



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
1 SEPTEMBER 2025

OVERVIEW OF COMMUNITY LIFE CHOICES
(DAY SERVICES)

REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of report

1. The purpose of this report is to provide the Committee with an overview of the provision of the Community Life Choices (CLC) framework. The framework includes day services and personal assistants.

Policy Framework and Previous Decisions

2. Services highlighted in this report contribute to the County Council's Strategic Plan 2022 to 2026, in particular the strategic outcome Safe and Well. The proposals are also integral to the delivery of the ambitions for Adult Social Care which are detailed in the Adults and Communities Strategy 2025-2029, 'Delivering Wellbeing and Opportunity in Leicestershire'.
3. On 7 June 2021, the Committee received a report which outlined the proposals for the procurement of the CLC framework. The report also outlined the proposal to close the Council's in-house day services, in favour of using external CLC providers.
4. On 22 June 2021, the Cabinet received a report outlining the procurement and recommissioning for CLC services.
5. On 1 November 2021, the Committee received a report with an update on the procurement of commissioned CLC services and consultation feedback received on the proposed changes to the provision of in-house CLC services.
6. On 14 December 2021, the Cabinet agreed the changes to the Council's in-house CLC services.
7. On 7 November 2022, the Committee received an update on the provision and procurement of commissioned CLC services and the progress in supporting existing service users to transfer from in-house CLC services to appropriate alternative services.

Background

8. The current CLC framework began on 29 November 2021 and has been extended three times. The framework is due to expire on 30 August 2026. A further report will

be presented to the Committee in November 2025 to outline proposals for the procurement of services from August 2026.

9. The primary purpose of the CLC framework is to enable people to develop and maintain physical, intellectual, emotional and social skills through provision of meaningful activity and to support and maintain the health and wellbeing of carers.
10. Individuals access services following an assessment of their care and support needs and a determination of their eligibility for care and support as per the Care Act 2014. Where a person is deemed to have eligible unmet needs for support there is a statutory duty on the Council to consider the most appropriate way for the Council to meet those needs, taking into account the individual's preferences. This is achieved by an allocated worker who will firstly develop a Support Plan, in consultation with the individual and their family, friends and/or advocate. The Support Plan will identify their needs and a set of outcomes to demonstrate how those needs can be met. The worker will then select, from the framework providers, a list of potential providers who are able to meet the individual person's outcomes as identified in the Support Plan. Following this the person is supported to make a choice out of the list of potential providers.
11. As of June 2025, there are 689 people receiving a service via the CLC framework. The table shows the number of adults receiving CLC services over the last five years.

| Users of CLC | Aug-20 | May-21 | Jun-22 | Jun-23 | Jun-24 | Jun-25 |
|---------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Aged 18-64 | 558 | 515 | 534 | 551 | 556 | 605 |
| Aged 65+ | 144 | 128 | 117 | 101 | 96 | 84 |
| Total | 702 | 643 | 651 | 652 | 652 | 689 |

12. The CLC framework currently has 25 providers. These are a combination of day services and personal assistants (PAs). The CLC framework has a total of 58 different day services and nine PA services.
13. CLC services support people with a variety of needs, which are categorised into lots:
 - Learning Disabilities and/or Autism;
 - Profound and Multiple Learning Disability (PMLD);
 - Physical and Sensory Disabilities;
 - Mental Health;
 - Older Adults;
 - Dementia;
 - Additionally, there is a separate lot for PAs.
14. The CLC framework is a closed framework and new providers are not able to join. However, the framework has been re-opened at intervals over its duration. The most recent re-opening occurred from 27 April 2022 to 6 June 2022, after which four providers joined.
15. Expenditure on CLC services purchased directly by the Council in the financial year 2024/25 was £8.6m. A key consideration for future commissioning will be how the

Council can ensure a cost effective and financially sustainable service whilst continuing to offer choice to people in the support that they receive.

16. Some people choose to receive their support via a Direct Payment (DP) and this may include, but is not limited to, CLC providers. If someone is eligible for a personal budget, they have the option of receiving this money as a DP, allowing them to arrange their support directly with the person or organisation they want to use instead of the council arranging services for them. In these circumstances, the person is in charge of their own support and has choice and flexibility around how this is delivered. Some people choose to receive a DP and purchase support directly from a provider.

Day Services

17. Day services are community-based services that offer support, meaningful activities, social engagement and opportunities to develop independent skills. People do not live in day services, nor do they stay overnight.
18. The CLC framework includes a variety of day services. This includes building-based day services, allotments, cafes, farms, training academies, dance schools and workshops, as well as activities such as drama, sewing, crafts, music, gardening and exercise.
19. CLC services support people with a wide range of skills and activities, including independent living skills, such as shopping, meal planning and food preparation, health and fitness, IT skills, travelling independently and nutrition.
20. Services also support people with community-based skills and activities, such as gardening and working on an allotment, farm-based activities, including taking care of animals and taking part in leisure and sport, such as bowling, going to the cinema, dance classes, supporting people to go swimming and fitness and other exercise sessions.
21. Opportunities include access to training and employment support, such as woodwork and other workshop-based activities making products to sell, including wooden planters, bird boxes, restoring benches, cakes, hanging baskets and tubs. Some activities lead on to qualifications in subjects such as English and Maths, as well as vocational subjects, such as food hygiene, computer skills, training in specific trades, for example, gardening and animal care, and work experience in services, such as cafes and garden nurseries, and accessing voluntary work.
22. Where a person needs transport to access CLC services, this is commissioned separately to CLC provision and is co-ordinated by the Council's supported transport service. Transport is only paid for to the nearest location that can meet the person's needs.

Personal Assistants (PAs)

23. PAs support people with care and support needs who live independently in their own home. PAs can support people with a range of tasks, including personal care, household tasks, leisure and social activities, shopping, accessing the community and participating in hobbies.

24. PAs further support people to develop a wide range of skills, including maintaining a home, budgeting and finance, enabling people to access paid and unpaid work or attend university and college courses and supporting physical activity, healthy eating and shopping for nutritious food, which has resulted in improved health and fitness in people.
25. There are different ways in which PAs are commissioned. Some PAs are self-employed, while others are directly employed by the person using their DP. However, some PAs are employed by providers who are responsible for their recruitment and employment on behalf of the person in need of support.
26. While self-employed PAs are favoured by some due to the flexibility they offer, some people do not wish to directly employ a PA, or it may not be suitable for them to receive PA support this way due to a range of factors relating to the management of finances. In these circumstances, an agency employed PA may be more suitable.
27. There are nine PA providers on the CLC framework. Some of these providers are solely PA providers, whereas others provide both PA and day services. There are no self-employed PAs on the framework.

Commissioning and Bandings

28. There are six different payment band rates, which reflect different levels of need. The below table includes a summary of each band and the rates.

| Building Based/Community Based (rates for 2025/26 financial year) | | |
|--|---|---------------------------|
| | Half Day 3 hours a day | Full Day 6 hours a day |
| Band A (Remote support, including activity packs) | £16.18 | £32.36 |
| Band B (Medium level of support) | £26.22 | £52.44 |
| Band C | £39.21 | £78.42 |
| Band D | £78.70 | £157.40 |
| Band E - Additional Hourly 1:1 support (to be used in addition to B and C or Band D only) | £17.14 per hour | |
| Band F – Community 1:1 support (Including Personal Assistant) | £21.47 per hour/pro rata for part hours | |

29. The table below includes a breakdown of the number of people receiving support at each banding. Some people receive support across multiple bandings.

| | June 2025 |
|--------|-----------|
| Band A | 1 |
| Band B | 47 |
| Band C | 324 |
| Band D | 169 |
| Band E | 132 |

30. Some people choose to receive a DP and purchase support directly from a provider. This may include, but is not limited to, CLC providers.

Timetable for Decisions

31. A report relating to the re-commissioning of CLC will be shared with the Committee on 3 November 2025. A further report will then be presented to Cabinet in early 2026 seeking approval to commence procurement of a new CLC framework.

Background papers

- Leicestershire County Council Strategic Plan 2022-26 - <https://www.leicestershire.gov.uk/sites/default/files/field/pdf/faq/2022/4/12/Appendix-B-LCC-Strategic-Plan-2022-26.pdf>
- Delivering Wellbeing and opportunity in Leicestershire – Adults and Communities Strategy 2025-29 - <https://resources.leicestershire.gov.uk/adult-social-care-and-health/our-approach/policies-and-strategies>
- Report to the Adults and Communities Overview and Scrutiny Committee: 7 June 2021 – Procurement of Community Life Choices Services <https://democracy.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=6462&Ver=4>
- Report to the Cabinet: 22 June 2021 - <https://democracy.leics.gov.uk/ieListDocuments.aspx?CId=135&MId=6444&Ver=4>
- Report to the Adults and Communities Overview and Scrutiny Committee: 1 November 2021 – Update on the Provision of Community Life Choices Services (Day Services) <https://democracy.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=6464&Ver=4>
- Report to the Cabinet: 14 December 2021 – Provision of Community Life Choices Services (Day Services) <https://democracy.leics.gov.uk/ieListDocuments.aspx?CId=135&MId=6449&Ver=4>
- Report to the Adults and Communities Overview and Scrutiny Committee: 7 November 2022 - Update on the Provision of Community Life Choices Services (Day Services) <https://democracy.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=6842&Ver=4>

Equality Implications

32. There are no equality implications arising from this report although the provision of services described in the report meet one of the strands of the Council's general equality obligations set out in the Public Sector Equality duty to advance equality of opportunity between people who share and people who do not share a relevant protected characteristic. An Equality Impact Assessment will be completed as part of the procurement process.

Human Rights Implications

33. There are no human rights implications arising from this report.

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