

Decision Maker: PORTFOLIO HOLDER / ADULT CARE & HEALTH SCRUTINY COMMITTEE

Date: 29 June 2021

Decision Type: Non-Urgent Non-Executive Non-Key

Title: PROGRESS REPORT IN RELATION TO THE PROVISION OF LEARNING DISABILITY DAY SERVICES FOR PEOPLE WITH NON-COMPLEX NEEDS

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Chief Officer: Kim Carey Director of Adult Services

Ward: All Wards

1. Reason for report

- 1.1 The Council had a contract in place with the Southside Partnership (also known as Certitude) to provide learning disability supported living and community-based day and respite services. Executive approval was obtained in November 2019 to extend the contract for a period of up to 2 years from 1 October 2020 to 30 September 2022. The Council was unable to reach mutual terms to extend the contract as originally intended and subsequent negotiation resulted in a 6-month extension of the contract to 31 March 2021.
- 1.2 At the PDS meeting on 24 November 2020 members scrutinised a report that set out the procurement proposals in relation to these services, the report was subsequently agreed by the Leader. Future learning disability day provision is being divided so that people with lower needs will receive their services from community based locations that are spot purchased or funded via direct payments, people with complex needs will receive a building based service purchased via a block contract. This report is to provide members with an update on the development of community hub-based provision of day activities for people with less complex needs.
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2. **RECOMMENDATION(S)**

- 2.1 **Members are asked to note and comment upon the information in this report**

Impact on Vulnerable Adults and Children

1. Summary of Impact: To ensure the continued provision of services to adults with learning disabilities living in Bromley.
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Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Supporting Independence
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Financial

1. Cost of proposal: Estimated Cost £750k - £850k PA
 2. Ongoing costs: Recurring Cost
 3. Budget head/performance centre: Learning Disabilities
 4. Total current budget for this head: £1.8m (2021/22 budget)
 5. Source of funding: Existing revenue budget
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Personnel

1. Number of staff (current and additional): N/A
 2. If from existing staff resources, number of staff hours: N/A
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Legal

1. Legal Requirement: Statutory Requirement
 2. Call-in: Not Applicable
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Procurement

1. Summary of Procurement Implications:
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 120
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

- 3.1 The Council normally (outside of the pandemic) provides day services for approximately 180 adults with a learning disability. The services are provided to people aged from 18 to over 80 with needs ranging from moderate to those with profound and multiple disabilities. Learning disability day services enable service users to gain skills and integrate with the community; they also play a key role in providing respite to family carers and ensuring people do not become dependent upon 24/7 Council funded care.
- 3.2 Bromley's learning disability day services are being modernised in recognition of the priorities in the Learning Disability Strategy and projected future service demand. At the PDS meeting on 24 November 2020 members scrutinised a report that set out the procurement proposals in relation to learning disability community services, the report was subsequently agreed by the Leader. Future learning disability day provision is being divided so that people with lower needs will receive their services from community based locations that are spot purchased or funded via direct payments, people with complex needs will receive a building based service purchased via a block contract. This report provides members with an update on the development of community hub-based provision of day activities for people with less complex needs.
- 3.3 Benchmarking with other councils in relation to day activities for people with lower needs identified that they sought a range of providers who would be able to bring specialisms such as social businesses, training, skills development and a range of sessions that would stimulate and be attractive to service users of all ages as well as facilitating access to the community for other activities. An underlying principle behind this provision is to ensure the carers of people accessing these services receive respite.
- 3.4 Commissioners have been engaging with providers since the summer of 2020 to generate interest in providing this community provision and the following organisations are now involved:
- Choice Support
 - Bromley Mencap
 - Shaw Trust
 - Nexus
 - Eleanor
 - Livability
 - Millsted

The Council will spot procure sessions or days of provision from the providers or issue direct payments to service users so they can purchase services directly from their provider of choice.

- 3.5 Meetings are taking place where all providers are in attendance and these will continue on a monthly basis whilst the hubs mobilise and services open. There is acceptance that each organisation has particular strengths and it would not be in any provider's interest to compete to provide the same activity. A range of options is being developed that service users can choose and these options will continue to develop in recognition of what people want. A brochure of activities has been drafted and is being refined as services continue to come online following lockdown. Activities / options proposed by the providers recognise the wide age range of the people who will access them and include:
- a. Life enhancing skills: cooking / baking / computing / literacy / numeracy / shopping for food
 - b. Work placements including voluntary work
 - c. Community activities: bowling / swimming / golf / baseball
 - d. Training courses to enable work: catering course / gardening / micro enterprises
 - e. Parent & carers groups
 - f. Variable length sessions / activities when people want, outside of traditional hours
 - g. Horticulture / fencing / grounds maintenance
 - h. Intergenerational projects / engagement within the community
 - i. Walk groups / journalism / friendship groups
 - j. Photo booth hire social business

- k. Visits to the coast / theme parks
- l. Arts / crafts
- m. Theatre / acting / music sessions / dance
- n. Silver space / tea dances / evening discos
- o. Makaton training
- p. Radio station run by service users
- q. Wellbeing festivals / joining up with other organisations

4. KEY AREAS OF FOCUS

4.1 Covid-19 and emergence from lockdown:

4.1.1 Whilst a range of outreach and online day services have been provided in Bromley during the past year, the day centres and hubs have remained closed over that period. Bromley's learning disability day activities have started to recommence from 17 May 2021. The community hub provision is new with providers adding resources as demand increases and in consideration of social distancing requirements and the Council's responsibilities in relation to managing risk. Providers are required to submit risk plans to the Public Health team who review them and give advice and guidance in light of the latest government information. There is a gradual increase in the activities being offered and it may take some months before the full range of options described at 3.5 above can be provided.

4.1.2 Some providers are already well established within the Borough and are developing additional capacity in existing provision whilst others, who are new to Bromley, have established new hub locations. The providers will be largely dependent upon Council referrals in the early stages of mobilisation but this is expected to change as more service users move towards direct payments and the greater flexibility to move between services that these will bring them.

4.1.3 Commissioners have engaged two care managers who are working in relation to learning disability day activities for six months. They are employed to undertake reviews of service users and engage with people to ensure they are supported to return to the most suitable services. It is expected that some people's circumstances will have changed during the pandemic and reassessment may be required. Some people may be anxious to return to services with other people and care managers will provide support to service users and carers to assist their return.

4.1.4 Commissioners have compiled lists of people who attended day services before the pandemic and have prioritised those who are expected to benefit from returning sooner. Care managers are initially making contact and assisting the return of those who live with family carers and have complex needs; those with less complex needs, people in Shared Lives placements and finally those in supported living.

4.2 Hub locations:

4.2.1 The community hub locations are key to establishing a range of provision. Whilst four of the providers already have provision within Bromley and some may be expanding, the new providers have worked to establish a Bromley base.

4.2.2 The Council's existing day centre hubs at Cotmandene and Kentwood will continue to be used for this purpose. The Cotmandene hub is being leased to Bromley Mencap who will set up new activities there and Millsted Care will lease the hub at Kentwood. Nexus and three other providers have been working with Hanover Housing who are the landlord at three of the Council's Extra Care Housing schemes. Nexus will initially operate activities at Regency Court for one day per week and this will increase to two days a week before expanding to three days that will include a Saturday.

Hanover have been very flexible and supportive in their approach and remain keen to work with providers at all of their Bromley locations. This is a particularly exciting development and offers opportunities for inter-generational activities as well as potentially providing work for people with learning

disabilities such as grounds maintenance etc. The development of activities in the ECH schemes will not only benefit people with learning disabilities, it has the potential to enhance the lives of the tenants living in the schemes. Early feedback from ECH residents is that they are looking forward to the activities commencing and the following sessions are initially planned:

- Joint lunch sessions (tenants / day attendees)
- Serving tenants in the 'in scheme' shops
- Attending the cinemas that the schemes contain
- Gardening
- Afternoon tea sessions

All of the above will bring opportunities for befriending and the benefits this brings in relation to people's wellbeing, particularly as we emerge from lockdown.

4.2.3 Commissioners continue to seek opportunities to develop new hub locations and providers are encouraged to meet in monthly forums to share understanding and best practice that will benefit Bromley's residents.

4.3 Affordability:

4.3.1 The Council has benchmarked the Direct Payment rates in relation to day activities for people with learning disabilities with neighbouring boroughs. Bromley has paid £45 per day for a number of years, with other councils paying between £46 and £75 per day. We have averaged neighbouring boroughs benchmarked rates and this indicates that £50 per day represents a typical 'going rate'. The providers detailed above proposed a range of pricing between £45 and £66 per day but following meetings with commissioners, all providers have confirmed they will be able to provide services at £50 per day.

4.3.2 Commissioners have used pre-pandemic attendance information to determine future attendance levels once the country has fully emerged from lockdown. This information has been split between projected complex and non-complex attendees. There are approximately 120 'non-complex' service users who on average attend 2.5 days per week, equating to 300 sessions. At £50 per day, there is sufficient budget available for people with non-complex needs to attend at this level of funding.

4.3.3 Care managers will promote the take up of Direct Payments as these offer service users greater flexibility in choosing and changing the services they access. Direct payments are optional and care managers will be available for some months to assist service users in moving to them at a later date should they wish to.

4.4 Communication and Stakeholder Engagement:

4.4.1 With the closure of services and the pandemic precluding face to face meetings, commissioners have needed to find alternative ways to communicate and build relationships with service users and carers. Commissioners have engaged using MS Teams, Zoom and distributed communications electronically directly to service users and their carers as well as through wider routes such as the Bromley Mencap Newsletter and the Learning Disability Providers forum. Self-advocacy groups facilitated by Advocacy for All have also been instrumental in service user engagement and influencing the direction of travel. Representatives from the Astley Carers Group have been immensely helpful in providing information and their views before communications have been distributed. The Group have assisted in the development of services and provided their insight in relation to reopening plans; members of the group attend the Learning Disability Partnership Board.

4.4.2 The Learning Disability Partnership Board takes place bimonthly and is tasked with overseeing the delivery of the Learning Disability Strategy. The Learning Disability Partnership Board is co-chaired by a Member and includes carers, service users, advocates and other local area stakeholders. The modernisation of community services is a key element of delivering the priorities within the Strategy and

the Board is updated with progress. A subsidiary work group is focussed upon the delivery of the community services modernisation and provides positive challenge and influence on progress.

4.4.3 The Care Managers described at 4.1.3 above have a key role to play during the reopening and mobilisation of new services; they will support and advise service users and their carers over the coming months and help to embed understanding of new services within the Council's learning disability care management team and other key functions.

5. SUMMARY & NEXT STEPS

5.1 A large amount of work has been undertaken with providers to establish the non-complex community hub provision in Bromley. It is challenging to mobilise new services in the wake of a pandemic but good progress is being made and the new opportunities for people with learning disabilities in Bromley represent a major change for the good. It is appreciated that change is hard for people to embrace, particularly for those with learning disabilities and autism and the continued support of dedicated care managers to help people through the mobilisation of new services is important.

5.2 In terms of next steps, commissioners will continue to work with providers as lockdown eases and people engage with the new services as activities are enhanced and developed in accordance with people's wants. Many of the activities are a big departure from what has been available before but they are expected to improve skills, create opportunities for jobs and not only enhance the lives of people with learning disabilities but those living in extra care housing too.

Non-Applicable Sections:	[List non-applicable sections here]
Background Documents: (Access via Contact Officer)	November 2020 report Learning Disability Community Provision Gateway Report (ACH20-079)