



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**1 NOVEMBER 2021**

**SUPPLEMENTARY REPORT**  
**PROVISION OF COMMUNITY LIFE CHOICES SERVICES**  
**(DAY SERVICES)**

**UPDATE ON THE CONSULTATION AND PROCUREMENT OF**  
**COMMUNITY LIFE CHOICES FRAMEWORK**

**REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES**

**Purpose of Report**

1. The purpose of this supplementary report is to provide the Committee with an update on the responses received to the consultation and the procurement of Community Life Choices (CLC) services.
2. The Committee is asked to note the update, and consider and comment on the consultation responses received, the full outcome of which is due to be presented to Cabinet on 14 December 2021.

**Consultation Survey**

3. The consultation closed on 26 October 2021 and the Council received a total of 282 responses.
4. Of those respondents, 67 (24%) are either direct in-house CLC service users or a relative/carer of an in-house CLC service user.
5. The overwhelming majority of respondents strongly disagreed with the proposal for the Council's in-house CLC services to stop providing long term day services packages – 90% of the current users/relatives/carers of in-house CLC services and 83% of the total respondents.
6. Based on the additional comments made, the main reasoning for this response is the lack of alternative provision in the provider market:
  - *“I totally disagree because you can't provide places for people like the man I care for who needs 1-1 care, you've been looking for weeks.”*
  - *“The lack of alternatives for the service user support. There is a shortness in the Melton area of support that is able to meet their needs.”*
  - *“Well running cost are high and using the services - clients are reduced. Outsourcing a package would give more choice to clients. Clients would have more say in tailoring their need. Also it would create jobs and employment.”*

- *“This provides an important service to both service users and families. There is no other service in this area that provides this kind of service to people with very complex needs.”*
  - *“We have tried other services in the past but unfortunately they didn't meet my daughter's needs.”*
  - *“(anonymous) has tried attending independent services and they cannot cope with him.”*
  - *“Private sector is not suitable for me needs.”*
  - *“I think the resources could be better targeted towards individual need, e.g. in the community or support in peoples own homes.”*
  - *“Services delivered in house are for people with complex care and support needs and these facilities are unavailable in the private sector. Also, staff in the independent sector are not use to dealing with crisis care and/or have the skill set required like the in-house provision.”*
  - *“The council must be sure that the new service will be good before they shut existing service.”*
  - *“are there the width and breadth of services that the clients of our sector require. For example, as far as I am aware in the independent sector the amount of hoists is pitiful, as there seems to be a lack of will, knowledge and training.”*
  - *“I feel that the independent sector offer more in the way of more appropriate activities than our in house service. Service Users no longer want to play games and bingo, preferring to do activities that are more meaningful.”*
7. Half of the respondents strongly disagreed with the Council's proposals to support existing service users to transition from in-house CLC services to new alternative provision if the Council stopped providing long term day services at in-house CLC locations – 49% of the current users/relatives/carers of in-house CLC services and 51% of the total respondents.
8. Under half of the respondents strongly disagreed that the market (via an open framework) could provide an improved level of diversity, choice and control in the range of CLC services available to service users – 49% of the current users/relatives/carers of in-house CLC services and 48% of the total respondents.
9. The main reasoning for this was yet again the lack of capacity to deal with more complex needs of individuals:
- *“Again, no placements available for more complex needs.”*
  - *“Other services may be unable to provide the level of care or expertise that CLC services currently provide. Most of the people that use the services have complex needs.”*
  - *“There are some excellent providers out there that offer more person centred plans to people.”*
  - *“Because many people with the conditions will not be acceptable to private providers as they do not have the means to accommodate them as mentioned previously. The providers that you mention do not exist at present. The facilities needed, do not coincide with the facilities being offered.”*
  - *“Our daughter has tried various alternatives in the past, but they failed to meet her needs and put more strain and stress on our family.”*
  - *“It is a good idea and should help.”*

- *“We have no knowledge of the availability of provision in the sector. Lack of information.”*
- *“Don't know what's out there, there isn't really anything in this area.”*
- *“It is more likely to meet the individual needs of the service user.”*
- *“The market lacks capacity in general and does not have the appropriate facilities to accommodate such a range of services. It is likely that support packages will breakdown and mean that the council would need to provide more services around the person.”*

10. The main themes of the feedback are heavily focussed on the provider market; namely around gaps in service provision for those with more complex needs and the lack of information and engagement with the sector about what is available in specific local areas where the council has existing in-house CLC service provision.
11. Following the closure of the consultation the additional feedback received has been in line with previous feedback detailed above. There have been no significant changes from the remaining respondents to the consultation.

### **Update on Procurement of the New CLC framework**

12. The CLC Framework closed to bidders on 27 September 2021 and the Council received a total of 37 tender responses. Of those responses received, the majority of providers indicated an interest to deliver services to service users with a Learning Disability and/or Autism, it is expected that a high proportion of these providers are likely to be successful with the tenders.
13. Of those 37 providers, just under 50% also indicated an interest in delivering services to service users with Profound and Multiple Learning Disabilities (PMLD). It is expected that a high proportion of these providers are likely to be successful with the tenders.
14. The tender responses have been evaluated and it is anticipated that award letters will be sent out to successful bidders who will form the new CLC Framework early November 2021 with a Framework start date of 29 November 2021.
15. Subject to Cabinet approval, the timescales set above are in line with the Councils proposals to cease providing long term in house CLC maintenance packages and will allow transitional activity to commence in January 2022 for affected service users.

### **Officers to Contact**

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