



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
7 NOVEMBER 2022

UPDATE ON THE PROVISION AND PROCURMENT OF
COMMUNITY LIFE CHOICES SERVICES (DAY SERVICES)

REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of the report

1. The purpose of this report is to provide the Committee with an update on the provision and procurement of commissioned Community Life Choices (CLC) services and the progress in supporting existing service users to transfer from in-house CLC services to appropriate alternative services.
2. The Committee is asked to note the update and consider and comment on the progress and developments to date.

Policy Framework and Previous Decisions

3. On 7 June 2021, the Committee received a report which outlined proposals for the future provision of in-house CLC services and procurement for commissioned CLC services. The Committee confirmed its support on the proposed way forward and requested to be kept informed of future developments.
4. On 22 June 2021, the Cabinet subsequently agreed to a procurement exercise to establish a new CLC provider Framework, with a view to the new service being implemented by the end of November 2021; and agreed that the Director of Adults and Communities be authorised to commence a consultation exercise on proposals to reduce and re-focus the Council's in-house CLC services and help existing service users move to appropriate alternative services.
5. On 1 November 2021, the Committee received a report with an update on the procurement of commissioned CLC services and consultation feedback received on the proposed changes to the provision of in-house CLC services.
6. On 14 December 2021, the Cabinet received a report advising of the outcomes of the CLC Framework procurement and the consultation on proposed changes to the provision of the in-house CLC services (day services). In summary, the Cabinet agreed the following recommendations:
 - The in-house short breaks services integrate a CLC offer as part of people's short breaks stay at the existing facilities in Melton Mowbray, Wigston and Hinckley;

- That all in-house services providing long term maintenance CLC packages be closed and future provision of care and support for existing and new service users be provided via the CLC Framework;
- That it be noted that the existing users of the Council's in-house CLC services will be fully supported in their transition to alternative services.

Background

7. The County Council operates a commissioning framework for the provision of day services known as CLC, which allows service users choice of provision from a selection of pre-approved providers.
8. In addition to the Framework, at the commencement of the consultation there were 10 building-based day services provided in-house employing 43 full time equivalent staff across locations in Ashby, Blaby, Coalville, Hinckley, Loughborough (two centres), Market Harborough, Melton Mowbray, South Wigston and Wigston. The Council provided a mix of CLC services which were either within a group or one-to-one setting delivered either from building-based or community services as half or full day sessions depending on the customer's assessed need.
9. The County Council's market share within the CLC provider market had steadily reduced over several years. The Covid-19 pandemic also meant that capacity to deliver in-house services was dramatically reduced, leading to a requirement to consider how best to use the resources available to the Council to deliver the right outcomes for service users. This resulted in proposals to better utilise alternative provision within the provider market where there is greater and more flexible capacity.
10. To that end the Council proposed to re-focus its in-house services on crisis care, short term reablement and enablement, support for carers through the delivery of a responsive seven day a week service and ceasing the provision of long-term maintenance CLC support.
11. Through the procurement of the CLC Framework, it was determined that sufficient capacity could be developed in the external market to meet the needs of people who attend or attended in-house CLC services.

Update on procurement of the new CLC Framework

12. The CLC Framework closed to bidders on 27 September 2021. Of the 37 tender responses received, 16 providers included an application to deliver services for people with Profound and Multiple Learning Disabilities (PMLD). The outcome of the CLC commissioning resulted in 27 providers successfully joining the CLC Framework.
13. Following the decision to close in-house services, the CLC Framework was re-opened to allow further providers to apply to join the framework. The Framework re-opened on 27 April 2022 resulting in a further three additional providers being commissioned to provide CLC services in the County.

14. Out of the three new providers, one is currently unable to offer a PMLD service and the remaining two providers tendered to provide PMLD services. However, neither of them are operationally ready to start providing PMLD services at this time. The Council is currently working with these providers to establish when they will be in a position to support people via the CLC framework.
15. Currently the main gaps within CLC services are for PMLD services within the Market Harborough and Loughborough areas. There are also shortages in Personal Assistants (PAs) across the County, which has been impacted by the national recruitment shortages within social care. The Commissioning Team is currently working with existing and new potential PA providers to develop these services.

Update on the In-house CLC Provision

16. Following approval by the Cabinet in December 2021 to the changes to in-house CLC services, the Council's Adults and Communities Department continues to fulfil its commitment to work closely and sensitively with all existing service users and their relatives and carers. A dedicated team was established to conduct holistic service user reviews to ensure the complex care and support needs of all individuals are fully considered. The team have developed personalised transition plans and engaged with all relevant individuals in supporting service users to identify appropriate alternative services.
17. From the initial 112 service users registered with the in-house CLC services at the start of the consultation in 2021, 93 individuals have been successfully supported to move to alternative appropriate services. One example of a successful transition of service is set out below:

A person with a learning disability and sensory impairment (registered blind) who is a keen music enthusiast. The family were very concerned about the decision taken by the Council and worried about the negative impact this would have on their relative in transitioning to an alternative CLC arrangement after 20 years of attendance at an in-house CLC service.

The individual is now settled and enjoying their attendance at an alternative CLC service close to home, actively participating with meaningful activities, making friends, and pursuing opportunities in music.

Following a review of the arrangements, the family expressed their positive experiences in the way the Council engaged, reassured, and facilitated a person-centred transition plan for their relative. The individual and their family are all really pleased with the outcome.

18. Transition plans have been prepared for the remaining 19 service users where alternative provision has been identified.
19. The current in-house CLC service provision is outlined below:

In-house CLC position	No. of service users
The Trees, Hinckley	Closed
Timber Street, Wigston	Closed
Community Resource Centre, Coalville	Closed
Hood Court, Ashby	Closed
Roman Way, Market Harborough	5
Bridgeview, Melton	2
Carlton Drive/Blaby Base, Wigston	4
Charnwood CLC/Victoria, Loughborough	8
Total	19

20. The impacts of these service changes on staff within the service areas affected is considered in parallel with transition arrangements for service users.
21. The Council maintains a strong focus on the wellbeing support for staff and wherever possible working with staff to develop skills, access training and consider redeployment opportunities in minimising redundancies.

Resource Implications

22. The budget for in-house CLC services before the changes were implemented was circa £3 million. Analysis is ongoing to quantify future funding, balancing the cost of in-house provision against expenditure on externally provided alternative services.
23. Staffing at in-house CLC services will be carefully managed to maintain a safe level of service and good quality of support whilst facilitating the transition of the remaining service users. There are sufficient alternative posts within the Department for any staff displaced as a result of the changes.
24. The Director of Corporate Resources and Director of Law and Governance have been consulted on the content of this report.

Conclusions

25. To date, the Council has made significant progress in supporting transitions for individuals to appropriate alternative services using the CLC framework.
26. The Committee is asked to note the update and consider and comment on the progress on the developments to date.

Background papers

- Leicestershire County Council Strategic Plan 2018-22 - <https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2021/2/1/LCC-Strategic-Plan-2018-22.pdf>
- Delivering Wellbeing and Opportunity in Leicestershire – Adults and Communities Department Ambitions and Strategy for 2020-24 – <https://resources.leicestershire.gov.uk/sites/resource/files/field/pdf/2020/9/30/Vision-and-Strategy-for-Adults-and-Communities-Department-2020-2024.pdf>

- Report to Adults and Communities Overview and Scrutiny Committee: 6 September 2016 - Community Life Choices Framework 2017-20 and Consultation on Future Delivery - <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=4521&Ver=4>
- Report to the Cabinet 11 October 2016 – Community Life Choices Framework 2017-20 - Outcome of Consultation on Future Delivery - <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=135&MId=4606&Ver=4>
- Report to Adults and Communities Overview and Scrutiny Committee – 1 November 2016 - Community Life Choices Framework 2017-20 – Outcome of Consultation on Future Delivery - <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=4936&Ver=4>
- Report to Adults and Communities Overview and Scrutiny Committee – 7 June 2021 – Procurement of Community Life Choices Services – <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=6462>
- Report to the Cabinet: 22 June 2021 – Procurement of Community Life Choices Services - <http://politics.leics.gov.uk/ieListDocuments.aspx?CId=135&MId=6444>
- Report to the Cabinet: 14 December 2021 - Procurement of Community Life Choices Services - <https://politics.leics.gov.uk/ieListDocuments.aspx?CId=135&MId=6449&Ver=4>

Circulation under the Local Issues Alert Procedure

27. None.

Equality and Human Rights Implications

28. An Equality and Human Rights Impact Assessment screening document was completed in relation to the consultation. It concluded that the recommendations should have a neutral impact on the services.

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