

Report to	Partnerships Scrutiny Committee
Date of meeting	15th April 2021
Lead Member / Officer	Bobby Feeley, Lead Member for Wellbeing and Independence / Phil Gilroy, Head of Community Support Services
Report author	Ann Lloyd, Principal Manager for Support Services
Title	Community Support Services Market Position Statement 2021-24

1. What is the report about?

- 1.1. Denbighshire County Council Community Support Services (CSS) Market position Statement (MPS) for 2021–2024.
- 1.2. The MPS sets out our offer to the market, and summarizes current needs and priorities - helping current/potential providers (including independent sector, third sector, not for profit and social enterprise) to develop and shape their care and support for adults in Denbighshire.

2. What is the reason for making this report?

- 2.1. To enable Scrutiny Committee to consider whether Community Support Services has clearly demonstrated that:
 - 2.1.1. It understands the local market and business of local providers; and
 - 2.1.2. the activities they can undertake to influence the current and future range of care and support available, tailored to respond to specific local issues.
- 2.2. To enable Scrutiny Committee to reassure themselves that the MPS accurately summarises supply and demand in Denbighshire, and informs providers what the future commissioning plans will be in order to support the delivery of the Council's Resilient Communities corporate priority.

3. What are the Recommendations?

That Scrutiny:

- 3.1. agrees that Community Support Services' MPS reflects an understanding of the local market and business of local providers, and that it clearly sets out how the current and future range of care and support will be influenced and tailored to respond to specific local issues, and support the delivery of key corporate and CSS priorities;
- 3.2. feeds back any comments and recommendations as necessary; and
- 3.3. confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 2) as part of its consideration.

4. Report details

- 4.1. Our CSS MPS is a key way by which we set out and communicate our commissioning/development priorities and intentions. This in turn helps current/potential providers to develop and shape their support, to help us meet the care and support needs of adults in Denbighshire. The document provides a summary of how we plan and procure adult social care services, with details of how and why we are looking to commission/develop particular support services/approaches.
- 4.2. The MPS covers the social care areas of older people; people with physical/sensory disabilities; people with complex disabilities (including learning disabilities, acquired brain injury and autism), and carers. The commissioning and development plans for homelessness prevention are captured in a separate Housing & Homelessness Strategy.
- 4.3. Our MPS is not a static document; it can be updated as needs and circumstances change, and we openly invite comments and suggestions from stakeholders.
- 4.4. Our last CSS MPS was finalised in 2017. This new MPS for 2021-24 (appendix 1) has been fully updated to reflect new evidence of needs and demand, new priorities and directions of travel, and some summary detail of specific plans for new developments where these are already known. It also includes a brief chapter

on the impacts of the Covid-19 crisis in terms of how we must respond and shape our social care planning and delivery.

4.5. The Social Services and Wellbeing Act remains the underpinning strategic driver of our commissioning plans and development activity in Community Support Services. As such, our MPS makes clear our focus on earlier intervention, increasing preventative services within the community, helping people to maintain their independence, and ensuring that citizens have voice, choice and control when it comes to their care and support.

4.6. The MPS also explains that we want to work with providers who will offer best value through achieving priority outcomes, and creative, collaborative working. All services that we commission must avoid duplication, and reduce demand upon statutory services.

4.7. Some key priority areas/themes captured in the MPS for 2021-24 include:

4.7.1. Developing outcomes (not outputs) focused support, and person-centred practice. This includes a focus on Support Budgets and Direct Payments (encouraging both their uptake and the creativity of their use), and further embedding co-production, positive risk taking and strengths-based approaches.

4.7.2. Preventing the need for statutory services, and supporting people to stay independent for longer. This will include developing more Extra Care Housing, and continuing to develop a broader range of tenancy-based housing for people with complex needs. Helping people to develop their own support networks must also be a key part of our approach.

4.7.3. Supporting people to use different technologies to meet their outcomes and stay connected, both during and post-the Covid-19 crisis.

4.7.4. Developing a greater range of care and support for people in more rural areas of Denbighshire, and ensuring that our commissioned services can support people in the language of their choice.

4.7.5. Remodelling and modernising traditional day services and residential care settings, and ensuring that more settings are better able to support individuals with more complex needs, including physical disabilities and complex mental health support needs.

- 4.7.6. Continuing to develop our day/work opportunities for people with learning disabilities, ensuring a progression approach and supporting more people with learning disabilities into paid work.
- 4.7.7. Continuing to develop services/approaches to relieve the immense pressure on carers, including young carers - including through provision of accessible information, advice and assistance, practical and emotional support, and developing different kinds of respite options.

5. How does the decision contribute to the Corporate Priorities?

- 5.1. Through the priorities and developments summarised as above, we will contribute to delivering several corporate priorities, particularly including those around resilient and connected communities, young people (16+) and housing.

6. What will it cost and how will it affect other services?

- 6.1. All developments in line with the MPS will be managed within existing allocated budgets. The CSS Contracts and Commissioning Team will as always work and invest collaboratively with both internal and external partners, and maximise various new and existing funding streams as they become available.

7. What are the main conclusions of the Well-being Impact Assessment?

- 7.1. A Wellbeing Impact Assessment for this MPS was completed in March 2021 (please see appendix 2). It was completed by the CSS Contracts and Commissioning Team, although input from consultations/feedback from other stakeholders, as outlined below, fed into the Assessment.
- 7.2. The MPS scored 32 out of a possible 36 in terms of its sustainability, and was identified to make a positive contribution to all 7 of the wellbeing goals - with clear strategies identified to address any potential unintended negative consequences.

8. What consultations have been carried out with Scrutiny and others?

- 8.1. The priorities and actions set out in the MPS are informed by a wide range of information CSS gathers throughout the year, including through regular

monitoring/reviews and other contracts and commissioning activity, which provides us with up to date information on needs and demand.

8.2. Several forums/groups have helped to inform the plans and priorities set out in the MPS, including the Commissioning Cycle Group, Ageing Well in Denbighshire, Carers Strategy Group, and the Corporate Supporting Carers Group. The MPS has also been reviewed and approved by the CSS Senior Leadership Team.

8.3. A number of primary data gathering exercises have also helped to shape this MPS, including a carers survey, Have your Say, and our complex disabilities Denbighshire housing needs database.

8.4. Many secondary data sources have also been used to help shape the MPS, including the North Wales Population Assessment, the Daffodil database, and other various local and national reports, plans and strategies.

9. Chief Finance Officer Statement

9.1. It is important that the Council works in partnership with providers and plans effectively to help ensure that procurement is as efficient as possible and that appropriate resources are allocated. As stated above the impact of the current MPS is included in current budget estimates for the service. The pressures within CSS are looked at in detail and appropriate additional resources are included in budget proposals. It is also welcome that the need to maximise external funding sources is recognised in the report.

10. What risks are there and is there anything we can do to reduce them?

10.1. There is always the risk that social care developments don't achieve what we need them to; however, robust planning (including co-producing), monitoring and evaluation measures implemented by the Contracts and Commissioning Team throughout the year ensure continuous learning, and the opportunity to identify and address any concerns as quickly as possible.

10.2. This continuous planning and monitoring, in line with the commissioning cycle, also enables us to plan carefully around the changing levels/availability of different funding streams, ensuring that any potential future cuts to funding can be managed in a planned way, in order to minimise disruption to frontline care and support services as far as possible.

11. Power to make the decision

11.1. Section 21 of the Local Government Act 2000

11.2. Scrutiny's powers with respect of policy development and review are outlined in Section 7.4.1 of the Council's Constitution.

12. Appendices

12.1. Appendix 1 – Community Support Services Market Position Statement 2021-24

12.2. Appendix 2 – Wellbeing Impact Assessment for CSS MPS 2021-24