

**NORTH LINCOLNSHIRE COUNCIL****ADULTS, HEALTH AND COMMUNITY WELLBEING AND  
CHILDREN, FAMILIES, LEARNING AND LEISURE  
CABINET MEMBERS****SERVICES TO ADULTS AND COMPLEX CARE  
MARKET POSITION STATEMENTS****1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To seek Cabinet Member approval to publish the Services to Adults Market Position Statement 2018–20 and the Complex Care Market Position Statement 2018-20

**2. BACKGROUND INFORMATION**

- 2.1 The Care Act (2014) requires North Lincolnshire Council to promote diversity and quality of Adult Social Care and Support services and the efficient and effective operation of the market for services required to meet residents' care and support needs. In meeting this duty the Council must have regard to the current and likely future demand for services and to consider how providers might meet demand and promote sustainability in the market.
- 2.2 Statutory guidance published by the Department for Health and Social Care and the Care Act 2014 suggest that a local authority can best fulfil its duties for market shaping and commissioning by developing a Market Position Statement.
- 2.3 The Adults Market Position Statement and the Complex Care Market Position Statement focus on meeting the needs of people within the place of North Lincolnshire and signals the need to drive forward greater health and social care integration. The documents highlight potential opportunities for service providers enabling providers to tailor their services to meet need and to support people locally.
- 2.4 The Complex Care MPS is an all age document that has been completed in partnership with NHS North Lincolnshire Clinical Commissioning Group. The Adults MPS focusses specifically on opportunities for the Adults and Older People care and support requirements.
- 2.5 The Market Position Statements provide;
- an overview of market opportunities
  - A summary of population, demographics and need
  - an outline of the Single Organisational Model and approach to commissioning
  - a summary of people's views
  - workforce developments

### 3. **OPTIONS FOR CONSIDERATION**

- 3.1 **Option** – Cabinet Members approve the publication of the Market Position Statements.

### 4. **ANALYSIS OF OPTION**

- 4.1 Approving the publication of the Market Position Statements will :

- Enable the local authority to meet its statutory duties for market shaping
- Provide guidance and direction in order to support the market to continually transform to meet the needs of adults, children and young people now and in the future.
- Ensure providers receive consistent information and a clear indication of the council's priorities and direction.
- Inform service providers of the key challenges and opportunities reflecting national and local policy.
- Highlight areas for development or overcapacity within the market place, enabling providers to target resources more effectively.
- Understand the current supply of services / support along with demographic information.
- Support the strategic aims of the Council Plan

### 5. **RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

- 5.1 **Financial:** There are no immediate financial implications to the council. The Market Position Statements set a clear direction for the market to enable and meet the needs of people who use services. It provides information to influence service providers' investment decisions and workforce planning. This will contribute to future efficiencies and value for money.

- 5.2 **Staffing:** There are no staffing implications as a result of publishing the Market Position Statement.

- 5.3 **PROPERTY:** There are no property implications as a result of publishing the Market Position Statement.

- 5.4 **IT:** There are no IT implications as a result of publishing the Market Position Statement.

### 6. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

- 6.1 There are no negative impacts identified from the Integrated Impact Assessment.

### 7. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

- 7.1 There are no known conflicts of interest. The views of current and potential service providers have been sought and considered in relation to the document. Further consultation will take place as part of ongoing dialogue and shaping the market.

## 8. RECOMMENDATIONS

- 8.1 It is recommended that the Cabinet Members approve the option to publish the Adults Market Position Statement 2018–20 and the Complex Care Market Position Statement 2018-20.

### DIRECTOR OF GOVERNANCE AND PARTNERSHIPS

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Date: 31<sup>st</sup> October 2018.

#### **Background Papers used in the preparation of this report:**

- Adults Market Position Statement (Appendix 1)
- Complex Care Market Position Statement (Appendix 2)
- Integrated Impact Assessment

# North Lincolnshire

## Services to Adults

### Market Position Statement

2018 - 2020



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## 1.0 Introduction

The ambition for North Lincolnshire is to be the **Best Place to Live, Work, Visit and Invest** and for the residents of North Lincolnshire to be **Safe, Well, Prosperous and Connected**. To help achieve this ambition we wish to encourage and promote a vibrant and responsive local care market that delivers positive outcomes for people in our communities. People who use services across all levels of need should be able to access:

- Provision that meets the diversity of local needs and promotes quality and choice.
- A variety of providers and different types of services – a choice of different types of services rather than a selection of providers offering similar services.

This Market Position Statement is intended to help identify what the future demand for care might look like. It focusses on meeting the needs of PEOPLE within the PLACE of North Lincolnshire and driving forward greater health and social care integration in order to provide for vulnerable adults.

- ▶ **People**
  - Improved Health and Wellbeing
  - Improved quality of life
  - Improved experience of personal joined up care.
  - Empowered and connected with their communities
- ▶ **Place**
  - Improved population health
  - Healthy Place
- ▶ **Integrated Care System**
  - Value & Sustainability
  - Cost effective
  - Care at the right place and right time with the right leadership
  - Demand is well managed across life stages
  - Sustainable fit between needs and resources.

Our goal is to have a system that is Enabling and Sustainable

This will be achieved by;

- ▶ **Enabling** at all levels of need
  - Create the conditions to enable people and communities to have the opportunity to help themselves
  - Engage with the workforce to become enablers
  - Enable people have a choice and control- can get services when they need them
- ▶ **Sustainable Health & Care**
  - Need is understood and well managed
  - Funding fits the need
  - Right care and support in the right place at the right time- with the right leadership

This MPS is for all providers who can help deliver the opportunities articulated throughout this document to provide care and support services for adults in North Lincolnshire.

## 2.0 Market Opportunities in North Lincolnshire

This Chapter explains to potential providers particular opportunities available in North Lincolnshire, categorised in a number of key areas.

### **Improved health and well being**

To continue to improve the health and well-being of our population, we welcome conversations with existing and potential providers regarding the following opportunities:

#### **Development opportunity:**

- Supporting people who are socially isolated to feel and be part of their communities
- Providing a low level of care in the community, preventative services that will enable people to continue living in their community for longer, such as assistance with cleaning and undertaking household chores.
- Independent living choices – housing with support delivered to all levels of need with a particular focus on social inclusion and supporting people to live in their community of choice.
- Support for people with complex needs who want to live at home
- Inclusive employment opportunities for people with a range of needs including people on the autistic spectrum, people with learning disabilities, physical disabilities and mental health needs.
- Provision of advice, guidance and support to people living with dementia and those whom have suffered a stroke
- Developing a range of solutions to help people live in the community and stay safe and well.
- Diversifying and developing a wider range of community solutions including; befriending, peer support, mentoring and personal assistants.
- Developing flexible and innovative personalised support solutions that enable people to be self-supporting.
- Work has started to develop preventative early help provision in our communities, this work is ongoing and we continue to be interested to hear from providers on new ideas in this area.

### **Residential Care**

#### **Market Message:**

Local market analysis has identified that the current residential care market in North Lincolnshire meets current demand for those with non-specialist needs, there is an oversupply of provision for this type of care.

We do however, invite conversations with residential care providers who wish to diversify their care offer with a focus on specialist need to support people with complex needs to live in their community.

### **Transforming care for people with learning disabilities and / or autism**

North Lincolnshire Council and NHS North Lincolnshire Clinical Commissioning Group (CCG) have developed the second Complex Care Market Position Statement (CC MPS) which describes how people with complex needs and challenging behaviour can be supported in the least restrictive environment.

The aim is to ensure there is the right provision of services locally, through a variety of providers, stimulating and influencing the market to meet demand. The CC MPS is designed to contain useful information for providers, and is intended to help identify what the future demand for services may look like.

### **Development opportunity:**

The opportunity for service providers is to provide support and care to enable people with complex needs to live in the least restrictive environments and closer to home including their own tenancies.

### **Independent living**

Over the last year, we have increased the range of housing options for vulnerable people. This has supported vulnerable people to live independently by putting in the right support to ensure people can remain at home and manage their tenancies.

### **Development opportunities:**

There continues to be a need for people to be supported to live in their own homes., this includes people whom are frail / frail and elderly, people with disabilities, people with dementia, and people with mental health needs.

We are seeking to develop housing solutions that offer sufficient choice to enable people to remain as independent as possible for as long as possible.

We would like to hear from providers to develop flexible, personalised housing with support models that are responsive to a high level and changing need, to enable people to:

- Obtain and manage safe and stable housing, and resolve housing problems
- Take up training, employment and volunteering opportunities
- Develop support networks, through befriending and peer support to overcome isolation and feel more involved in the community
- Maintain their health and wellbeing
- Regain their independence with minimal ongoing support needs

### **Transformed care and quality**

North Lincolnshire Council has been working to re-commission home care arrangements for adults. The service was tendered in June 2018 and provided the opportunity for providers to deliver a home care service that offers greater coverage in rural communities and delivered at all levels of need including specialist care with a particular focus on people with dementia, physical disabilities, autistic spectrum and mental health. This work is now completed and the new services commence in September 2018.

### **We want to work with providers who:**

- Have quality standards and deliver good or outstanding services
- Make an active contribution to the community
- Support social inclusion
- Are able to show the impact of their activities in terms of positive outcomes
- Share their understanding of demand and how this is changing over time
- Work collaboratively to achieve value for money

## 3.0 The Case for Change – Our Population

North Lincolnshire's health and social care community work collaboratively to continuously respond to the evolving needs of our local population. The case for change is evident that we have to continue to transform the way we deliver health and social care services for our population. The context is that we have:

- A rapidly ageing population with more complex health and social care needs
- Higher levels of complexity and dependency in children and young people
- Rising demand and growing costs across the system
- Increasing demand for a skilled, community-based workforce
- Variable standards and quality of provision across the area
- Rising public and workforce expectations
- The need to spend our money wisely.

Further information is available from the [North Lincolnshire Data Observatory](#) and [Integrated Strategic Assessment](#) website.

### **Ambitions for Service Transformation**

Our ambition for service transformation as stated in the [Health and Wellbeing Board Integration Statement](#) is to provide services so that:

- people have help to look after themselves and be more independent
- people play a part in their community
- people have a choice and can get services when they need them
- we can improve how services are bought to provide good value for money

The solutions we need to develop are based on further integration of health and social care to:

- Focus on prevention, self-help and enablement
- Delivering person-centred care, out of hospital, closer to home
- Develop digital solutions in relation to information, advice and guidance and solutions to directly meet need e.g. telecare.
- Enable more joined up care and support
- The need to invest in services that achieve people's outcomes and deliver value for money
- The need to meet increased public and workforce expectations

#### **Good Practice - rehabilitation and reablement services**

The effectiveness of rehabilitation and reablement services has improved during 2016/17. This means that, of all the people using these services, an overwhelming majority were still independent three months later.

## 4.0 Strategic Direction

Over the next five years, we will continue to transform the lives of the people of North Lincolnshire through developing sustainable, integrated care and support that **empowers** our local population and **unlocks** and **builds** community capacity. We will focus on three place-based market opportunities for North Lincolnshire:

1. **Improved health and wellbeing**
  - People enjoy good health and wellbeing
  - People are enabled to care for themselves and be more independent
  - People are enabled to manage their own health and wellbeing more effectively, and to engage with their communities
2. **Transformed care and quality**
  - People have choice and can access quality services according to their level of need
  - Co-ordinated care and support available for people in communities and closer to their home
3. **Sustainable health & social care**
  - Re-design services around people
  - Deliver efficiently, spend money wisely and make our money go further
  - We want to commission services from providers who can deliver flexible packages of care to people in their communities

The plan below identifies all the key features relating to North Lincolnshire that providers need to be aware of. This diagram also illustrates how strategic commissioning will work towards improving outcomes for vulnerable adults and carers. This will fulfil our commitment outlined in the section above to improve health and wellbeing, transform care and ensure sustainable health & social care for all vulnerable adults.



## 5.0 Single Organisational Model

The Care Act 2014 places a duty on local authorities to promote wellbeing and to prevent and delay the need for specialist services. The duty applies to carers of adults as well as people who receive services themselves.

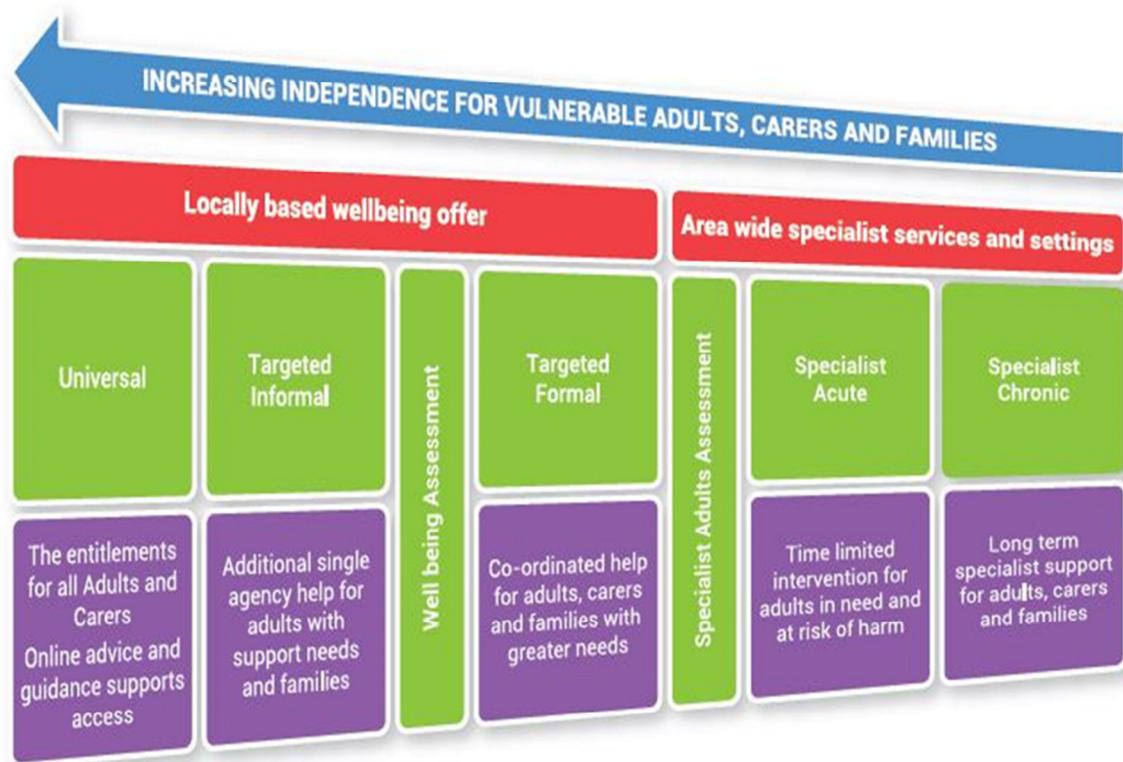
Our commissioning intentions are based on the Single Organisational Model (SOM). The SOM succinctly depicts how care and support services are organised.

The principles that underpin this model are services will be organised on levels of need, which are categorised by:

- Universal (entitlements for all)
- Targeted Informal (additional single-agency help)
- Targeted Formal (coordinated multi-agency help)
- Specialist Acute (time-limited intervention)
- Specialist Chronic (long-term specialist support)

The diagram below shows how people are identified for help at the earliest point and at the lowest level, whilst ensuring that those with targeted or specialist needs receive support at the right time and in the right place. The model seeks to maximise enablement, where alternatives are available. It enables people to feel empowered, self-determining and independent.

**Diagram 6.1: SOM Adults, Carers and Families**



### Services currently available in North Lincolnshire

Appendix 1 lists the services available in North Lincolnshire at the three levels of need described in the SOM.

### North Lincolnshire Expenditure

Appendix 2 Adult social care expenditure by North Lincolnshire Council

## 6.0 Approach to Commissioning

As commissioners we will ensure our processes are consistent, fair, transparent and effective. With our partners, we will explore joined up commissioning opportunities at a strategic and partnership level where it is deemed that improved outcomes and improved value for money can be achieved.

We recognise we are more effective in improving outcomes by working together to achieve our common goals.

With our partners we share the ambition to deliver the 'Right Service, at the Right Time, in the Right Place, with the Right Management', collectively we will transform services so that:

- People have help to look after themselves and be more independent
- People play a part in their community
- People have a choice and can get services when they need them
- We can improve how services are bought to provide good value for money

In order to deliver the shared ambitions, Commissioning is undertaken according to the four domains of the Integrated Commissioning for Better Outcomes (ICBO) framework, this supports integration and promotes consensus of good practice.

### Domain 1: Building the foundations

*We have invested a great deal of time and effort to building and maintain strong foundations for integrated commissioning. These foundations are based on trust and shared values and priorities with our partners. We have strong collective leadership and governance.*

### Domain 2: Taking a person-centred, place based and outcomes focused approach

*Integrated commissioning helps build services around people rather than around organisations to improve service user experience and to make a real difference to outcomes. We do this according to a 'place based' approach with people are at the heart of commissioning.*

### Domain 3: Shaping provision to support people, places and populations

*We ensure commissioning matches people's needs across people, places and populations. Through engagement we identify ways of meeting need and then influence provision to meet outcomes.*

### Domain 4: Continuously raising the ambition

*The challenge against the backdrop of an ageing population with growing health and care needs and rising expectations is to continuously improve care and services and generate innovative ways of coordinating and delivering high quality, person-centred and cost effective care.*

## Commissioning Principles

North Lincolnshire Council and North Lincolnshire CCG have agreed a set of single commissioning principles.

- Outcome focussed
- Co-produced
- Enables resilience
- Protects and safeguards the most vulnerable; with
  
- Unrelenting ambition.

## Working together for Better Outcomes

The Council is creating the conditions for local businesses to grow and flourish, making North Lincolnshire an attractive location to start a business. We want North Lincolnshire to achieve its economic potential and for the pace of economic growth to quicken. We have adopted a set of business principles which guide our commissioning decisions and service delivery, these principles include to:

- Align resources to agreed priorities
- Keep high risk services close
- Commission or integrate with partners where it delivers better outcomes and value for money

We will support providers to grow and play a full, distinctive role in the local economy. We want local people to have the skills they need to get jobs and benefit from economic growth. We want neighbourhoods to be places where people are proud to live in communities that support each other and get on well together.

## Support for Providers

We are committed to providing a range of support mechanisms for providers such as support workshops on tender applications and writing, how to use electronic tendering systems, and guidance on evaluation. This can be tailored to sector specific needs such as voluntary organisations. The support for smaller providers is particularly relevant to ensure that they are able to remain competitive.

## Health and Social Care Provider Bulletin

Service providers can receive bi-monthly provider bulletin via email, containing useful information regarding best practice, events, training and other information relating to health or social care. To subscribe please contact [AIS@northlincs.gov.uk](mailto:AIS@northlincs.gov.uk)

## Market Shaping and Dialogue Days

As part of our commissioning process we actively engage with existing and potential service providers through a range of market shaping events.

For specific commissions we hold dialogue days to understand from providers how services can be delivered efficiently whilst meeting the needs of people living in North Lincolnshire.

Preliminary Market Consultations are undertaken through the [YorTender](#) web portal to test ideas with providers, and tenders opportunities are also published on this website.

## 7.0 Striving for Quality - Care Quality Commission profile

The CQC is an independent regulator of health and social care services in England. Regulated services include; treatment, care and support services for adults in care homes and in people's own homes (both personal and nursing care). Following an inspection, services are rated; Outstanding, Good, Requires Improvement or Inadequate.

The Council aims to make North Lincolnshire a place where all people receive high quality care and support. To encourage high-quality provision, we seek to engage new providers who achieve a rating of Good or Outstanding.

In North Lincolnshire, there are 59 care homes and 35 home care providers, including the council's Community Support Team. The latest CQC ratings at 3<sup>rd</sup> July 2018 are shown below (1 care home is yet to be inspected). The percentage of care homes in North Lincolnshire rated Outstanding or Good is 90%; the percentage of home care providers rated Outstanding or Good is 100%.

### Service Quality (CQC Rating) – Inspections published as of 3<sup>rd</sup> July 2018

	Outstanding	Good	Requires Improvement	Inadequate
Care Homes	 5	 46	 6	 0
Home Care	 0	 35	 0	 0

The Yorkshire & Humber Association of Directors of Adult Social Services (ADASS) group collates CQC ratings for local authorities within the area. The ADASS report from February 2018 states that North Lincolnshire has the:

- Most regulated services rated as outstanding
- A higher number of services rated as Outstanding or Good

## 8.0 People's Views

The views of people who use services form a central part of our measurement of success, and the measure of the outcomes achieved. Through consultation, people of North Lincolnshire have told us they want:

- Person-centred services with a single main trusted contact to coordinate their care, linked into other professionals as appropriate
- Joined-up care
- To tell their story to professionals once
- To avoid unnecessary appointments and follow-ups within different parts of the health and social care system, with better integrated access
- Adequate and easy access to peer support and advice, and tools which enable people to be independent, healthy and well.

### Services that are tailored to meeting people's needs.

Local consultation with residents suggest that future services should be inclusive and include a focus on providing:

- More education and support about how to manage long-term conditions and stay healthy.
- More opportunities to stay active and mobile including people whom live in residential care.
- More opportunities to stay socially connected including people whom live in residential care.
- A wider range of supported housing provision in older age, including, step-up and step-down provision to help people to maintain their independence for as long as possible.
- More flexibility from employers to enable people to combine caring responsibilities with paid work.

## 9.0 Workforce Developments

Adults and carers need a workforce with a focus on preserving and maintaining dignity, whilst providing safe and high-quality services. The Council sets the following level of expectation to be achieved to ensure a high standard of service is delivered to vulnerable adults:

- Ensuring staff have a good understanding of a range of needs and ensure an understanding of safeguarding, Local Safeguarding Adults Board and Local Safeguarding Children's Board procedures including Modern Day Slavery and Human Trafficking.
- Involving adults in the recruitment process and within training sessions
- Ensuring staff are trained in safeguarding to a level that is applicable to their role including understanding the Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)
- Ensuring staff value and understand how to provide safe, high-quality services and are skilled in providing personalised support
- Providing well-trained and supported staff, deployed in the right places at the right times with the right management
- Providing accredited training to keep up-to-date with best practice, and maintain professional development
- Supporting staff to value, and to use competently, the best practice approaches to communicate with each person they support
- Ensuring all staff receive regular supervision and support

### **The Learning Solutions (Workforce Development) Team:**

Key to meeting the needs of the population is having a sustainable workforce that can deliver high quality, responsive services now and in the future. We work effectively with partner organisations to; share knowledge, skills and resources, in pursuit of our shared ambition and outcomes. Our Workforce Development Team collaborate closely with partner agencies and providers to widen our network and develop our relationships with new and current partners working in collaboration to promote integrated ways of working.

Where applicable we use the Apprenticeship Levy to both support development within the Council as a Grow Your Own approach and support those we work with, to widen participation and social mobility in apprenticeship and ensure that more people from a diverse range of backgrounds and barriers to engagement have access to the benefits of apprenticeships at all levels.

Telephone: 01724 298409

[Learning.Solutions@northlincs.gov.uk](mailto:Learning.Solutions@northlincs.gov.uk)

## 10.0 Feedback on the MPS

We welcome your feedback on the Market Position Statement.

- Have you found the Market Position Statement helpful?
- Which areas were useful?
- Which areas would you like to see more information?
- How can we keep you updated?

If you have any suggestions, feedback, or for further information about the Market Position Statement, please contact the Integrated and People Commissioning Team on:

✉ [CommissioningProcurementContracts@northlincs.gov.uk](mailto:CommissioningProcurementContracts@northlincs.gov.uk)

## Appendix 1 - Services in North Lincolnshire

The provision of services available across North Lincolnshire is expressed under the three main headings of the Single Organisational Model as follows:

### **Universal**

The majority of people living in North Lincolnshire are able to meet their own needs directly or indirectly through accessing services that are available to all, these are known as universal services and can include the following:

#### **Adult Information Service**

The Adult Information Service (AIS) provides personalised advice regarding social care and support for carers, those who are cared for, and those that may need social care in the future.

The advice provided covers all aspects of social care and support from universal provision to specialist. The advice service is complemented by the ongoing development of the [Adult Information Hub](#), which is a website of information and online tools that allows people to self-serve. Tools include a database of services, and online assessments.

#### **Community Wellbeing Offer**

There are a wide range of activities within North Lincolnshire communities that vulnerable adults are accessing, including church groups, sport and leisure clubs, luncheon clubs and community centre based groups. In order to provide opportunities to participate for those people who may not be accessing these activities, perhaps with a short period of support, the community wellbeing offer has been introduced, delivered through a network of community hubs. The offer includes:

- Information, advice and support
- Social activity including drop-ins, art and craft workshops, reading groups, volunteer befriending.
- Healthy and safe lifestyles e.g. eating well, physical activity, footcare and sexual health.
- The facilitation of community meals
- Well-being checks for those aged 75+
- To raise awareness of keeping safe e.g. adult safeguarding, relationship abuse, sexual exploitation etc.

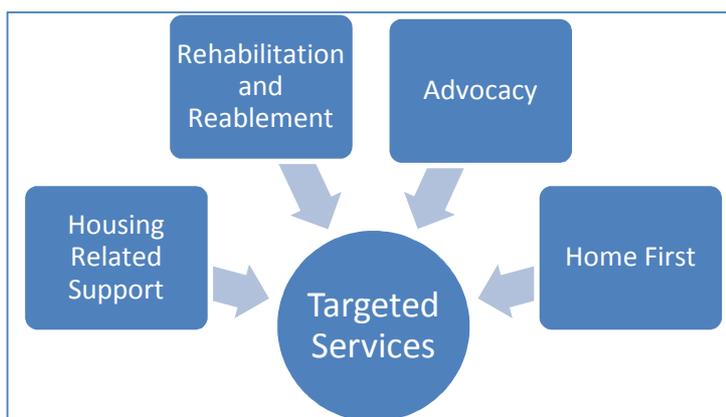
### **Targeted**

Targeted services are time-limited services and include access to a range of care, support, rehabilitation and reablement, and Intermediate Care.

This is provided with an emphasis on delaying and preventing the need for specialist support and intervention. The offer includes:

The **Home First Service**, this includes three elements:

- Home First Hospital Service, the Team provides services for vulnerable people in Scunthorpe and Goole Hospitals. This includes supporting a timely and safe discharge from hospital.



- Home First Community, provides support, including personal care and social practical needs, in the person's home. This includes services such as Telecare equipment, which is offered as part of the Rehab and Reablement Service to support people leaving hospital, or receiving intermediate care for a time-limited period.
- Home First Residential, includes Sir John Mason House – a registered rehabilitation unit, which can be accessed when people require a period of rehabilitation, transitioning from hospital care to a home environment.

- **Housing Related Support** – Housing Related Support is provided to people with additional vulnerabilities to support them to maintain their tenancies. The service provides advice, signposting and support such as getting into volunteering or back to work and supporting people with personal budgets.
- **Advocacy Services** – these provide an independent service to support vulnerable adults to get their views heard, and also to provide specialist advocacy for people with mental health issues.
- **Home Care Services** – are provided to enable people to live in their community and remain independent. The external provision has been retendered during 2018 to ensure provision is available in all areas across North Lincolnshire.

### Specialist

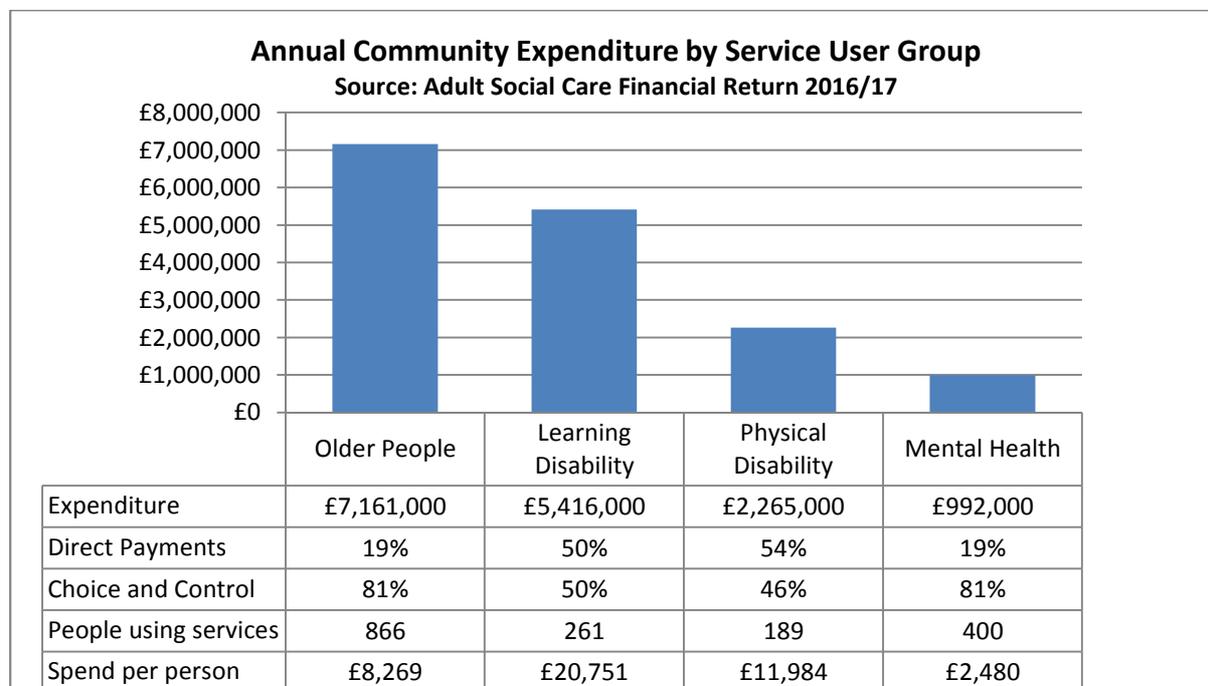
The Care Act 2014 sets out responsibilities in respect of assessing people's needs and their eligibility for publicly-funded care and support. The range of specialist support and services includes:

- **Adult Protection** – The team has a role in ensuring people are protected and have the right to live in safety, free from abuse or neglect. The Council and its partners work together to prevent and stop both the risks and experience of abuse and neglect. Abuse can take the following forms; Physical, domestic, psychological, sexual, financial or neglect.
- For **people with complex care needs** - social care teams work with landlords and providers to develop housing provision that supports and enables people with specialist needs to live at home in the local area rather than needing to move out of North Lincolnshire.
- **Community-based services for people with a learning disability** - These services provide care, treatment and support in the community for people with a learning disability. A range of health and social care professionals' work together in multi-disciplinary teams. They help people to live as independently as possible, manage their condition and improve their outcomes.

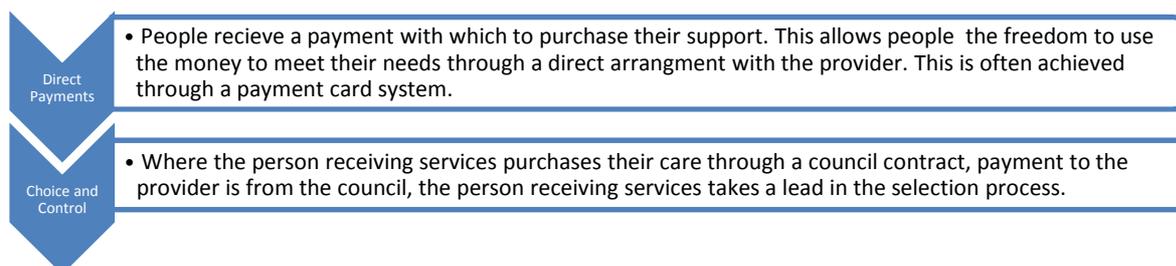
- **Community-based services for people with mental health needs** - These services provide care, treatment and support in the community for people with mental health needs. These services help people to recover by providing a broad range of interventions reflecting the psychological, social and physical needs of people using these services.
- **Specialist Domiciliary care** - The new model for homecare services includes provision under specific tender 'lots' for specialist care services to be provided, the service will go live in October 2018.

## Appendix 2 – North Lincolnshire Council Expenditure

The breakdown of expenditure by group and delivery model below shows a high proportion of people have choice and control over their support-directed support and direct payments; this number will continue to grow and these are the preferred options.



Giving people more choice and control over the care and support they receive and through more direct payments, means listening and acting on people’s views is essential on an individual and collective basis. As such the care and support market is increasingly shaped by people who use services.

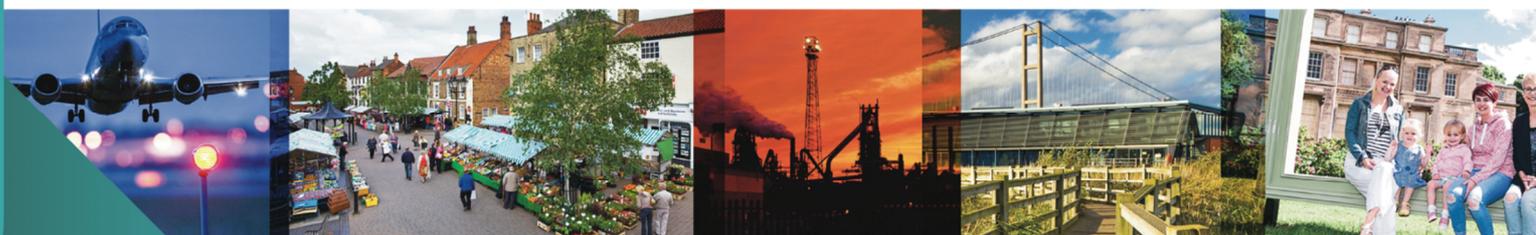


SAFE | WELL | PROSPEROUS | CONNECTED

# North Lincolnshire Council

## All Age Complex Care Market Position Statement

2018 - 2020



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## 1.0 Introduction

### 1.1 Who this document is for

Welcome to the 2018 North Lincolnshire Complex Care Market Position Statement (CCMPS), which is an update to the first CCMPS published in 2014.

As commissioners across North Lincolnshire, North Lincolnshire Council and the CCG have developed this Market Position Statement that focusses on meeting the needs of PEOPLE within the PLACE of North Lincolnshire and driving forward greater health and social care integration in order to provide seamless and wrap around care for people with complex care needs and behaviours that challenge.

- ▶ **People**
  - Improved Health and Wellbeing
  - Improved quality of life
  - Improved experience of personal joined up care.
  - Empowered and connected with their communities
  
- ▶ **Place**
  - Improved population health
  - Healthy Place
  
- ▶ **Integrated Care System**
  - Value & Sustainability
  - Cost effective
  - Care at the right place and right time with the right leadership
  - Demand is well managed across life stages
  - Sustainable fit between needs and resources.

Our goal is to have a system that is Enabling and Sustainable. This will be achieved by;

- ▶ **Enabling** at all levels of need
  - Create the conditions to enable people and communities to have the opportunity to help themselves
  - Engage with the workforce to become enablers
  - Enable people have a choice and control- can get services when they need them
  
- ▶ **Sustainable** Health & Care
  - Need is understood and well managed
  - Funding fits the need
  - Right care and support in the right place at the right time- with the right leadership

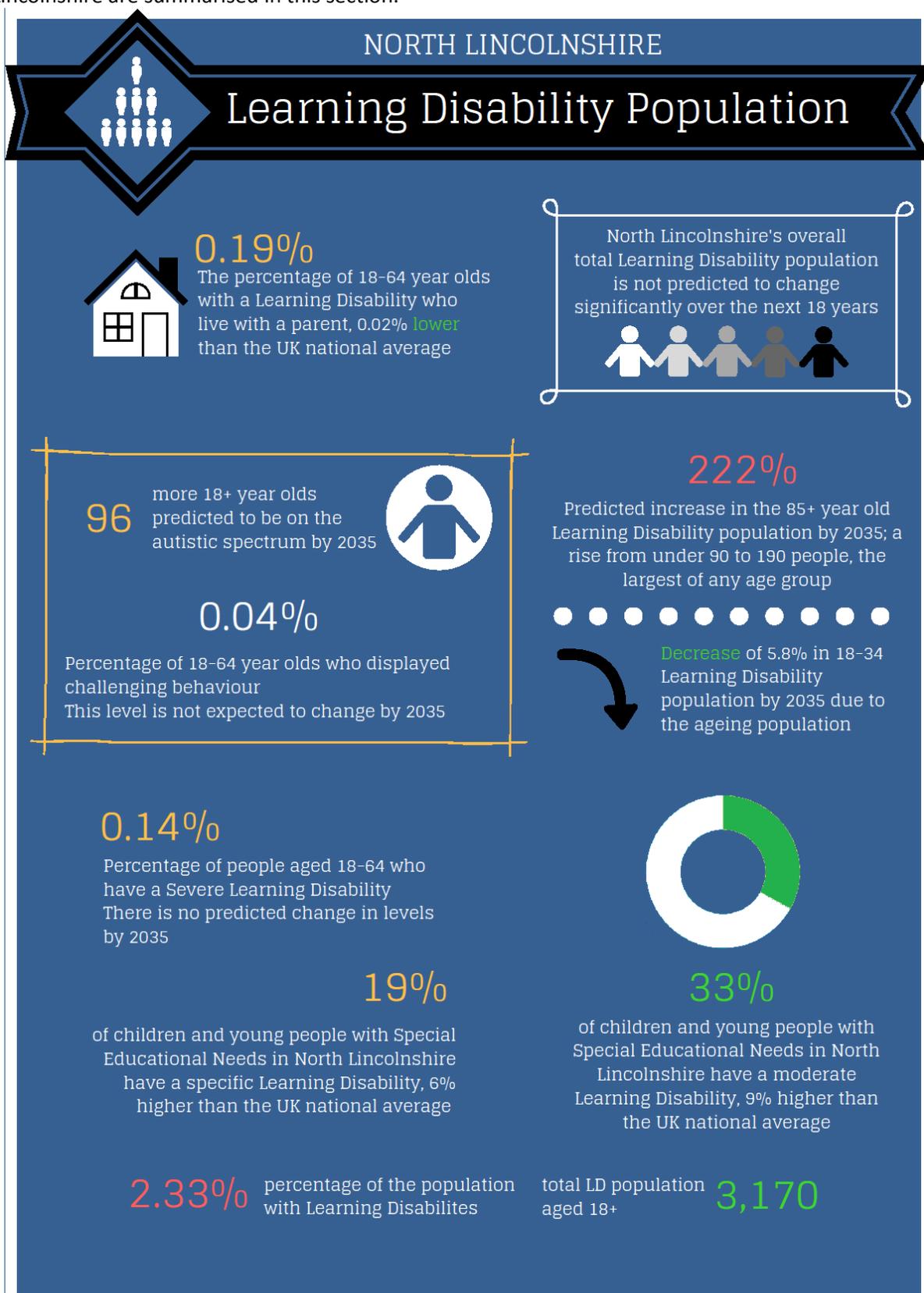
This CCMPS is for all providers who provide care and support services for people with complex needs. The document continues the ongoing dialogue between the Local Authority, North Lincolnshire Clinical Commissioning Group and service providers. This CCMPS has been written in order to stimulate and engage with the local provider market and aligns with the aims of the [South Yorkshire and North Lincolnshire Transforming Care Partnership](#).

This Market Position Statement should be read alongside the:

- [Commissioning Strategy for Vulnerable Adults 2017-19](#)
- Services to Adults Market Position Statement

## 2.0 North Lincolnshire Demographics and Key Market Opportunities

The market opportunities for providers to improve outcomes for people with complex care needs in North Lincolnshire are summarised in this section.



## 2.1 Market Opportunities

We are interested in working with providers whom wish to:

Support people with complex care needs to live in their own communities by developing independent living schemes such as Key Ring, cluster or Shared Living schemes. These schemes will help people benefit from receiving wrap around support living within a small community.

Provide flexible and innovative support solutions for people with personal budgets (personalised solutions) including developing services that enable people to be as independent as possible.

Develop provision to respond to people with specialist and complex needs at points of crisis and quickly enable people to return to live within their own homes and community.

### 2.1.1 People with complex care currently placed outside of North Lincolnshire

There are between 20 and 40 people at any one time placed out of area by NLC and NHS North Lincolnshire Clinical Commissioning Group (NLCCG) who have complex mental health or learning disabilities with co-morbidities.

#### Market Opportunity

We are interested to hear from providers who are able to provide care and support locally to enable people to live within their communities .

We are interested to hear from providers whom can provide specialist services step-up and step down support to respond to crisis and to enable people with complex needs to return to live in their community.

There are approximately a further 600 people within North Lincolnshire with a range of needs, funded by North Lincolnshire Clinical Commissioning Group. Care is provided by domiciliary care, nursing, residential care, independent hospitals and supported living.

### 2.1.2 Children with Special Educational Needs educated outside of North Lincolnshire

As at September 2017, there were 70 children living in North Lincolnshire with an EHC Plan that were educated out of area.

#### Market Opportunity

We are interested to hear from providers who can deliver support for children and young people with SEND, we want people to have more control of their care package. through the use of direct payments.

### 2.1.3 People with complex care needs with 'older Parent/Carers'

North Lincolnshire has a growing and ageing population. This means that a greater number of parent carers, who have lifelong caring responsibilities will have to consider long term plans for the care of their family members and how they can enable people to be as independent as possible.

#### Market Opportunity

We are interested to hear from providers whom can enable people with complex needs to be independent as possible and work within the context of a whole family approach.

### 2.1.4 Short break provision for children and young people with disabilities

Within North Lincolnshire the Cygnets currently provides overnight short breaks for children with complex needs. Children and young people accessing the Cygnets have a range of needs including, learning disability, severe physical/health needs, ASD and/or behavioural needs. All the children and young people attending the Cygnets have an Education, Health Care Plan. The Cygnets offers overnight short breaks to 6 children and young people at any one time. , The Cygnets currently provides approximately 70 nights of support per month, to between 20 and 25 young people. The ages of children and young people using the Cygnets is show in the table below:

Age	No of children
6-11 yrs.	Between 5 and 10
12- 15 yrs.	Between 5 and 10
16+ yrs.	Between 5 and 10
Total	Less than between 20 and 25

#### Market Opportunity

We are interested to hear from providers whom can meet the needs of children with disabilities. Through the introduction of personal budgets there is now a direct client led demand for personal assistants to deliver a range of services to support independence including:

- Providing flexible support
- Personal care
- Social activities
- Domestic tasks
- Healthcare

### 2.1.5 Connecting people with mental health needs to their communities

With the right care and support people with mental health needs are able to live an independent life in a community of their choice.

#### Market Opportunity

We are interested to hear from Providers whom can support people with complex mental health needs to live in their community of choice.

## 3.0 Complex Care Populations

### 3.1 Learning Disability populations

Learning Disability populations in North Lincolnshire are not predicted to change significantly over the next 18 years.

**Table 3.1 - People in North Lincolnshire predicted to have a learning disability by age**

Age group	2017	2020	2025	2030	2035
18-24	330	310	307	336	324
25-34	520	520	498	466	478
35-44	477	488	526	543	525
45-54	583	545	475	474	515
55-64	518	548	573	529	464
65-74	433	446	448	491	519
75-84	223	250	306	335	348
85 and over	86	94	115	145	191
<b>Total LD population age 18+</b>	<b>3,170</b>	<b>3,201</b>	<b>3,248</b>	<b>3,319</b>	<b>3,364</b>
<b>Percentage of the population with Learning disabilities</b>	<b>2.33%</b>	<b>2.33%</b>	<b>2.32%</b>	<b>2.32%</b>	<b>2.32%</b>

Source PANSI and POPPI – Institute of public care

### 3.2 18-64 with a Severe Learning disability

People aged 18-64 with a Severe Learning disability represent 0.14% of the North Lincolnshire Population in 2017. This is a similar level to the national comparator of 0.15%. This situation is predicted to stay the same for future years.

### 3.3 18-64 year olds, with a Learning disability living with a parent

In North Lincolnshire 0.19 percent of 18-64 year olds, with a Learning disability live with a parent; this equates to 195 people in 2017 and is predicted to stay at the same level moving forward to 2035. Comparatively this figure was 0.21 percent nationally.

### 3.4 18-64 with a learning disability who present with behaviours that challenge

In North Lincolnshire there were 45 people aged 18-64 with a learning disability with behaviours that challenge. This number is predicted to remain relatively the same, at 0.04% of the population. This percentage is similar to the 2035 national comparator of 0.05%.

### 3.5 18+ year olds predicted to have a need of the autism spectrum

The percentage of people in North Lincolnshire predicted to be on the autistic spectrum is predicted to increase to 1.5% in 2035 (96 more people).

### 3.6 Learning difficulties

- Children and young people with moderate Learning Difficulties account for 33% of all children and young people in North Lincolnshire with Special Educational Needs. This compares with a national figure of 24%.

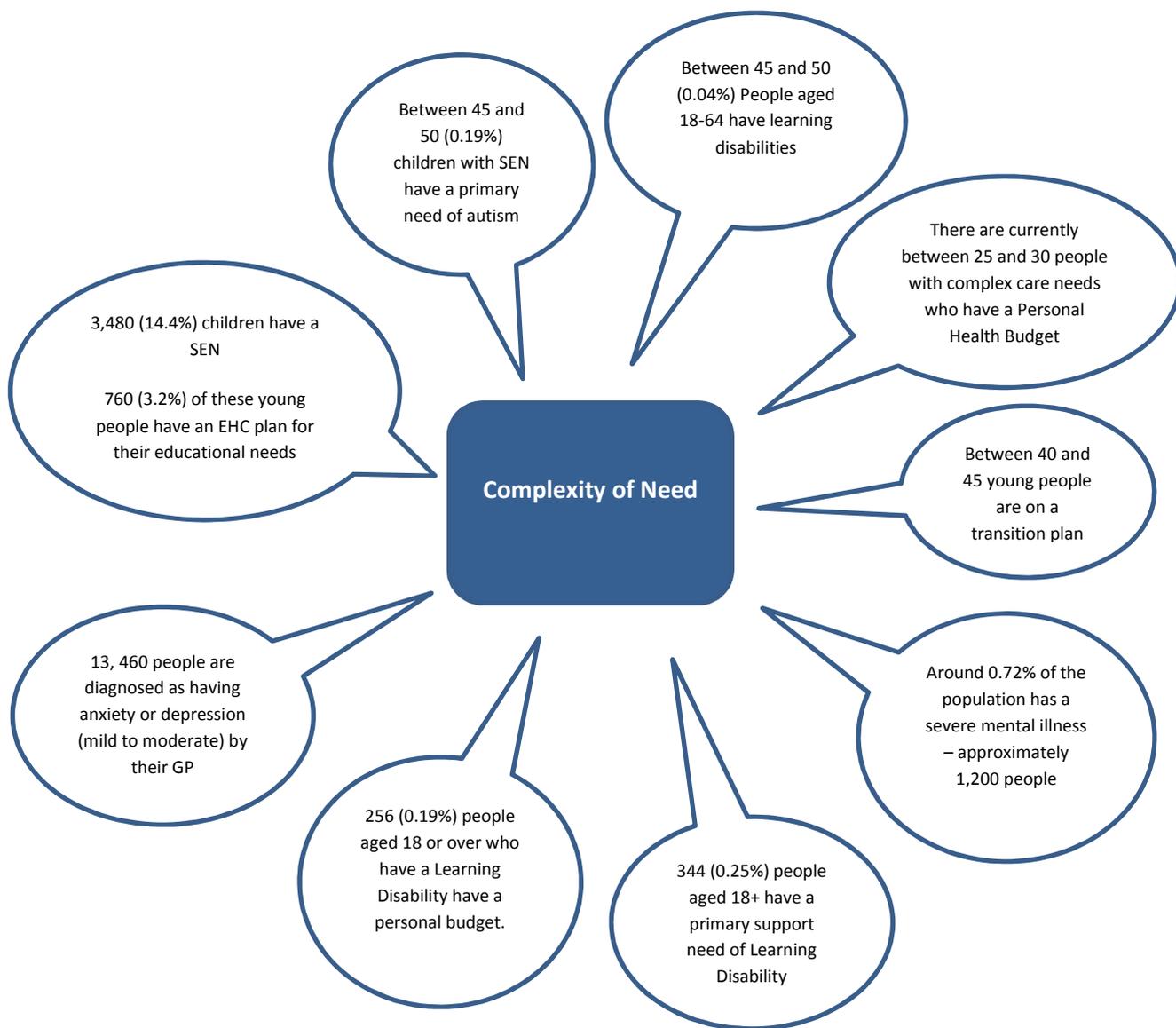
- Children and young people with specific Learning difficulties account for 19% of all children and young people with special educational needs in North Lincolnshire. This compares with a national figure of 13%.
- The vast majority of children with an EHC Plan are educated locally in mainstream schools and cared for by their family.
- The following table shows Children with a **EHC** Plan who are educated outside of North Lincolnshire by need type

**Table 3.2: Children with an EHC Plan who are educated outside of North Lincolnshire by need type**

Primary Need	Total
Social, Emotional and Mental Health	Over 20
Autistic Spectrum	10 to 15
Moderate Learning Difficulty	5 to 10
Behaviour, Emotional and Social Difficulties	5 to 10
Speech, Language and Communications Needs	5 to 10
Severe Learning difficulty	5 to 10
Specific Learning Difficulty	Less than 5
Physical Disability	Less than 5
Profound and multiple learning Difficulty	Less than 5
Grand Total	60

Source: Capita

### 3.7 Key Populations Summary



### 3.8 General Population Trends in North Lincolnshire

This CC MPS focuses on providing information specific to people who have complex care needs. In order to understand needs in a wider context, this section provides a summary of the population trends applicable to the whole population of North Lincolnshire.

- North Lincolnshire's population is estimated at 171,300, growing by 500 people (0.3%), since mid-2016.
- North Lincolnshire's population is projected to rise to 176,900 by 2041, an increase of 3.6%, significantly below the regional increase of 6.9% and the national increase of 12.1%.
- There are 31,800 people aged 0-15 years, 18.6% of total population, compared to 19.1% nationally.
- The rate of population in the 16-64 age band is lower (60.8%) than the rate seen nationally, at 62.8%.
- However, this is reversed when comparing the older age band. There are 35,400 residents aged 65+ years; a rate of 20.7% of the total population, compared with a rate of only 18.0% nationally.
- The population aged 90 and over, has risen from 900 in 2001 to 1,600 in 2017, a rise of 77.6% over the period, higher than the 54.5% seen nationally.
- Life expectancy at birth has steadily increased both locally and nationally since 2001-2003. In North Lincolnshire, life expectancy at birth for males increased, from 75.5 years in 2001-2003, to 78.9 years in 2014-2016. Life expectancy for females increased from 80.7 years in 2001-2003 to 82.6 years in 2014-2016.
- There is expected to be a significant increase in the number of people aged 65 and over living with dementia over future years, from an estimate of 2,383 in 2017, to 4,197 in 2035. This is a 176% increase over the period, which is above the rate for England of 143%.
- There are an estimated 18,161 people considered to be a carer locally; this represents 11% of the population. The North Lincolnshire [All Age Carers Strategy](#) describes the local approach to ensure carers receive the support they need to undertake their role. The Service supports over 4,000 people per year, with an annual increase for year on year carer registrations.

In summary, the population of North Lincolnshire is growing – but not as quickly as the rest of the UK. The population is also ageing, with current projections showing this pattern is set to continue.

Further information on population trends is available on the [North Lincolnshire Data Observatory](#) website.

### 3.9 Employment outcomes

North Lincolnshire's Skills and Employability Plan 2017 – 2022 sets out a clear commitment to supporting our most vulnerable young people and adults, including those with additional needs, into training and employment and enabling progression by:

- Promoting a culture of life-long learning in North Lincolnshire.
- Transforming customer information to support self-navigation in skills and employment.
- Ensuring access to excellent careers education, information, advice and guidance.
- Encouraging innovation and enterprise amongst young people and adults.
- Driving the confidence and capability of businesses to recruit and retain people with additional needs.
- Developing clear progression pathways for groups who have vulnerabilities.

In North Lincolnshire, 96% of the KS4 cohort with a statement or EHC Plan were in education, employment or training at age 17 (measured in 2016) which is higher than the national average of 91%. In the same period, 91% of the KS4 cohort with SEND and without a statement were in education, employment or training at age 17 which is higher than the national average of 88%.

In North Lincolnshire, 4.8% of adults with learning disabilities were in paid employment during 2017/18, compared to 5.0% the previous year and a national average of 6.0%. For mental health, the figures locally are 6% in 2017/18, the same for the previous year and compare to a national average of 7%.

Our actions for the next 12 months are to:

- Develop and embed improved data collection and analysis in relation to those young adults who are Not in Employment Education and Training (NEET) beyond the age of 19
- Secure more opportunities for younger people and young adults with SEND to experience the world of work.
- Develop vocational profiles for young people with more complex needs and vulnerabilities so that the best match in terms of opportunities can be secured with appropriate support (e.g. job coaching).
- Further develop clear, evidenced-based employment pathways with opportunities for volunteering, supported internships, traineeships and apprenticeships.

We are interested in hearing from providers who can support us meet these objectives.

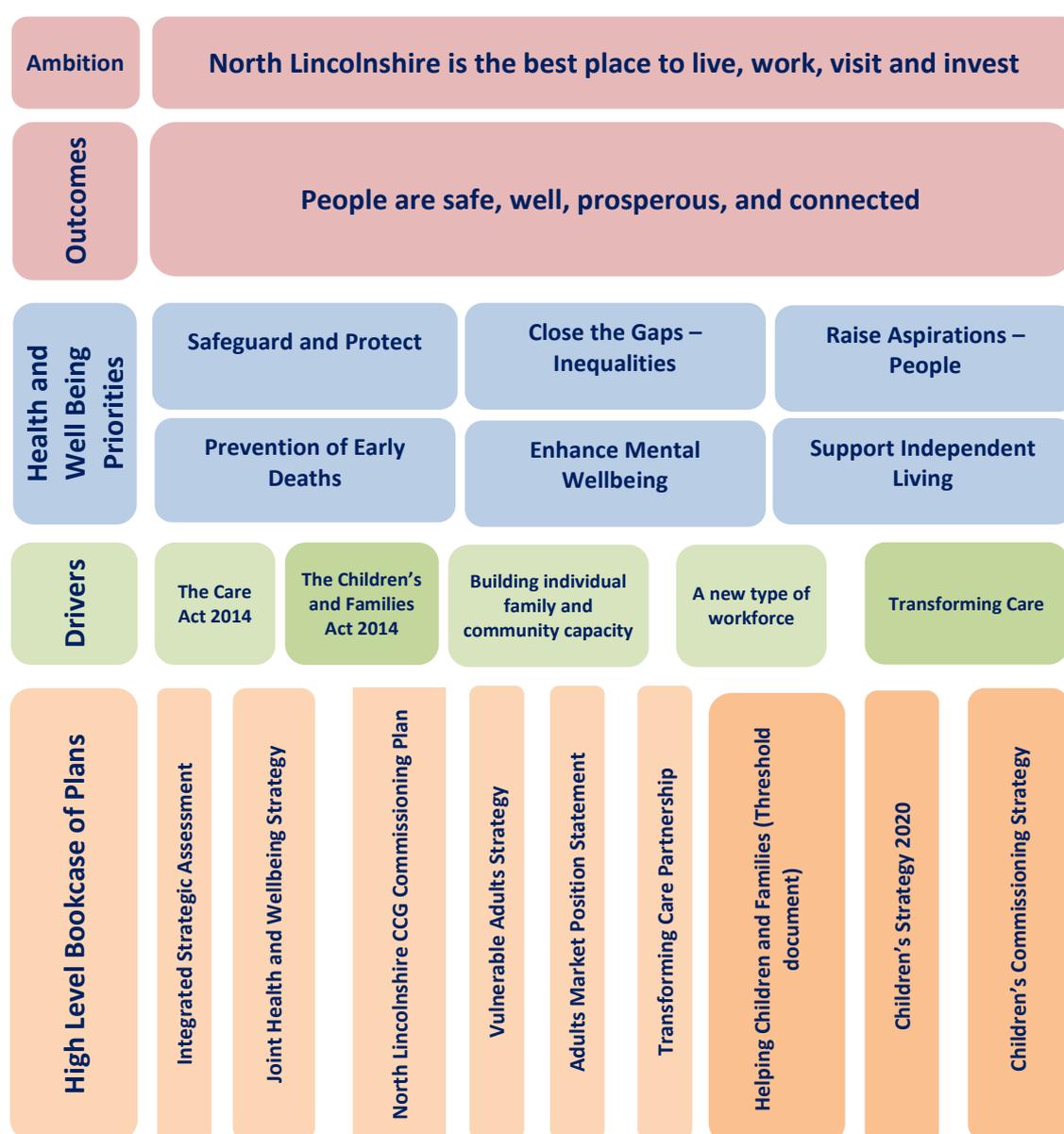
## 4.0 Strategic Direction

### 4.1 Ambitions and Outcomes

This document contains useful information for providers and is intended to help identify what the future demand for services may look like to enable people to live independently in their community of choice.

These objectives are in line with the vision and outcomes stated in the Council Plan, the [Adults Commissioning Strategy](#) and the [Children's Commissioning Strategy](#).

The key components from these documents have been used to develop the 'plan on a page' which has a specific focus relating to people with complex care needs of all ages.



## 4.2 Progress

The 2014 CCMPS stated that Local Authorities and Clinical Commissioning Groups have committed to a programme of change to transform health and care services for people with complex care needs.

The publication of the 2014 CCMPS was seen as a key local action to fulfil our commitment to this transformation.

Since 2014, we are seeing an increase in the number of people:

- With a personal budget - there is a 23% increase in spend from people with a learning disability who are using a personal budget and therefore are taking more control about the care they receive.
- With a personal assistant, providing care that is more bespoke.
- Receiving preventative support to prevent their condition deteriorating.

We also have fewer people who need to access care out of area. North Lincolnshire continues with its commitment to enable people to locally within their community wherever possible.

A successful housing scheme, with capacity for 8 people, has been developed with a housing provider and is meeting the needs of people with learning disabilities who want to live more independently. This scheme is helping people have more control over their lives

## 5.0 Single Organisational Model

In North Lincolnshire we want to commission and develop a range of services and solutions that improve the lives of children, young people, adults and older people with complex care needs. This includes people with:

- A significant learning disability
- Behaviour that challenges
- Higher autistic spectrum disorder need
- Rare genetic syndromes associated with challenging behaviour.
- Significant communication impairments
- People with additional mental health, physical health or sensory needs
- Life limiting conditions

Services are offered to people who require support to help them live as independently and close to home as possible with some people requiring a higher level of care and support.

### 5.1 Preventing and delaying the need for specialist services

The Care Act 2014 places a duty on local authorities to promote wellbeing and to prevent and delay the need for specialist services. The duty applies to carers of adults as well as people who receive services themselves.

Our commissioning intentions are based on the Single Organisational Model (SOM). The SOM succinctly depicts how care and support services are organised.

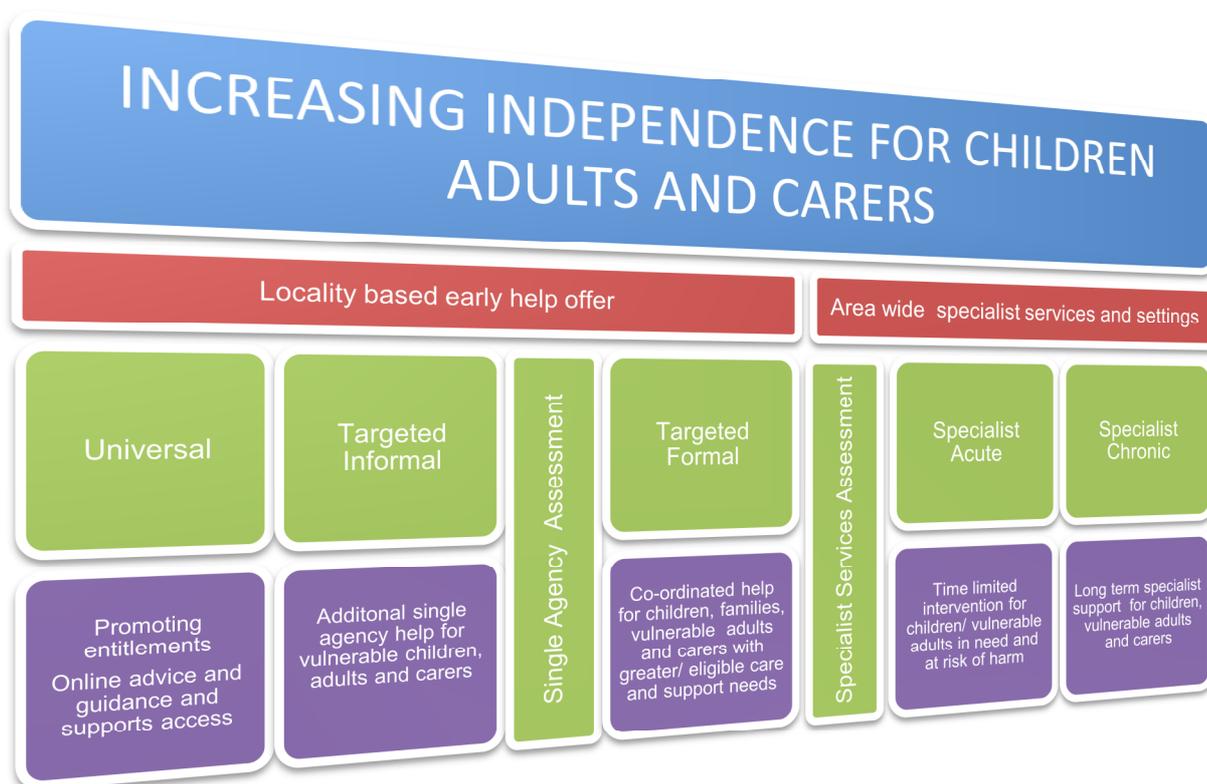
The principles that underpin this model are:

- Services will be organised on levels of need, which are categorised by:
  - Universal (entitlements for all)
  - Targeted Informal (additional single-agency help)
  - Targeted Formal (coordinated multi-agency help)
  - Specialist Acute (time-limited intervention)
  - Specialist Chronic (long-term specialist support)

The diagram below shows how our children and adults are identified for help at the earliest point and at the lowest level, whilst ensuring that those with targeted or specialist needs receive support at the right time and in the right place.

The model seeks to maximise enablement, where alternatives are available. It enables people to feel empowered, self-determining and independent.

**Diagram 5.1: SOM Children, Young People, Families, Adults and Carers**



## 5.2 Services currently available in North Lincolnshire

Appendix 1 lists the services available in North Lincolnshire at the three levels of need described in the SOM.

## 5.3 Current Need and Investment

Appendix 2 describes the current and need and investment across North Lincolnshire

## 5.4 Regional Approach

The regional Transforming Care Partnership (TCP) is a partnership of; Rotherham, Doncaster, Sheffield and North Lincolnshire Clinical Commissioning Groups (CCGs) and Local Authorities. The purpose of the partnership is to transform care for people with a learning disability and autism so that people live a good life and get the right support at the right time. This will be achieved through:

- Reducing the number of inpatient hospital beds for people with learning disabilities and autism to between 10 to 15 beds
- Investing more money into community services
- Supporting more people to get a personal health budget

The [TCP delivery plan](#) is written in response to the national plan [Building the right support](#), published in October 2015, which sets out the national vision to transform models of care and support for people with learning disability and autism.

## 6.0 Approach to Commissioning

As commissioners we will ensure our processes are consistent, fair, transparent and effective. With our partners, we will explore joined up commissioning opportunities at a strategic and partnership level where it is deemed that improved outcomes and improved value for money can be achieved.

We recognise we are more effective in improving outcomes by working together to achieve our common goals.

With our partners we share the ambition to deliver the ‘Right Service, at the Right Time, in the Right Place, with the Right Management’, collectively we will transform services so that:

- People have help to look after themselves and be more independent
- People play a part in their community
- People have a choice and can get services when they need them
- We can improve how services are bought to provide good value for money

In order to deliver the shared ambitions, Commissioning is undertaken according to the four domains of the Integrated Commissioning for Better Outcomes (ICBO) framework, this supports integration and promotes consensus of good practice.

### Domain 1: Building the foundations

*We have invested a great deal of time and effort to building and maintain strong foundations for integrated commissioning. These foundations are based on trust and shared values and priorities with our partners. We have strong collective leadership and governance.*

### Domain 2: Taking a person-centred, place based and outcomes focused approach

*Integrated commissioning helps build services around people rather than around organisations to improve service user experience and to make a real difference to outcomes. We do this according to a ‘place based’ approach with people are at the heart of commissioning.*

### Domain 3: Shaping provision to support people, places and populations

*We ensure commissioning matches people’s needs across people, places and populations. Through engagement we identify ways of meeting need and then influence provision to meet outcomes.*

### Domain 4: Continuously raising the ambition

*The challenge against the backdrop of an ageing population with growing health and care needs and rising expectations is to continuously improve care and services and generate innovative ways of coordinating and delivering high quality, person-centred and cost effective care.*

## **Commissioning Principles**

North Lincolnshire Council and North Lincolnshire CCG have agreed a set of single commissioning principles.

- Outcome focussed
- Co-produced
- Enables resilience
- Protects and safeguards the most vulnerable; with
  
- Unrelenting ambition.

## **Support for Providers**

We are committed to providing a range of support mechanisms for providers such as support workshops on tender applications and writing, how to use electronic tendering systems, and guidance on evaluation. This can be tailored to sector specific needs such as voluntary organisations. The support for smaller providers is particularly relevant to ensure that they are able to remain competitive.

## **Health and Social Care Provider Bulletin**

Service providers can receive bi-monthly provider bulletin via email, containing useful information regarding best practice, events, training and other information relating to health or social care. To subscribe please contact [AIS@northlincs.gov.uk](mailto:AIS@northlincs.gov.uk)

## **Market Shaping and Dialogue Days**

As part of our commissioning process we actively engage with existing and potential service providers through a range of market shaping events.

For specific commissions we hold dialogue days to understand from providers how services can be delivered efficiently whilst meeting the needs of people living in North Lincolnshire.

Preliminary Market Consultations are undertaken through the [YorTender](#) web portal to test ideas with providers, and tenders opportunities are also published on this website.

## 7.0 People's Views

There are a range of mechanisms to empower people to have a voice. These include use of feedback frameworks, surveys, groups, social media, fora, wider networks, partnerships and events. There are also many examples of collaborative working including co-production and involvement in decision making, including recruitment and commissioning processes.

There is a commitment to engage with service providers during the commissioning process.

Collaboration with providers has helped shape new service specifications and delivery models.

The [North Lincolnshire Community Engagement Plan](#) sets out how the council will consult with the public.

One way this is implemented is through views expressed at the Learning Disability Partnership (LDP). The LDP enables people to have a voice about things that affect their lives and their communities in order to help improve outcomes for people with learning disabilities.

**North Lincolnshire  
Learning Disability  
Partnership**



There has been a specific focus on identifying the housing needs of people with learning disabilities more easily and the LDP and partnership has promoted the importance of this.

The [LDP Work Plan](#) for 2018-2019 has been developed and approved by the partnership; this includes a summary of the views of people who use services and specific actions to enhance provision on North Lincolnshire. These include actions for supported housing, health and well-being, employment and effective communication.

The views of people who use services have also helped develop the Vulnerable Adult's delivery plan for 2018 – 2019.

The plan has specific actions to enhance life-long housing options, with a success criteria being a choice of supported housing options to meet the needs of vulnerable adults and their families.

Customer views form a central part of our measurement of success, and the measure of the outcomes achieved. Through consultation, people of North Lincolnshire have told us they want:

- Person-centred services with a single main trusted contact to coordinate their care, linked into other professionals as appropriate
- Joined-up care
- To tell their story to professionals once
- Easy access to peer support and advice, and tools which can help people to self-care and reduce avoidable hospital admissions

People have told us that they want to be able to access care and support where they say:

- I am supported to maintain my independence for as long as possible
- I understand how care and support works, and why my entitlements and responsibilities are
- I am happy with the quality of my care and support
- I know that the person giving me care and support will treat me with dignity and respect
- I am in control of my care and support

The council wants all providers of health and social care to work to ensure that all vulnerable people within North Lincolnshire would describe their experiences using these statements.

### **Collaboration and co-production with people who use services**

A key success has been the engagement associated with the 2018 tender for home care services. The services include people who have complex care needs. The consultation engaged with a representative sample of carers, people who use services and people who have used services.

One purpose of the consultation was to gain an insight into the experiences of people who use services and carers to inform the commissioning process in order to develop the service specification.

People told us that in future they wanted a home care service where:

- They know who will be visiting and when
- They receive a phone call if support workers are going to be late
- Care is delivered by a small consistent care team
- Workers take their time to deliver the service and have dignity, respect and empathy.

These views shaped the development of the model of delivery model and had a directly impacted on the content of the new service specification. This tender has now concluded with the arrangement going live in the autumn of 2018.

## 8.0 Workforce Developments

In North Lincolnshire we want provision to be delivered by staff who are competent and confident to meet the needs of people with complex care needs or behaviours that challenge. The vision is for a range of professionals with complementary skills to be working together in an integrated multi-disciplinary and multi-agency team approach will deliver our vision for holistic support.

People with complex care needs and behaviour that challenges, need a workforce that has a focus on preserving and maintaining dignity while providing safe high quality services. Service providers of educational, health and social care services as well as housing services should demonstrate they are supporting their work force by:

- Involving people who use services, families and carers in recruitment process and within training sessions
- Providing accredited training to keep up to date with best practice and maintaining professional development
- Supporting staff to value and competently use the best practice approaches to communication with each person they support
- Ensuring staff have a good understanding of a range of needs and ensure an understanding of safeguarding, LSAB and LSCB procedures.
- Ensuring all staff receive regular supervision, appraisal and support
- Developing staff to understand applicable legislation relating to safeguarding and protecting vulnerable groups, including Modern Day Slavery and Trafficking.
- Ensuring staff are trained in safeguarding to a level that is applicable to their role and the environment in which they work.
- Ensuring that staff are understanding Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)
- Actively encouraging innovation and creativity, focusing on putting people with complex care needs at the centre.
- Ensuring services are solution and outcome focussed giving people choice and control.
- Ensuring staff value and understand how to provide safe high quality services and are skilled in providing personalised support.
- Providing well-trained and supported staff, deployed in the right places at the right times with the right management. Staff should be supported to receive accredited training in Positive Behavioural Support

### **The Learning Solutions (Workforce Development) Team:**

Key to meeting the needs of the population is having a sustainable workforce that can deliver high quality, responsive services now and in the future. We work effectively with partner organisations to share knowledge, skills and resources, in pursuit of our common ambitions, aims and outcomes.

Our workforce development team collaborates closely with partner agencies and providers to: widen our network and develop our relationships with new and current partners: work in collaboration to promote integrated ways of working: open up opportunities: stay abreast of local development and initiatives: provide guidance and support.

Where applicable we use the Apprenticeship Levy to support development within the Council, as a Grow Your Own approach, support those we work with to widen participation and enhance social mobility, ensure that more people from diverse backgrounds and barriers to engagement have access to the benefits of apprenticeships at all levels.

Telephone: 01724 298409

[Learning.Solutions@northlincs.gov.uk](mailto:Learning.Solutions@northlincs.gov.uk)

## 9.0 Feedback

We welcome your feedback on the Market Position Statement.

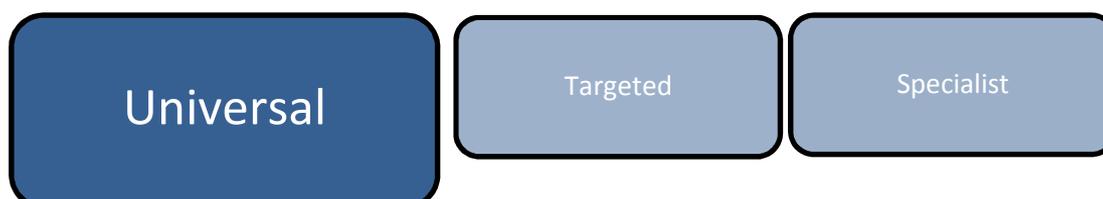
- Have you found the Market Position Statement helpful?
- Which areas were useful?
- Which areas would you like to see more information?
- How can we keep you updated?

If you have any suggestions, feedback, or for further information about the Market Position Statement, please contact the Integrated and People Commissioning Team on:

✉ [CommissioningProcurementContracts@northlincs.gov.uk](mailto:CommissioningProcurementContracts@northlincs.gov.uk)

## Appendix 1 - Services currently available in North Lincolnshire

The provision of services available across North Lincolnshire is expressed under the three main headings of the Single Organisational Model as follows:



The majority of people living in North Lincolnshire are able to meet their own needs directly or indirectly through accessing services that are available to all, these are known as universal services and can include the following:

### 1 Community Wellbeing Offer

There are a wide range of activities within North Lincolnshire communities that vulnerable adults are accessing, including church groups, sport and leisure clubs, luncheon clubs and community centre based groups. In order to provide opportunities to participate for those people who may not be accessing these activities, perhaps with a short period of support, the community wellbeing offer has been introduced, delivered through a network of community hubs. The offer includes:

- Information, advice and support
- Social activity including drop-ins, art and craft workshops, reading groups, volunteer befriending.
- Healthy and safe lifestyles e.g. eating well, physical activity, footcare and sexual health.
- The facilitation of community meals
- Well-being checks for those aged 75+
- To raise awareness of keeping safe e.g. adult safeguarding, relationship abuse, sexual exploitation etc.

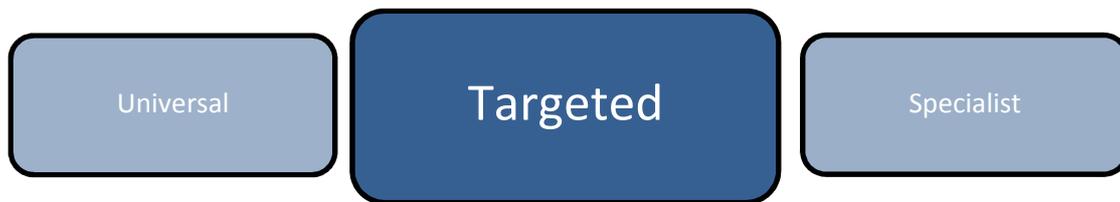
### 2 Home Choice Lincs

The Home Choice Lincs system is available to social landlords wishing to advertise accommodation in North Lincolnshire. People who use services and are seeking a tenancy are encouraged to register with Home Choice Lincs via the on-line system. A number of people with complex needs are living as tenants in the community, and registering need and bidding for accommodation.

### 3 Adult Information Service

The Adult Information Service (AIS) provides personalised advice regarding social care and support for carers, those who are cared for, and those that may need social care in the future.

The advice provided covers all aspects of social care and support from universal provision to specialist. The advice service is complemented by the ongoing development of the [Adult Information Hub](#), which is a website of information and online tools that allows people to self-serve. Tools include a database of services, and online assessments.



This is provided with an emphasis on delaying and preventing the need for specialist support and intervention. The offer includes:

**4 Housing Related Support**

Housing Related Support is provided to people with additional vulnerabilities to support them to maintain their tenancies. The service provides advice, signposting and support such as getting into volunteering or back to work and supporting people with personal budgets.

**5 Personal Assistants**

Personal Assistants enable people with complex care needs to remain independent and able to live in their own home. Personal Assistants should have specialist knowledge of people's specific needs and an understanding of when they might display challenging behaviour, and how people might need support.

**6 Supported Living for Adults**

Supported living is the provision of bespoke support to meet the care and support needs of people living in their own homes within the community, and to enable them to live as independently as possible.

There are currently a number of different supported living models in place in North Lincolnshire:

- Supported housing - There are approximately 70 tenancies for people with learning disabilities in supported housing provided by Housing Associations. There is some additional provision from private providers.
- Tenancy models with 24/7 support packages that are designed to meet a range of emerging complex needs.
- Housing – People with learning disabilities are also supported to live in mainstream housing, rented from social or private landlords, or owned by themselves or their families, with support being provided by a Personal Budget in line with assessed need.

**7 Advocacy Service (Targeted and Specialist)**

The Local Authority has a statutory duty to ensure provision of advocacy for people who are:

- Detained under the Mental Health act
- Without capacity to make decisions about accommodation, serious medical treatment or a deprivation of liberty.
- Eligible under the Care Act 2014

A generic advocacy service is also in place along with advocacy for people wishing to make a complaint.

This service is an integrated service with a single access point for all aspects of statutory provision including generic advocacy.

## **8 Transformed care and quality**

North Lincolnshire Council has been working to re-commission home care arrangements for adults. The service was tendered in June 2018 and provided the opportunity for providers to deliver a home care service that offers greater coverage in rural communities and delivered at all levels of need including specialist care with a particular focus on people with dementia, physical disabilities, autistic spectrum and mental health. This work is now completed and the new services commence in September 2018.



## **9 Specialist**

NHS North Lincolnshire CCG leads a case management service that works in partnership with the specialist inpatient service, to ensure an appropriate and timely transition for people back to community provision.

## **10 Residential and Nursing Care for Adults**

In North Lincolnshire there are currently 5 residential homes that specialise in providing nursing care and 6 residential homes that are specific for the care for people with Learning Disability.

There remains a need for some people to receive care in a residential setting that can provide specialist bespoke, individualised support for people with the most complex needs, including people with a forensic needs.

## **11 Specialist - The Local Education Offer**

North Lincolnshire has undertaken a full review of specialist education provision; including how this relates to the mainstream education offer and also the need for some out of authority educational placements for children and young people with complex needs.

Sufficient and appropriate services are available to meet the needs for those aged 0-25 years, with an EHCP and those at the SEN Support level, with complex or high-level low-incidence needs; working in partnership with health partners and neighbouring Authorities.

In relation to reducing placements out of area, the Council and Clinical Commissioning Group collaborate to enable local packages of care to be developed and delivered for young people entering adulthood, enabling people to live in their community.

## Appendix 2 - Current Need and Investment

### 1 Direct Payments and Personalised budgets

Direct Payment and Personal Budgets are utilised by 65% of the Learning Disability population in North Lincolnshire. This means that there are a significant number of people with a Learning Disability in directly control of the money that is spent on their care.

### 2 The Adult Direct Payment net spend

The Adult Direct Payment net spend has stayed consistent over the last 5 years. Within North Lincolnshire this equates to a spend of over £5.5 million for 2016/17. The table below shows the net spend over the last 5 years for all adults and people with a learning disability, a significant proportion of this spend is for people with a learning disability.

**Table 1: All Adults and People with a Learning Disability - (£000)**

Year	2012/13	13/14	14/15	15/16	16/17
Adults	£5,238	£5,582	£5,254	£5,746	£5,571
Learning Disability	£1,944	£2,185	£2,219	£2,579	£2,729

Source: NLC Internal finance

### 3 Disability Living Allowance (DLA) payments

15.3% of Disability Living Allowance (DLA) payments are made to people who have a primary need of learning difficulties in North Lincolnshire. Nationally this is the largest contributing condition and in North Lincolnshire it is the 2<sup>nd</sup> largest reason for DLA.

### 4 Young people transitioning to Adult services

The number of young people transitioning to Adult services is remaining at a consistent level. There are between 30 and 35 young people in total with a transition plan who will transition into adulthood over the next few years.

**Table 2: Young people transitioning to adult services**

Year of transition	Child's year of birth	Number of children transitioning to adult services
2018	2000	5 to 10
2019	2001	10 to 15
2020	2002	5 to 10
2021	2003	Less than 5

### 5 Specialist Learning Disability placements

There are approximately 50 people with a learning disability living in supported accommodation within North Lincolnshire. This figure has increased during October 2018.

There are approximately 30 people with complex needs living in supported accommodation, this has increased recently with a new scheme opening in the summer of 2018.

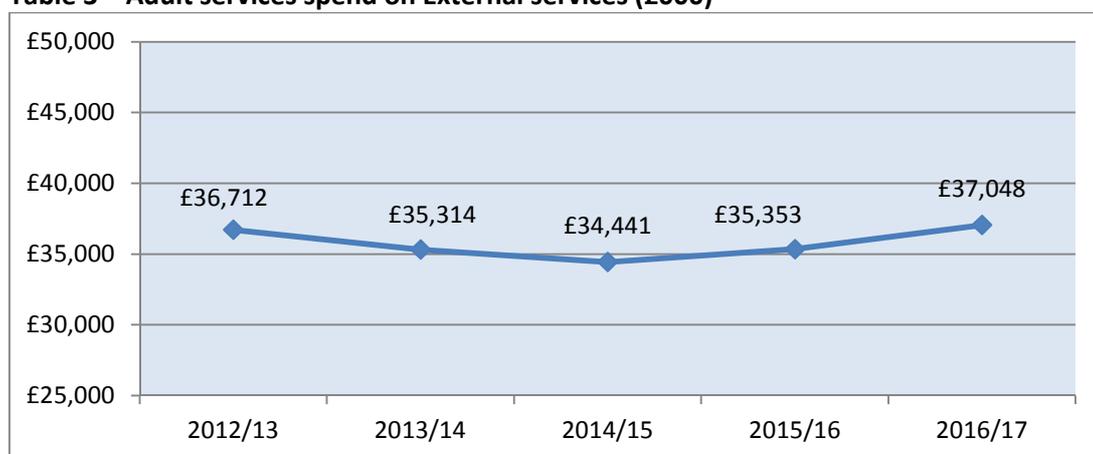
## 6 People in their own tenancy

There has been an increasing number of people with Learning Disabilities living in stable appropriate accommodation. The percentage of 18 – 64 year olds that live in a stable and appropriate accommodation in North Lincolnshire has increased by 3.6 percentage points from 73.6% 77.2% over the last 3 years.

## 7 Adult services spend

Adult Services Expenditure to External services represented 33.6% of the 2016/17 total council net service spend in North Lincolnshire. This equates to over £37 million pounds. The graph below shows how this expenditure has changed over the last 5 years.

**Table 3 – Adult services spend on External services (£000)**



Source: internal financial information

The average weekly cost of care for Learning Disability is higher for the working age population when compared to the 65's and overs. This is shown in the table below:

**Table 4: 2016/17 Average weekly cost of Learning Disability Residential and Nursing care in North Lincolnshire**

	Residential	Nursing	Residential and Nursing
18-64	£795	£802	£795
65 and over	£449	£454	£449

Source: 2015-16 SALT Return

NHS North Lincolnshire CCG commissions a range of services from primary care through to specialist services designed to meet the needs of the population. Whilst there is still more work to do within the sector to develop new models of support, there is a growing recognition that services need to be person centred, maximise independence and provide care in the least restrictive option possible.

In pursuit of this goal, there are a number of new models the CCG has developed including Personal Health Budgets and Direct Payments.