

Market Position Statement for the Care and Support of Children with Disabilities and Younger Adults

October 2014



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Foreword

Wolverhampton City Council is committed to supporting all businesses, including social enterprises, cooperatives and not for profit organisations, to flourish and be competitive within our diverse local market.

Our City strategy sets the challenge of making Wolverhampton a City that delivers prosperity for all, creating new job opportunities, supporting businesses and communities, and closing gaps in education, skills, health and wellbeing.

In February 2014 Wolverhampton City Council launched its first Market Position Statements (MPS) as initial calling cards to service providers. Within the documents a number of pledges were made, the latest addition of the MPS provides and update on the pledges.



Councillor Val Gibson

Cabinet Member for Children and Families



Councillor Steve Evans

Cabinet Member for Adults Services

A sense of direction

Wolverhampton City Council is committed to seeing a diverse market for the care and support for all people with a disability operating within Wolverhampton. We believe this will offer them a real choice of opportunities and services that enable people to continue living independently. This may come from new start-ups, providers currently working within the City; or from those who do not.

To achieve this aim the Council recognises that it needs to know how best it can influence, help and support the local care market to achieve better outcomes, whilst at the same time delivering value for money.

We will use our regular (MPS) updates to encourage dialogue with care providers, so that:

- Services can be developed that enable people to retain their independence
- Market information can be pooled and shared
- The Council is transparent about the way it intends to strategically commission and influence services and how it wishes to extend choice and control to all adults.

The Wolverhampton Market Position Statement (children and adults with a disability)

This Market Position Statement (MPS) contains the latest information for current and future providers of people's care and support. It is intended to help identify what the future demand might look like and continue to act as a starting point for dialogue between the City Council and providers.

It contains information concerning:

- Wolverhampton's current and future demography and service provision

The Council's vision for how services might respond and develop to meet the changing needs for care and support in the future

Progress on the 2014 Pledges

| What we said | What we did |
|---|--|
| Have had individual discussions with all the major providers in our area about our future strategic direction | We have held regular meetings with current providers of service to discuss existing contracts and start discussions on how we can maintain high quality services and make efficiency savings |
| Have met with any provider who requests an interview and held a number of open forums to which all providers will be invited | We have had regular attendance at the Microprint, micro provider's forums. Held 15 1:1 meetings with providers. We will continue to support provider forums and individual provider meetings throughout 2014/15 |
| Have developed a better analysis of information about people who fund their own care | This work will be programmed in for 2015 |
| Have commissioned a market review of care consumer's priorities, including those who self-fund their care provision | This work will be programmed in for 2015 |
| Have worked with the Wolverhampton Clinical Commissioning Group (CCG) to issue a statement about future joint commissioning of integrated health and social care services | The Better Care Fund programme has already developed a vision of how integrated service needs to be developed across Wolverhampton. A business plan to support the delivery of this vision is a waiting sign off |
| Have developed a strategy document outlining the future model of community based and preventive services ready for discussion with interested providers | This work will be programmed in for 2015 |
| Have reviewed our existing arrangements for engaging adults with a disability or young people and their families in discussion and involvement in service development and delivery. | This review has resulted in the streamlining in the number of meetings so .we can focus the discussions more meaningfully. |

Wolverhampton City Council Budget

The City Council needs to save £123 million over the next four years. This is on top of the £100 million worth of savings that the City Council has successfully delivered over the last five years.

The reality of the financial position is that the City Council is required to make some very hard decisions on what services we offer to customers. The City Council has made a strong commitment to deliver all statutory services and improve the preventative services being offered across the City.

We remain committed to ensuring that these services are of a high quality, safe and deliver value for money outcomes to the citizens of Wolverhampton.

National Policy Context

The Care Act 2015 has changed the relationship between how Local Authorities and individuals using the service whilst giving greater clarity on the direction of Health and Social Care services. Greater emphasis will be given

All eligible people with disabilities and with Mental Health problems will have the opportunity to have a Personal Budget (PB). The government has set a target of 70% of eligible people being in receipt of a personal budget by 2013 this has proved to be a challenging target nationally not just in Wolverhampton however we are working towards this target.

We will be required to work with all sectors of the Health and Social Care Market to provide high quality services in accordance with the principles and standards outlined in 'Caring for Our Future: reforming care and support' (Department of Health 2012)

Proposals to reform provision for children and young people with special educational needs are set out in the SEND reforms which form part of the Children's and Families Act 2014. The Wolverhampton local offer provides information on services, policies and procedures in relation to disabled children and their families.

It is this Government's aim, that all children and young people with SEN or disabilities reach their full potential in school. They should also be supported to make a successful transition into adulthood, whether into employment, further or higher education or training. (Department of Education Website).

Population Data

Wolverhampton is now one of the most densely populated local authority areas in England, with a population of 249,470 people (Census 2011) living in its 26.8 square miles.

There are currently 63000 children in the city. There are approximately 1000 children under the age of 18 were registered as having a disability, which equates to 1.66% of the child population. There are 1500 children and young people with Statements of SEN; this includes 706 pupils in mainstream schools and 792 special schools places. There are a further 1,758 children at the 'School Action Plus' SEN stage in schools. Of these 439 have behavioral, emotional or social difficulties (mental health) 170 of the children with Statements have these sorts of problems.

Based on the current prevalence and incident data, the number of people we could predict to have a moderate or serious physical or sensory disability will remain constant for the next twenty years at 3500 people with a serious disability and 11,000 having a moderate disability. (PANSI)

The number of younger adults with a diagnosis of moderate or severe learning disability is estimated at 3700, this figure is predicted to stay at a constant level in the mid to long term.

There will be a steady rise in the number of people aged 18-64 who will have a moderate or serious personal care need across all client groups until 2025 peaking at 6800 people when it is predicted to steadily fall.

Table 1: *the number of adults with a disability or mental ill health currently in receipt of Council funded services*

| | |
|---|-----|
| | |
| People aged 18-64 with a moderate or severe learning disability in receipt of council funded services | 530 |
| People aged 18-64 with a serious physical disability in receipt of council funded services | 440 |
| People aged 18-64 with mental ill health in receipt of council funded services | 260 |

Where are we now – a summary of supply and demand?

Personalisation

Personalisation is the direction for the Government's Transforming Social Care Agenda, with the aim of providing people who use services with greater choice and control over the shape of their support, in the most appropriate setting.

Personalisation is about giving people much more choice and control over their lives and goes well beyond simply giving personal budgets to people eligible for council funding.

Personalisation means addressing the needs and aspirations of whole communities to ensure everyone has access to the right information, advice and advocacy to make good decisions about the support they need. It means ensuring that people have wider.

Choice in how their needs are met and are able to access universal services such as transport, leisure and education, housing, health and opportunities for employment, regardless of age or disability.

(Social Care Institute for Excellence 2010)

We need to work closely with children their families and partner agencies to develop services to assist the transition stage from children's services to adult services and fund these through the use of Personal Budgets.

The development of personal budgets as part of the new education health and care plans will support the transition process up to the age of 25.

The council is keen to work with organisations to provide more opportunities to allow people to access personal budgets by making them accessible including individualised support planning and or providing information in accessible formats.

By January 2014 the City Council will have re-tendered all of its short break provision. We are keen to here from providers of services that offer alternative solution to the current model of overnight respite provision.

Information/Signposting

The provision of information, advice and signposting is integral to the Personalisation agenda of the City Council, we are considering a commitment to signing up as a 'Making it Real' site as part of 'Think Local Act Personal'. Information on 'Think Local Act Personal' and 'Making it Real' can be found at www.thinklocalactpersonal.org.uk

The Care Act requires local authorities to provide information and advice. The City Council has commissioned two new information platforms Wolverhampton Information Network for all adult social care provision in the City and the Local Offer website for Children. There is also a Health watch information platform commissioned to provide an independent overview of the health and social care services and provision.

The Local Authority will invest in (or signpost) the development of a number of independent information brokerages including independent financial providers to ensure that young people and adults are able to obtain advise in the way they want to receive it and to make sure it covers all the topics that it needs to.

Service Provision

All areas of service provision will be assessed to ensure that they are delivering on a range of outcomes from the Adult Social Care, Public Health and Children's Frameworks that people using services want in terms of quality and safety of service provision and best value is being achieved. This includes all directly delivered Council services and all externally commissioned services.

Day Care

The City Council delivers the majority of Learning Disability day care services in the City. There are a small number of external providers delivering specialist provision for adults with complex health and behavioral needs. For adults with a long term impairment physical or sensory impairment a separate Centre with a strong focus on reablement and employment operates.

Mental Health day services are delivered in partnership with Health Services and four of private or not for profit agencies.

The Local Authority will review the current level of demand against provision to make sure a suitable range of providers are encouraged to enter the market. Greater emphasis will be given to preventative or short term services that support individuals to access universal or lower level support.

We want to increase the range of approved day opportunities/ social inclusion providers to support people with disabilities or mental ill health, these will have strong links with main stream community based universal services that deliver high quality support person centred outcomes and provide good value for money services. This expansion of the market will also support users of services to exercise improved choice and control over their care provider. The roll out of personal budgets is key to the success of this market area.

By January 2015 we will have completed a tender process for approved providers of day support services. We will have also started a Pilot for adults with disabilities around access to personal budgets:

- Pilot will trial self-assessment forms
- Pilot assists with the roll out of personal budgets
- Develop payment mechanisms for personal budgets that enables more people to have a Personal Budget
- Will assist in the development of a market of day support providers

Employment Services

Another outcome that people with disabilities and Mental Ill Health tell us they need help to achieve is employment.

The national employment rate for adults with a moderate or severe learning disability is currently around 10%. Across the West Midlands region the average is 7%. Wolverhampton under performs in delivering sustainable employment opportunities to people with a learning disability with figures indicating only 2% of people assessed under the Fair Access to Care criteria as being in employment. Wolverhampton Learning Disability Employment Services acknowledges that there is a need for change, and that new priorities for employment cannot be met from within existing models.

The Local Authority will publish an employment pathway for all young people in transition that is signed up to by all stakeholders including Connexions, the local college, Public Health and our private provider partners. The objective is to increase the number of people in either paid or voluntary employment with a range of different employers.

Our goals are to;

- Increase the number of employment opportunities for all people with a disability,
- To achieve the national employment rate of 10%
- All children in transition to be supported with work experience/ work placements.

By January 2015 we will have:

- Completed consultation on Supported Employment Service to discuss future model of provision
- Employment support for people with disabilities launched on WIN Website

Residential, Nursing Accommodation and Housing related support

The City Council runs a single residential care home supporting adults with a Learning Disability all other accommodation is purchased from external providers.

It is estimated that 225 LD service users aged between 25-64 who are living with elderly parents or carers within Wolverhampton. Many have no plans in place to support them with their future accommodation requirements but constantly stress the wish to remain within their communities close to the network of family and friends that they have established.

Our goals are to:

Enable more adults to be supported to live in the Community as independently as possible; This will be achieved by developing an accommodation pathway that will be followed by all adult social care workers to ensure that all reasonable steps have been taken before consideration is given to a residential or nursing placement.

Development of a sustainable cost model for Residential and Nursing Care in Wolverhampton.

This will be developed with providers and Wolverhampton Clinical Commissioning Group.

There will be a number of reviews of adults in residential care to identify people who will achieve better outcomes by moving into more independent living.

Greater use of Assistive technology to promote independence, and compliment person centered care plans that support dignity and respect whilst helping to manage risk.

Supported Living Accommodation

At present we operate a list with 33 providers accredited to provide domiciliary care and supported living services to all adults with a disability or mental ill health

A recent review of the levels of accommodation available from these providers indicates that at present the level of individual flats is sufficient although as more young people come through transition who require high levels of support including 24 hour support more specialist bespoke accommodation will be required.

The review identified that we do not currently have sufficient shared care provision, for example accommodation to support 3 or 4 individuals with access to their own rooms and communal shared space.

Accommodation and Housing Data

| No of Placements | In Authority | Out of Authority |
|---------------------------------|------------------------------|----------------------------------|
| Registered Care Home | 93 | 63 |
| Registered Nursing Home | 29 | 18 |
| Owner/Occupier/Shared Ownership | not recorded | |
| Tenant (ALMO/LA/RSL/HA) | not recorded | |
| Tenant (Private) | not recorded | |
| Settled Mainstream Housing | not recorded | |
| Supported Accommodation | 53 | nil |
| Adult placement Schem | 12 | |
| Annual Support Costs | In Authority Annual £ | Out of Authority Annual £ |
| Registered Care Home | £5,581,420.00 | £4,856,124.00 |
| Registered Nursing Home | £980,356.00 | £1,186,952.00 |
| Supported Accommodation | 3,600,000 | n/a |
| Adult placement Scheme | 100,000 | n/a |

Short Breaks Services

We have recently reviewed the short breaks services for Children with disabilities and their families. A new service is being commissioned through autumn and winter 2014 and will provide a combination of overnight, home based and community short break solutions.

The City Council provides short break and respite care for adults with a learning disability from within 2 Council owned and run short breaks homes. At present over 77 people access these services.

Our goals are to;

Redesign the model of short break care for Children to increase the availability and improve choice of provision.

Ensure that the range of provision supports Children and their families through transition into adult services by opening up the use of Personal Budgets

Widen the types of short break /respite services available across the City that people can access through their personal budgets.

Domiciliary Care

Domiciliary Care Services for disabled children are provided by small number of specialist external care private providers due to the complex health needs of many of the young children.

Domiciliary Care for adults with a disability or mental ill health is delivered via a mixed provision of external private providers and Council in-house provision with around 90% being delivered by external private providers.

At present we operate a list with 33 providers accredited to provide domiciliary care and supported living services to all adults with a disability or mental ill health. Our goals are:

Use reablement or enablement to reduce people's reliance on domiciliary care and improve or maintain someone's independence living skills.

For people whose needs will only be met by a domiciliary care package, for more people to use personal budgets to fund their care, giving them greater control over how their care is provided.

By March 2015 we will have:

- Consulted on the future of the current in house domiciliary outreach service. At present this service delivers about 850 hours of support per week across the City.
- Developed a model which better supports outcome focused care. The principle of this kind of support is to enable an individual to be as independent as possible by providing them with the skills required achieve as much independence as possible. Outcomes or goals will be set to assist in this process, regular reviews will be held to monitor the success of this enablement training and when they are achieved the level of care reduced, always ensuring that the safety of the individual is balanced against the risk that we all take for granted in our everyday lives

Carers

Unpaid informal carers are the main providers of care in the community; their contribution is significant in supporting health and social Care services. The stability of services is reliant on the willingness of carers to care and their ability to continue caring. The 2011 census identified 25,707 carers in Wolverhampton, with 6,000 reporting to be providing at least 50 hours of care each week. About 3,500 are known to the Carer Support Team.

Currently the following support for carers is provided:

- Carer Centre Support
- Support Funding
- Home based respite (available through personal budgets or as a commissioned service)
- Community based respite
- Carer support groups
- Carer Support forums
- Carer Advice
- BME carers support
- Emergency respite services
- Carers emergency card

The Care Act places greater duties on Local Authorities to provide timely support and information to carers, Wolverhampton City Council will be looking to work with a number of Community based organisations to understand carers needs and deliver solutions that carers want. The Care Act also allows Councils to place a charge on the provision of services to carers. A decision will need to be made on how or if the City Council implements a carer charging policy.

Advocacy

Non Statutory Advocacy Services provide individuals with information and advice to enable them to make informed choices and to lead inclusive and enabled lives as part of the community. This may include providing access to materials regarding access to benefits, housing, employment and social care support; supporting individuals to speak on their own behalf, representing the individual in formal settings and empowering and enabling the individual for the future.

Historically non-statutory Advocacy Support was delivered across the city by client specific providers but we are currently tendering for one generic Advocacy Support Service. This new service from 1st April 2015 will provide a single point of access and provide advocacy support for Disabled people, people with Learning Disabilities, Mental Health and substance misuse issues, older people and informal carers. This fully integrated service to all client groups will be delivered by a team of trained peer advocates representing the diversity of the City and skilled in different areas of expertise, employed and paid on a sessional basis. Referrals into the service will be accepted from individual or organisation within the City boundary.

Statutory Advocacy in the City includes:

- Independent Mental Capacity Advocacy (for matters related to the Mental Capacity Act 2005)
- Independent Mental Health Advocacy (for matters related to the Mental Health Act 1983).
- Wolverhampton Health Advocacy Complaints Service (WHACS) (for complaints against the National Health Service or NHS funded treatment provided to any resident of Wolverhampton (including children and young people),

Self-Funders

At present our information data regarding the levels self-funders buying services from existing providers is poor. What we do know is that with an increase in the living age of people with disabilities and changes to access to services a greater number of people will be self-funders in the future.

By working with, Health colleagues and providers of care and support we will be able to better describe the range of services available and identify gaps in provision
We will improve our sign posting and information sharing systems to assist members of the public, self-funders, future customers of services of the range and type of services available how and where to access them, including how you access universal services and incorporate these services to help with health or social care needs

In 2014/15 we plan to:

- Commission a pan disability supported employment service and launch a supported employment pathway for all young people with a disability in transition and all current users of the service who want to be supported to find employment. To support three priority outcomes in the City's latest JSNA
- Continue discussions with our residential and nursing care providers to develop a transparent and sustainable cost model for long term care and initiate wide ranging reviews to assess people in long term care for the appropriateness of their placement. This supports a key Health and Well Being outcome
- Work with colleagues in transition services to identify the numbers of young people with a disability or long term health condition who are NEET (16-19) to ensure the existing pathways back into education or into employment are working.

Wolverhampton's way forward

We will:

Consult on the future of all in house service provision. This consultation will include the potential to externalise all in house services. Ensure that where the City Councils retains internal service provision it remains of a high standard and promotes best practice by providing opportunities for joint training with our external partners and where appropriate shared use of facilities.

Realign our pattern of spend, by spending more on preventative and early intervention services; this will include the use of assistive technology to maximise independence.

Predict, identify and respond more quickly to services that are failing, or likely to fail, by using information and evidence in a more focused and open way, including listening better to people's views and experiences of care.

Continue to work to ensure that personal budgets can be rolled out to as many younger adults as possible in 2014/15. New systems need to be put in place to provide all customers with a variety of ways to receive their funding. We need to extend the current provision via Direct Payments to include Individual Service Funds, third party managed accounts.

Work closely with our partners across the health and social care economy to improve outcomes, quality and safety of care and co-ordinate our work to avoid duplication and deliver best value.

Publish better information, allowing people to take control of their care. Wolverhampton Information Network (WIN) website will be a major tool in increasing awareness of services and availability of a wide range of providers.

Introduce a thorough test for organisations that are applying to provide care, including making sure that they commit to meeting our standards and are tested on their ability to do so.

Our commissioning intentions...

These are difficult financial times and the local authority will be funding fewer services. However, we will use funding to stimulate new forms of care and support activity rather than wholly fund service provision where this is considered to offer improved choice and value for money.

- To support adults with a disability or mental ill health to realise their aspirations through access to universal services.
- To improve the methods of information sharing with people with Disabilities and those caring for them to improve access to preventative services. To increase the opportunities for people to use Assistive Technology, by making options available through direct access as a preventative service, as part of a reablement service and widely considered during community care assessments and as part of care packages for people eligible for social care services.
- Specialist provision of short term accommodation to assist people who are in transition back into Wolverhampton following a period in long term or secure accommodation outside of the City, as an outcome of the Winterbourne Concordat. A number of solutions will need to be developed and delivered to support the reintegration into the community of individuals who following reviews require help and support to safely return to Wolverhampton.
- Development of a range of specialist short break services for disabled children.

And the providers we want to work with to ensure that people have different care options to choose from; are those who people using care and

- Have explicit quality standards and who publish results of their independent monitoring
- Are prepared to work to an open book accounting approach.
- Are putting forward their understanding of demand and how this is changing over time
- Are able to show the impact of their activities in terms of the outcomes they
- Achieve rather than in terms of the number of people for whom they provide a service
- Wish to innovate.

Possible opportunities to develop Care Services for the future

- New Social Inclusion opportunities, developed for individuals who have the same shared interests and want to pool their PB's to develop service alternatives
- We expect that opportunities will exist for a number of micro providers to enter the market delivering new models of social inclusion that have a **preventative element** aimed at reducing people's need for both social and health care enabling them to continue living independently for longer
- Supported accommodation
- Respite care delivered in a variety of ways to carers, from sitting services to provision of short breaks, group holidays etc.
- Assistive Technology
- Development of Support plans/brokerage services
- Employment services. To provide assistance to people with disabilities to attend job training and work experience opportunities
- Schemes to support independent travel; These could range from providing travel training to allow people with disabilities to learn the skills and gain the confidence to improve their own independent travel skills, or to deliver a transport solution for customers who need to travel to different services independent of social care transport to attend a variety of activities.

Looking forward

Further budget reductions are projected over the next couple of years; and the resources within which we need to operate will continue to be extremely challenging. However there will still to be a requirement to meet the needs of citizens in delivering services to the most vulnerable in our City. This publication is one of a series of Wolverhampton City Council's Market Position Statements aimed at the social care market.

Next Steps

If you would like to discuss with us any of the information in this publication, or you have ideas about ways we can improve our communication with providers and potential providers, or improve and extend the coverage of this statement please do not hesitate to contact us. For further discussion you or your organisation can book an appointment to discuss how we can work with you as a potential care provider in the development and delivery of services to the citizens of Wolverhampton.

We look forward to hearing from you.