



Dementia Support Engagement

For Consideration by:
Adult Social Care Scrutiny Commission

Date: 26th June 2025

Lead director: Kate Galoppi

Useful information

- Ward(s) affected: All
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1. Summary

- 1.1. An important part of our commitment to supporting and helping people with dementia and those affected by it, is our commissioned service for Dementia Support. The current service is subject to a commissioning review with input from Leicester City Council, Leicestershire County Council and the Integrated Care Board. A key part of this is engagement with people affected by Dementia and their carers.
- 1.2. A survey (Appendix A) is planned to be distributed via Citizen Space to ascertain a broad view of people's experiences of living with dementia and how this offer can be redesigned to better support the specific needs of Leicester's population.

2. Recommended actions/decision

- 2.1. To note the intention of undertaking informal engagement around Dementia Support Services in Leicester.

3. Scrutiny / stakeholder engagement

- 3.1 ASC Scrutiny commission members are invited to comment on the engagement exercise and future dementia support services.

4. Background and options with supporting evidence

- 4.1. Supporting and helping those living with dementia and their carers remains a priority for Leicester, Leicestershire and Rutland's (LLR) health and social care organisations (Leicester, Leicestershire and Rutland joint Living Well with Dementia Strategy 2024-28).
- 4.2. The Dementia Strategy sets out our commitment to minimising the impact of dementia whilst continually improving dementia care and support within the communities of Leicester, Leicestershire and Rutland, not only for the person with dementia but also for the individuals who care for someone with dementia whether it is family members or professional carers. We continue to actively encourage a person centred and strength-based approach. We also aim to improve access to

diagnosis and support services for all patients and people drawing upon support especially those from seldom heard groups who currently do not access services.

- 4.3. The Dementia Support Service commenced on 1st April 2021 for three years with an option to extend by up to two. The current provider is [Age UK](#). The full term of extensions have been applied under the contract taking the current end date to 31st March 2026. The aim of the commissioning review is to ensure that the service can achieve outcomes outlined in the [Living Well with Dementia Strategy](#) and to allow for co-production with people who have lived experience of Dementia.
- 4.4. The service is jointly commissioned with Leicestershire County Council, and with the ICB. The current service supports both people with a diagnosis of dementia as well as people who are awaiting diagnosis / experiencing the early stages of memory issues. The current service predominantly supports carers (as much as 74% of people supported by the service in a quarter are carers as opposed to people with memory issues or a diagnosis of dementia or memory). The service supports people through a range of support options, including information & advice, personalised 1:1 support, informal carer learning, group support and partnership work.
- 4.5. Benchmarking engagement with other local authorities has found that Leicester and Leicestershire are an outlier in having a single overarching Dementia Support Service in place sharing the same specification for an urban and rural area. In light of this, the review is looking to ascertain the nuances of what the population in Leicester City vs. Leicestershire County needs from a Dementia Support Service so that this can be built into a new model. Leicestershire County Council have been made aware of the City's timeline for completing engagement with people affected by Dementia but have not indicated that they will be doing similar engagement.
- 4.6. It is important that engagement around a future model collects information on the particular needs of the Leicester City population, taking into account health inequalities and the diversity of the city. It is therefore planned that a public survey hosted on citizen space (Appendix A) is distributed widely to collect the views of people who use the current Dementia Support Service as well as those who don't. This way, it is hoped that we will get a good sense of what is working well with the current model and what the gaps are. For the avoidance of doubt this survey is an information gathering exercise and does not constitute a formal consultation on the part of Leicester City Council. At this point, no changes to the existing service are being proposed.

4.7. The results of this survey will, along with other insight, form the basis of a full strategic review of the service so that a new model can be designed. A broad timeline (based on undertaking a procurement exercise) can be found below:

Deliverables	Target Completion Date
<p>Strategic Review of service</p> <ul style="list-style-type: none"> • Comms plan • Demand analysis • Gap analysis • Performance data analysis • Engagement (people who use the service, provider, practitioners referring to the service) • Benchmarking <p>Evaluation</p>	<p>1st March 2025 – 31st July 2025 (5 months)</p>
<p>Service Design / Preparation of ITT documentation</p> <ul style="list-style-type: none"> • Agree funding envelope • Specification • Performance monitoring tool / targets • Strategic Business Case (Risk Assessment, Equality Impact Assessment, Data Protection Impact Assessment) • Invitation To Tender: Method statement questions and agreement of pricing • Preparation of contract by legal services <p>Collate TUPE information</p>	<p>1st August – 31st December 2025 (5 months)</p>
<p>Procurement</p> <ul style="list-style-type: none"> • ITT issue period (min 30 days) <ul style="list-style-type: none"> • Responding to clarification questions • Bidders' information session • Evaluation of bids • Tender Panel Moderation • Clarification Interviews (if required) • Final Tender Panel Award recommendation • Standstill period <p>Award of contract (if no challenges)</p>	<p>1st January – 31 June 2026 (6 months)</p>
<p>Mobilisation (separate mobilisation plan to be established)</p> <ul style="list-style-type: none"> • Setting up IT systems • TUPE Transfer consultations (if applicable) • Comms • Decommissioning existing contracts <p>Ensuring provider meets conditions precedent</p>	<p>1st July - 1st October 2026 (3 months)</p>

4.8. Following the commissioning review, a proposed model will be prepared.

5. Financial, legal, equalities, climate emergency and other implications

5.1 Financial implications

There are no financial implications arising from the public engagement.

Signed: Mohammed Irfan, Head of Finance

Dated: 03 June 2025

5.2 Legal implications

There are no apparent adverse legal implications of this report.

If conducted as a formal consultation, the rules around this will need to be followed to ensure that this result inform any commissioning decisions take into account the responses in an appropriate way. Separate advice on this aspect has been provided and legal should be contacted if any additional support is required. If this is a fact finding/information gathering exercise only, it should be made clear in the documentation that this does not constitute a formal consultation.

Signed: Emma Young, Qualified Lawyer

Dated: 2 June 2025

5.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

The report is for noting the intention of undertaking informal engagement around Dementia Support Services in Leicester. Any engagement should be inclusive and accessible. People living with dementia will be from across many protected characteristics, with disability and age being the more obvious ones. Dementia support services encompass a wide range of assistance and resources designed to help individuals living with dementia, their families, and carers manage the challenges of the condition and maintain the best possible quality of life. These services aim to promote independence, well-being, and social connection. Moving forward it is important equalities considerations should influence the tender process and be built into the contract specification in order to ensure that the future provider/s take a robust approach to meeting their equalities obligations as a provider of a public service. In order to demonstrate that the consideration of equalities impacts is taken into account, as an integral part of the process of reviewing or amending existing services, an equality impact assessment will be carried out.

Signed: Equalities Officer, Surinder Singh Ext 37 4148

Dated: 30 May 2025

5.4 Climate Emergency implications

There are no significant climate emergency implications arising from this report.

Signed: Phil Ball

Dated: 04/06/2025

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers:

7. Summary of appendices:

Appendix A - Survey