

Wiltshire Council Market Position Statement for people with learning disabilities 2014/15



Contents

Welcome	4
1. Introduction	5
2. Local and national context	7
3. Key messages in this MPS	8
4. What do people living in Wiltshire with learning disabilities and their carers say?	9
6. The current picture of supply of services in Wiltshire	14
7. CQC and quality	16
8. What does good support look like?	17
9. Top supply issues	18
10. The current and future level of resourcing	19
11. Key Wiltshire Council commissioning intentions	20
12. Other development opportunities	21
13. How will the local authority help to facilitate the market and support the development of the key Market Facilitation Priorities (MFP) identified?	22
14. Key contacts and opportunities for networking	23
15. References	23
Appendix 1	22

Welcome:

We are pleased to present our market position statement for people with a learning disability that sets out Wiltshire Council's vision for care and support as well as our commissioning intentions.

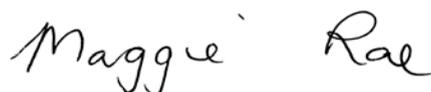
We recognise and value the people and organisations that we work with in the provision of services for people living in the county who have a learning disability, and we believe that this statement will be of benefit to providers of services in informing them of likely future service and support requirements.

We are committed to developing and supporting services that reflect the aspirations and wishes of people with a learning disability who are our partners in the commissioning of services. Wiltshire Council is the co-chair of the Wiltshire Learning Disability Partnership Board where people with a learning disability and their carers can influence and engage in decision making through their board representatives.

This statement contains information and analysis that will be of benefit to providers of services and is intended to inform future provision. By setting out our priorities and intentions in this way our aim is that providers can plan ahead confident that they are delivering a service that is required by the council and by the people we represent.

We are committed to working with providers and customers as partners and will be open and transparent in our dealings with them. This statement will form the basis of discussions with providers and customers who will inform and influence its content.

As we move towards even closer working with the NHS, both the market and customers will benefit from this approach where there is a shared commitment to ensuring the presence of quality services that meet the needs and expectations of people with a learning disability and their carers in Wiltshire both now and in the years to come.



Maggie Rae
Corporate Director, Wiltshire Council



Cllr Keith Humphries
Wiltshire Councillor, Cabinet Member for Adult Care,
Public Health and Protection and Housing

1. Introduction

What is a Market Position Statement?

The relationship between the local authority and the social care market is changing, with Local Authorities taking on the role of facilitating and developing the social care market, rather than providing or directly commissioning services.

A Market Position Statement (MPS) is a tool to enable service providers to see how the local authority intends to facilitate and shape the market over the coming years, based on information about anticipated volume and demand, knowledge about the aspirations of people who will require support, and national legislation and guidance.

This MPS is intended to inform the market about Wiltshire Council's intentions for services that support people with a learning disability, in line with its overall vision.

The MPS is a starting point for further consultation and partnership working to enable the market to develop appropriately over the coming years, both to meet the challenges of budget pressures and for providers to deliver more choice and control for individuals.

In developing this MPS, it is recognised that not all the information we need is currently available. This MPS will therefore include information about how the next version of this MPS will be improved. We also welcome views on what kind of market information would be useful in the future.

Who is this document for?

This document is aimed at existing and potential providers of services delivered to people with a learning disability in Wiltshire, as well as providing information and encouragement for other organisations and businesses to engage in meeting the needs of people with a learning disability.

Wiltshire Council is committed to sharing its vision about adult social care with the market to develop quality, diverse and personalised services and to discourage poor practice.

The key messages within this MPS are about:

Personalisation

Independence and Well being

Good quality, local support for people with complex needs

Independent Living and Housing

Social Inclusion

Managing Transitions

Wiltshire Council's pledge to people with a learning disability and their families

Planning for adulthood will start in childhood.

Vulnerable people, particularly those with a learning disability and autism, will receive safe, appropriate, high quality care as local to their communities as possible.

People with LD who want to live in their own home with appropriate support will be able to.

Good quality residential and nursing home care will be available for those who need it.

Customers and carers will have greater choice and control over the services they use, through personalisation and Personal Budgets.

There will be a strong emphasis on communities and a combined preventative approach from health and social care to reduce health inequalities.

Services will take account of people's social capital and build those reserves when not available.

Assistive technology will be widely utilised to maximise people's independence.

People's wishes, and those of their families, will be listened to and will be at the heart of planning and delivering their care and support.

Wiltshire's vision is to see young people and adults with special needs and disabilities learning, developing, achieving, working and living locally where possible.

The key principles of **rights, independence, choice** and **inclusion** enshrined in Valuing People still lie at the heart of Wiltshire Council's vision for people with a learning disability

2. Local and national context

Wiltshire profile and context

Wiltshire is a large, predominantly rural and generally prosperous county with a population of 471,000 people. Nearly half of the population live in towns or villages with fewer than 5,000 people. Bigger concentrations of population can be found in the cathedral city of Salisbury, the county town of Trowbridge, and Wiltshire's many market towns, including Chippenham, Devizes, Marlborough, and Royal Wootton Bassett. A quarter of the county's inhabitants live in settlements of fewer than 1,000 people and it has large areas of outstanding natural beauty. Wiltshire is also characterised by the scale of its military presence which is one of the largest in the country. In 2011 the numbers of people with a learning disability in Wiltshire was estimated at 8,496. Community teams working with people with LD currently provide support to around 1,600 individuals with a learning disability. The numbers of people with a learning disability in Wiltshire is set to increase by 2030 by up to 800-900 more people. This is mainly due to increased life expectancy and increased numbers of children with complex needs surviving into adulthood. A growing number of people continue to live with elderly parents, and will survive them.

More information about Wiltshire's population, needs and strategies can be found in Appendix 1.

Key National challenges for consideration

The UK population is ageing and an increasing number of people with LD are not only getting older but are living with older family carers.

Financial pressure in conjunction with an increased demand for services is a key issue for Local Authorities.

There is an increasing number of young people with complex needs within our educational system. There is a need to manage their transition into adult care better.

Employment continues to be a key priority nationally for all young people, including those with a learning disability. There is a need to develop better employment and training opportunities.

There is a national shortage of adequate, affordable homes. In 2010 1.7 million households were waiting for social housing (Housing Strategy Statistical Appendix Data 2010, Communities and Local Government, 2010).

There is an increase in the use of Personal Budgets. The impact of this for providers is that individuals will exercise choice, may employ their own personal assistants, they might organise a mixed package of support to better meet their outcomes.

The government is currently running a pilot into the provision of Direct Payments in residential care.

People with a learning disability experience poorer health than the general population, die at a younger age, are more likely to be obese or underweight and less likely to exercise than the general population (NDTi (2012) p37). Many of the health inequalities they experience relate to barriers accessing mainstream services.

There is a key shift for providers from caring to enabling and developing independence.

3. Key messages in this MPS

There are two particular **pressure points** within the social care system. First, there is a growth in the numbers of children born who survive with profound and multiple disabilities. Secondly, there is increased longevity amongst the learning disability population which means greater pressure on care services, and some new care needs to meet.

Personalisation – support commissioned for individuals in the future will be outcome based and person-centred. The introduction of Personal Budgets will also enable individuals to have more choice and control about who provides their support and how it is provided. These individuals will essentially be commissioning their own support. Providers will need to respond to those individuals in person centred, flexible and creative ways. This may involve charging for different elements of support differently. Personalisation has the potential to give providers a good opportunity to make work more interesting and rewarding.

Independence and well being – the new Care and Support Bill places emphasis on the promotion of health, well being and independence and on preventative approaches. Providers will be expected to support and promote an individual's health, well being and independence.

Following Winterbourne View, a priority for all local authorities and Clinical Commissioning Groups (CCG) is to develop **local, good quality support for people whose behaviour challenges services/have complex needs**, in particular to reduce the dependence on assessment and treatment units. From April 2015 there may be a **joint commissioning arrangement** between Wiltshire Council and Wiltshire CCG. New models of care and support will be developed, particularly to support people with complex needs and behaviours, to support people in a crisis and to prevent people being admitted into hospital unnecessarily. The intention is that these people will be supported locally and services will be developed to enable this.

In Wiltshire there will continue to be a **reduced reliance on care home provision** however when a placement is needed it will be made locally wherever possible. There may be a need for short-term 'transition' placements for some people who may need support to prepare them for supported living or are experiencing a crisis.

Independent Living and Housing – a key priority for Wiltshire is to ensure that a wide and improved range of housing options are available for people with a learning disability. Wiltshire Council champions the option of supported living for people with a learning disability, even people with complex and challenging needs, as it gives them the rights and responsibilities they are entitled to, to enable them to live as equal citizens within our communities. Providers will be expected to work to the REACH supported living outcomes as well as CQC's guidance in determining the difference between residential care and supported living.

Social inclusion – when consulted, people in Wiltshire with a learning disability said they would like more social activities available which welcomed people on low incomes and enabled them to widen their circle of friends. Providers will be expected to support customers to access generic and universal services as independently as possible to ensure customers have access to community, social and leisure opportunities.

Transitions – there is a need to manage this phase of someone's life more effectively. Planning for adulthood will start in childhood. The new Children and Families Bill 2013 extends the special educational needs (SEN) system from birth to age 25, giving children, young people and their parents' greater control and choice in decisions and ensuring needs are properly met.

4. What do people living in Wiltshire with learning disabilities and their carers say?

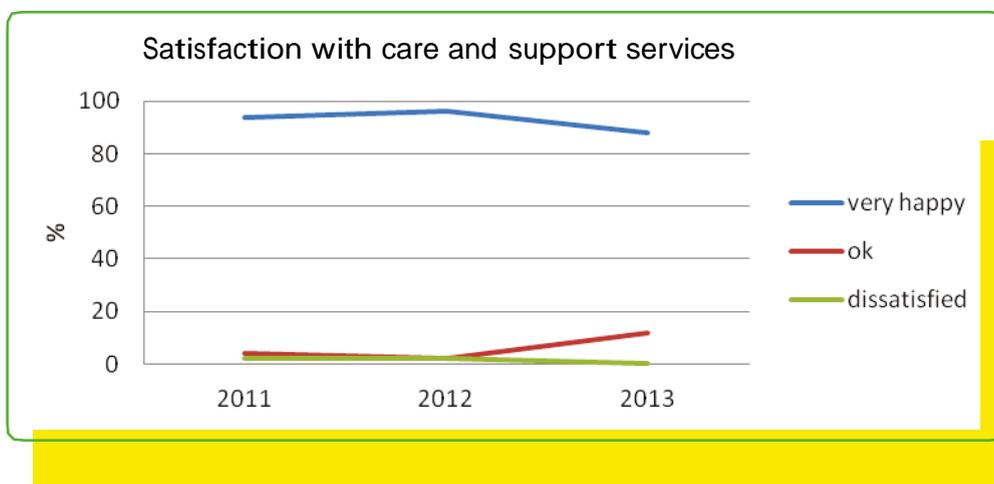
We know from the Have Your Say workshops carried out by Wiltshire People 1st on behalf of the Learning Disability Partnership Board that;

- people with a learning disability want to feel safe and secure both in their own home and outside – eg support to know how to deal with cold callers, information about what to do in an emergency, how to report problems when out and about etc.
- it is important to people to have continuity with support (ie regular times/routines, knowing who is coming in). People would like more choice and control over when their support comes so they can do the things they want to do.
- people would like more travel training and to know more about community and voluntary transport. People would like transport to be more accessible and user-friendly.
- people with a learning disability would like more social activities available which welcomed people on low incomes and enabled them to widen their circle of friends.
- most people consulted want housing when they can live on their own but where there are shared facilities and company. If they live independently they want an easy way, one number, to get support when they need it.

Wiltshire young people with special educational needs and disability (SEND) have told us how they would like to be supported to achieve good life outcomes:

- Empower me to live the life I choose.
- Deliver what is needed, when I need it.
- Keep me safe and secure.
- Enable me to be included in my community the same as everyone else.

Through Wiltshire Council's User Experience Survey, 88% of people with a LD reported that they are very happy with their care and support services, with the other 12% feeling that their services are 'ok'. This is also reflected in 88% of customers with a learning disability stating that their quality of life is 'good' and 12% saying it is 'ok'.



Only 49% of customers found it easy to access information on services available whereas 24% found it difficult – this is a particularly relevant development need as Personal Budgets will be giving people more choice and control over who delivers their support.

Key information for providers about the new structure of transition arrangements:

From April 2013 a new team has developed within children's services, the 0-25 Children and Young Persons Team. This team will work with young people and families, with the focus on better understanding their needs and aspirations and planning ahead through their transition into adulthood until a point of stability, when they will then be transferred into adult services. The team intends to improve outcomes for young people with SEND by:

- Better preparing young people for independence in adulthood with a focus on improving capabilities to support employability and independent living;
- Ensuring that young people feel supported and are able to participate as active citizens within their local community;
- Improving the range and quality of local learning and employment opportunities and support, which puts increased choice and control in the hands of young people and their families;
- Strengthening the coordination and integration of services to provide holistic, person centred, seamless assessment, planning and support.

This team will commission adult services for those young people as they reach adulthood and providers will therefore need to develop new working relationships with these commissioners.

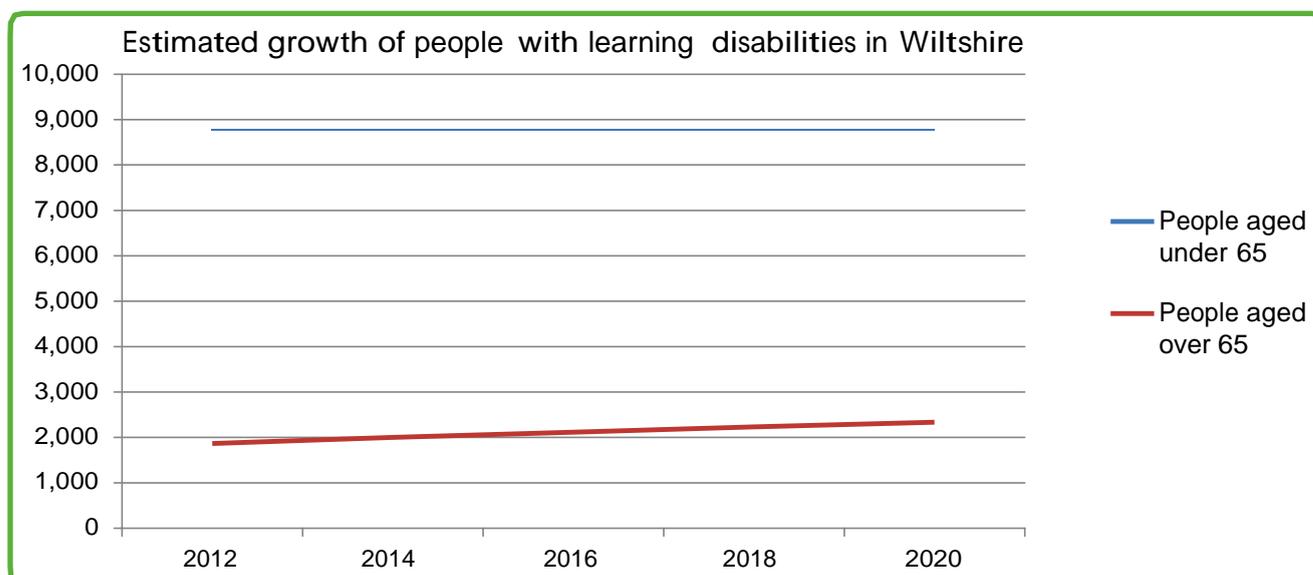


5. Demanding times

The government estimates that 2% of the general population have a learning disability. In 2011 the numbers of people with a learning disability in Wiltshire was estimated at 8,496 (1.8 % of the population of Wiltshire so slightly lower than the UK average), with approximately 1600 of those receiving a service from Wiltshire Council. Many people with a mild learning disability may never have cause to use services, other than the mainstream services within their community. There are others, however, who will need additional support to do so

Ageing population

We expect to see an overall increase in the numbers of people with a learning disability living in Wiltshire over the next few years, although the number of people under 65 years old will decrease. Across England as a whole the numbers of people with a learning disability both under and over 65 years old will increase over the next few years and therefore Wiltshire is not typical.



Ageing and Dementia

We expect to see an over-65 population increasing in Wiltshire who will have an expected greater range of health and physical disability needs. Services will need to be more flexible and adaptable to meet these needs with, for example, accessible accommodation. The prevalence of dementia in people with learning disability is higher than in the general population and so we expect to see the number of people with a learning disability and dementia increase over coming years, although we are not experiencing a visible increase in demand for support currently in Wiltshire. If the national prevalence rates of dementia within people with a learning disability are applied to the local population, then we estimate that there are the following number of people in Wiltshire with a learning disability and dementia both now and in the future:

Group	2013	2014	2015	2016	2018	2020
People with a learning disability and dementia	699	716	735	753	793	834
People with a moderate or severe learning disability (including Down's Syndrome) and dementia	105	108	110	113	117	122
People with Down's Syndrome only and dementia	29	29	30	31	31	32

People with a learning disability currently not accessing formal services may need to have support if they develop dementia so we may see a rise of people with a learning disability accessing support at an older age than is typical. Services will need to develop the knowledge and skills of their staff to support people with dementia appropriately.

Gender

Learning disability is nationally significantly more common in males than in females. In Wiltshire we expect to see more males with a severe LD and mild LD than females. There is a potential impact on provider work force as more male care workers may be required.

Young people

We expect to see an increase in the numbers of young people with special educational needs and disabilities move into adult services over the next 4 years. These young people will have greater expectations to live ordinary lives than before. The table below shows the numbers of children in different school years known to the integrated children's teams. The information is not as in depth as we would like however it identifies a spike in current school years 10 and 11 that needs further investigation for future commissioning. However we do know that most are male (77%) and the most prevalent primary needs for young people with SEND include Autistic Spectrum Condition for males and Moderate Learning Difficulties and Severe LD for females.

School year group	Numbers of young people
9	152
10	197
11	185
12	99
13	67
13+	58
Grand total	758

The information also reveals a number of young people with profound and multiple LD. Although the numbers are low (15) these are young people who are potentially likely to have high care support needs in the future.

There are a number of young people who are currently educated out of county. Potentially a lot of these young people are likely to need accommodation and activities when they come home, because their needs are so complex that they can't be met within the family home. Wiltshire Council's intention is that fewer young people will be educated out of county in the future.

Type of school	10	11	12	13	13+	Grand total
Out of county school (% of people of the chart above)	32 (16%)	6 (3%)	20 (20%)	21 (31%)	20 (34%)	99

Personalisation

Within Wiltshire we have already started to see an increase in the numbers of people with a learning disability who have a Direct Payment. Comparing 2011/2012 figures to 2012/2013 figures, there has been a 50% increase in new requests for Direct Payments.

Early research about the use of Personal Budgets by Demos (Wood 2010) shows that the key priorities for customers in choosing a care and support service are that staff should:

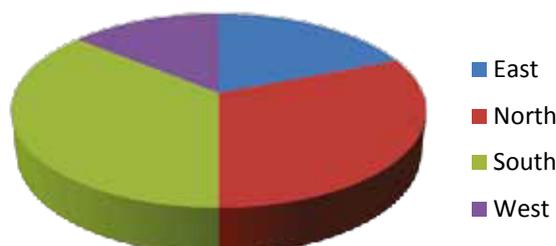
- have personal knowledge of the individual receiving support and provide continuity (47%)
- be locally based (46%)
- have professional training (42%)
- provide flexibility of services (26%)
- cheap price (21%)

The following charts show what people with a learning disability spent their Direct Payment on in Wiltshire in 2012/2013 and where those people live:

2012-2013 Direct Payment requests



2012-2013 Locality of customers purchasing DP's



Sight loss

The prevalence of sight loss among people with a LD is far greater than previously thought (possibly as many as 1 in 10). Based on prevalence data, it could be expected that approximately 850 people with a learning disability have some form of partial sight or severe sight impairment.

Autism

Wiltshire Council supports 306 adults who have both a learning disability and autism. 94 of those are in residential care (33 out of county), 62 are in supported living and 41 use day care services. We expect to see an increase in numbers of adults with a learning disability and autism both through the transition of young people into adult services (above) and through the adult autism diagnostic services.

What information don't we know enough about? We will be working to capture this information for the next version of the MPS:

We don't know enough about how many people with LD live with older family carers and what plans need to be made.

We don't know enough about how many people want to move and where they would like to live.

We don't know enough detailed information about the needs of young people coming up to adulthood.

We don't know enough about the aspirations of young people.

We don't know enough about what people with LD want when they get older.

6. The current picture of supply of services in Wiltshire

Support services

Supported living:

Wiltshire Council has a supported living framework in place until the end of 2014. In total Wiltshire Council currently has contracts with 34 supported living providers, seven out of county, and supports a total number of 290 people with a learning disability in supported living.

In addition, over the past few years 18 people with disabilities in Wiltshire have successfully become shared home owners.

Residential care:

Wiltshire Council currently funds 328 adults with a learning disability within residential care (102 of those people live out of county). We don't have a block contract so all these placements are spot contracted. We do operate an accreditation scheme and business is offered to accredited providers in the first instance.

Over the past few years Wiltshire Council has been making fewer new permanent care home placements each year:

2009 59 new permanent placements (12 out of county)

2012 20 new permanent placement (7 out of county)

Care home providers in Wiltshire range from private individuals who manage a single care home to large providers with a regional or national profile who manage several care homes in the county. Within Wiltshire there are an increasing number of residential care home beds that can meet specialist needs, particularly complex and challenging behaviours. This has reduced the steady flow of out of county placements that were a characteristic of previous years. This has contributed to an increasingly volatile care home market. On the one hand provider organisations who provide care for people with mild to moderate LD have struggled to fill vacancies when they occur. Similarly, providers of care to people with complex needs, including health needs, have also encountered difficulties when vacancies occur.

These figures show the move towards encouraging people to live their lives in more independent settings in Wiltshire. This is possible because of the increasing menu of alternative services that have been commissioned in the past five years and less reliance on out of county provision.

The more recent out of county placements have been made for three main reasons:

1. Some people placed out of county have autism (35% of those people with a learning disability and autism within residential care are placed out of county, this is 33 people)
2. Some people transfer to residential care from out of county residential schools
3. Some people live out of county to be closer to their family

Day opportunities

Wiltshire Council retains an in-house day opportunities service as well as making use of external day opportunities provision.

Advocacy

Wiltshire Council funds self advocacy support for people with a learning disability from three self advocacy groups. Wiltshire Council also funds, jointly with Wiltshire Clinical Commissioning Group (CCG), statutory advocacy services and generic advocacy services

Employment

In all our consultations with people with LD, the aspiration to have a job comes across most powerfully and Wiltshire Council has had some real success in supporting people into paid jobs.

Wiltshire Council has both an internal employment service, Employment and Community Team which has now moved to the new 0-25 service and will be focussing their attention on working with young people at an earlier age, and one external contract. Wiltshire Council also provides a service called Project Impress – a service available to support people who have gained a job to sustain their employment – this service is in place until July 2015.

Wiltshire Council works closely with Job Centre Plus to understand how people with a learning disability can be better supported within mainstream services.

Short breaks

Wiltshire has 28 short breaks beds in in-house provider services. The council is currently a monopoly provider of residential short breaks for people with LD.

Work force planning

From recent discussion with some providers about recruitment the following information has been collated about recruiting in Wiltshire:

- Providers have fed back that it is not always easy to recruit good support staff.
- Management posts are more difficult to recruit
- The Job Centre appears to be a successful and cost effective way of advertising
- Newspaper is not as effective or popular as in previous years
- Job fairs and recruitment days have good results but can be expensive and labour intensive
- Some providers use and advertise through recruitment agencies, this can also speed up the process, although may incur a small fee
- Drivers can be difficult to come by but are needed due to the rural locations of services

7. CQC and quality

To ensure that services provided are of the standards and quality required, Wiltshire Council expects that providers will have quality assurance systems and procedures in place.

Wiltshire Council staff will also take its own measures to satisfy itself as to the quality of provision by activities such as planned and unannounced service visits; individual person centred reviews; contract reviews; and customer and family/ carer feedback.

Wiltshire Council works closely with the Care Quality Commission (CQC) to support compliance management with Providers in Wiltshire. Where non-compliance is found, 59% of providers in Wiltshire return to compliance within 3 months. Between July and November 2013, CQC report that the outcomes that Wiltshire providers are more frequently non-compliant in meeting are; supporting workers; assessing and monitoring the quality of service provision; records; care and welfare of people who use services; records. This is information that Wiltshire Council and providers might look at in more detail together to support the development of quality within provision in Wiltshire.

Safeguarding

Our aim in Wiltshire is to work with local people and partners so that adults at risk are safe and able to protect themselves from abuse and neglect; are treated fairly and with dignity and respect; are protected when they need to be; and are easily able to get the support, protection and services they need.

Protecting adults at risk is the business of everybody in Wiltshire, including all organisations that adults at risk may access and work with. Wiltshire Council's Safeguarding Adults and Mental Capacity Act Team (SAMCAT) works with Commissioners and Providers to respond to allegations of abuse, work proactively with all to keep people safe and support the implementation of the Mental Capacity Act 2005.

8. What does good support look like?

The following section describes the nature of the market that Wiltshire Council wishes to help facilitate.

Services will:

- be person-centred, offering choice and control in all service settings and promoting independence.
- support people with personal budgets to develop innovative, cost-effective support arrangements which include assistive technology where appropriate.
- ensure that each person is treated as a full and valued member of their community,
- be focused on meeting customer outcomes and understanding why those outcomes are important to the customer.
- offer support that is consistent, passionate and proactive.
- recognise that people who use our services have skills and expertise as well as support needs
- be provided by appropriately trained, qualified and experienced staff
- understand their business and strive to continually improve, using the latest research to provide the best treatment, care and support
- offer good value to the public, working with Wiltshire Council to offer good quality care and support that meets people's outcomes at an affordable price.
- engage in teamwork and effective communication with other stakeholders, working in partnership when times are challenging and will
- involve people to actively engage in the design, delivery and evaluation of services.
- support people to stay healthy

Providers in Wiltshire have told us they are already:

- Helping citizens improve their skills
- Making better use of local facilities in the community
- Working closely with families
- Trying to develop appropriate services but need better information
- Setting up services in county (for example, for college leavers, or to avoid out of county placements)

9. Top supply issues

There are groups of people with a learning disability who are at risk of not being able to live within Wiltshire due to a lack of support to enable them to live as independently as possible. Priority will be given to working with providers to develop services in Wiltshire that prevent more people going out of county or will support the repatriation of Wiltshire customers currently living out of county.

- Particular focus will be given to areas where we know there are gaps, for example:
- Young people with complex needs
- People with a learning disability and dementia
- People with a learning disability and autism

There is a need to develop services, in conjunction with Wiltshire CCG, to support people locally who experience a crisis, and to avoid admission to Assessment and Treatment Units where possible. Wiltshire CCG and Wiltshire Council are working on redesigning models of care and support that work for this cohort of people, with a particular intention of keeping those people in their own home or as close to their own home as possible. This includes looking at the skills required within the Community Team for People with a Learning Disability.

There is likely to be a need to develop skills and experience within current services to support people with a learning disability who have dementia.

There is a lack of suitable accommodation for people who want to live in their own home. People with a learning disability would like the option of living on their own but having access to appropriate support when they need it and communal areas so they don't feel isolated. We expect accommodation and support to be provided separately. Then, if an individual is unhappy with the support provided, they can use their Personal Budget to replace the Provider.

In response to the "Confidential Enquiry into the Premature Deaths of People with a Learning Disability" (DoH, 2013), providers will be expected to proactively promote the health and wellbeing of the people they support.

Providers will be expected to make full use of Assistive Technology.

With regard to transport, a flexible approach will be needed to support people who need to travel, making use of local services, travel training and sustainable travel opportunities, <http://www.connectingwiltshire.co.uk/>.



Photo courtesy of Brandon Trust

10. The current and future level of resourcing

Financial pressure will continue to be a concern for local authorities in coming years. Based on current projections of growth and central government spending reductions Wiltshire Council projects that our funding from central government will reduce by £22 million over the next four years and our increase in service demands will be around £100 million which means that we will need to re-align £120 million to deliver our priorities between 2013/14 and 2017/18. This will be achieved by reducing staff costs, improving the efficiency of services through systems thinking reviews, introducing new service strategies and policies, stopping practices that do not contribute to our vision and improving how we purchase goods and services.

Expenditure in learning disability services amounts to around 30% of the adult social care budget. The percentage of adult services budget has remained fairly constant over the past few years however the actual spend on learning disability services has continued to rise each year in response to demand, in particular the year on year demands of young people coming through the transitions process, as they reach 18 years of age.

Approximate expenditure on adult learning disability services, 2013/14.

Description	Amount
Adult Placement	£0.07m
Day Care (including carer DPs)	£1.4m
Direct Payment Dom Care	£3m
Dom Care/Help to Live at Home	£0.89m
Supported Living	£9.6m
Respite	£0.012m
Residential/Nursing Care	£21.3m
Grand Total	£36.3m

As a consequence of the increasing financial commitment, Wiltshire Council has had to commission and de-commission services to achieve value for money and stabilise the overall baseline expenditure on services to ensure sustainability for the future.

There will continue to be changes in who and how people are funded – only needs that meet eligibility criteria will be supported and via personal budgets and direct payments rather than block contracts. By offering people more innovative and flexible ways of meeting their outcomes, resources are focussed on what is important to people and outcomes that promote independence should be achieved.

Support plans will therefore be expected to meet agreed specific, measurable, attainable, realistic, and time-related (SMART) outcomes, and consideration will be given to introducing payment for care by outcomes achieved rather than volume/cost. There will also be clearer expectations about what outcomes residential/nursing home care will deliver for all customer groups who use that form of accommodation.

11. Key Wiltshire Council commissioning intentions

Wiltshire Council will continue to reduce reliance on the care home sector by ensuring that everyone who has the potential to live more independently is given the chance to do so.

Wiltshire Council will promote and support alternatives to residential care. This includes flexible support services to keep people with their families at home and Shared Lives schemes.

Wiltshire Council is committed to providing a range of services that enable carers to continue to successfully support family members in their own homes, including offering Personal Budgets to enable flexible, individual respite arrangements to be made.

The intention is to look at what people with a learning disability would like to do with their time and ensure there are services, both universal and commissioned, to meet those needs. This includes opportunities for training and voluntary work and will be driven by the increasing use of personal budgets. Over time this may have a significant impact upon the market as Wiltshire Council focus the funding of specialist services on those with high support needs only, with others accessing universal services. There is the potential for individuals and families coming together to pool resources to micro-commission some services.

Improving access to employment will continue to be a priority over the next few years and mainstream employment services will be explored as the first option. Supported employment contracts will be reviewed to ensure there is no unnecessary overlap with universal services. If a need is identified, a new model of supported employment will be developed and funded over the next 18 months.

Advocacy will continue to be promoted and funded.

One of the new 0-25 team's commissioning priority is to develop local learning provision and support.

The intention of the priorities 0-25 team is also to develop a mix of high quality and flexible post 16 options and support which helps young people to achieve fulfilling adult lives with a focus on independence, health, paid employment and community inclusion.



12. Other development opportunities

Wiltshire Council funds care for people that meet the critical and substantial criteria of the Eligibility Framework. Those with low or moderate needs fund their own support. However Wiltshire Council will assess and signpost all people, regardless of the level of support they need, to organisations and services that might be able to help. For those people who are not eligible for Wiltshire Council funded support therefore there may be a need for providers to develop preventative services, such as information, advice and mentoring support.

People with a learning disability will be able to have their own Personal Budget in the form of a Direct Payment – they will be able to choose how to spend their money to meet their outcomes. We expect providers to offer new and innovative support services in the future because of this.

There are therefore opportunities for providers who want to develop skills in working with individuals who have Personal Budgets and Direct Payments. This will involve the development of marketing strategies and the development of more flexible and creative approaches to support that is able to respond to individual outcomes and aspirations, for example:

- Community activities
- Personal care
- Support planning
- Building friendships and relationships

Providers should be looking at the role of Assistive Technology in supporting people to remain as independent as possible.

There will be an increased emphasis on the importance of accessible 'universal services' such as leisure, culture and transport. Providers should be looking at creative ways to support individuals to access those universal services and should work with those services to make reasonable adjustments required.

Wiltshire Council is working with local communities to develop proposals for innovative community campuses across the county. One of the main ideas behind campuses is to create flexible space which can be used for a variety of purposes and by a variety of people or organisations. All campus buildings will include a shared reception, community space, accessible community IT, catering facilities and personal care facilities for disabled users. There is potential for providers to make good use of community campuses to ensure people can access local services and support.



Prospective Melksham Campus

13. How will the local authority help to facilitate the market and support the development of the key Market Facilitation Priorities (MFP) identified?

Wiltshire Council explains in its business plan that it plans to do business using the following principles;

- Placing our customers and residents first
- adopting a can do approach
- focussing on our long term vision before focusing on saving money
- focussing on outcomes rather than costs, processes or problems
- delivering radical change; adopt an innovative approach to how we do things.
- developing new ways of running services and we will join up services that contribute to similar outcomes
- carrying out challenging tasks while providing day to day services and stop doing things that do not contribute to our vision

In any well functioning, competitive market, it is desirable for new providers to enter the market and poorly performing providers to exit. This will drive up quality and overall prove beneficial to people using services.

In order to achieve the development of the market described in this Market Position Statement, Wiltshire Council will:

- work with providers to design and develop the structure for delivering supported living at the end of the current framework (end December 2014)
- provide clear messages to care home providers and offer support to work with providers who wish to modernise. Inform the market as and when gaps in the care home market are identified based on local need
- continue, where able, to offer grants to fund universal services that evidence the promotion of health and wellbeing and that play a role in preventing social care needs developing. We would encourage community groups to come and talk to us when they have ideas they would like to develop
- provide information and guidance to providers, as it becomes available, about need and demand; any consultation feedback; any further gap analysis of the market and so on
- procure a portal, accessible via the Wiltshire Council website, that supports self assessment and helps people to identify what services are available locally to support their needs and meet their outcomes
- work with Housing Providers to ensure that there is accessible accommodation available for people who need it
- inform providers of any changes and opportunities that arise as a result of new joint commissioning arrangements with Wiltshire CCG
- continue developing partnerships with providers to ensure the very best services are available to people who need them, for example through the Disability Providers Forum, and where necessary support providers through quality assurance and monitoring activities to improve the quality of their services
- invest £16 million in digital inclusion and access to super-fast broadband to support homes and business throughout the county
- continue the development of community campuses, facilities that will provide the services communities need in one easy-to-access location.

14. Key contacts and opportunities for networking

We are eager to receive feedback on this publication, along with your views on our current and planned work, and about other mechanisms for engaging with the market as a whole.

We welcome constructive contributions from the market to inform the revision and renewal of this document. Sharing knowledge on the changing needs and aspirations of people with a learning disability in Wiltshire will help us work together to shape future services in partnership.

This document will be refreshed annually as an ongoing mechanism for engagement and market development.

DCSdisabilities@wiltshire.gov.uk

15. References

Improving the health and wellbeing of People with LD (2012) NDTi

LD Partnership Board Progress Reports 2011/12, LD Observatory

Wood (2010), Personal Best, pg 91, DEMOS: London

Have Your Say workshop reports, published by Wiltshire People 1st, www.wiltshirepeoplefirst.org/resources/



Appendix 1

Additional information about Wiltshire

Wiltshire's **Joint Strategic Assessment** (www.intelligencenetwork.org.uk/joint-strategic-assessment) has brought together key Wiltshire priorities into a single report. It is intended to be used to support key commissioning decisions and the development of strategic and local development plans. Some of the detail that has informed this Market Position Statement can be found in this report.

Wiltshire Council Business Plan 2013 – 2017

(www.wiltshire.gov.uk/wiltshire-council-2013-2017-business-plan.pdf) sets out the vision and key priorities for Wiltshire Council over the next 4 years. Wiltshire Council's vision is to create **stronger and more resilient communities** in Wiltshire by:

- Protecting those who are most vulnerable
- Boosting the local economy – creating and safeguarding jobs; and,
- Supporting and empowering communities to do more for themselves

This vision underpins how Wiltshire Council will work on behalf of people with a learning disability.

Wiltshire Council's Joint Commissioning Strategy for Adults with LD (www.wiltshire.gov.uk/healthandsocialcare/socialcareadults/disabilities) describes the work and activity that is currently being undertaken to promote and deliver improvements in the quality of life for people with LD and their carers in Wiltshire. In addition, this joint document describes in detail the commissioning intentions of both the council and the CCG. The overall commissioning intentions and the targets referred to in this document are overseen by the LD Partnership board. The board involves the council, the PCT and representatives from the independent and voluntary sectors working alongside people with LD and carers. This strategy will be updated in 2014.

Wiltshire Council's Draft **Special Education Needs and Disability (SEND) Support Commissioning Strategy** describes the intentions to better plan for and prepare young people for positive outcomes in adulthood within Wiltshire.

