

Report to: **Adult Social Care and Community Safety Scrutiny Committee**

Date: **13 November 2014**

By: **Director of Adult Social Care and Health**

Title of report: **Developing the local market**

Purpose of report: **To provide an update on the Department's activity to develop and support the local care market to deliver personalisation**

## RECOMMENDATION

**The Scrutiny Committee is recommended to consider and comment on progress to date with the Department's aim of creating a diverse and responsive local market for care and support.**

### 1. Financial Appraisal

1.1 There are no financial implications in this report.

### 2. Background and Supporting Information

2.1 This report provides an update to the paper presented to the Scrutiny Committee in September 2013. Work has continued throughout the year to increase choice in how service users and carers are supported to live their daily lives by developing a market of diverse, flexible and responsive care and support options and the tools to enable people to navigate the options and exercise choice.

2.2 The Care Act received royal assent in May 2014. General duties will come into force in April 2015 outlining the legal framework for commissioning and market development to promote a diverse, sustainable and high quality market of care and support services. The Care Act requires local authorities (LAs) to help develop a market that delivers a wide range of sustainable high-quality care and support services to the local community. When buying and arranging services, LAs must consider how they support and promote the wellbeing of people receiving those services. LAs should engage with local providers, to help understand what services are likely to be needed in the future, and what new types of support should be developed. LAs should also engage with local people about their needs and aspirations. A wider range of high quality services will give people more control and help them to make more effective and personalised choices over their care.

### 3. Update

3.1 **Market Position Statements (MPS)** – the Care Act requires LAs to publish an MPS to support dialogue with providers about older people, learning disability, physical disability and sensory impairment and mental health services. In order to shape and facilitate the local care market, a MPS describes future trends in demand, gaps in supply and signal forthcoming change. ASC published its second Market Position Statement in June 2013, together with an action plan to engage the local care sector in the ongoing work and key activities needed to further develop the local market for personalisation, and deliver the savings agenda. The MPS and action plan will be refreshed in line with the new Care Act Guidance published in October 2014. The full current statement is available on the County Council website:  
<http://www.eastsussex.gov.uk/socialcare/providers/markets/default.htm>.

3.2 **Engagement with providers** - regular provider forum meetings are held with providers of home care, older people's residential and nursing care, extra care, learning disability service providers and providers of older people's services to facilitate discussion and learning about strategic market, policy and workforce development and operational joint working. A regular

'personalisation bulletin' is also distributed to over 1500 care and support sector contacts to ensure the sector is kept up to date with local and national policy drivers.

**3.3 Supporting People (SP) personalisation project** – this began in April 2013 with the aim of encouraging further choice and control within housing support services. The project worked with SITRA (a national charity with personalisation expertise) to identify areas of good practice and areas for improvement within each of the SP-funded provider services. SITRA have reported an increase in the number of providers evidencing good practice in areas including:

- person-centred planning;
- clients owning their support plans;
- services focussing on identifying clients strengths and aspirations;
- choice of support worker, timing and venue;
- use of one-page profiles for staff and clients.

**3.4 SP funded 11 bursaries to providers** whose bids demonstrated an innovative and co-produced approach – more detail can be found in **Appendix 1** - an excerpt from the Supporting People Annual Report 2013/14. SITRA also supported the development of a group of former clients (called SIFT) whose aim is to further help improve personalisation and encourage the client voice within provider services through visits, presentations and training.

**3.5 Domiciliary Care** – in 2014 a new contract has been awarded to four Care Providers across East Sussex covering domiciliary care, reablement, Continuing Health Care, extra care and home based respite. A closer relationship with the four key suppliers will enable a framework to ensure that the service provider achieves the expected levels of choice, quality and innovation as well as increasing levels of Direct Payments.

**3.6 Stimulating new services: micro market development** – micro enterprises (0- 5 employees) offer a wide range of very small care and support services, and are localised, entrepreneurial in nature, contribute directly to the local economy and offer high levels of personalisation. ASC continues to support a robust approach to micro market development, making contact with providers at the local level and help them overcome barriers to entering the social care market. This has resulted in engagement with 289 existing or potential micro organisations thus far. Of these, around 90 are in regular contact and fit well with desired service developments identified through service user, commissioner and operational feedback, and 25 brand new enterprises have been supported to become operational. 54 providers have applied to join Support with Confidence; 20 of which are new services, including Green & Tidy, Magical Moments & Positive Homecare.

**3.7 Support with Confidence (SWC)** – launched in October 2010 with Trading Standards to help service users, carers and those working with them to be reassured about the quality and safety of care and support services, SWC now has 135 approved members, across a range of daytime activities, pathways to employment, cleaning and housework, Personal Assistants and community support workers who have been vetted. A further 47 applicants are currently being processed. The directory of approved providers is accessed via the Council's website and provides a key tool to provide information and advice to self funders.

**3.8 Showcase events** (including Dragon's Den style presentations) were held in July 2014 in all three ASC team localities to introduce ASC staff to new SWC and micro providers to underpin their support planning activity. 52 staff and 60 providers attended these events.

**3.9 Adding value through social capital** – the Commissioning Grants Prospectus (CGP) provides grants to voluntary and community organisations to deliver local health, social care and wellbeing outcomes. In 2014 approximately £11.7m over three years across ten outcome areas and 30 objectives. A full list of awards is attached at **Appendix 2**. In summary:

- 57 organisations applied to the CGP resulting in 127 bids worth a total of £23.2 million over 3 years
- 62 awards were made to the value of £10,330,808 over three years
- Awards made to 39 organisations including 12 partnership bids
- Seven awards were small grants

3.10 **Community resilience** – through work to strengthening local communities for older and disabled people work we have initiated a number of work streams designed to engage local communities and businesses in joint work to support personalisation, prevention and wellbeing. The Building Stronger Bridges pilot aims to strengthen the links between ASC teams and their local communities through developing ‘Good Neighbour’ schemes. Five partner organisations have been funded to find and develop local schemes which can provide practical help and support as well as tackle loneliness and isolation. So far Building Stronger Bridges partners have identified 44 (27 existing and 17 new) potential good neighbour groups and are working to develop them so that they can start visiting clients and also taking referrals from ASC teams.

3.11 Other work includes working with Pub is the Hub and Wealden District Council to extend the offer of rural pubs to tackle isolation and loneliness through aiming activities at older and disabled people, and working with the Bexhill Dementia Action Alliance to increase awareness of dementia in the local community and businesses. **Appendix 3** contains a leaflet about the opportunities that can be available through Pub is the Hub.

3.12 **East Sussex 1 space** – the online resource directory was publically launched in July 2013 and continues to grow to enable members of the public, clients, carers and those assisting to discover the range of solutions available in their neighbourhoods; ranging from self help, community level initiatives, voluntary sector provision, Personal Assistants and micro providers, through to the independent care market. Between July and September 2014 a total of 11,558 people visited the website, 70% of which were new visitors and 30% were repeat visitors. At the end of September 1,670 services were registered on 1Space across 1,573 organisations. Workshops are offered to providers and marketing continues across the county to encourage registration which can also be done remotely. Registration enables providers to manage and maintain their own content subject to overall moderation by ESCC.

#### **4. Conclusion and Reasons for Recommendation**

4.1 Progress continues to be made in developing a diverse local care and support market that has a range of options to meet the full spectrum of needs in the county – from low level to complex and enduring – and aiding both public-funded and privately funding clients to exercise choice as demonstrated in the outcomes from the review of Directly Provided Services Day Services (see **Appendix 4**) This has included working with the strengths of local communities to achieve personalised outcomes for the older and disabled people in their midst.

4.2 This puts the department in a strong position with an infrastructure in place to build on to deliver on new duties within the Care Act - a diverse, flexible care and support market coupled with a strong information and advice offer to enable navigation of the options.

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# Supporting People project work in 2013/14



## Personalisation Project

Our two year housing support personalisation project was a response to the Government's commitment to shift power towards ordinary citizens and people who use publicly funded services.

In particular this project is about affording choice and control to housing support clients as well as aligning housing support services with health and social care agendas.

Bursaries up to a maximum of £10,000 were offered to our providers to co-produce and deliver projects with clients with the overall aim of delivering housing support in a more personalised way.

## In 2013/14 Personalisation Bursaries were awarded to 6 Providers:

For residents of **Amicus Horizon** and **Lewes District Council** sheltered housing schemes the bursary provided the opportunity to become digitally included via a client social and digital-led media project.

The young mums at **Turner House** have taken control of their service by personalising support planning and setting up a cash allowance system of Time Budgets to facilitate social inclusion.

For **SAILS** the bursary offered clients the opportunity to learn a key independent living skill and enhance their well being via gardening, cooking and the production of a recipe book.

The young clients of **YMCA** and **BHT** wished to shape how the service is delivered and have introduced innovative ways of using technology to improve support planning and have appointed a Young People's Champion.

**Refuge** clients decided to address the economic impact of domestic abuse and improve their capacity for achieving economic well being by designing relevant training courses and personal development plans.

For **Newhaven Foyer**, resident's furniture making workshops enabled them to devise a solution around achieving choice and control in employment skills and asset development.



## Appendix 2 2014 Commissioning Grants Prospectus Award Offers

**NOTE:** Amounts recorded are for the total period of the offer in each case i.e. between 1 – 3 years (3 years in most cases)

Organisation	Funding Offer	Name of Project and Description
<b>Outcome 1: Advocacy</b>		
<b>1.1 Advocacy for Vulnerable Adults</b>		
POhWER	£750,000	<b>East Sussex Commissioning Prospectus</b> An advocacy service for vulnerable adults and their carers who are or may be entitled to support from Adult Social Care that provides professional, personal, fully accessible and timely support, promotes people's rights and strengthens advocacy provision across the county. The service will deliver the statutory responsibility to provide Independent Mental Health Advocacy (IMHA) for those detained under the Mental Health Act and provide Community Mental Health Advocacy (CMHA) for those not detained under the act but in need of advocacy support. Advocacy provision for people with learning disabilities will comprise of professional advocacy (time limited case work), citizen advocacy (longer term volunteer advocacy) and drop in advocacy.
<b>1.2 Advocacy for Disabled Children</b>		
POhWER	£119,994	<b>East Sussex Commissioning Prospectus</b> This project is to help children and young people with disabilities aged between 7 and 19 to know their rights, speak up about their concerns and be listened to. It will help reduce risks to children and young people to find information they need to and somewhere to take problems.
<b>Outcome 1 subtotal</b>	<b><u>£869,994</u></b>	
<b>Outcome 2: Carers</b>		
<b>2.1 Identification and recognition, 2.3 A life outside caring and 2.4 Enhance the health and wellbeing of carers combined</b>		
Care for the Carers	£2,197,990	<b>A Carers Centre for East Sussex</b> that will deliver information, advice and support, engagement and volunteering opportunities for carers, raise awareness, provision of counselling and peer mentoring, carers groups, activities and training.
<b>2.1 Identification and recognition</b>		
East Sussex Mental Health Carers Support – ICE Project	£139,180	<b>Carers Information Project</b> The service works with carers of people with functional mental health problems offering a variety of information via training courses, booklet and website. Carer-volunteers are supported to develop these resources, deliver staff training, and become involved with monitoring and evaluating mental health services and developing a 'Carer Peer Support Worker' initiative.
<b>2.2 Realising and releasing potential – education, employment and volunteering</b>		
Southdown Housing Association	£205,000	<b>Ambitions – Vocational Services</b> A free service to adult carers living in East Sussex to support their vocational aspirations. A skilled Vocational Specialist will work alongside individuals to identify and achieve their employment, educational and volunteering ambitions. Support is available in group settings, via telephone/email or at one-to-one meetings.



## 2.3 A life outside caring

Association of Carers	£31,158	<b>Computer Help at Home</b> Computer Help at Home provides Carers with support to learn to use their own computer, in ways that will support them in their caring role, without having to leave the person they look after. Delivered by volunteers, sessions last for around two hours and continue for up to six weeks.
Association of Carers	£315,772	<b>Respite &amp; Befriending – Time Out for Carers</b> Providing a free, volunteer-led respite service to Carers, identifying a volunteer to form a befriending relationship with the person they look after and spend time with them each week. Respite is provided in a number of ways, including, in the home, attending a day activity or going for a walk.

## 2.4 Enhance the health and wellbeing of carers

Alzheimer's Society	£36,052	<b>East Sussex Carers Information and Support Programme (CrISP)</b> The Carer Information and Support Programme aims to improve the skills and understanding of those caring for a person with dementia, by providing support and up-to-date, relevant information. The programme provides opportunities for people to support and learn from each other in a group led by trained staff and volunteers.
Alzheimer's Society	£242,406	<b>East Sussex Dementia Support Service</b> The Dementia Support Service will provide support to people affected by dementia. This will help them maintain their independence, improve their sense of well-being, put them in more control of their lives and help them prepare for the future. We will also help people living with dementia to identify their needs and to access services.
Alzheimer's Society	48,562	<b>Singing for the Brain</b> Singing for the Brain is a fun and relaxing social activity that can help promote confidence. Singing is a gentle form of exercise and also provides a way for people with dementia and their carers to enjoy time together, express themselves and socialise with others.
Association of Carers	£33,248	<b>Carers Wellbeing Support Service</b> Carers receive emotional support and develop a long-term befriending relationship through regular phone calls with the same, trained volunteer (often a former Carer). Carers are signposted / referred to other agencies for additional support. Carers experiencing complex issues receive short-term professional counselling via Skype / telephone. Carers are supported to plan/identify residential respite breaks.
British Red Cross	£349,011	<b>East Sussex Carers</b> Short term and crisis intervention - We promote health and well-being to carers and support this through companionship, conversation and practical support and/or enabling the carer to take a short break whilst we support the cared for person. Trained volunteers actively support carers to find opportunities to attend social groups, training or help, seek employment through networking, if desired.
Coastal Wellbeing Ltd	£56,550	<b>Wellbeing Recovery Action Planning (WRAP) for Carers</b> We aim to support and encourage people to create positive change in their lives through Wellness Recovery Action Planning (WRAP). Groupwork is at the heart of delivering WRAP. As trained facilitators we create a safe, trusting environment so people feel supported, heard and informed.
East Sussex Motor	£15,000	<b>The MND Carers Support</b> Our project is specifically designed to provide care, support and respite care to carers who are working day

Neurone Disease Association		and night to support care and help those living with MND. They are never “off duty” and our project will help to relieve, albeit for a small amount of time, them from their daily tasks at home.
Headway Hurstwood Park	£15,838	<b>Enhancing health and wellbeing of carers of people with Acquired Brain Injury</b> This project will provide a range of services for carers of people with acquired brain injury that are to include: peer support and understanding of the demands of caring for a brain injured person; the opportunity and encouragement to invest in their own health and wellbeing to sustain them in their role.
<b>2.5 Young carers caring responsibilities do not impact adversely on their welfare, education or social development</b>		
Voluntary Action Within Kent	£270,621	<b>East Sussex Young Carers Service</b> East Sussex Young Carers Service will provide an integrated, “one stop shop” for all young carers and their families to ensure: access to the right support, at the right time, in the right way; the opportunities, support, activities and help with practical, social, emotional, health and educational challenges
<b>2.6 Parents and carers of disabled children engagement in implementing the Special Educational Needs and Disability (SEND) reforms</b>		
Care for the Carers	£12,928	<b>Parent Carers Project</b> Care for the Carers will work with families, Clinical Commissioning Groups and the Local Authority to develop increased knowledge and insight into participation and involvement of parents and carers of children and young people with Special Educational Needs and Disabilities. The project will support parents & carers to influence the implementation of the SEND reforms through the co-design of an involvement model, map of current parent carer groups, and recommendations for future developments.
<b>Outcome 2 subtotal</b>	<b><u>£3,969,317</u></b>	
<b>Outcome 3: Children’s Centres</b>		
<b>3.1 High quality crèche provision to support Children’s Centre activities in Hasting and Rother</b>		
Fellowship of St Nicholas	£190,000	<b>FSN Crèche Service</b> Staffed by workers that are qualified in the care and education of young children; our crèche offers a safe, stimulating and nurturing environment in which children can play and learn. We work alongside families to ensure every child settles well and gains the most from their experience with us.
<b>3.2 Access to high quality play activities for families with children under 5 in Hastings</b>		
In2play	£167,445	<b>Drop in play and learn service</b> We will facilitate ten welcoming family drop-in groups plus two targeted sessions per week across Hastings and St Leonards. Every group will include essential aspects of heuristic, sensory, ‘messy’ and free play, to meet children’s developmental needs. Groups will be free of charge and offer exceptional learning opportunities to families.
<b>Outcome 3 subtotal</b>	<b><u>£357,445</u></b>	
<b>Outcome 4: Drugs and Alcohol Recovery</b>		
Action for Change	£37,293	<b>Active in Recovery – AiR</b> A programme, for substance misusers and/or their carers to include creative, practical or physical activities. For people who are contemplating recovery, new to, working towards or in recovery. There will be mutual aid activity groups for carers/friends/family as well.
Coastal Wellbeing Ltd	£8,245	<b>Wellness Recovery Action Planning (WRAP) for Drug and Alcohol Recovery</b>

		We aim to support and encourage people to create positive change in their lives through Wellness Recovery Action Planning (WRAP). Groupwork is at the heart of delivering WRAP. As trained facilitators we create a safe, trusting environment so people feel supported, heard and informed.
East Sussex Recovery Alliance	£42,791	<b>ESRA 2014/15</b> All ESRA members have had previous drug and/or alcohol misuse issues or been affected by someone else's issues that are close to them. ESRA is keen to promote visible, contagious recovery in the community by means of facilitating peer led support groups, events and activities to highlight change is possible.
<b>Outcome 4 subtotal</b>	<b>£88,329</b>	
<b>Outcome 5: Health Improvement</b>		
<b>5.1 Supporting people to lead healthy lifestyles</b>		
Age UK East Sussex	£105,152	<b>Healthy Living Clubs</b> This health improvement project will establish 4 healthy living clubs and 2 healthy living special groups to support behaviour change. Targeting older people most at risk of leading unhealthy lifestyles/ experiencing health-inequalities in Central St Leonards; Seaford, Rye and Bexhill/Sidley. The project will feature volunteer-buddies and build on current 'co-designed' pilot-project/learning which has demonstrated that having a social group/like-minded (i.e. health-focused) people is a key factor in motivation/changing individual behaviour.
Family Mosaic	£25,291	<b>Child Accident Prevention Service</b> A holistic home-based service to families with children under 2 across East Sussex. Providing accident prevention equipment and a fitting service and advice on home safety. Funding for one year.
Railway Land Wildlife Trust	£620	<b>Nature Corridors for All</b> The project works with the Nature Corridors Group of adults with learning difficulties in Lewes District and their work related to the environment. Pedometer initiative to encourage physical activity.
Sussex Community Development Association	£107,412	<b>Step into Wellbeing Havens and Hailsham</b> is a 3 year whole-community programme in Newhaven, Peacehaven, Telscombe Cliffs and Hailsham. It will be developed with community and partner involvement to address health inequalities, give skills and support to lead healthier lifestyles, promote behaviour changes, reduce the life expectancy gap and reduce the gaps in disability-free life expectancy among priority groups most at risk of health inequalities.
Seaview Project	£22,163	<b>Healthy Lifestyles Programme - Peer Led</b> Working with vulnerable adults in Hastings & Rother, the Healthy Lifestyles Programme recruits, trains and supports Peer Support Leaders who motivate, organise and oversee sport, recreational and healthy lifestyle activities for vulnerable and hard to engage service users. The aim is to improve physical health and well-being, encourage healthy lifestyle choices, physical activities, social networks and community participation outside the day centre offer. Funding for one year.
The Conservation Volunteers	£120,000	<b>Health Walks</b> Working across East Sussex, the project encourages inactive people to increase their exercise levels. This is done by providing free, short and gentle walks in areas of most need. Target groups are: people with certain health conditions (including mental health), people who are physically inactive and people living in areas of deprivation.
University of Brighton	£25,139	<b>CaSH Action Team</b>



Students' Union		The CaSH Action Team is a sexual health promotion project run for students, by students, at the University of Brighton. Student volunteers in Eastbourne and Hastings run drop-ins which provide information and resources to support good sexual health, and plan and deliver campaigns and activities which promote positive sexual health in the student community.
<b>5.2 Developing and embedding ways of working with communities that enable local people to actively participate in improving their own and their community's health</b>		
Action for Change	£156,337	<b>Neighbourhood Champions</b> A Neighbourhood Champion scheme in Eastbourne which enables local people to deliver interventions in their community and creates healthy activity groups using local people's passion about what they do to keep healthy.
Action in rural Sussex	£162,955	<b>Sussex Village Agents</b> The Sussex Village Agents will support volunteers and organisations in small rural communities across East Sussex, working with them to provide a range of village-based activities aimed at improving the health and wellbeing of local people and encouraging more people to get involved in making a positive difference to their own lives.
Friends, Families and Travellers	£32,881	<b>Traveller Health Improvement Sussex</b> The project will work with Gypsy, Traveller and Roma families across East Sussex, supporting them to identify and access health improvement opportunities. The project will offer health improvement training and a peer support approach.
Hastings Voluntary Action	£89,976	<b>Community Assets into Activity</b> Working in areas of high health inequalities in Hastings & Rother, the project takes an asset based approach and will maximise the role of the community in seeking solutions to physical inactivity and a sedentary lifestyle. The project will extend the level of volunteering in relation to opportunities for physical activity.
Horizons Community Learning CIC	£74,997	<b>Horizons Healthy Lifestyles Volunteers</b> The project will build on trained volunteer healthy lifestyle champions, fuel poverty, energy and green champions to ensure accessibility and support for health improvement for disadvantage adults including lone parents, BEM families, those with mental health issues, carers and older people.
Sussex Community Development Association	£58,947	<b>Green and open spaces for health (GOSH)</b> Working in Lewes District, Wealden and Eastbourne Green and Open Spaces for Health (GOSH) will harness the assets of the South Downs National Park, supporting opportunities to improve individual physical health and mental well-being of those at greater risk by encouraging use of this natural resource – open space, tranquillity, breath taking views and a range of healthy activities.
Sussex Community Development Association	£111,604	<b>Shouts about Health</b> Working in Newhaven, Peacehaven, Telscombe Cliffs and Hailsham, Shouts about Health will support people from target communities to live healthy lifestyles by role modelling and building on community links to develop 'whole community' action. The project will offer health promotion events and activities, promote community activities through GP surgeries and establish and develop community kitchens and a community garden.
<b>5.3 Increasing the knowledge, skills and ability of staff and volunteers to raise health improvement issues with their clients or community</b>		
Action for Change	£122,135	<b>Behaviour Change for Health Training Programme</b> Working across East Sussex, the project will provide training for workers and volunteers in any community

		organisation, giving them the skills to talk to their clients about health issues and the confidence to support and encourage a change in behaviour which will lead to a healthier lifestyle.
Rother Voluntary Action	£134,250	<b>Skilled for Health</b> Skilled for Health is a tool that helps people make informed decisions about their own and their families' health and to get the most from contacts they have with health services. The project will train staff and volunteers to use Skilled for Health confidently to help people make changes to improve their health and well being.
<b>Outcome 5 subtotal</b>	<b><u>£1,349,862</u></b>	
<b>Outcome 6: Learning Disability &amp; Autism</b>		
<b>6.1 Person centred support that promotes choice and control, personalisation, good communication and client led approaches</b>		
Railway Land Wildlife Trust	£147,054	<b>Nature Corridors for All</b> Nature Corridors for All is an experiential and education opportunity for people with a Learning Disability to connect with their environment. The group is an important part of a local community wildlife conservation trust and works on many nature projects and shares our work with the public and other groups. We love finding new and interesting ways of working and engaging with people with a Learning Disability.
<b>6.2 Self advocacy for people with learning disabilities – No Awards Made</b>		
<b>6.3 Person centred support for people who are the most excluded or face additional barriers to inclusion</b>		
Autism Sussex	£14,072	<b>Groups Support Project - Autism</b> This project will provide support groups in Hastings, Eastbourne and a new one are to be agreed. The project will provide an on line forum where concerns and issues can be raised with a specialist. The project will also be able to offer weekly mentoring to individuals with issues such as employment, training, housing, benefits, socialising or activities.
<b>6.4 Citizenship</b>		
Autism Sussex	£55,761	<b>Pathways to Employment</b> Pathways to Employment will offer new opportunities for volunteering, training and work in the following ways: Working on market stalls; Arts and Crafts; Shop Work; Cafe work; Orchard/Fruit picking; Packing and delivering boxes of fruit and vegetables; Fruit pressing/bottling fruit juice
Culture Shift	£79,287	<b>Arts Connect 2</b> Arts Connect 2 is a three year programme of creative activities for people with learning disabilities, delivered in venues across East Sussex. Devised with a team of Ambassadors, Arts Connect 2 includes Get Connect networking events, short creative courses, and volunteer training and skills development.
Norwood	£119,654	<b>Norwood Future Clean – East Sussex</b> A Job Coach supports individuals to learn about cleaning cars, environment: no water means it's good for the environment. Clients will learn how to: Clean the car outside and inside; Work in a team; Talk to customers; Handle money; Learn timekeeping skills
<b>6.5 Independent living and community safety – No Awards Made</b>		
<b>Outcome 6 subtotal</b>	<b><u>£415,828</u></b>	
<b>Outcome 7: Mental Health</b>		

<b>7.1 Engagement and support with improved access to health and social care for BME groups</b>		
Friends, Families and Travellers	£26,410	<b>Gypsies and Travellers Engaged to Better Well Being</b> The project will work with Gypsy, Traveller and Roma families across East Sussex and help them access appropriate mental health professional or support services.
Hastings Voluntary Action	£40,560	<b>The Links Project</b> We will run a drop-in for the black and ethnic minority people who might not speak English or came to the UK as adults. We will help them understand what help is available and to be confident to ask for help. We will also support organisations to understand what stops some people from asking for help or thinking that a service is not for them.
<b>7.2 Peer support client engagement and involvement</b>		
Southdown Housing Association	£366,000	<b>Peers in Partnership:</b> aims to improve the quality and experience of mental healthcare and support across East Sussex. From primary care to specialists' settings, peer specialists will support, offer training and aim to increase the engagement of services users and carers in the design, development and commissioning of future services.
<b>7.3 Support for people bereaved or affected by suicide</b>		
Sussex Community Development Association	£98,500	<b>Supporting survivors of suicide</b> We will provide crisis and ongoing support and education for those affected by suicide – individuals and their family, friends and colleagues. Each individual coming to us will be assessed according to their needs and the support they receive will be based on those needs.
<b>Outcome 7 subtotal</b>	<b><u>£531,470</u></b>	
<b>Outcome 8: Older People</b>		
<b>8.1 Low level support for people returning home from hospital, intermediate care and rehabilitative services and maintain engagement with communities. Transport and low level support for people returning home from hospital</b>		
Age Concern Eastbourne	£137,223	<b>Home From Hospital Service</b> A Home from Hospital service for the Eastbourne, Hailsham and Seaford CCG area aimed at providing short-term practical help and support to older patients discharged from hospital. Trained volunteers will provide practical help, such as shopping, collecting prescriptions or accompanying frailer patients to appointments, and help them to re-engage with the wider community.
Age UK East Sussex	£268,479	<b>Home from Hospital</b> A Home-from-Hospital service preventing hospital admission/re-admission of older people (living at home alone/with a carer). Volunteer-teams provide person-centred support for up to 6-weeks. Encourages the regaining/maintenance of client independence, rebuilding their confidence and facilitating on-going engagement with the wider community. Paid coordinators receive/manage referrals, and plan/support activity.
Age UK East Sussex	£322,993	<b>Take Home &amp; Settle</b> A service supporting safe/timely discharge for older people (living alone or with carer) following a hospital-stay/attendance at A&E. Provides safe/friendly car transport home and emotional/practical supports to settle in. Together with the client it: Develops/agrees a support-plan; helps with a range of domestic/practical duties; refer/signpost to on-going local help/support.

## 8.2 A range of opportunities providing education, occupational, leisure and activity based outcomes for vulnerable adults and their carers.

Age Concern Eastbourne	£120,412	<b>Men in Sheds</b> We will set up a 'Men in Sheds' project in Eastbourne for people over 55. Men and women can both join. The 'shed' will be a garage/ warehouse safe space for them to pursue practical interests such as DIY, woodwork, model making. They will be able to talk to each other, share skills and meet new people.
Age UK East Sussex	£200,653	<b>123 Service</b> Locally-focused volunteer-based service aiming to establish on-going access to day opportunities. 3 support-levels (up to 1 year): <ol style="list-style-type: none"> <li>1. Companionship (befriending; shared activities; practical help) to explore options;</li> <li>2. Transport/escorts to support access to opportunities;</li> <li>3. Support/encouragement to continue accessing opportunities and maintaining own friendships/networks without the project's involvement.</li> </ol>
Alzheimer's Society	£51,085	<b>Befriending Service</b> Befriending provides companionship and social support for people in the early to moderate stages of dementia. Trained volunteer befrienders will work with the person with dementia to identify interests, supporting them to plan activities and take part in interesting and entertaining activities which help them stay as independent as possible.
Marsham Older People's Project	£14,400	<b>MOPP</b> This project is a weekly day centre and lunch club for elderly, isolated and lonely people. They can enjoy a healthy, home-cooked lunch, social interaction, entertainment and physical exercise. Health information, toe nail cutting and other services to promote independent living are also provided.
Royal Voluntary Service	£87,999	<b>Get Well Stay Well, Newhaven</b> The Good Neighbours Service will encourage older people to become more active within their local community, combatting loneliness and isolation whilst improving their health, wellbeing and social connections. It will also create opportunities for local people from all age groups and backgrounds to come together, creating social networks.
Sound Architect Creative Media	£15,000	<b>Community participation and activities co-ordinator</b> To offer people over 55; those with dementia; or people who are carers and live in the Wealden district, with the opportunity of engaging in an activity or socialisation opportunity of their choice and at an affordable cost where transport could be provided.

**Outcome 3 subtotal** **£1,218,244**

## Outcome 9: Physical Disability, Sensory Impairment and Long Term Conditions

### 9.1 Centre for Independent Living

East Sussex Disability Association	£350,721	<b>A User-Led Centre for Independent Living</b> This service provides free support that enables disabled people to be better informed and able to help themselves and make decision about daily living equipment and Telecare solutions. It provides outreach and promotion to local people and training for voluntary sector staff and volunteers to raise awareness of the benefits of community equipment and Telecare. It aims to link disabled people into local support services/systems, take up volunteering opportunities and be more engaged and involved in service planning
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and review, facilitating more joined-up services in the County.

## 9.2 Support for people with a hearing impairment

East Sussex Hearing Resource Centre	£378,000	<b>Countywide Help for Hearing-Impaired People</b> Our project is a countywide operation that provides support to and helps maintain or improve the independence of Deaf, deafened, deaf-blind and other hearing-impaired people. We aim to provide accessible, community-based support that is available for both clients and their carers.
The Sussex Deaf Association	£109,500	<b>Community Support, Information, Life skill &amp; Social Facility Services for the Hearing Impaired.</b> Regular in house / outreach Community Support, Information, Life skill & Social Facility Services for Hearing Impaired, supported using British Sign Language across East Sussex. One to one and group support to promote independent living, encourage community engagement, health and wellbeing. Provision of volunteers for harder to reach; housebound and rural areas.

## 9.3 Support for people with visual impairment

East Sussex Vision Care	£428,400	<b>Low Vision Support Service</b> Vision impaired people (VIPs) will achieve better outcomes by receiving accurate comprehensive information of the options available to them from a qualified Low Vision Workers and access to services targeted at their need covering: Orientation & Mobility, Sensory Aids & Equipment, Training Programme, Enhanced Volunteer Support.
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## 9.4 Volunteering to support greater independence – No Awards Made

**Outcome 9 subtotal** **£1,266,621**

## Outcome 10: HIV Prevention and Self care and Enabling Support for People with HIV

### 10.1 Delivery of prevention activity so that people in the most of risk groups experience improved sexual health and wellbeing

Terrence Higgins Trust	£120,000	<b>HIV Prevention Service</b> The service will offer advice, information and support to achieve sustainable behavioural change among communities at the highest risk of contracting HIV, including men who have sex with men (MSM) and Black African men and women. It will deliver a range of activities to promote positive sexual health such as one-to-one support, peer-led group-work, outreach and community engagement, condom distribution, and online interventions.
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### 10.2 Support to enable people with HIV to improve self management skills and live more independently

Terrence Higgins Trust	£143,700	<b>HIV Support Service</b> THT provide support and advice to people with HIV in person, by telephone, email and online, and group support to enabled people with HIV to better manage their condition. We also offer opportunities to meet other people with HIV. Staff and volunteers can provide advice and information to help live a healthier life and feel a valued part of the community.
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**Outcome 10 subtotal** **£263,700**







# Pub is the Hub

Working together to strengthen  
local communities



***“The pub is often the centre or hub of community life and can also provide essential services beyond the usual drinks, food or entertainment.”***

Pub is the Hub [www.pubisthehub.org.uk](http://www.pubisthehub.org.uk)

Exciting opportunities! East Sussex County Council, Wealden District Council and Pub is the Hub are working together to encourage and support pubs who want to expand into new services for their communities. Pub is the Hub is an organisation of voluntary advisors for licensees of rural pubs who are thinking of broadening their range of services. They encourage licensees, communities, pub owners, breweries, local authorities and the private sector to work together to match community needs with additional services which can be provided by the local pub.

## How we are helping the Brewers Arms

Rebecca Elms took over the pub last October, after working for the past 20 years for the Harvester chain. Boarded up and not in use, the pub, built in 1599, needed a lot of work before it was ready to reopen.

Since starting work with us, and to Rebecca's delight, the pub has got increasingly busier and is getting great reviews on Trip Advisor. Rebecca is working with us to make use of the pub's quieter times to encourage people in the village to go out more and be a part of the local community in Herstmonceux. She is enthusiastic to get the pub's services right for them and is currently piloting different initiatives to see what works and appeals to people. So far, the East Sussex Library and Information Service has put a small book loan collection in the pub and Rebecca is trialling a weekly 1940s lunch club.

“Taking over the pub and turning it into a successful rural country pub, has been a real adventure. It's in the centre of the village, so we've tried to create a community space in the pub, with a warm and friendly atmosphere. We get quite a few people visiting who are housebound and it gives them the opportunity to be part of the community, by coming along to one of our regular events. I spoke to a carer the other day and the lady she looks after had travelled from Uckfield. They both really enjoyed the music and it was a nice trip out for them.”

Rebecca is excited to try out the other ideas that we have and feels confident that the possibilities for the pub are ever growing. Contact Rebecca to find out more: 01323 831653.

**There are lots of other examples on the Pub is the Hub website and we have many ideas that we hope will inspire you to get involved:**

### Food

- Lunch club
- Meals on wheels
- Community café
- Internet café
- Take away food

### Shop

- Delicatessen
- Farm shop
- Gift shop
- Butchers / fishmongers

### Activities

- Computer training
- Cinema
- Theatre
- Games or quiz afternoons
- Reminiscence
- Exercise classes
- Art and craft
- Wii games
- Chair based exercise
- Training courses
- Information sessions
- Advice surgeries
- Play areas

### Services

- Library
- Meeting room hire
- WiFi access
- Computer access
- Post office
- ATM and PayPoint
- Community centre
- Cashback and mobile top up
- Parcel services
- Recycling
- Heritage and history centre
- Tourist information
- Community bus travel

### Groups

- Book club
- Youth club
- Computer club
- Support groups
- Baby and toddler groups

### Outdoor space

- Campsite
- Community allotment
- Market garden
- Community playground
- Theatre events
- Cycling facilities

**Wealden District Council**  
**[www.wealden.gov.uk](http://www.wealden.gov.uk)**

## Contacts

Please get in touch if you are interested in working with us:

### For advice about developing any of these ideas and potential funding

Anthony Miller, South East Regional Advisor  
Pub is the Hub: 07774 228347 or  
millanthony@googlemail.com

### Information about Wealden District Council services and support

Zoe Clarke, Community and Regeneration  
Officer – Special Projects: 01323 443266 or  
zoe.clarke@wealden.gov.uk

### Information about Adult Social Care and other East Sussex County Council services

Candice Miller, Policy Development Manager:  
01273 481718 or candice.miller@eastsussex.gov.uk

### East Sussex County Council Library and Information Service

Enquiries about book loans, books for book clubs, ‘ask the expert’ information sessions, reminiscence materials and computer training, contact Abigail Luthmann: 01273 335383 or  
abigail.luthmann@eastsussex.gov.uk

### Lunch clubs and meals on wheels

If you are interested in setting up a lunch club or offering to deliver meals, Candice Miller from Adult Social Care can give advice and Anthony Miller from Pub is the Hub can put you in touch with pubs that are running clubs. Their contact details are above. You should also talk to any existing lunch clubs in your area and other local voluntary groups who may be able to help run or promote the club.

### Information about a free award for healthier menu options

Robert Crouch, Eat Out, Eat Well,  
01424 787341 or  
robert.crouch@rother.gov.uk

### Information about becoming ‘dementia friendly’

Esther Watts, Alzheimer’s Society: 01403 276649 or  
07850 215544 or esther.watts@alzheimers.org.uk

You can also see the website:  
[www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

### Help with transport

If you think someone needs help with transport, visit the East Sussex County Council website:  
[www.eastsussex.gov.uk/roadsandtransport/public/communitytransport/map.htm](http://www.eastsussex.gov.uk/roadsandtransport/public/communitytransport/map.htm) or contact:

Neil Maguire, Public Transport Services:  
01273 482147 or [neil.maguire@eastsussex.gov.uk](mailto:neil.maguire@eastsussex.gov.uk)

Gillian Laughlin, Client Transport Services:  
01273 482584 or [gillian.laughlin@eastsussex.gov.uk](mailto:gillian.laughlin@eastsussex.gov.uk)

North Wealden Community Transport Partnership Ltd:  
01892 771332 or visit [www.4weald.co.uk](http://www.4weald.co.uk)

### Help with mobility and other support needs

If you think someone would benefit from support, contact Adult Social Care’s contact centre: 0345 6080191

For more information, please see the Support With Confidence scheme: [eastsussex.gov.uk/supportwithconfidence](http://eastsussex.gov.uk/supportwithconfidence)

### Advice about other sources of funding including lottery funding

East Sussex County Council External Funding Team: 01273 336616 or  
[external.funding@eastsussex.gov.uk](mailto:external.funding@eastsussex.gov.uk)

### Marketing suggestions

Here are some ideas to help you promote your new services to your community:

- Village noticeboards and posters or fliers in shops
- Parish council newsletters and website
- Local magazines
- Facebook and Twitter
- East Sussex 1Space  
See: [www.eastsussex1space.co.uk](http://www.eastsussex1space.co.uk)
- East Sussex County Council community services directory for Adult Social Care staff. Contact Zareen Graves at [zareen.graves@eastsussex.gov.uk](mailto:zareen.graves@eastsussex.gov.uk)

### Groups to contact and work with

Having support from other local organisations can really help spread the word about your new services and general interest from local people. You could try approaching:

- Your local Parish Council
- Local voluntary or community groups

### **Getting more copies of this leaflet**

You can get all our leaflets in large print, easy read format, in Braille, on audio tape or CD, or in other languages. Please phone Social Care Direct on 0345 60 80 191 (calls may be recorded). They are also available in PDF form, which you can download from our website at [eastsussex.gov.uk](http://eastsussex.gov.uk)

### **East Sussex County Council**

County Hall

St Anne's Crescent

Lewes BN7 1UE

Phone: 0345 60 80 190

Fax: 01273 481261

Website: [eastsussex.gov.uk/contactus](http://eastsussex.gov.uk/contactus)

October 2014 • 14-15 392



## **Day Services Review Outcomes**

### **Introduction**

- 1.1 As part of the County Council's 2013 – 2015 Reconciling Policy Performance and Resources process, older people's directly provided day services were reviewed. These were:
- Orion, Hailsham
  - Pinehill, Hastings
  - Hookstead, Crowborough
  - Phoenix Centre, Lewes
  - Isabel Blackman Centre (IBC), Hastings
  - Charter Centre, Bexhill-on-Sea
- 1.2 As part of this review, a 90 day consultation with clients, carers, staff and key stakeholders took place between July and October 2013. The scale of the consultation was significant, involving over 200 clients and their carers, at least 50 staff and a wide mix of key stakeholders. More than 780 responses were received to the day centre consultation and each was responded to. The commissioning team and directly provided services worked collaboratively in managing the consultation which was at times both challenging and emotional.
- 1.3 On 10th December 2013, Cabinet agreed the following proposals for the older peoples day centres.
1. To close the Orion, Pinehill and Hookstead day centres and seek alternative provision within the independent and voluntary sectors.
  2. To seek alternative service providers to manage and deliver a day opportunities service at the Isabel Blackman, Phoenix and Charter Centres.
- 1.4 In January 2014 (phase 1) work began to close the Orion, Pinehill and Hookstead centres. All staff were consulted with regarding their future employment options (see annex A for staffing outcomes).

### **2. Strategic Commissioning Intentions**

- To achieve savings on operational budgets
- To reduce the direct provision of Older People Day Services
- To stimulate the market, increase choice
- Continue to meet the eligible needs of clients

### **3. Commissioning and Procurement**

- 3.1 Commissioners worked proactively with current and potential providers by engaging in soft market testing to encourage new activity. A procurement exercise took place to identify alternative service providers to meet the needs of clients attending Orion, Pinehill and Hookstead centres.

- 3.2 The aim of this exercise was to ensure that ASC could recommend clients to service providers and be confident of quality, ability to meet the specification and sustainability. ASC used this process to achieve rates which would represent better value for money than ASC in-house services and in one instance to support the development of the service where there was none in place.
- 3.3 Three providers, Sussex Support Service, Coast Care and St Mathews Health Care, were confirmed as approved providers. The ongoing quality of these services will be monitored against the standards set out in the Day Opportunities specification and the subsequent contract arrangement.
- 3.4 The Sussex Support Service is a new micro provider service and was developed by an individual who previously worked for the Carers Breaks Dementia Engagement Service, then went on to become a Personal Assistant (PA) before setting up Sussex Support Service based at the Uckfield Pavilion.

#### **4. Review and placements**

- 4.1 All clients and carers had individual reviews. ASC staff supported clients and their carers to consider and choose alternative services to meet their needs. Brochures were produced as a resource tool for this process and as well as the approved providers above, choices with regard to other service options were also presented including taking a direct payment or having a PA.
- 4.2 The Carers Breaks Dementia Engagement team were instrumental in supporting the transition for clients into their new service by working with the individual alongside the new service provider. This aided the smooth transfer and gave clients and their carers extra support and confidence whilst settling into their new service. In order to ascertain how clients have settled in and to check that they continue to be happy with the re-provision, 6 week reviews are undertaken to ensure the placements are successful.

#### **5. Closing position<sup>1</sup>**

- Orion - closed May 2014 and 19 clients transferred to Milton Grange, Eastbourne.
- Pinehill – closed August 2014. 23 clients transferred, with White Beech (Coast Care), the Moreton Centre (St Mathews Health Care), IBC and the Charter Centre taking the majority.
- Hookstead – closed in September and 15 clients transferred to Sussex Support Service.

#### **6. Client and Carer outcomes**

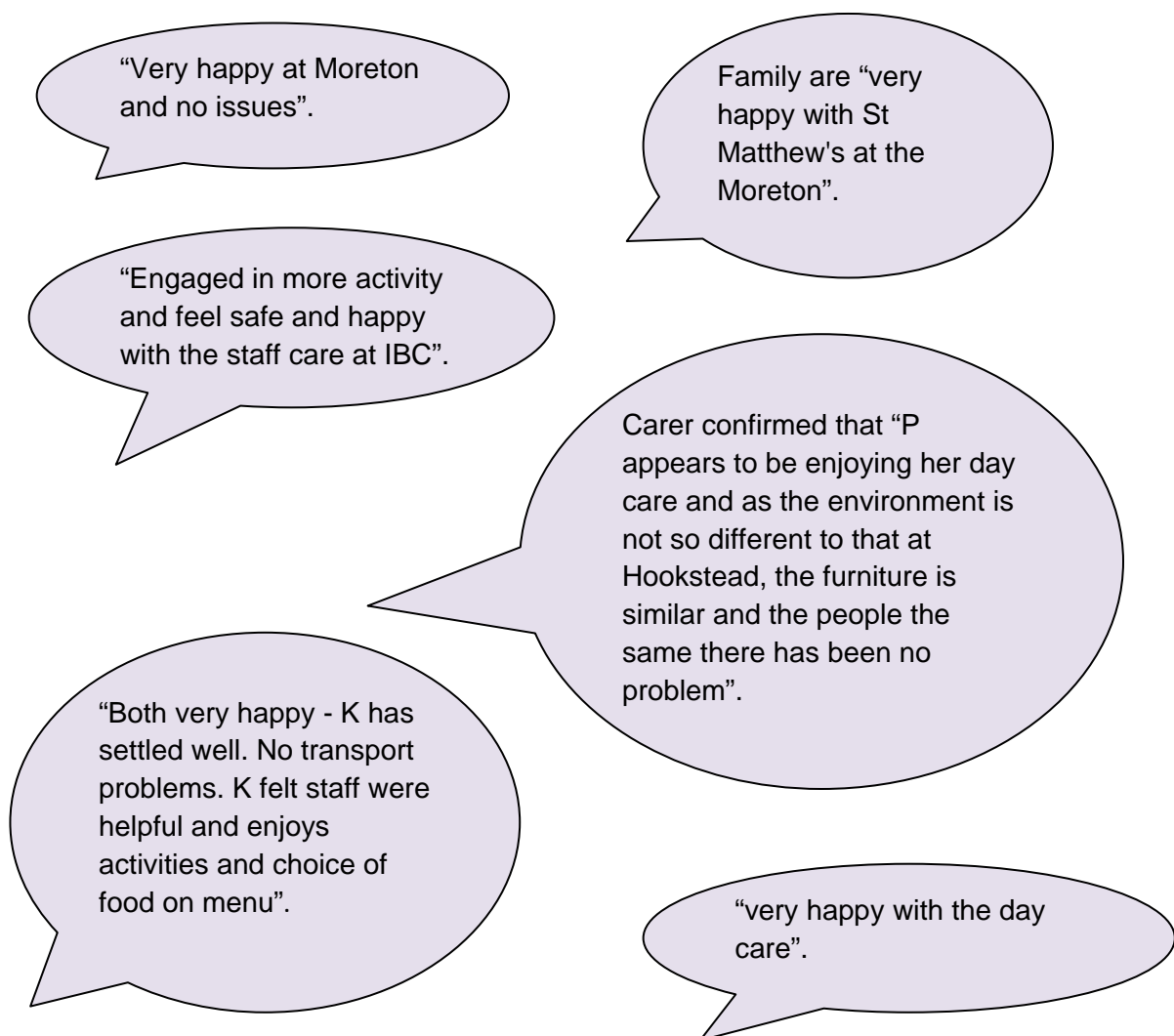
- The service brochure worked effectively to enable clients and their carers to choose different service options – this also included signposting to East Sussex 1 Space - although not all options were available to clients with higher needs.

<sup>1</sup> Annex A provides a summary of client transfers

Client numbers as at time of Cabinet report (10.12.13): Orion = 23 Pinehill = 35 Hookstead 27



- Transition progressed smoothly as staff from the existing day services were actively involved and for extra support the Carers Breaks Dementia Engagement team supported transitions.
- All clients who moved from Orion have had individual service reviews and all were very positive. They settled in well, integrating with the existing service at Milton Grange.
- Whilst clients that were currently using DPS Day Services have been effectively re-provided for; the onward service is almost exclusively another day service. Whilst this enables the development of a market, it may reinforce a traditional pattern of support package.
- Below is some direct feedback and quotes taken from clients and their carers:



## 7. Staff outcomes

7.1 The outcome<sup>2</sup> for the total of 29 staff (9 at Orion, 11 at Pinehill and 9 at Hookstead) has

<sup>2</sup> See annex A for staff movement

been generally positive and resulted in the following:

- Individual staff promotion from support worker to team leader within learning disabilities service.
- 4 staff from Hookstead went to work for the Sussex Support Service. This was both a positive move for the staff, but also very welcomed by the clients and carers who transferred to this new micro provider, as it ensured a smooth and seamless transfer of care for clients who have particularly high needs.
- All staff were offered PA training<sup>3</sup> to support them consider becoming community PAs – no staff however took up this career opportunity (7 completed the 3 day training course).
- 11 staff were successful in redeployment. These posts were within the ASC department.
- 13 staff chose voluntary redundancy.

## **8. Phase 2**

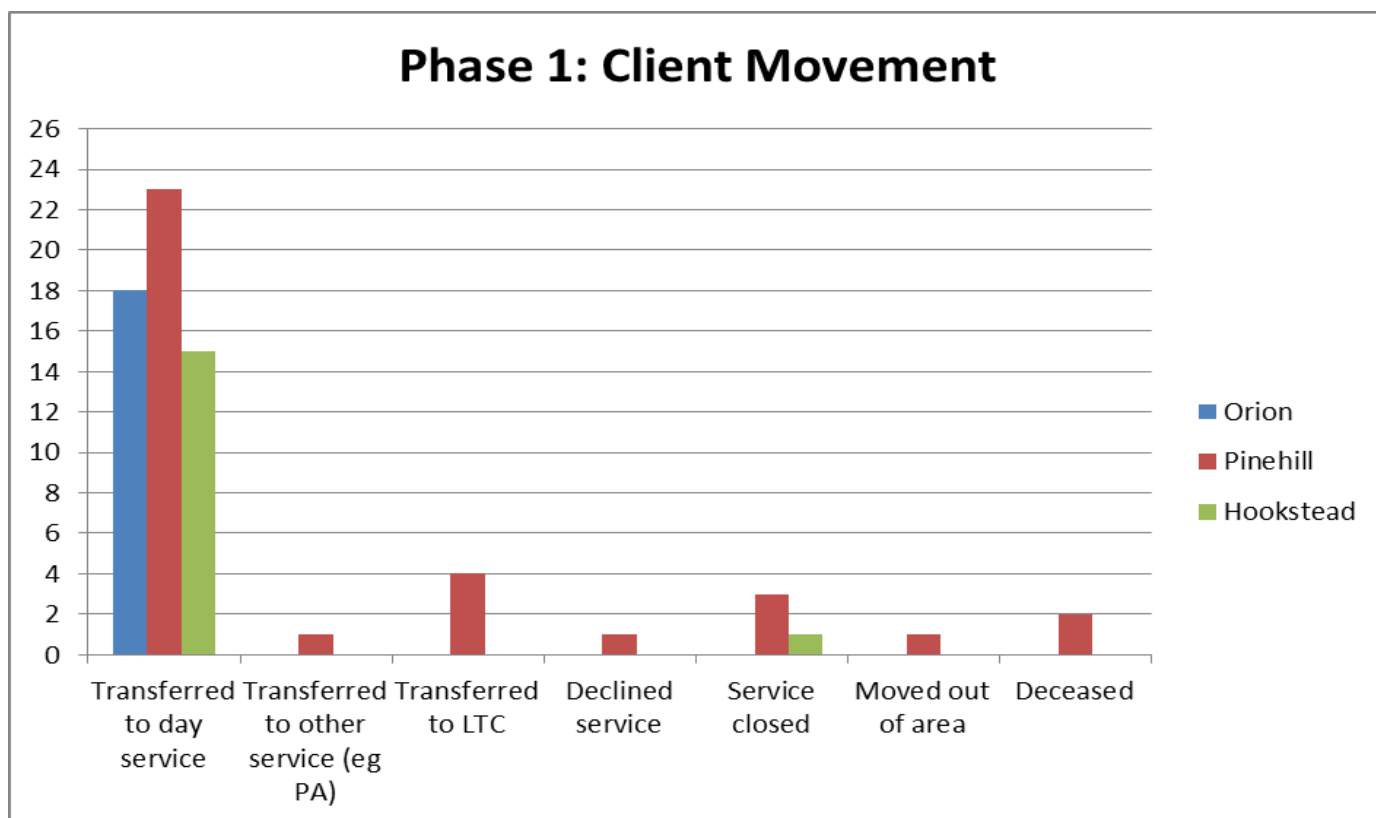
- 8.1 A full tendering process commenced in August 2014 for Charter, Isabel Blackman Centre and Phoenix to provide the current day services and on-going buildings management. Organisations have been asked to return their bids by mid November and the evaluation will take place immediately after submission, involving clients and carers in the process.
- 8.2 If bids are successful, contract award will be made in December, followed by a transition period when ESCC will work closely with the new provider with a view to the contracts starting in late spring 2015. It is envisaged that TUPE will apply for the staff currently employed by ESCC.

## **9. Conclusions**

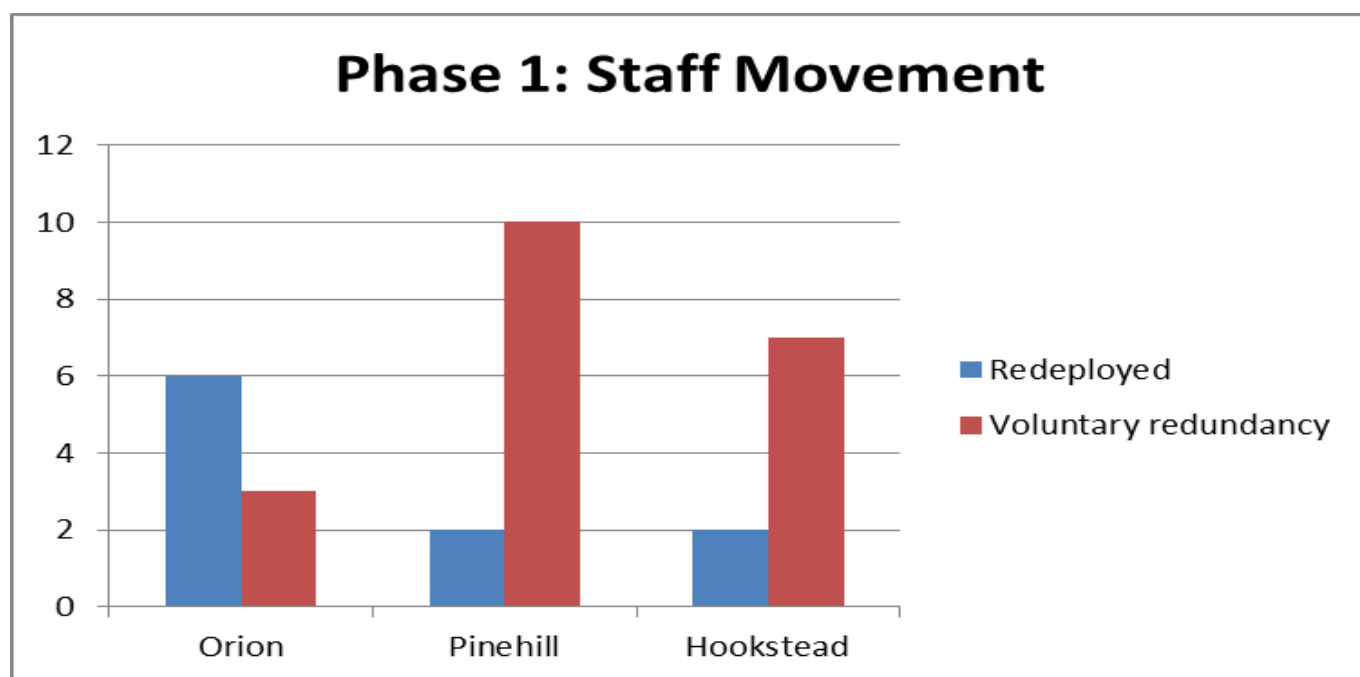
- 9.1 The key strategic objectives continue to be delivered. Savings have been identified in year and these will contribute to the medium term financial plan. The disproportionate supply of this service by in-house provision has been reduced and efficiencies achieved. New services have been utilised and changes in contracting approaches have stimulated the market, providing choice and quality. Eligible needs of clients continue to be met and carers continue to be supported in their caring role.

<sup>3</sup> See annex B for PA training provided

## Client transfer summary as of 3.10.2014



LTC = Long Term Care/Residential



## Training and Support for Personal Assistants

1. Adult Social Care support Personal Assistants (PAs) and others who help vulnerable people in their own homes.
2. There are growing opportunities for develop skills in more specialised care, and gaining qualifications at no cost. This can also lead to higher education for vocations like nursing, social work and many other roles within health and social care.
3. A PA might work for some people and be self-employed, but for others, because of the nature of the work that they do, they will be working on an employed basis.

## Three-day induction course for PAs and Qualifications in Health and Social Care for PAs

- Personalisation and the skills needed by PAs
- Helping individuals think about the training needed – key messages, core principles and case studies.
- The course meets national training standards and provides the basis for gaining a recognised qualification.
- ESCC also offer Level 2 certificated courses in Food Hygiene and Emergency First Aid for PAs.
- The ESCC Training team offer Personal Assistants the opportunity to gain a fully funded qualification in Health and Social Care. This includes Awards, Certificates and Diplomas.
- This is only offered to Personal Assistants in East Sussex who have full commitment from the person they support. This is not open to care workers employed by a care home or domiciliary agency.
- Safeguarding - [A safeguarding guide for Personal Assistants \(Adobe PDF\) \(opens new window\)](#)