

From: Anu Singh, Corporate Director of Adult Social Care and Health

To: Graham Gibbens, Cabinet Member for Adult Social Care

Decision No: 17/00078

Subject: **PHYSICAL DISABILITY WELLBEING CORE OFFER**

Classification: Unrestricted

Past Pathway of Paper: Social Care Health and Wellbeing Directorate Management Team - 26 July 2017, Adult Social Care Cabinet Committee – 29 September 2017

Future Pathway of Paper: Cabinet Member decision

Electoral Division: All

Summary: This report brings forward a proposal to commission a new service offer for People with Physical Disabilities. The service offer will be delivered by, and for, People with Physical Disabilities and will be a county wide service to support access to information, advice and peer support.

Recommendation(s): The Cabinet Member for Adult Social Care is asked to agree to:

- a) **TENDER** for a new contract to deliver an information, advice and peer support service for People with a Physical Disability; and
- b) **DELEGATE** authority to the Corporate Director of Adult Social Care and Health, or other nominated officer, to award the contract to the successful organisation.

1. Introduction

1.1 The Council currently grant funds a range of voluntary and community sector organisations to support People with Physical Disabilities. This historic grant funding provides access to information and advice and provides help to access other forms of support, including peer led support. The historic grants that are associated with Physical Disability are listed in appendix 1.

1.2 The current services provide a range of support across the county. There are different services in different areas which are not consistently networked or linked together. This has led to inequality of access and achievement of outcomes for People with Physical Disabilities across the county.

1.3 Historic grants end on 31 March 2018, this along with concerns raised regarding the lack of consistency in Physical Disability provision has provided an

opportunity to review how to best use the available budget to ensure more efficient and effective service provision.

2. Financial Implications

- 2.1 The current spend on Physical Disability grants is £181,053. The plan is to reinvest this whole amount into the new service. This equates to £905,265 over the life of the contract which will be five years, if the two year extension clause is used.

3. Strategic Statement and Policy Framework

- 3.1 The proposed decision supports the Council's Strategic Statement that older and vulnerable residents are safe and supported with choices to live independently, the duty placed on the Council under the Care Act 2014 to provide information and advice, promoting individual wellbeing and preventing needs for care and support and supports the Council's Strategy for Adult Social Care from 2016 – 2021 'Your life, your well-being.

4. The Report

- 4.1 The Council previously asked Physically Disabled people's user led organisations to look at the experiences and views of disabled adults, their families and carers; asking what was working and what needed to change in the design and delivery of services. The results of this work were published in a report 'Towards a Better Future – Making it Work' in May 2013.
- 4.2 A key recommendation from this report was that "Kent County Council needs to work with other service providers and physically disabled people who use their service to design appropriate and relevant services". Additional work also identified that whilst other groups had a 'forum' to represent them, there was no such forum for People who have a Physical Disability.
- 4.3 The Commissioning Unit worked with Healthwatch Kent to establish a Physical Disability Forum and network and in February 2016, in partnership with The Centre for Independent Living (CiLK), a Project Manager was recruited. The Physical Disability Forum was launched in October 2016 and the group has established terms of reference and elected a chair and vice chair. Healthwatch Kent has agreed to fund the Forum and the Project Manager until March 2018.
- 4.4 The Commissioning Unit championed the development of the Physical Disability Forum and network to align with and support work to end all historic grants and create a new service offer.
- 4.5 This commissioning exercise provides the opportunity to use this funding more effectively; all historic grants have been reviewed, in order to understand what is currently in place and to help inform what needs to be commissioned. We are using the findings of the Towards a Better Future report along with a co-production approach with People with Physical Disabilities to design a new

service offer. An options appraisal was completed and is attached as appendix 2.

- 4.6 Throughout the co-production there has been a strong message that any organisation/s that delivers this service should involve People with Physical Disabilities in its delivery wherever possible, not only as paid employees but also as volunteers.
- 4.7 A number of views have been gained on what level of involvement from People with Physical Disabilities the service should contain, people have said it is really important to have People with Physical Disabilities involved in the service but they have not put huge emphasis on the organisation having to be led by People with Physical Disabilities. When the new service specification is created expectations on how People with Physical Disabilities are involved in the service offer will be clarified.
- 4.8 Through working with People with Physical Disabilities the outline of the service will need to:
- Have People with Physical Disabilities involved in providing the service
 - Cover the whole county
 - Provide a telephone helpline and a website
 - Market the new service brand, make sure people know it exists and how to access it
 - Provide all of the above support within local community settings across all areas of Kent as a face to face option e.g. within group settings, community facilities 'hubs' such as libraries, gateways, other disability support organisations facilities where agreed.
- 4.9 The service will provide support with:
- Information and advice regarding: training, employment, mobility aids and adaptations, holidays, transport and any other issues that arise
 - Provide support to people to understand and access disability benefits
 - Support people to understand how direct payments could work with them
 - Working closely with social services to break down barriers around direct payments and improving how people access them
 - Signpost people to other services that are best placed to meet their particular needs e.g. Kent Advocacy Contract, Wheelchair Service, Social Care where appropriate
 - Access a wide range of community activities and resources
 - Peer and reciprocal support.
- 4.10 Commissioning a new service means that there will be changes for people as some of the services will no longer receive grant funding. Those services affected will be:

- 4.10.1 **Disability Information Service Kent (DISK)** in Folkestone and **Disability Information Line (DIAL)** in Northfleet both provide information, advice and support to people to access disability benefits. We have heard that this type of support is vital to people and therefore will be incorporated into the new service. However, we will not require the new service to operate out of specific locations rather we will ask for a countywide service that is delivered via a range of community venues, making this a more accessible service.
- 4.10.2 **Disability Sportslink Project Gravesham**, this is an anomaly as other sports and leisure centres provide access to people with disabilities as part of their business as usual. We are providing support for Sportslink to see if they can access alternative funding sources.
- 4.11 As well as working with People with Physical Disabilities we have also engaged with current and potential providers, in order to support our understanding of best practice locally and nationally and what could be delivered differently through this contract.
- 4.12 Current historic grant recipients are mostly small organisations, we have been talking to them about the tendering process which is new to many of them and we have been supporting them to access mentoring so they are ready when the tender opens via the Kent Business Portal.
- 4.13 All organisations affected have been offered support through the new infrastructure contract, Stronger Kent Communities, this advice includes:
- how to participate in tender process
 - how they might seek to develop collaborative relationships with other organisation to deliver a the new contract
 - how to seek out alternative forms of funding.
- 4.14 The tender will be open for providers to participate singularly or as a partnership. If one provider was successful they would have the opportunity to sub-contract local delivery to smaller organisations where necessary. This is still subject to review and will be influenced by the consultation feedback and further engagement activity.
- 4.15 Formal consultation was undertaken between 17 July and 4 September 2017. The consultation report is attached as appendix 3.
- 4.16 It is proposed that the new contract will be three years plus an additional two years if the contract is working well and meeting all of its performance and quality markers. This will mean the possible contract length will be five years in total, this period of time will allow the provider(s) security to invest and develop the service.
- 4.17 Timeline is as follows:
- Consultation will take place between 17 July and 4 September 2017
 - Adult Social Care Cabinet Committee: 29 September 2017
 - Invitation to Tender (ITT): November 2017
 - Tender Evaluations: December 2017

- Evaluation and Awards Approvals: January 2018
- Contract Award: End of January 2018
- Mobilisation: February and March 2018

5. Legal Implications

5.1 The new service will be procured through a full competitive tender process.

6. Equality Implications

6.1 An Equality Impact Assessment has been completed and has been reviewed and updated throughout the consultation and co-production process. The latest version of the Equality Impact Assessment is included in the background documents to this report.

6.2 The Equality Impact Assessment has highlighted risks around people with disabilities other than physical and under those under the age of 16, who won't be able to access the new service. Respondents to the consultation also raised concerns that this service would not be available to all disabilities.

6.3 In light of the findings from the Equality Impact Assessment and the consultation, the scope of the offer has been adapted and will ensure that the helpline and website is accessible to all. The successful provider will then need to devise a system to identify and signpost to appropriate services.

7. Conclusions

7.1 By ending historic grants we will reinvest the same amount of money into commissioning a Physical Disability information, advice and peer support service.

7.2 The service will be user led, delivered by and for People with Physical Disabilities.

7.3 The website and helpline will be accessible to all groups where the provider will be expected to be aware of resources that will be able to provide appropriate support.

7.4 Work on commissioning a core offer for Older People and People with Dementia is currently underway. We will be working together to look at the pathway of service for people and how we can develop the services together for any efficiency and to avoid duplication.

8. Recommendations

Recommendation(s): The Cabinet Member for Adult Social Care is asked to agree to:

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b) **DELEGATE** authority to the Corporate Director of Adult Social Care and Health, or other nominated officer, to award the contract to the successful organisation.

9. Background Documents

Physical Disability Core Offer Consultation:

<https://consultations.kent.gov.uk/consult.ti/PhysicalDisabilityCoreOffer/consultationHome>

Towards a Better Future – Making it Work’ in May 2013:



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