



Have your say on

Changes to adult social care prevention services commissioned from the voluntary sector

Why are we consulting?

The council wants to do as much as it can to prevent people in Leicester from developing social care needs.

This means trying to help people stay independent and in good health, both physically and mentally.

For most of the time, people stay healthy and independent by helping themselves and by getting support from family, friends and the community. In addition, the council helps people by providing universal services such as leisure facilities and neighbourhood services.

However, some people have specific needs, but these needs are not high enough to meet the eligibility criteria for social care support that is set by the government. For these people the council funds social care prevention services to help them reduce, avoid or delay the development of higher levels of need.

The council buys many prevention services from the voluntary and community sector. The voluntary sector has unique strengths in that it is close to communities, often it consists of communities working for themselves. The sector can be very flexible and innovative in understanding people's needs and responding to them effectively.

We want to make more of the ability of the voluntary sector in prevention.

This consultation is about how we do that in the future.

About the consultation

This consultation is intended to find out what people think about our proposals. No decisions have been made at this stage: it is important to us to hear what people think in order to shape the council's way forward in these areas.

The consultation is in two related parts:

- Changes to the way we commission existing prevention services (**this survey**)
- Setting up a new Prevention and Wellbeing Grant Fund (go to **consultations.leicester.gov.uk/communications/ascgrantfund**)

You are welcome to respond to one or both of the consultations.

Surveys

You can complete the surveys:

- online at **consultations.leicester.gov.uk** or
- by filling in a paper version and sending it back to us using the freepost address:

Freepost RTRZ-YSJY-BEKH
VCS Consultation – Bosworth House
1F West Wing
Leicester City Council
Leicester
LE1 5PH

If you have any other queries about this consultation, you can contact us:

- **by email** asconsultations@leicester.gov.uk
- **by phone** 0116 454 2300

Responses to the surveys must reach us by Friday 28 July 2017.

Meetings with current providers

Council officers will be meeting with each of the voluntary sector organisations that currently provide prevention services to discuss the proposals and get their views.

People who use preventative services

We will ask voluntary sector organisations, including current providers, to tell people who access care or preventative services about the consultation and to support them to take part and/or to feed back views on their behalf. We are happy to attend meetings with people who use preventative services if invited.

What happens after the consultation?

Both parts of the consultation end on Friday 28 July 2017 and we will provide feedback on the findings on the consultation webpages.

Why change?

The council currently commissions a range of services from the voluntary sector to prevent people from needing higher levels of social care support.

However:

- we are now having to make difficult decisions about future funding arrangements because of the rising cost of providing adult social care, the fact that needs are rising, and the wider financial pressures on the council;
- the current commissioning model is dominated by procurement rules which do not always help small voluntary and community groups to tender for contracts; and
- we want to empower the voluntary sector to provide flexible, innovative and tailored solutions to support diverse needs and communities in the city.

Survey

Proposed changes to adult social care prevention services commissioned from the voluntary sector

Question 1: Please tell us about yourself by ticking and completing all the boxes that apply to you.

	<p>I am completing the survey as an individual and I use these services</p> <p>(please tick all the boxes that apply, or tick the final row if you do not use any of the listed services)</p>	<p>I am completing the survey on behalf of someone who uses these services</p> <p>(please tick all the boxes that apply, or tick the final row if the person does not use any of the listed services)</p>
Information, advice and guidance provided by Age UK or Mosaic	<input type="checkbox"/>	<input type="checkbox"/>
Services provided by Leicestershire Centre for Integrated Living	<input type="checkbox"/>	<input type="checkbox"/>
Carers support from CLASP, Age UK or Ansaar	<input type="checkbox"/>	<input type="checkbox"/>
Lunch clubs	<input type="checkbox"/>	<input type="checkbox"/>
Stroke support from Leicester Stroke Club	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy	<input type="checkbox"/>	<input type="checkbox"/>
Sight Loss support from Vista	<input type="checkbox"/>	<input type="checkbox"/>
None of the services listed above apply	<input type="checkbox"/>	<input type="checkbox"/>

If you are completing the survey as a provider of any of the above services, please indicate which and give the name of your organisation.

I am completing the survey on behalf of an organisation that is not a current provider of the voluntary sector prevention services listed above (if so, please give the name of your organisation):

You may not wish to respond to questions about all of the services – you may only be interested in one.

Please go to the relevant page for the service(s) you would like to have your say on.

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Information, advice and guidance

What happens now?

- Adult social care commissions information advice and guidance (IAG) services as part of wider services such as mental health support, carers support and dementia support.
- Stand-alone IAG services for older people and for disabled people are commissioned separately from Age UK (£33,999) and Mosaic (£61,488).

What is proposed?

- IAG will continue to form part of adult social care information and advice services such as mental health support, carers support and dementia support.
- Stand-alone IAG for older people and for disabled people will continue until 31 March 2018. However the council is considering arranging welfare advice services across the council as a whole in future, rather than on a department by department basis. It is intended that this new arrangement will start from 1 April 2018.
- We want to make it easier for people to know where to go for the IAG services they need in the future.

Question 2: Do you agree with the approach for information, advice and guidance services set out here?

Please tick one box:

- I agree with the proposal
- I disagree with the proposal
- I am not sure/don't know

If you disagree, please tell us why and/or give alternative proposals:

Disabled persons' user-led organisation (DPULO)

What happens now?

The service is provided by Leicestershire Centre for Integrated Living for £46,200. The service provides support for and represents disability groups in the city.

What is proposed?

The DPULO service will be ended from 1 April 2018. However we propose to commission a new service for £35,000 to support voluntary and community groups that help people to improve or maintain their health and wellbeing (including groups for disabled people).

We welcome your views on what the key priorities for this new service should be. Please let us know in the box below.

In addition, voluntary and community sector organisations for disabled people can bid directly into the adult social care Prevention and Wellbeing Grant Fund to support disabled people who are at risk of needing high levels of social care support in future.

Question 3: Do you agree with the approach for the disabled persons' user-led organisation (DPULO) set out here?

Please tick one box:

- I agree with the proposal
- I disagree with the proposal
- I am not sure/don't know

If you disagree, please tell us why and/or give alternative proposals:

Support for carers

What happens now?

Carers are entitled to an assessment if they appear to have a need for support. If the assessment finds that they are eligible, the council will support them to seek to meet their needs.

However the council also commissions services for carers who may not be eligible for support, in order to help them maintain their health and wellbeing.

This support for carers consists of five contracts with three organisations (CLASP, Age UK and Ansaar) for a total of £252,563.

What is proposed?

It is proposed to commission a single one-stop support service for £154,000 for carers that will support a wider diversity of carers and the people they care for. We believe it will be more efficient for prevention services for carers to come from one place.

We will also invite bids for carers support through the adult social care Prevention and Wellbeing Grant Fund.

Question 4: Do you agree with the approach for carers' prevention services set out here?

Please tick one box:

- I agree with the proposal
- I disagree with the proposal
- I am not sure/don't know

If you disagree, please tell us why and/or give alternative proposals:

Advocacy

What happens now?

Advocacy services consist of six services at an overall cost of £280,433:

- carers advocacy - CLASP
- mental health advocacy - LAMP
- prison advocacy - LAMP
- learning disability advocacy /supporting the LD Partnership Board - Mosaic
- generic service supporting older people those with a physical disability, vulnerable people and the Independent Complaints Advocacy Service (ICAS) - LCPT.
- Independent Mental Capacity Act (IMHA) advocacy – LAMP (joint Leicester, Leicester and Rutland contract)

What is proposed?

We propose a single delivery model for £124,000 that will consist of Care Act advocacy for all client groups; the ICAS service; and non Care Act Advocacy specific to carers.

We propose to continue the IMHA service as at present.

Question 5: Do you agree with the approach for advocacy services set out here?

Please tick one box:

- I agree with the proposal
- I disagree with the proposal
- I am not sure/don't know

If you disagree, please tell us why and/or give alternative proposals:

Lunch clubs

What happens now?

16 organisations receive funding to run lunch clubs for specific groups of older people in the city, at a total cost of £149,440.

The councils funding per meal ranges widely – from under £1 to over £9 a meal.

We believe that there are a wider range of people who could benefit from activities like lunch clubs to combat loneliness and isolation.

What is proposed?

The council would like to see a broader range of support for people who are lonely and isolated.

Current lunch clubs funding will finish in March 2018, but the adult social care Prevention and Wellbeing Grant Fund can be used to support people who are lonely or isolated and there are a wide range of activities that could do this.

Bids to run lunch clubs – including any from the current lunch club providers – will be welcomed. We would also like to see other proposals for supporting people who are lonely or isolated.

Question 6: Do you agree with the approach for lunch clubs set out here?

Please tick one box:

I agree with the proposal

I disagree with the proposal

I am not sure/don't know

If you disagree, please tell us why and/or give alternative proposals:

Support for people who have had a stroke

What happens now?

This service is commissioned from Leicester Stroke Club at a cost of £7,158.

What is proposed?

The current contract will end as there are very few referrals into the service from adult social care. Bids to support people who have had a stroke will be welcomed to the adult social care Prevention and Wellbeing Grant Fund.

Question 7: Do you agree with the approach for services for people who have had a stroke set out here?

Please tick one box:

- I agree with the proposal
- I disagree with the proposal
- I am not sure/don't know

If you disagree, please tell us why and/or give alternative proposals:

Support for people with sight loss

What happens now?

Council commissions a range of services for people with sight loss from Vista at a cost of £296,259.

What is proposed?

The statutory aspects of services will continue to be commissioned at a cost of £148,259 and a streamlined care pathway will be developed. This will include the maintenance of the city's sight loss register. It is also proposed that a specialist re-ablement service for deafblind people will be individually commissioned via direct payments.

Proposals for further initiatives for people with sight loss can be made into the adult social care Prevention and Wellbeing Grant Fund.

Question 8: Do you agree with the approach for support for people with sight loss set out here?

Please tick one box:

- I agree with the proposal
- I disagree with the proposal
- I am not sure/don't know

If you disagree, please tell us why and/or give alternative proposals:

Your views on the overall approach proposed in this survey

Question 9: Do you agree with the overall approach set out in the proposals in this survey?

Please tick one box:

- Overall, I agree with the proposals
- Overall, I disagree with the proposals
- I am not sure/don't know

If you disagree, please tell us why and/or give alternative proposals:

Equalities monitoring

10. Age:

- under 18 18 - 25 26 - 35 36 - 45 46 - 55 56 - 65 66+
 Prefer not to say

11. Gender:

- Female Male Prefer not to say

12. Ethnic background:

- Asian or Asian British: Bangladeshi
 Asian or Asian British: Indian
 Asian or Asian British: Pakistani
 Asian or Asian British: Any other Asian background
 Black or Black British: African
 Black or Black British: Caribbean
 Black or Black British: Somali
 Black or Black British: Any other Black background
 Chinese Chinese: Any other Chinese background
 Dual/Multiple Heritage: White & Asian
 Dual/Multiple Heritage: White & Black African
 Dual/Multiple Heritage: White & Black Caribbean
 Dual/Multiple Heritage: Any other heritage background
 White: British
 White: European
 White: Irish
 White: Any other White background
 Other ethnic group: Gypsy/Romany/Irish Traveller
 Other ethnic group: Any other ethnic group
 Prefer not to say

If you said your ethnic group was one of the 'Other' categories, please tell us what this is:

13. How would you define your religion or belief?

- Atheist Bahai Buddhist Christian Hindu Jain Jewish
 Muslim Sikh No religion Prefer not to say

Any other religion (please specify)

14. Disability

The Disability Discrimination Act (DDA) defines a person as disabled if they have a physical or mental impairment which has a substantial and long-term effect on their ability to carry out normal day-to-day activities and has lasted or is likely to last for at least 12 months. Since 2005 people with HIV, cancer, multiple sclerosis (MS) and severe disfigurement are covered by the DDA.

Do you consider yourself to be a disabled person?

- Yes No Prefer not to say

If you have answered **YES** to the previous above, please state the type of impairment that applies to you. People may experience more than one type of impairment, in which case you may need to tick more than one box. If none of the categories apply, please tick 'Other' and state the type of impairment.

- Head Injury
 Hearing (deafness, severe hearing impairment)
 Learning difficulty or disability (e.g. Down's syndrome, dyslexia, autism)
 Mental Health (e.g. depression, schizophrenia)
 Mobility (e.g. using a wheelchair)
 Physical impairment (e.g. difficulty using arms)
 Visual (e.g. blindness, severe visual impairment)
 Long-standing illness or health condition (e.g. cancer, HIV, diabetes, chronic heart disease, epilepsy)
 Prefer not to say
 Other (please specify)

15. Sexual orientation. Do you consider yourself to be ...

- Bisexual Gay / lesbian Hetrosexual / straight Prefer not to say

Other (please specify)

Proposed changes

Current services

The council has identified that savings will have to be made. The proposals range from decommissioning some services, reducing funding for others and remodelling services or maintaining as at present.

We will still need to be prescriptive about some of the services we buy for people who are at most at risk of developing higher social care needs and becoming 'eligible' as defined in the Care Act. In addition there are statutory elements to some of the services that we propose to keep, such as some advocacy services and some services for people with sight loss.

These services will continue to be procured by the council or given a direct grant contract. In some cases new service models will be used. If agreed, the new proposals would take effect from April 2018.

Prevention and Wellbeing Grant Fund

At the same time we will put funding into the proposed new Prevention and Wellbeing Grant Fund. This will not be funded from the savings we will make from services. It will be funded from some one-off underspends over the next few years.

Many voluntary organisations have said that if they had more freedom to identify issues and develop solutions themselves, it would be more effective than the current system. This is why we want to set up the grant fund.

This will mean that voluntary and community sector organisations can bid to provide support for people based on their own ideas and evidence about what is needed and what works, without having to base their proposals on services specified by the council.

Any voluntary sector organisation will be able to bid into the new grant fund, including those who may lose out as a result of the service changes that are proposed in this survey.

We believe that this will:

- allow the council to focus its more prescriptive service on those who are most at risk of developing social care needs; and
- give the voluntary and community sector more flexibility to meet needs differently.

The grant fund would be launched in 2017, with successful projects starting from April 2018.

Which services are we proposing to change?

The services that are the subject of this consultation are detailed in the survey.

For each service we have set out the current situation, our proposed changes and then a question asking for your views. The proposals range from decommissioning, reducing funding and remodelling, or maintaining as at present.

You may not wish to respond to questions about all of the services. If so please just fill in your responses to the service or services you are interested in.

Thank you for completing the survey.

Please hand your completed survey in to any Leicester City Council library, community centre, or the Customer Service Centre, or post it to the following address. You do not need to use a stamp.

Freepost RTRZ-YSJY-BEKH
VCS Consultation – Bosworth House
1F West Wing
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LE1 5PH

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