

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
9th NOVEMBER 2006

**THE FUTURE OF DAY SUPPORT SERVICES AND TRANSPORT FOR ALL
CLIENT GROUPS EXCEPT LEARNING DISABILITY – BUSINESS CASE**

Purpose of Report

1. The Overview and Scrutiny Management Committee's interest in this matter stemmed from its review of the contract extension with OSJ for residential care for older people last November – and the fact that day care provision would be the subject of separate negotiations.
2. At the previous Overview and Scrutiny Management Committee meeting, held in September 2006, a business case for changing day support services and transport for older people was requested by Members. As well as the business case, further information was requested and officers will be present at the committee meeting to provide the relevant details.

Background

3. In May 2006, because of the financial pressures of the department of adult and community services, the Cabinet agreed a policy shift and this is described as:

'At present service users are only entitled to a service if, after an assessment of need, their needs are judged to be substantial or critical. The future service would add an additional requirement; a service user's needs would be judged as substantial or critical and their well-being would be at risk for a commissioned service to be delivered to meet their need. If an alternative universal service could be engaged which met their need and did not place them at risk then this would be the preferred option.'
4. In July, Cabinet agreed a period of consultation with service users, carers and other stakeholders, as well as a period of reassessment of service users' needs.
5. The consultation was largely centred on policy changes made earlier this year by Cabinet but also considered the council's vision for social care and the potential implications on day support services and transport.
6. With regards to the period of self assessments, the Day Services and Transport Team are now undertaking full reviews of service user's needs and are matching these to the revised eligibility criteria for social care and transport.

7. Following the full review of service users' needs, judged against the revised eligibility criteria, it is anticipated a more streamlined and flexible approach to premises and resources would be required both within the council's service for older people and the Order of St John Care Trust's services. The basis of this approach was reported to Cabinet in September 2006.
8. This report therefore provides that business case.

The Business Case

Introduction and background

9. The Order of St John's Care Trust [OSJ], provides through the block contract and spot purchasing 1020.5 sessions to individuals every week. In terms of actual service users, OSJ support nearly 500 people within their day care centres.
10. There are 18 day care centres managed by OSJ and these vary in terms of their suitability. Some centres are purpose built, some are within dedicated spaces within residential homes, and some are provided within the residential home itself.
11. The location of services is as follows:

Kennet Anzac House, Devizes Southfields, Devizes Bartlett House, Ludgershall Coombe End Court, Marlborough	West Wiltshire Brookside, Melksham The Paddocks, Trowbridge Watersmead, Westbury Woodmead, Warminster
North Wiltshire Burnham House, Malmesbury Hungerford House, Corsham The Cedars, Purton Marden Court, Calne Seymour House, Chippenham Ridgeway, Wootton Bassett	South Wiltshire Bemerton Lodge, Salisbury Buckland Court, Amesbury Fives Court, Mere Stratford, Salisbury Willowcroft, Salisbury

12. Day care provided by OSJ offers excellent value in comparison to the national average. This best value has been achieved through the extensive contract of residential care provision provided by the organisation.

13. Despite this excellent value, the department's has refined the eligibility criteria for those receiving social care [23rd May 2006].
14. Taking into account all the background details above, a new model of day support services has been created. This model being:
 - i) A safe place for people at risk without a daytime intervention [this will include relief for carers].
 - ii) Services providing personal development programmes which will lead to people accessing more local community based supports.
 - iii) Services providing information, advice and signposting that also includes discrete, low level support services. This enables service users to maintain their independence of more costly and intensive social services and promotes social inclusion.

Objectives

15. Broadly, the aforementioned model aligns services to the vision for social care. More specifically, this seeks to develop a cultural change which promotes people's independence by using universal, community services and facilities but provides a net of safety to those individuals who would be placed at risk by doing this. Eventual outcomes will be:
 - Service users will only be accessing services with clear, expected outcomes that further promote their independence.
 - Through proposed partnerships, the council will promote wider options for people to meet their identified needs. Quality and appropriateness of service provision will improve.
 - We will seek to reduce the numbers of individuals receiving direct service provision.
16. These objectives will also reduce the demand and cost of providing commissioned transport services, funded by the council.
17. This will be achieved by working with OSJ to reassess people's needs against the revised eligibility criteria. The council recognises however that without some form of support service, or social opportunities, older people could become lonely or require further services in the future. Therefore, a major project is currently being scoped and a business case for this is described below:

Background

18. Following the introduction of an eligibility criteria for transport, and a renewed eligibility criteria for social care, officers reported to the July Cabinet meeting the following key points:

- The majority of traditional day services for older people are provided by the Order of St John Care Trust (OSJ). The council directly provides one service, a day centre for older people, in Trowbridge.
- There is a need to review the current day care services under the contract with OSJ. The council had a five year contract for day care provision, which was linked to the provision of residential placements but this arrangement expired on 31 March 2005.

19. Specifically, Cabinet were asked to consider:

'It is proposed that the council:

- *Appoints an independent provider to work specifically within OSJ day services. This time-limited assignment will have a specific purpose of working with individuals who use services for a social opportunity. The expected outcome will be to support individuals to replicate those social opportunities and to maintain social networks and connections outside of day support services. The council proposes to invite organisations to undertake this assignment and be engaged and working towards realigning social opportunities for service users by September 2007'.*

20. Therefore, this project will be designing a specification, tendering, recruiting and supporting an independent provider to deliver the stated outcomes above.

Outline Business Case

21. This project will signpost a large number of adults into other forms of support allowing the council to redesign OSJ day services (see separate project brief). There will be savings from people not using council funded transport although the extent of these savings will not be realised until April 2007. The project will also work within the only council provided service for older people as well.

Objectives

22. Key objectives are described as being:

1. Recruiting a provider to deliver
2. People are moved into more community based support structures
3. Sustainable informal networks are formed

Objective 1

- Service specification and contract brief to be established
- Advertisement to be circulated
- Provider appointed following tendering exercise
- Initial meetings and scoping with provider/WCC/OSJ

Objective 2

- Work to begin following scoping, identifying relevant service users

- Work to begin connecting people outside of day centres to community supports.

Scope

23. This project will comprise of an independent organisation being funded for one year, to work directly within 18 OSJ day centres, and one WCC day centre.

Additional Work Programme

24. Further to the project above, the council will work with OSJ to remodel services for the remaining service users. It is anticipated that the council will commission:
 - Services for people who require lower levels of support, i.e. a safe place during the day time as well as carer relief.
 - 4 specialist day services, one in each district area, for people who require higher levels of support, with spot purchasing flexibility to extend this service capacity where necessary.
21. The redevelopment of day care services for service users is crucial both in terms of the model, and location of services as well as increasing capacity. These crucial factors will enable the council to make fewer placements to residential care for older people.
22. Officers are in early days of scoping this element of the overall day care services programme.
23. A detailed financial proposal as well as a detailed business case will be submitted to cabinet in February 2007 once benchmarking, market testing and further scoping has been carried out in order that the service remains at the optimum cost for the level of service.

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The following unpublished documents have been relied on in the preparation of this Report: None