providers (local and national) and key stakeholders. The review will enable commissioners to develop services for the future aspirations and needs of the borough's carers.

Three distinct areas will be developed:

The case for supporting carers is clear, both to support their own wellbeing and for the support they give to the people they care for. We know that there are gaps in provision and that there are new services and sources of support that need to be developed.

Some of these will need to be formally commissioned and some require us to work with partners and the community to facilitate them being put in place. The carers across the borough may have different needs and we recognise that tailoring services to individual circumstances, preference and communities is key.

“Respite is not always the answer - sometimes it might be practical things around the house like the grass might need cutting or a gate might need fixing or a room might need decorating - things that affect a person's frame of mind.”

Knowsley resident
November 2015

Community and/or faith groups

This includes families, neighbours, friends community groups and faith organisations.

Public services
Knowsley Council, CCG, Housing providers, or public sector organisations.

Voluntary, community sector organisations
Organisations that receive part/full funding from public sector organisations, KMBC & KCCG etc.

In addition we need to ensure fair and equitable distribution of support and services across the borough, alongside supporting local communities to increase the offer to their carers and build community resilience.

In particular we want to focus on:

- Increasing the availability and choice of short breaks for carers.
- Increasing the availability of respite for carers in people's homes or Extra Care facilities.
- Extending the choice carers have over services and support to meet their needs.
- Working with providers with evidence based approaches to preventing carer breakdown.

Alternative provision

The Council will be conducting a review of carer's services and support in 2016 and as part of this will be considering whether assessment and care planning functions for carers can be contracted to external providers. It will also be reviewing the range of services that are needed including preventative support. It is likely this will result in new opportunities for providers to ensure carers have access to a range of services across the borough.

Anticipated investment

The current funding arrangements and resources available for carer's services and support will be considered as part of the development of the Carers Strategy in 2016. It is likely the way this money is currently spent will change resulting in opportunities for providers of carer's services and support across the borough.

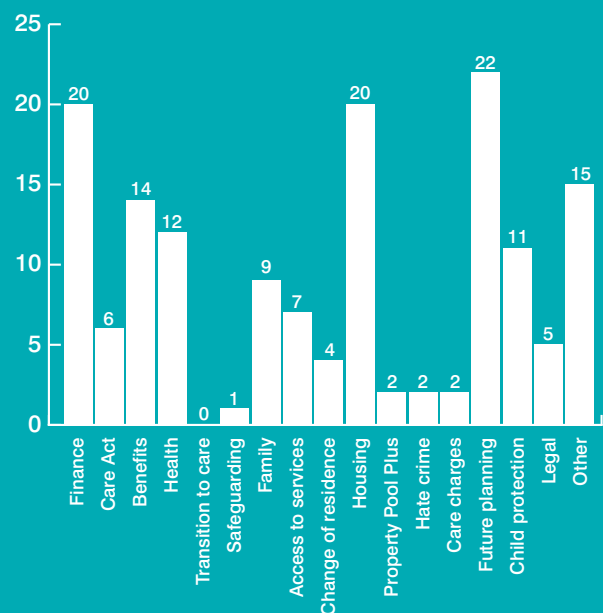
Carers want to be reassured that work around identifying carer needs is going to happen moving forward and want any changes in the future to reflect the Carers' Strategy.

Advocacy

The current market

Advocacy services are currently provided by three commissioned voluntary sector agencies in the borough. The graph below illustrates the themes advocates have been asked to support with during 2014/15.

Chart 1
Advocacy issues supported in 2014/15





Commissioning projections

The Care Act (2014) provides clarity about the Council's role and responsibilities around providing advocacy services; as a result, during 2016 the Council will be reviewing all the advocacy services it currently commissions. It will engage with current and future potential providers of advocacy support and will consider the potential for commissioning advocacy services with other local authorities or across the Liverpool City Region.

In the interim, training will be provided to current advocates to ensure they are able to support advocacy as defined in the Care Act (2014).

Anticipated investment

Knowsley Council will be investing in training for existing advocates to ensure they can meet Care Act requirements around advocacy.

There are advocacy concerns for vulnerable adults who live alone in Knowsley and for carers who struggle to understand the forms and paper work that come with being a carer.

“The council needs to do more to provide advocacy for these carers.”

Direct Payments The current market

Direct Payments are cash payments that people can choose to receive to enable them to arrange and buy different sorts of support to meet their eligible needs and preferred outcomes, to enhance and promote their individual wellbeing.

In Knowsley we have over 650 people who use Direct Payments to buy their own activities and support to meet their needs. We currently have support organisations that provide all different sorts of support to people on Direct Payments: information and advice services, payroll, managed accounts and Personal Assistant recruitment and employment support services.

Responding to the Care Act and supporting our corporate plan goals, we will be encouraging more people to take up Direct Payments and develop their own support plans. This will inevitably lead to people using their money more creatively, which in turn will create the need for providers to develop their patterns of provision to fit in with individual people and their preferences.

Commissioning projections

We expect the number of people who have Direct Payments to increase. As a result, it is likely there will be more demand for the support services that help people who choose to take a Direct Payment and organise their own personalised support options. As a result we expect the demand for Personal Assistants (PA's) to increase, including the need for PA's who can provide much more complex personal care and delegated health tasks.

Alternative provision

As a result of the expected increased uptake in Direct Payments we want the market to develop more innovative support to meet people's personal needs and preferences for services which will not always be the traditional types of support.

Innovative approaches to Direct Payments

Over half of the Carers' Strategy Demonstrator Sites (Bath and NE Somerset, Bristol, Lewisham, Liverpool, Suffolk, Sunderland and Torbay) provided a Direct Payment for the purchase of equipment or domestic goods that would enable the carer to do something unconnected to their caring role (e.g. a computer for social networking with friends and family, online shopping and leisure, or a bike).

Staff in the sites noted that this enabled carers to choose something that met their individual needs (i.e. rather than just choosing an existing service they could choose something personalised to them). It was felt that this was a cost-effective way of meeting carer's needs and carers said this made new hobbies or leisure activities a possibility for them.

Part Three

Expectations of providers of care and support services

We would like providers to use the information in this MPS either as a starting point for new business or to review current business models to ensure they are robust and can adapt to meet the changing adult social care agenda.

We will be talking to providers who can demonstrate they have considered creative solutions for reducing demand for long term social care support with either preventative solutions or creative and different ways to maximise people's independence.

Where we do need to provide long term support we need to be assured that this is good value for money and of good quality. Providers who can demonstrate their ability to support the Council's model for services will be favoured.

Quality Outcomes Framework (QOF)

The provision of good quality social care and support is a key outcome for customers, providers and commissioners and it is important, at a time when financial pressures are of ever increasing importance, that quality is not overlooked.

We know that this is a challenge for providers as well as the Council and therefore our primary focus is to work in collaboration with providers to establish a commitment to quality and to translate this into good standards of care practice so that we make a real difference to the quality of life for people receiving care.

The Council is currently developing a framework which will set out our expectations about the quality expected from providers of adult social care and the processes for monitoring this. This framework will

be rolled out to nursing and residential care first and then to all other providers.

Each service provider will be expected to provide the Council with a range of performance and monitoring information on a regular basis. You will be expected to complete a self-assessment regarding the quality of service provided. This will usually be on an annual basis unless a review of the risk assessment requires this to be more regular. The self-assessment will be validated by Council officers considering a range of evidence and incorporating the views of relevant stakeholders, service users and their families and carers. Our findings will be reported and a continuous improvement action plan will be agreed and monitored in partnership with service providers.

Engagement with service providers will develop through regular attendance at provider forums. These forums will provide a range of opportunities for engagement. For example; sharing good practice and innovation, discussing difficulties and barriers in delivering high quality care and support, influencing policy and practice, informing workforce development opportunities, opportunities for partnership working and co-production, market shaping, performance reporting, commissioning and strategic issues.

Safeguarding

Safeguarding vulnerable adults is a priority for Knowsley Council and partners. We want to ensure the safety, dignity and quality of life of our most vulnerable residents. We are working to improve our safeguarding arrangements and we expect providers of social care services to play an important role in supporting us to do this. We expect all providers to be aware of and engaged in the safeguarding procedures for Knowsley, to report incidents accurately and to work to address any issues with regards to safeguarding.

From 2016, expectations around safeguarding will be built into all contracts with providers and we expect providers to be able to report on their adherence to these expectations. We will engage with providers in developing this framework and it will be communicated during tendering exercises and contract management meetings.

Market and provider failure

The adult social care market nationally has seen a number of high profile provider failures in recent times, notably, Southern Cross and Castlebeck (Winterbourne View) in terms of finance, quality and provision of care. The causes and impact of failure were different and each case required different responses. Central Government believes that national oversight is required as the potential impact of a large provider failing can have considerable consequences, both on a local basis and also nationally.

National oversight is not intended to replace the role of local authorities, conversely to complement it. Local authorities have a local oversight role in understanding the market and any potential risk of provider failure. Currently, our Safeguarding

Team working with commissioners identifies areas of risk as part of the provider monitoring process. If we identify areas of risk we expect providers to work with us to understand the risk and where possible, develop an action plan that is subject to regular monitoring to ensure that the provider takes appropriate action to:

- Reduce stress and anxiety for service users, their families and carers.
- To reassure service users that their care needs will continue to be met.
- Keep all affected people informed.
- To share all relevant information with local authorities and future providers so that all service user's care and support needs can be seamlessly met by a new provider, if necessary.
- To act in every way possible to put the people receiving services at the forefront of all business considerations and to take responsibility for ensuring their needs are met.

Supporting the Council's transformation agenda

We expect providers to be aware of and actively support the Council's transformation agenda for adult social care. We need providers to be able to start shaping their business models to meet the need and preferences for service provision that the council has identified. We are communicating this through the publication of this Market Position Statement but will also be holding regular provider forum meetings, stakeholder engagement days where the transformation agenda will be explained and through ongoing relationships between providers and the Council's whole life commissioning team.

Innovation

Developing new innovative services and transforming current ones is crucial to ensuring adult social care is sustainable in the future. Innovation needs to focus on maintaining and retaining independence, working across health and social care and developing personalised approaches to services. Some of the areas where we would like to see innovation are:

- Working collaboratively with other providers and organisations including the voluntary and community sector
- Developing services for younger adults, particularly housing options
- Prevention and early intervention service development in the community
- Reablement approaches to service delivery
- Services that meet people's individual requirements and preferences

Investing in and supporting the social care workforce

We expect providers in Knowsley to support and invest in the social care workforce, the majority of whom are Knowsley residents. As we move to new models of delivery based on maintaining and retaining independence, the workforce will need to develop the skills to enable them to do this. We expect providers to recognise training needs. New skills will be necessary particularly in co-production, reablement, enablement, and supporting people to use assistive technology to retain their independence.

The workforce itself will need to be recognised as including not just professionally employed staff, but communities and families who provide formal and informal support and care. A strategy will be developed which is more sophisticated and able to address the concept of 'community' as a potential workforce with distinct learning needs which require development using a variety of learning methods.

Social value

Knowsley Council is committed to principles of social value. This means ensuring the money that is spent on services as much as possible results in wider economic, social and environmental benefits. Therefore, we want the money we spend on adult social care services to result in employment opportunities for local people. We want the business models we invest in to ensure that adult social care services are sustainable in the future and we want businesses to realise the important role they can play in supporting local communities and people through things like apprenticeships, volunteering or supporting local community and voluntary groups. We also want to support the concept of the "Knowsley Pound". This means ensuring that the money spent in Knowsley stays in Knowsley via employment and a local supply chain to facilitate growth and improvements in the quality of life of local people. Social value will be considered in all our tendering processes and providers who can demonstrate social value will be evaluated accordingly as part of the contract award process.



Part Four

Future levels of resource services and support in Know

Current spend

Knowsley Council is dealing with unprecedented budgetary cuts in light of Government spending reductions and in future will need to ensure that the needs of the most vulnerable are met with less public resource.

In addition, adult social care is changing nationally due to increased levels of need; changing expectations of those who need care and support; and the introduction of the Care Act 2014.

Ensuring quality services for our residents requires a re-think in the way we do business including working with the community, partners and providers to reduce longer term reliance on public sector funded services.

The Council's medium-term financial forecasts, projects a budget gap of up to £31m for the two-year period 2015/16 to 2016/17. The scale of the financial challenge facing the Council can only be managed effectively if the Council continues to make savings in its costs. This will mean that service reductions will continue in future years.

Table 2
Current spend on Adult Social Care 2014 /15

Universal	Preventative	Support at home	Support away from home	Reablement services	Care and accommodation	Continuing healthcare
<ul style="list-style-type: none"> Information and advice to the public 	<ul style="list-style-type: none"> Advocacy Carers' Service APC's Centre for Independent Living 	<ul style="list-style-type: none"> Home Care Extra Care Direct Payments Supported Living Transport 	<ul style="list-style-type: none"> Day care 	<ul style="list-style-type: none"> Respite care Reablement 	<ul style="list-style-type: none"> Residential care (inc short term) Nursing care (inc short term) 	<ul style="list-style-type: none"> Residential care Nursing care
£0.275m	£1.439m	£19.415m	£3.611m	£1.314m	£11.726m	£5.584m

Future spend

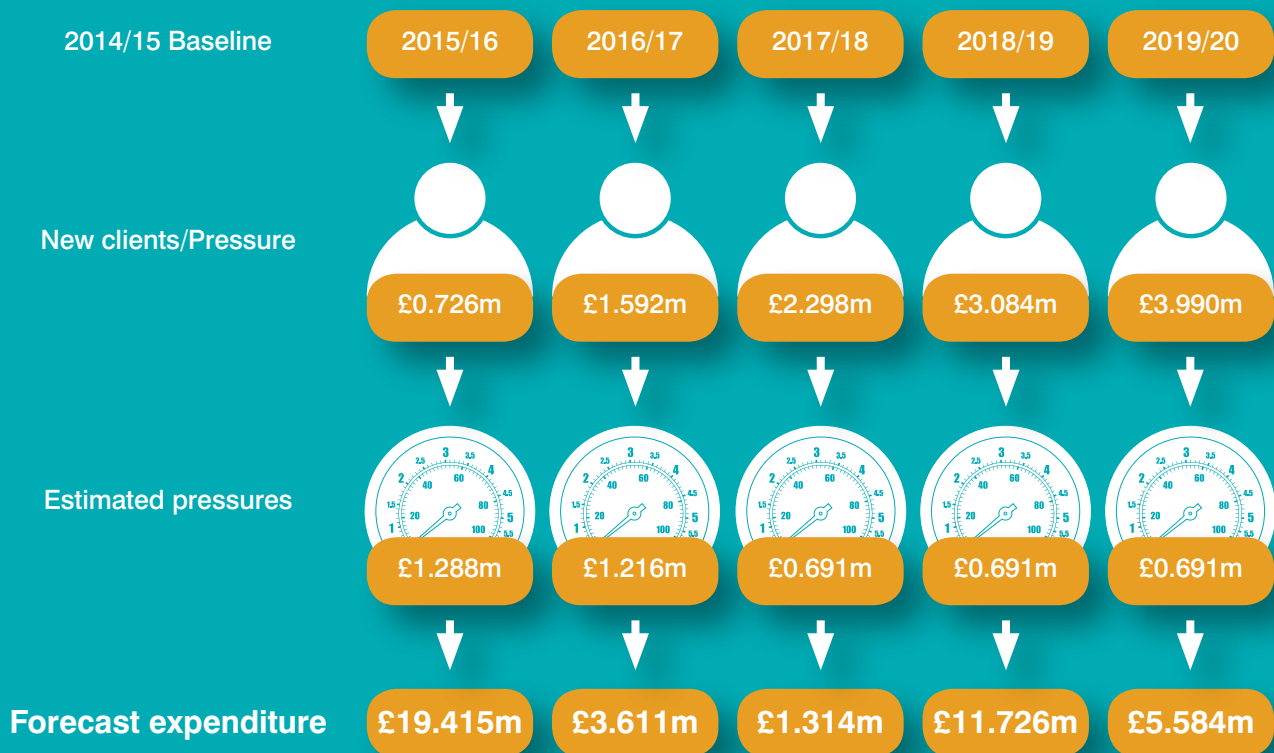
Whilst the scale of investment in Council commissioned care services will decline in the coming years, this remains a large market opportunity for providers of quality care with over £40m invested in care and support services this year from Council funds alone. In addition, as we move towards integrated service models, health investment will continue to fund local community services and residents themselves will also fund or part fund a significant proportion of care and support provision. The sector is also an important employer of our local population and we want to encourage good employers offering good terms and conditions and opportunities for learning and development in the area.

Nationally, demographic pressures such as an increasing numbers of older people with complex health needs will add a significant burden to the already stretched and reducing resources for adult social care services. Analysis of population projections indicates that demographic change is likely to have significant impact on demands for adult social care services. This is not sustainable and requires a whole systems approach to resolve.

The picture below shows the number of existing service users expected over the next five years and the number of new service users expected each year which add additional pressures to the forecasted expenditure on adult social care. This illustrates that in 2020 if there is no whole system change then the forecasted expenditure would increase from £50m in 2015/16 to £53m in 2019/20.

Through this MPS, we expect providers to work with us to ensure adult social care services are sustainable and can support our local population into the future. Continuing to deliver services in the current way is not an option. We need to change the way we meet needs and ensure the Council can balance its budget.

Table 3
The position in 2020 without intervention



Part Five

What support you can expect from Knowsley Council a

If you need planning or building control advice:

Many building projects will require planning permission. Get advice before you submit a planning application to improve your planning application's quality and likelihood of approval. Pre-application advice can help you:

- Understand planning policies that apply to your development and what information you need to provide with your application
- Understand if you need specialist help with tree surveys, listed buildings, conservation areas and flood risk and ecological assessments
- Identify problems and change your application before it's submitted
- Fast-track your application through to a decision

Visit the Council's website for further guidance on the pre-application process:

<http://www.knowsley.gov.uk/residents/building-and-planning/planning-application-advice.aspx>

Visit the Council's website for further guidance on how to submit a planning application:

<http://www.knowsley.gov.uk/residents/building-and-planning/make-a-planning-application.aspx>

Please email planning@knowsley.gov.uk or call **0151 443 2381**.

Most building projects, including extensions and conversions require building regulation approval. The Council offers a Building Control service. In addition to other services, we offer:

- Same day inspection service if contacted before 10am
- Local knowledge of ground conditions and historic ground contamination
- Pre-application advice and full support throughout your application
- Fast turnaround of Building Control applications
- Close links to the Planning, Highways and Environmental Health departments

Visit the Council's website for further guidance on how to submit a Building Control application:

<http://www.knowsley.gov.uk/residents/building-and-planning/building-regulation-approval.aspx>

Please email bcsubmissions@knowsley.gov.uk or call **0151 443 2380**.



If you need housing advice:

Strategic Housing can provide advice and guidance on the level of supply/demand for the range of property types. This includes provision of analysis of the availability of social housing and the relative demand for housing of different types and sizes in different areas.

If you are a Registered Provider of social housing and considering applying for Homes and Communities Agency funding, the Strategic Housing team can assess scheme proposals and where applicable, issue a statement of support. They can then support a scheme through the bidding process for funding. If successful in achieving funding, the team can work with providers through the design stage, liaison with other council teams and verification of valuations for the purpose of confirming proposed affordable rents.

Please email housing@knowsley.gov.uk or call **0151 443 2391**.

If you need advice about finding a site or premises:

The Council's Property and Development Team can provide you with advice about the availability of Council-owned land or premises which may be available for development or redevelopment as extra care or other specialist care accommodation.

Visit the Council's website for the available sites and premises for sale:

<http://www.knowsley.gov.uk/business/available-development-land.aspx>

Please email housingprojects.office@knowsley.gov.uk or call **0151 443 2046**.



If you need business support:

The Knowsley Business Team has a long and successful track record of supporting investment in the borough.

In addition the Social Growth Team and the Property and Development Team supports the development of community owned businesses and social enterprises, can advise on community asset transfers and the how the Council uses the Public Services (Social Value) Act 2012 to deliver social, economic, and environmental benefits.

Please email business@knowsley.gov.uk or call **0151 477 4000**.

Support with staff training and skills development

We expect providers to invest in their staff and support them to develop the skills needed to provide the best quality of care. The Workforce Development Team in Knowsley Council can provide advice, support and guidance regarding the training your business requires both to meet statutory regulations and continuous professional development for your staff. We also audit the impact of training both delivered by yourselves and the training we provide to ensure any learning improves service to your clients. A full brochure of the extensive training we can provide for your sector is available and can be delivered on or off site depending on the number of staff you have to be trained. Some examples of the training we provide on a regular basis are in the links below.

For more information please contact workforcedevelopment@knowsley.gov.uk or call **0151 443 2466**.

Accessing leisure services:

Leisure services in Knowsley can offer discounted access to leisure provision, and will work with providers to develop services to meet need, such as providing reminiscence and active reading classes to help those with dementia, and to enable access to arts, cultural and leisure activities.

For more information please visit www.activeknowsley.com

Support from our Procurement Team:

During the tender process for adult social care provision, the procurement team will arrange information sessions with providers to ensure they have a full understanding of the tender process and give them an opportunity to discuss any issues with tender documentation.

To ensure service providers understand why they were unsuccessful with their tender submissions, the Procurement Team will issue a detailed letter highlighting the scores of the unsuccessful service provider and the winning service provider along with detailed comments regarding their submissions. The Procurement Team also hold 'meet the buyer days' for local organisations which have included adult social care providers.

As part of the monitoring of contracts, the Procurement Team will also offer support to help providers understand what is expected of them and improve their services to meet the expectations of the Council. If you need support from the Procurement Team contact Liam Power on **0151 443 4169** or email procurement@knowsley.gov.uk

Improving quality and performance:

The Commissioning Team in adult social care can help providers understand and improve their performance. We will do this through monitoring the Quality Outcome Framework (QOF), holding regular provider forums and engaging with existing and potential providers on a regular basis.

The Commissioning Team can be contacted on **0151 443 4772**.

Advertising your business through the e-marketplace:

A new e-marketplace being launched soon aims to provide information and choices for social care provision, especially focusing on advice for people who want to remain living independently.

The Care Act 2014 states that local authorities have a duty to 'facilitate a vibrant, diverse and sustainable market of care and support provision'. This new legislation requires local authorities to provide information and advice to all potential service users, including self-funders. Many local authorities recognise an e-marketplace as a means of fulfilling this responsibility without increasing demand on phone and face-to-face services.

The preferred approach by many local authorities is to adopt an e-marketplace for social care users. These are digital platforms, developed for local authorities to provide residents with the means of finding out about, and organising, care services entirely online, promoting choice and accessibility.

The new care e-marketplace is due to launch in May 2016 and aims to offer the public access to a wide range of information about social care services and other support offered in local communities. Providers will be expected to keep their information up to date and relevant to support people to make informed choices about the care most suitable to meet their needs.

Residents in Knowsley agreed that a directory of services will be valuable as long as it is maintained and continually kept up to date. It was also stressed that it needs to be accessible for everyone, ensuring for instance that it caters for those who do not have access to the internet as well as for those who require Easy Read.

Feedback

We want to hear your views on this Market Position Statement so we can continue to improve and make it as useful to you as possible.

Please email your comments, questions or ideas for improvement to policyandresearch@knowsley.gov.uk

Glossary

Advocacy services

Advocacy services represent the interests of service users and help them to obtain the services they need.

Assessment

The process whereby the needs of an individual are identified alongside their impact on independence, daily functioning and quality of life so that appropriate care, health or other services can be planned.

Budget

An estimate of how much money will be spent.

Commissioning

The process the Council uses to plan and buy services for adults with care and support needs.

Community Health Services

Are those NHS services provided outside a hospital. Community health staff include district nurses, health visitors, community midwives, district dietitians, chiropodists and community psychiatric nurses.

Clinical Commissioning Group

The Clinical Commissioning Group organises the delivery of NHS services in Knowsley. It replaces the old Primary Care Trust.

Comparator Group

The group of Councils who have similar social and economic characteristics.

Day services

Personal or practical care services that are usually available in a resource centre, community building or a residential home.

Direct Payment

Money payment made to people who need care following an assessment to help them buy their own care or support and be in control of those services.

Domiciliary care

Help with personal care and other practical household tasks.

Eligibility criteria

Requirements that must be met for an individual to receive a service.

England average

A term used to describe the average performance of all councils across England.

Extra Care

A type of supported housing for older people that aims to enable them to live independently for as long as possible in appropriate housing and enables access to flexible services that are responsive to their needs.

Hospital trust

A National Health Service hospital which has opted to be managed by a trust.

Health and Wellbeing Engagement Forum

A local forum which brings together people from the local NHS, Knowsley Council, Healthwatch and the voluntary and community sector to improve health and wellbeing and reduce health inequalities.

Integrated working

Integrated working is where everyone works together effectively.

Intermediate care

Intermediate care includes a range of short-term treatment or rehabilitative services designed to promote independence, reduce the length of a hospital stay unnecessarily, or help avoid unnecessary admissions to hospital. You can be provided with intermediate care in hospital, a special unit or in your own home.

Joint commissioning

When two or more organisations buy or commission services together.

Micro-enterprise

A small business employing 10 people or less that will in the context of care and support specialise in providing personalised and specialist options for people who use services.

Personal budget

Money allocated to someone who needs support where the money comes from the council's social care funding.

Procurement

The act of acquiring, buying goods, services or works from an external source.

Safeguarding

To protect from harm or damage with an appropriate measure.

Social care provider

Organisations such as small or large businesses or charities which provide social care or support services.

Statistical neighbour

A council with similar social and economic characteristics to Knowsley. These are South Tyneside, Newcastle upon Tyne, Hartlepool, Halton, Rochdale, Liverpool, Middlesbrough, Tameside, Salford and Gateshead.

Supported Accommodation

A living environment for children or adults who have disabilities or high support needs. Staff assist residents with activities of daily living.

Reablement

Reablement is a range of services focused on helping a person maximise their independence by learning or re-learning the skills necessary for daily living and the confidence to live at home.

Stakeholder

A stakeholder is a person or organisation that is directly affected by a project. In terms of adult social care the primary stakeholders are the people in receipt of services, those providing it and those commissioning them.

