



**Nottinghamshire
County Council**

Adult Social Care Market Position Statement 2019-2021



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FOREWORD

Welcome to Nottinghamshire's Market Position Statement which gives commissioning partners and existing and potential providers an understanding of the social care market in Nottinghamshire. An analysis of financial data and the population in Nottinghamshire has enabled us to identify trends and predict future social care needs, review the current social care market and describe our priorities and commissioning intentions. This document will assist providers to support the Council to shape and develop a vibrant, diverse market that is appropriate for current and future generations.

We know through feedback from people and their families and through reviews of service provision that up to a third of the people supported by Nottinghamshire Adult Social Care and Health are not on the best care and support pathway, either because they are being supported in the wrong place or with the wrong level of care. In most cases this relates to the fact that people can be enabled to be more independent and therefore Nottinghamshire's response to this is to focus on reablement, preventing the need for long term care and to ensure reviews are focussing more on maximising independence. We continue to strive to enable more people to live in their own home, be that in supported accommodation or ordinary housing. Information, advice, prevention and early intervention services will be available to help people to help themselves and reduce the need for long term reliance on care services to lead fulfilled and healthy lives.

Care and Support services should be available to help people when they need it, where they need it and only for as long as they need it, whether they are self-

funders, recipients of Direct Payments or use services commissioned or delivered by the Council. This Market Position statement is mainly concerned with the provision of services to people who require social care support, but in the older population there are a high proportion of self-funders who will also need sustainable, cost effective care and support.

The Council has a statutory duty to ensure and support a sustainable independent social care market to meet the needs of all the people of Nottinghamshire, and must work in conjunction with commissioning partners, providers and people who need services to provide a sustainable health and social care system through the Nottinghamshire Integrated Care Systems, which have evolved from the Sustainability and Transformation Partnerships (STP). This partnership of organisations will plan, commission and deliver care for our population and therefore future commissioning led by Nottinghamshire County Council Adult Social Care Department will be influenced and co-ordinated alongside the commissioning intentions of the wider Integrated Care Systems (ICS). More details can be found at [Nottingham and Nottinghamshire ICS](#) and [South Yorkshire and Bassetlaw](#).



Melanie Brooks
Corporate Director Adult Social Care and
Health

COMMISSIONING PRINCIPLES

Nottinghamshire County Council Adult Social Care and Health Department is committed to ensuring that there is a high quality, sustainable, agile, efficient and diverse health and social care market in Nottinghamshire. Our commissioning principles are to:

Prevent, delay or reduce the need for people to access social care by providing advice, information and services that support people to be as independent as possible.

Where individuals need on going care, provide this within their own home wherever possible rather than in residential care.

Ensure services are commissioned based on evidence of need and an understanding of how people would like their needs to be met.

Provide best value services, delivering positive outcomes for the population's general health and wellbeing.

PRIORITIES FOR 2019/21

Priority Area	Commissioning Activity	Provider opportunities
Preventing people needing services	Review of internally delivered and externally commissioned prevention services – including those commissioned by partners.	A more cohesive response to prevention service delivery within Nottinghamshire.
	Reviewing the community based offer to align services with the Nottinghamshire Mental Health Trust, promoting prevention and early intervention.	Retender of current community crisis intervention, outreach and accommodation based support for people with mental health issues.
Improving Mental Health Services	Commissioning supported accommodation to prevent hospital admission and enable appropriate housing and support upon discharge.	New requirement for housing provision and specialist support.
	Reviewing existing services across the Nottinghamshire Transforming Care Partnership to ensure community support services are available to prevent further hospital admissions.	Market gaps/limited choice in current provision of emergency residential provision and step-down residential services
Reducing of the number of people in a secure hospital (Learning Disability and Autism)	Commission of bespoke housing and support to facilitate hospital discharge for people with high levels of challenging behaviour.	New requirement for bespoke housing and specialist support
	Provision of bespoke forensic support services to prevent hospital readmission and to support timely discharge.	Market gaps/limited choice in current provision to provide a housing and support offer

Priority Area	Commissioning Activity	Provider opportunities
Supporting carers	Working with Clinical Commissioning Group Partners to ensure a robust support offer is available to carers.	<p>Retender of existing carer support services.</p> <p>Market gaps/limited choice in current provision in planned break services for people with very complex physical or behavioural needs</p>
Creating day service opportunities	Creation of a procurement framework for all day service provision so that those wishing to have a managed budget have as much choice and control over those services as they want and also enables providers to develop services according to what Service Users want	<p>Market gaps/limited choice in current provision in day service opportunities for people with learning disabilities in Rushcliffe, especially for those with complex physical disabilities.</p> <p>Opportunity to join day service framework to enable direct awards based on service user choice county wide.</p>
Supporting older adults hospital discharge	2018/19 development of an open procurement framework for residential providers to offer assessment and reablement beds.	<p>Opportunity for residential and housing with care services</p> <p>Opportunity to join the framework to provide short term assessment beds offering block and spot arrangements to people needing a period of assessment and reablement before returning home.</p>
	Ongoing work with contracted homecare providers to enable capacity and quality in delivery.	
Keeping people in their own homes	Developing housing with care (extra care) as an alternative to residential care	Opportunity for housing developers and management companies to meet this need across the county. Tenders will be undertaken during 2019/20.

Priority Area	Commissioning Activity	Provider opportunities
	Developing housing with support to consolidate the current offer to younger adults with disabilities.	Opportunity for housing providers to join the Housing Dynamic Purchasing System or support providers to join the care, support and enablement framework and bid for the development of the new supported living services.
	Home based and support care provision	Opportunity for providers to join the Dynamic Purchasing System in order to tender for specific home based care services including individual and bespoke packages of care
Increasing the use of Assistive Technology	Increasing the use of assistive technology where this can improve outcomes for individuals and provide a cost effective solution to meeting assessed needs.	Existing and future providers to be more innovative with support solutions.
Giving people greater control through the use of direct payments	Increasing the number of Personal Assistants available for people using direct payments from either health or social care through the Support With Confidence scheme.	Market Gap – more PAs required in all areas of Nottinghamshire, especially Newark and Sherwood and the more rural areas of all districts. Opportunity to receive training and advice to enable individuals to become a Personal Assistant.
	Reviewing the option to deliver direct payment support services.	Tender anticipated during 2019/20 for direct payment support service.



THE COUNTY AND PEOPLE OF NOTTINGHAMSHIRE 2018

Nottinghamshire has a two tier structure; the County Council and seven district and borough councils.

The council is the 9th largest local authority in the UK.

There are 2 ICSs and 6 Clinical Commissioning Groups (CCGs) within the County and a separate CCG covers Nottingham City.

Nottinghamshire is a large and vibrant community. The County Council area (excluding the city of Nottingham) is 805 square miles covering both urban and rural areas.

20% of the population lives in the rural areas mostly small towns and villages.



We have an older population comparable to the national figure

Life expectancy at birth for females is 83 years.

Life expectancy at birth for males is 80 years.

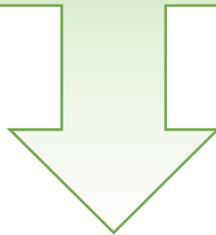
Life expectancy varies across districts. Life expectancy is much lower in Bassetlaw, Ashfield and Mansfield. But it is much higher in Rushcliffe.

Mansfield, Ashfield and Bassetlaw have some of the highest levels of deprivation in the country.

Rushcliffe Borough has very low levels of deprivation.

Population Data

There were 821,136 people living in Nottinghamshire in 2018, this figure is predicted to rise to 858,419 by 2026.



Age Group	2018	2026	Increase over the 8 years	Percent increase
00-15	148,729	153,881	5,152	3.5
16-17	16,898	20,191	3,293	19.5
18-64	485,411	487,913	2,501	0.5
65-74	94,414	96,967	2,554	2.7
75-84	54,580	73,569	18,989	34.8
85+	21,104	25,899	4,795	22.7
All ages	821,136	858,419	37,283	4.5

KEY TRENDS

In general people are living longer but with greater levels of ill health and disability. Men spend around 18 years of their life in poor health and for women it is 21 years.

The proportion of 85+ who need care and support is increasing.

1 in 8 people have caring responsibilities at some stage in their lives. It is estimated that care provided by adult children will increase by 90%.

The majority of carers who provide over 50 hours of care are aged 65+ looking after their partners. These carers are more likely to have poorer health than those who do not provide care.

The number of older people who live alone will increase. Those living in rural areas without access to accessible transportation are particularly vulnerable.

KEY TRENDS

Growing population of people with a diagnosis of autism

Growing population of people with behaviour that challenges

Nottinghamshire has a small Black and Minority Ethnic Community who live throughout the county and need culturally sensitive services.

Deprived areas of Nottinghamshire have poorer health and wellbeing outcomes.

Approximately two thirds of the adult population in Nottinghamshire is overweight or obese.

People with more complex needs are being supported in the community rather than in hospitals.

KEY MESSAGES TO THE MARKET

The Council aims to work with providers who will:

- ✓ Work in partnership with community and voluntary sector to ensure there is a vibrant and innovative market offering choice for the people of Nottinghamshire.
- ✓ Promote healthy lifestyles as part of your care and support offer.
- ✓ Be flexible enough to be able to target specific areas of deprivation.
- ✓ Offer innovative ways to support carers.
- ✓ Make reasonable adjustments to support people from minority groups e.g. people from Black and Minority Ethnic Groups; the Lesbian, Gay, Bisexual and Transgender community.
- ✓ Consider how to meet the needs of bariatric patients.

Messages to the Market

- There is an oversupply of residential care for both younger and older adults in Nottinghamshire, especially in the Ashfield area.
- Housing with care (extra care) is being promoted by the authority as a positive housing choice as an alternative to residential care
- Housing with Support (supported living) rather than residential care, is still the preferred option for the majority of younger adults who need a long term support solution.
- There is a lack of specialist housing and of highly skilled support to provide support for people with high levels of challenging behavior and complexity of need, including those with learning disabilities and or autism and mental health conditions.
- Whilst many services are available for people with autism and an associated learning disability less support is available for those with higher functioning autism or Asperger's (both with and without additional mental health needs) particularly with regards to befriending, daytime opportunities, supported living, assistance with benefits claims (particularly form completion) and support around sexuality and gender.
- The Council is supporting people to self-care by connecting them to existing community resources or short term support that avoids or delays the need for long-term packages of care.

CURRENT SOCIAL CARE MARKET OVERVIEW

Nationally, on average, 10% of the population aged 65 and over receive social care support funded by local authorities. In Nottinghamshire, just under 9% of the population of older people in the County receive support from the Council (Planning for older people document 2016-2018).

Breakdown of Key Services	How many people approx. in receipt of a package funded by NCC (as at 31/02/19)	Annual Budgeted expenditure (2018/19)
Direct Payments	2793	£44.0m
Homecare providers	1973	£16.7m
Housing with Care schemes	147	£3.6m
Day services	1741	£5.7m
Shared Lives	36	£0.9m
Supported living	1251	£42.6m
Residential care homes - older adults	2,322	£47.8m
Nursing homes – older adults		£26.0m
Care homes – younger adults	632	£43.4m

The total number of Service Users receiving one or more of the above packages is **9425** (source: Commissioned Services Report February 2019).

Self-Funders

A self-funder is someone who pays for their own care. Nottinghamshire's Adult Social Care offer applies equally to people who pay for their own care as well as those whose care costs are met by us. This includes providing advice and guidance, signposting to available resources and assessing care and support needs. Market Shaping activities take into account the wider care market and will continue to encourage the provision of high quality, cost effective services for self-funders and people using a direct payment.

The Social Care Workforce in Nottinghamshire

The Facts

There are an estimated **27,000** social care jobs in Nottinghamshire of which **20,500** are delivering direct care and support.

There are **650** registered nurses working in social care, 69% of whom have been in their role for no more than two years (average time is 3.7 years).

The workforce is predominantly white and female (84%). Sixty per cent of the workforce works full time (37 hours).

The average age of a worker is **43** years old and a fifth are over **55** years old.

Skills for Care estimates that the turnover rate for 2017-18 was **35%** (across all social care job roles). In the independent sector this rate is 42% - slightly higher than the regional average for the independent sector (40.1%)

Not all staff turnover results in workers leaving the sector, of new starters in this area, over two thirds (**66%**) were recruited from within the Adult Social Care sector, therefore although employers need to recruit to these posts, the sector retains their skills and experience.

In 2017, the overall vacancy rate for direct care roles was an estimated **8.1%** (**18.1%** in local authority care roles and **7.2%** in the independent sector).

Every day is different
WHEN YOU WORK IN SOCIAL CARE



<https://www.everydayisdifferent.com/home.asp>



The Social Care Workforce in Nottinghamshire

Key Messages for Providers

Attract younger people **and** a more diverse workforce who reflect the population in Nottinghamshire.

Focus on recruiting people with the values and attitudes to fit your organisation, adopting best practice approaches to recruitment to optimise retention.

Providers should consider what terms and conditions they can offer to staff such as attractive rates of pay, pensions and other benefits to attract and retain staff within the sector.

Incentivise and retain experienced staff with a focus on career development and on-going training, including specialist skills training to ensure there is a developing skill base within social care.

Recognise that the nature of social care work is changing, as people are living longer with more complex conditions and expect more personalised support, choice and control.

There continues to be a shortfall of care workers with the right skills to support people with complex conditions and behaviours which challenges services.

Older people's services need to ensure that staff are specifically trained in dementia.

All services to provide basic mental health awareness and wider diversity training to staff in all services to enable all groups to be supported appropriately.

Providers should consider their wellbeing offer to staff; provide appropriate supervision, team meetings and staff support, especially for those working in more isolated positions in homecare or outreach.

Safe staffing means having enough staff, with the right values and skills, to deliver safe and effective care and support. Download the new guide to help: www.skillsforcare.org.uk/safestaffing

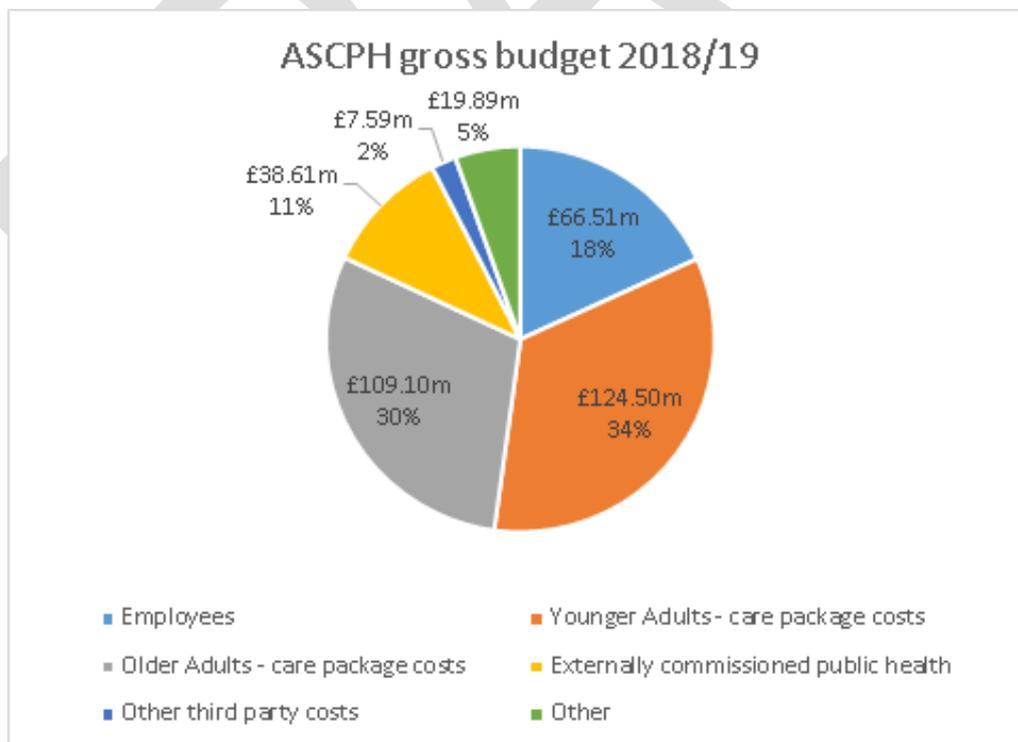
Financial Context

- Council tax has increased in 2018/19 by 2.99%
- 52% reduction in funding from central government over eight years.
- Predicted £43 million budget shortfall by 2020/21

A decrease in funding and increasing pressures particularly in adult social care and health, means that as a Council, it is essential for us to help people to help themselves through public health initiatives and community based resources. We will also maximise opportunities to support residents, where possible, to remain in their own homes and lead independent, fulfilling lives.

Adult Social Care & Health Department budget 2018-19

The net budget for adult social care is £204.427m. 80% of this is spent on care and support services that are commissioned from independent sector providers including voluntary sector organisations. The majority is spent on residential care for older adults.



WHAT IS NOTTINGHAMSHIRE COUNTY COUNCIL DOING TO SUPPORT THE MARKET?

Strategic Commissioning and Quality and Market Management Teams

The strategic commissioning and quality market management teams work in partnership to directly commission services to meet needs for those receiving social care but also to have oversight of the wider market, ensuring quality services are available for self-funders and those using a direct payment. The teams support providers by:

- Engaging with the market relating to specific upcoming tenders or soft market testing to inform tender development
- Facilitating provider forums
- Supporting existing providers to improve quality and develop strong provider relations encouraging shared problem solving.
- Meeting with providers thinking of developing new services to advise on need and how they may access the market.
- Offering advice and guidance to new micro providers
- Offering training with certificated evidence for people wanting to be PAs
- Providing a 'provider corner' on the [Notts Help Yourself](#) to highlight opportunities around external funding, changes in legal requirements, training opportunities, advertise services
- Partnership working with Nottingham City Council, District Councils and Health to try and integrate commissioning, reducing bureaucracy for providers (around quality monitoring for example) and Service Users (around the use of personal budgets where Service Users may now get a personal health budget and a social care personal budget and choose to take them as a single direct payment).

Optimum Workforce Leadership (OWL) works with care providers to identify the most efficient and cost effective way of ensuring that their workforce is competent and has the right skills, attitudes and behaviours to deliver the care that their client group needs. To achieve this OWL provides workforce planning information, guidance and ongoing support. They bid for funds from external partners, including Health Education England and Skills for Care, to develop resources that will underpin business and workforce development needs for social care settings. They also work closely with partners in Health to move towards the integration of health and social care career pathways and services. Their vision is for a knowledgeable and skilled health and social care workforce, competent in delivering social care, health care and support. A workforce that strives towards delivering best practice, centred on the needs and interests of clients at all times.

Procurement

When purchasing services, Nottinghamshire County Council, as a 'Best Value' authority is under a duty to "make arrangements to secure continuous improvement in the way in which functions are exercised, having regard to a combination of economy, efficiency and effectiveness". When undertaking a procurement this involves challenging how services are provided, consulting with Service Users, comparing the performance of suppliers, and using fair and open competition wherever possible to secure efficient and effective services. We advertise contract opportunities over a certain contract value through [Source Nottinghamshire](#) as well as Central Governments repository 'Contracts Finder' which provides contract information referring to future opportunities, current opportunities, awarded contracts and pre-procurement engagement with the market. Nottinghamshire County

Council runs tender processes through ProContract found at www.eastmidstenders.org where organisations apply for contract opportunities. This ensures opportunities and the tender documents are made available, free of charge, to interested organisations. Public procurement in the UK and the rest of the European Union is governed by a number of Directives and Regulations which are then implemented in national legislation. Public procurement is subject to the EU Treaty principles of non-discrimination, free movement of goods, freedom to provide services and freedom of establishment. Clearly there is a question over what impact there will be to the current Public Contract Regulations 2015 in light of Brexit, so Procurement in the Public sector remains both interesting and challenging for all.

Messages to the Market

- Think about how you can meet the gaps in services highlighted in this document
- Ensure that you understand how to tender for any work e.g. dynamic purchasing system, approved provider list etc.
- Advertise/share your services and resources on Notts Help Yourself.org.uk
- Attend provider and stakeholder meetings and forums with NCC and CCGs to find out about any developments in the market and share your views with us
- Come and talk to us before developing a new service, especially if Planning approval or CQC approval is required or you are hoping to attract Council funded business.

Have you ever thought about setting up your own business? You can find useful information on the Councils [setting up a small social care enterprise](#) page.

Have you ever thought about becoming a Personal Assistant? you can find out more information and PA videos on the Councils [Personal Assistant](#) pages

Contact Strategic.Commissioning@nottsc.gov.uk if you are thinking of developing any new care or support service in Nottinghamshire.

PREVENTION SERVICES - HELPING PEOPLE TO HELP THEMSELVES

Self-care and management of long term conditions is a key element of all services. It is applicable to us all; it describes all of the things we do which maintain our physical and mental health and emotional wellbeing.

The Council are supporting individuals to self-care by connecting people to existing community resources or short term support that avoids or delays the need for long-term packages of care.

Commissioned services offer

Our **Connect** service aims to reach people early and maximise use of informal and community based solutions to achieve people's goals. They provide short term support to self-care for people at risk of deteriorating health and independence as a result of age, mobility, disability, long term health condition or bereavement. The service is targeted at people who have lived independently but are now at risk of escalating need and require information, advice, signposting or short term help to work out how they can adapt to their circumstances in order to continue to self-manage. The support can be accessed for up to 12 weeks and focusses on ensuring that people can manage their health effectively, are living in appropriate homes, have networks of social contact and informal support, are managing financially and can acquire the skills or access the technology to enable them to continue to live without formal support.

MR M's Story

Mr M is a 62 year old with diabetes, angina, osteo-arthritis and lymphedema in his legs. He has lived alone for the last 3 years in rented accommodation since his wife passed away. But he unable to get upstairs to use the bathroom. He often falls asleep in his armchair which may be one of the reasons for his frequent falls.

His Connect worker liaised with the local Falls Team to support a rehousing application, which resulted in the offer of a bungalow with wet room within 4 weeks. Additionally, he was supported with grant applications from various different sources available within Nottinghamshire and through three different grants was able to buy a new cooker, new carpets and new curtains. He is much happier in his new home.

Contracting Arrangements

The service was commissioned in January 2016, following a competitive tender exercise. The service is delivered by three different provider organisations to cover the areas of South Nottinghamshire (Broxtowe, Rushcliffe & Gedling), Mid Nottinghamshire (Ashfield, Mansfield & Newark & Sherwood), and Bassetlaw.

Block gross contracts have been awarded for a period of 3 years, with the two options to extend for a further 12 months. Annual expenditure on this service is currently around £1 million across the county.

Future commissioning of 'connectivity' provision will be based on achieving a more integrated approach with health partners, who separately commission social prescribing services at present.

Messages to the Market

- Providers should anticipate re-commissioning opportunities, for this set of needs, arising within the next 2 years.
- Connect services utilise Notts Help Yourself.org.uk to inform their work. Therefore, providers offering services to an overlapping population should register their services on NHY.

Brighter Futures is commissioned to support the Council's prevention and promoting independence aims by providing short and medium term support to promote independence for people who, as a result of low/moderate learning disability, autistic spectrum disorders or acquired brain injury, lack the skills or confidence to manage independently or keep themselves safe. It provides support focused on development of skills for independence, access to community

based opportunities and resources, and networks of informal support. The service is time limited it is recognised that the people who benefit from its support are likely to return periodically for further support or reassurance.

Contracting Arrangements

The service was commissioned in January 2016 following a competitive tender exercise. A block gross contract for a countywide service was awarded to a single provider organisation for a period of 3 years, with the two options to extend for a further 12 months. Current expenditure on this service is around £650K per annum.

Message to the Market

Providers should anticipate re-commissioning opportunities, for this set of needs, arising within the next 2 years.

Moving Forward, provides support to people with mental health needs. The service currently works closely with Community Mental Health Teams by supporting people with mental health needs to address housing and money problems, and improve mental well-being. A separate element of the service places support staff within Crisis Resolution & Home Treatment teams to provide similar, non-clinical support alongside the interventions delivered by healthcare staff to people in mental health crisis. A tender process will commence in early 2019/2020 to seek a provider for a re-specified service, which will retain a focus on housing and money issues within the referral criteria, but seek a more holistic approach to developing health and well-being outcomes and skills for mental well-being self-care. Discussions are on-going through the work of the two Integrated Care Systems around future requirements for community-based mental health support and so contracts will be structured under a framework that will enable compatible provision to be purchased as additional orders during the life of the agreement.

Contracting Arrangements

This provision, which is currently worth around £1.15 million per annum will be recommissioned during 2019/2020.

Message to the Market

Providers should anticipate an opportunity to bid for non-clinical, mental health support services in 2019. We will be seeking providers with experience of supporting people with mental health needs, with creative approaches to supporting people to resolve practical issues such as housing or money problems, and ideas for enabling people to develop positive approaches to improving and sustaining their mental and physical well-being

Internal Services Offer

As well as the customer services centre and the adult access team who provide telephone information and advice and signposting and the locality social work teams who all work to prevent escalation of need, the Council also offer 2 services – Short Term Assessment and Rehabilitation Team (START) and the Notts Enabling Service (NES).

The Notts Enabling Service is a service which aims to prevent, reduce and or delay the need for long-term support by working to increase people's independence and to decrease people's reliance on paid support by identifying alternative resources in the community. Co-production workers work with both younger and older adults.

MRS C's Story

Mrs C has multiple medical conditions affecting her heart, lung and bowel and was in hospital for 2 weeks following a fall and a problem with her kidneys. When she was discharged from hospital a reablement support worker (RSW) from the START service visited her 4 times a day to help her with her personal care and meal preparations.

After a week she regained her confidence with washing herself and getting dressed but then unfortunately had another fall after developing a UTI. However the RSW and an Occupational Therapist (OT) supported her to get over this setback. The OT set goals with her around preparing hot drinks and food and gave her a dining trolley for transporting food and drinks. The RSW worked alongside her until she felt confident to do things herself.

On the final OT visit, she was given information about the Bassetlaw Home Support service which she intended to contact for support with housework and possibly shopping to reduce the load on her family.

START service ceased after 3 weeks, this lady was very happy she has regained her independence and praised the support from the START team.

START is a reablement service, working in people's homes. Reablement Support Workers with therapeutic and social worker input provide short-term intensive support to people. The vast majority of people who complete a period of reablement need no ongoing domiciliary homecare in the short and medium term however, a number of Service Users do require ongoing support.

- Over 2000 people received a service from the START team in 2017/18
- Approximately 75% of people completing reablement require no ongoing homecare package.
- 94% of people are still living at home 91 days after a period of reablement.

People who are deaf

People who are deaf, deafened and hard of hearing including those who use British Sign language as their first language and people experiencing hearing loss. The service aims to support people to address issues of daily living, access to services, social isolation and well-being arising as a result of their deafness/hearing loss.

Contracting Arrangements

The Places for People project provides deaf people with housing related support across the county. It enables local residents to access and maintain tenancies, alongside support to gain access to benefits, local services and other related support issues which assist them to maintain themselves within their local communities. Drop-in facilitates are also provided which assists local people to gain quick access when required. The current contract value is £61,500 per annum. This contract has been extended until January 2020 in order that all services can be reviewed against assessed needs.

A full review of services around deaf and sensory impairment will be undertaken.



Message to the Market

Nottinghamshire ASCH has also commissioned a number of services which will help people to help themselves and connect them back to their community.

SUPPORTING PEOPLE TO MAXIMISE THEIR INDEPENDENCE

A range of services have been commissioned to provide practical help and support either as a prevention for or to work alongside on-going care and support services to enable people to remain as independent as possible.

Handy Persons and Adaptation Service

The Handy Person Adaptation Service (HPAS) provides the help and support people need to keep safe and secure in their home with high quality essential adaptations and small practical jobs at low cost. This service is available to Nottinghamshire residents aged 60 or over, or have a disability and the work is carried out by professional traders who have been approved by our Trading Standards officers. The jobs

will reduce the risk of a fall or help people remain living independently, ranging from fitting door locks and internal grab rails, to changing light bulbs and putting up shelves.

Contracting Arrangements

This service was recommissioned in July 2018 and the current contract will terminate July 2022. Expenditure on this service is £454,000 per annum.

Integrated Community Equipment Loans Service (ICELS)

The service aim is to enable Service Users and/or their carers to access a range of equipment and minor adaptations according to assessed need. The service will promote and enable Service Users to continue living independently and in their own homes.

Contracting Arrangements

This service was commissioned in 2015 and will run for a period of up to 7 years until 2021. It is delivered by the British Red Cross. Expenditure on this service is £7.2 million.

Message to the Market

Providers and Service Users are encouraged to return equipment once it is no longer needed.

Assistive Technology

Assistive Technology enables help to be requested in an emergency and may be useful if people feel vulnerable in their homes. Sensors around the home can automatically detect falls, fires, flooding, extreme temperatures, bed wetting and epileptic seizures, and can also tell if someone has left their home at night-time, which can be useful for people with dementia. For support in Nottinghamshire, visit: www.nottshelpyourself.org.uk.

Home First Response Service (HFRS)

HFRS is a short-term rapid response service for people who need social care support to remain at home. The service is mainly for people over the age of 65, but can be for younger adults if required, and will provide short-term support for 1- 7 days. HFRS can help people get home from hospital quickly and/or support someone at home if they have a short-term crisis and are at risk of unnecessary admission to hospital or urgent short-term care in a care home.

The service will:

- Help people to recuperate from illness or short-term crisis
- Support people to regain skills and rebuild confidence
- Help people live as independently as possible
- Help people who are struggling with everyday tasks at home e.g. getting dressed, getting about their home or making a drink.
- Provide short term support where carers are unable to support at short notice due to illness or other unforeseen circumstances.

Mr B's Story

Mr B was admitted to hospital after collapsing at home. On the ward, he needed support to wash and dress where previously he had done it himself. He wanted to go home and was medically fit for discharge. After a physiotherapy assessment, they found that his mobility was still impaired and he now required supervision with a wheeled zimmer frame over short distances. The physiotherapist recommended a period of re-ablement with START when he went home. However START were unable to offer a service at that point in time but the HFRS were able to take the referral and offer support for him to return home the next day. This meant Mr B was able to return home quickly and a hospital bed become available for someone else who needed it.

Contracting Arrangements

The HFRS contract commenced in December 2017 for a period of 2 years with two options to extend for a further 12 months. The budget for this service is £1.7 million.

Support for carers

At the last census in 2011, over 91,000 people identified themselves as providing unpaid care and support to someone in Nottinghamshire. Of these, over 21,000 said that they are providing more than 50 hours of care per week. In the County, there are a number of commissioned services which can support unpaid carers.

Commissioning Intentions

The Council has reviewed all current support and services which are available to carers in Nottinghamshire. We are working closely with key stakeholders and carers to plan future services. Savings identified from the review will be re-invested into commissioned services.



Contracting Arrangements

Information, advice and support for

carers is provided by the Nottinghamshire Carers Hub. This contract will cease in 2019 and be recommissioned as part of a wider carers' support offer.

The **Pathways Service** supports carers who are looking after somebody who is nearing the end of their lives (up to 12 months). This service commenced on the 1st January 2018 for the duration of 2 years with the potential to extend for a further year.

Support for young carers (aged under 18) through group activities. This contract commenced January 2018 for 12 months with the option to extend for a further 12 months.

Message to the Market

Providers can register their interest in bidding for future carer support services via the Carers Services DPS, which can be found via the Source Nottinghamshire website.

HELPING PEOPLE WHEN THEY NEED IT

Direct Payments, Personal Health Budgets and Integrated Budgets

A Personal Budget is the amount of money the local Council allocates for your care, based on its assessment of your needs. People can take all of their personal budget as a Direct Payment (DP) or use a mix of a DP and a managed service (arranged and purchased by the Council). A Direct Payment is an allocation of funding which is sufficient to meet an individual's support needs. It is a monetary payment made directly to the individual for them to use to meet their assessed eligible social care needs. Direct Payments are the Council's preferred mechanism for personalised care and support. They provide independence, choice and control by enabling people to commission their own care and support in order to meet their eligible needs.

The Adult Social Care Department and the NHS in Nottinghamshire are working together to extend this approach to meet both social care and health needs. This is being achieved by the development of;

- Direct Payments to meet social care needs
- Personal Health Budgets to meet health needs
- Integrated budgets for people with both social care and health needs

In March 2018, 3,000 people used a DP, which is 40% of the number of people receiving community based Social Care support.

People who receive a Direct Payment are required to open a separate bank account from which transactions relating to the use of the Direct Payment must be made. The Council's preferred option is for people to open a Pre-Paid Debit Card account provided by Prepaid Financial Services (PFS). The Council has a contract with PFS to provide these accounts, which have a full range of on-line and telephone banking functions. Account information can be accessed remotely by the Council, meaning that account holders do not need to provide regular statements to the Council for audit and monitoring purposes.

In August 2018, approximately 25% of people receiving a DP were using a Pre-paid Debit Card Account. 70% of new DP recipients chose to use these accounts and it is predicted that there will be a steady increase in their use. It is important for Providers of Care and Support Services to have the technology available to be able to accept payments through online, telephone and face to face chip and pin transactions.

Up to 30% of people use their DP to employ a Personal Assistant (PA) to provide care and support. The Council is actively promoting the use of PAs because of the benefits that this can deliver in terms of increasing independence, choice, control and dignity. For example DP packages have been shown to be more sustainable than packages where an agency has been used. The Service User has more choice and control when they employ a PA because they can control who and how they receive their support.

People interested in being employed as a PA are encouraged to participate in the Council's 'Support with Confidence' (SWC) scheme which provides a list of individuals offering care and support service. Registration on the scheme demonstrates that individuals have completed 3 modules of e-learning and have been DBS checked. Once registered through SWC the individual can promote themselves on the PA Directory on the Notts Help Your Self website. This is a dedicated area which brings together PAs and people wanting to employ a PA.

People who need help to manage a Direct Payment can purchase this from a number of agencies operating in Nottinghamshire, using money that the Council puts in to the Direct Payment for this purpose. The Council has accredited three provider organisations to deliver Direct Payment Support Services and the majority of Direct Payment recipients use one of these organisations. Although this is the Council's preferred approach, people can choose to use other provider organisations. The contract for the provision of a Direct Payment Support Services is between an individual Service User and the Provider Organisation.

The main types of support service provided are:

- Support to manage the Direct Payment money through a supported bank account
- Payroll services for people who employ their own staff
- Support for people who employ their own staff, including short term support to recruit and contract with workers and on-going support to help people meet their responsibilities as employers

Around 1300 people use Direct Payment Support services and the annual cost of support is approximately £600,000.

nottshelpyourself.org.uk

Find:

- Childcare providers
- Support for young people with special educational needs (age 0 - 25)
- Health and social care support and information
- Activities, groups and events in your area

Call: 0300 500 80 80

Commissioning Intentions

- To increase the number of people requesting a DP to meet care and support needs
- To increase the proportion of DP recipients who use a Pre-Paid Debit Card
- To increase the number of people who use a DP to employ a PA
- To increase the numbers of PAs going through the Support With Confidence Scheme, offer more learning and development and peer support network opportunities to develop a better skilled PA workforce
- The Council is in the process of developing a new model of Direct Payment Support Services.

Contracting Arrangements

Where a service user chooses to meet their social care needs using a DP, they will use this to purchase and contract for their own services. People will be directed to the [Notts Help Yourself](#) website to find out about the social care services and organisations that are available within Nottinghamshire. The contracting arrangements for services provided through a DP are between the individual service user and the provider. There is no contract arrangement with the Council.

The Council currently has a contract with Prepaid Financial Services to provide Pre-Paid Debit cards to DP recipients as a means of managing the DP.

Messages to the Market

- The Council and the NHS are looking for creative, person centred approaches to meeting people's needs for both social and health care related support.
- Registering and listing your organisation on [Notts Help Yourself](#) or yourself on the PA Register will raise the profile of your business with the public and Service Users.
- It is important that there are a wide range of different services available for people in receipt of a DP.
- Providers should have the technology available to be able to accept payments through online, telephone and face to face chip and pin transactions.

Direct Payment Support Services will be remodelled during 2019/20, therefore interested providers should monitor Source Nottinghamshire for more information.

Home based Care and Support Services

This service supports people at home or in their local communities. A new model of home based care has been developed through work with providers, Service Users, and colleagues from health, carers and frontline staff. Based on offering fair financial reward and greater security to providers whilst in return expecting high quality, flexible services that provide person-centred care to Service Users and their carers.

MR W's Story

Mr W has had a managed home care service since 2009. He never left his home and never liked care workers coming to his house either. After a conversation with his care workers about how they could improve his life he has now started to go out with support to collect his newspaper and to look around the shops. Care workers have found that he is much happier in himself and his mobility has improved. He feels more able to decide what support he would like and when and how he receives it.

Contracting Arrangements

The new services are delivered through 'lead' and 'additional' providers across the county which are divided into six areas:

Bassetlaw	Gedling	Newark and Sherwood
Broxtowe	Mansfield and Ashfield	Rushcliffe

The lead providers provide home based care and support services to the majority of the Service Users in their designated area. The additional providers deliver extra capacity and ensure that new referrals are responded to quickly and positively. The services will deliver home based care and support services for a period of five years with the option to extend up to a maximum of ten years in total. The budget for home based care services is approximately £18 million per annum. Home based care is part of and contributes to a system of services to keep people living at home including reablement, rapid response, hospital discharge, carers' support, assistive technology and Housing with care.

Message to the Market

- The Council needs homebased care providers who are flexible and person centred and use an enabling approach. They must work in partnership to be outcome focused and charge realistic rates to create a sustainable service.
- Home care providers are encouraged to join the homebased care dynamic purchasing system in order to apply for bespoke and individual packages in the future.

Housing with Care (also known as Extra Care)

Nottinghamshire County Council currently commissions 242 Housing with Care units across Nottinghamshire County predominantly for older people. This provision is based in 11 Housing with Care schemes within six districts. The schemes have varied tenure arrangements including shared ownership or social rent plus private ownership; schemes are delivered either by district or borough Councils; Arm's Length Management organisations (ALMOs) or housing associations.

Commissioning Intentions

We aim to double the number of Housing with Care places available to the Council by 2021 with further developments planned up to 2025. Providers are required to assist the Council develop different and flexible models of Housing with Care within different housing arrangements including mixed tenure schemes. Some of this provision will be refocussing domiciliary care currently delivered in sheltered housing schemes and other housing schemes.

The focus of these services will continue to be on independent living, using technology and enhancing the model of reablement to avoid or delay the need for higher levels of care or admission to residential or nursing homes. Providers will be required to develop services that demonstrate effective outcomes for residents with Dementia and other specialist needs as the population lives longer with more complex needs.

Additionally, the Council wishes to explore mixed models of housing with care to ensure a balance of needs which supports a vibrant community.

This may involve the inclusion of some younger adults with low level support needs. Future schemes will establish links to other community resources ensuring the housing scheme is considered an integral part of the local community.

Ensure strong partnership working across housing and care providers and the Council's social care teams to deliver good quality, joined up care and support with a focus on enablement and maintaining and promoting independence. Including genuinely encouraging the development of social groups and activities run by the tenants for the tenants.

Contracting Arrangements

For existing services the care and support services in the Current Housing with Care schemes are delivered by the lead provider for the home based care for the local district.

Development of new Housing with care services will be commissioned through tender for the housing which may also include the care contracts.

Please see the Housing with Care Strategy for more details.

Messages to the Market

- The council invites providers of housing with care (extra care) to approach the council as part of on-going market engagement.
- Please see details of where services will be required over the next 6 years and further detail on the Housing with care strategy
- Please see standards expected in housing design when offering housing with care in the Nottinghamshire County Council design specification.

Housing with Support – Younger Adults

The Council's aspiration is for younger adults (those of working age 18-64 who have a long-term illness and/or disability) to live as independently as possible in their own home. The Council wants to take a 'whole life approach' to individuals, ensuring that they can support people when and where they really need it and making sure that the right support is available.

The Council is in the process of developing a 'Housing with Support' strategy which sets out the Council's approach to how it will work with all its partners including Health, the seven District and Borough Councils, other housing organisations, Care and Support providers as well as the wider voluntary and third sector organisation to ensure that people have access to appropriate housing where it is needed with the right support to be able to live an 'ordinary life'.

The Council is using the term 'Housing with Support' as a broad term which covers a variety of different types of supported housing options that the Council has a duty to provide. These include

- Providing support and care in an individual's own home
- Providing housing as part of the care and support solution
- Providing housing with care between these last 2 options

Commissioning Intentions

- Supported accommodation will be strategically managed, ensuring the right housing is available when required. This will include moving people out of residential care into more independent forms of supported accommodation where appropriate and others from supported accommodation into less intensive supported accommodation options. Where individuals do not need specialist housing or would not benefit from shared support hours, their needs will be met in general needs accommodation.
- Tenancy support will be focused on enabling maximum independence.

Please see the Housing with Support Strategy for younger adults for more details.

Messages to the Market

- The development of new accommodation to meet changing needs will be required including:
- Supported living Plus services for people with very complex needs and/or challenging behaviour
- Individual flats within a single scheme base
- General needs accommodation to support community living networks.
- Shared accommodation suitable for short term tenancies.
- Service Users will be encouraged to move on towards greater independency and providers will be expected to facilitate and create opportunities for positive outcomes.

Care Support and Enablement

There are 828 Service Users living in supported accommodation within the County. In addition 489 people receive outreach support of under 40 hours per week. 167 of these services currently have sleep-in night provision, 27 of which are provided in single person services. Shared provision comes in a variety of settings including core and cluster or shared houses and flats with shared support for example but the intention of all these services is to support services users to live as independent a life as possible and where appropriate to move on to greater independence.

The majority (approximately 70%) of provision is for people who have a learning disability including 23 services users who have an enhanced Supported Living Plus service where workers have additional training and management support to provide services to people who have behaviours that challenge. There are approximately 57,000 hours being delivered across the county (this includes waking night provision but excludes sleep in provision). The approximately budget is £45 million annually.

Commissioning Intentions

Current Core Provider contracts lapse August 2019 and the Council will be reviewing before this time, what is the best option for future CSE procurement.

In line with the Housing with Support Strategy the Council is seeking to have clear eligibility and pathways into and out of Supported Living Services

The Council seeks to work with providers who actively look to promote independence and move-on and who can support this aspiration within Service Users

Within Supported Living Plus services the Council seeks to work with providers who have a thorough understanding of Positive Behavioural Support and how this can impact on the need for less intensive support

Contracting Arrangements

Nottinghamshire has a long history of offering Supported Living provision and has a variety of historical arrangements and provision which reflects that journey. Currently there are four core providers who each operate in a geographical area of the County. They are required to pick up all new work in their area.

In addition, there is a Care Support and Enablement Provider Agreement which providers can apply to join at any time. This agreement can be used where there is a requirement to work with a provider who can source additional housing options or to complement the core provider contracts in a number of other specific circumstances.

There are also 17 “legacy” providers working across the County who continue to deliver services which they have been running for a number of years.

Messages to the Market

- The Council would welcome conversations with providers regarding the CSE review including talking to providers who can work flexibly to deliver innovative cost effective outreach solutions such as the use of community hubs or community networks
- There continue to be opportunities for CSE providers who can source appropriate housing solutions
- We welcome working with providers who are able to maintain and support a consistent workforce who understand MCA requirements and can implement these across services



Day Services

The Council provides day service opportunities across all client groups in the county. 1179 adults attended an internal day service in 17/18. 33 external providers are on the external approved provider list. 638 adults used a service run by external providers in 17/18, with an approximate £4.9m per year associated external purchasing budget.

People who are eligible for social care are assessed by the Council as falling within one of the 4 bands. Services are purchased at this fixed price per session (a session is defined as a half day) for a maximum of fifty weeks per annum. Should a service user require one-to-one or two-to-one support, the session rate automatically defaults to low needs (£8.74 per session).

People who do not want to attend an approved provider are able to take their funding as a direct payment in order to attend a non-approved day service. Funding for the direct payment is calculated using the same method as for an approved provider.

Band	Price per session (1/2 day)
Complex Needs	£34.75
High Needs	£17.92
Medium Needs	£12.69
Low Needs	£8.74
One-to-one support	£11.17 per hour
Two-to-one support	£22.35 per hour



Commissioning Intentions

The Council will commission services that offer a broad range of opportunities which deliver enabling skills, provide high quality outcome focused day service opportunities, reduce the long distances that some people have to travel to access day services and create additional capacity for people with complex needs in the Rushcliffe area.

Commission the majority of new placements to internal or approved external providers who charge fees in line with agreed banded rate.

Contracting Arrangements

From April 2019 all new business will be purchased under a new provider agreement, achieved through the creation of an active and open list of providers of day service opportunities where providers can apply to join the list during its term.



Messages to the Market

- 78% of Service Users accessing approved external providers are recorded as having learning disability as their primary support need, followed by physical support needs (15%) and mental health (7%).
- Services should not automatically be viewed as a service for life, but where appropriate over a planned period of time as a stepping stone to greater independence.
- We need providers who can cater for people with complex physical needs – *e.g. peg feeding and tracheostomy care* and those who have more complex behavioural needs, with opportunities in the South of the County particularly.

Care Homes – Older Adults

Residential care is for people with more complex needs where they are no longer able to be supported at home. As of January 2019, the Council held contracts with 168 independent sector care homes - 70 care homes in Nottinghamshire offer nursing care. Overall the number of care homes in Nottinghamshire has remained fairly static with some care homes exiting the market and other services coming into the market.

Nottinghamshire has historically had an over provision of residential beds particularly in the Mansfield and Ashfield area and more care homes are opening within the next 12 months. Newark and Sherwood and the Gedling district has seen a number of homes close which has seen the bed provision reduce over the last 12 months, this has not resulted in an under provision of beds. Rushcliffe district did have the lowest provision of beds historically but the number of bed availability has increased with new homes or current homes increasing through extensions to their properties.

Nottinghamshire County Council has worked closely with the local Nottinghamshire Care Homes Association to develop a 'local **fair price for care**' funding model for the use with older persons care homes. An initial model was introduced in October 2008 and comprises of 5 quality bands with associated fee rates for Care Homes, Care Homes (dementia), Care Homes with Nursing, and Care Homes with Nursing (dementia). The Council is reviewing the 'local fair price for care' again in partnership with the Care Homes Association. We have seen a decrease in the number of Band 1 homes (lowest quality) and an increase in Band 4 and 5 (highest quality). 60% of care homes are in Band 4 or 5.

We implemented a **Dementia Quality Mark (DQM)** in 2013. This means providers are assessed in the quality of the dementia care provided. Care homes apply for this award and this is assessed on a two yearly basis. The DQM award means that the care home will receive enhanced payments for those residents who meet the criteria. There are currently 36 care homes with the DQM award for 2018-20.

Commissioning Intentions

- To commission short term assessment services with therapeutic/reablement interventions to enable people to return home. We will develop these services in housing with care schemes. Some assessment beds may be commissioned in care homes if required.
- Commission services who have the necessary equipment and ability to support Service Users with bariatric needs

Messages to the Market

- In Nottinghamshire there is an over provision of residential care homes beds. The Mansfield/Ashfield locality in particular has a large number of residential care homes which means that there is generally a high number of vacancies.
- As the number of people living with dementia is growing, the Council needs universal services to be better at meeting the needs of people with dementia. In particular all care homes are expected to have staff trained to meet the needs of people who have dementia.

Care Homes – Younger Adults

There are 134 care homes for younger adults across Nottinghamshire. Of these homes 100 are residential and 34 offer nursing placements. The majority of homes commissioned by the Council focus on supporting people with a learning disability, with fewer catering for a mental health condition or physical disability. There is a change in the population of care homes for adults aged between 18 and 64, with an increasing demand for services that can support people with complex needs and who sometimes display challenging behaviour.

Increasingly the emphasis is on providers delivering Active Support in residential care, working to a progression model of care whereby Service Users are supported to move to greater independence and to do more for themselves. We will work with providers who are able to promote individual skills, confidence and independent connections to reduce dependency.

Commissioning Intentions

- The aim is to support younger adults to move on from residential care into supported living services where appropriate
- Use the care home Dynamic Purchasing System to commission short breaks/respite care placements.
- Work with providers who have an in depth understanding of Positive Behaviour Support and can draw on specialist functional analyst support when required for the Transforming Care cohort.
- We would like to work towards a model which can reward services which are able to achieve positive outcomes for Service Users including promoting independence, use of Active Support and reducing the intensity and frequency of challenging behaviours.

Contracting Arrangements

There are spot or open contracts in place for existing and historic placements, but all new placements, which cannot be made through banded homes, are made via the Dynamic Purchasing System (DPS). The DPS is a web based portal introduced by Nottinghamshire County Council in August 2016. Providers receive individual service specifications for Service Users which are drawn up by the social worker with the involvement of Service Users and significant others and are required to submit a bid based on essential and desirable criteria. Service Users will then have the choice of the top three providers based on the quality of their response to the specification and the price.

Any younger adults care home provider wishing to offer residential or nursing care placements to the Council will need to apply to be approved via our DPS. Providers can submit applications via [Source Nottinghamshire](#)

Messages to the Market

There is a greater supply of residential beds than demand. We do not need more homes for people with moderate needs. The majority of homes are located in Ashfield and the fewest are located in Rushcliffe. The Council would welcome discussion with providers who can offer:

- Cost effective short breaks
- Unplanned/emergency care beds
- Cost effective services for highly complex Service Users within the Transforming Care cohort of Service Users.

More details about care homes for younger adults is described in the Residential and Nursing Homes for Adults Aged 18-65 Market Position Statement.

Procurement Plan

Name of Contract	Cost of Contract	Contract Type and length	Contract Start Date	Contract End Date
Connect	£1 million per annum	3 years plus 2 options to extend for further 12 months	Jan 2016	2019-21
Brighter Futures	£650K per annum	3 years plus 2 options to extend for further 12 months	Jan 2016	2019-21
Moving Forward	£1.15 million per annum	Block contract	Oct 2012	It will go out to contract in 2019
Places for People Project	£61,500 per annum			2020
Handy Persons Adaptation Service	£454K per annum	4 years	July 2018	July 2022
Integrated Community Equipment Loans Service	£7.4m per annum	5 years – maximum	April 2016	2021 (23)
Home First Response Service	£1.7 million	December 2017 for a period of 2 years with two options to extend for a further 12 months	2017	2021
Carers Hub	£150K per annum	3 years plus	Aug 2015	Sept 2019
Pathways 'End of Life' Carers Support	£145K per annum	2 years with option to extend up to 2 further years in monthly periods	Jan 2018	Sept 2019
Young Carers Support Service	£76K per annum	1 year with the option to extend up to an additional year in 3 month periods	Jan 2019	Sept 2019
Housing with Care (care provision)	£3.6 million	5 years with option to extend to 10 years	July 2018	
Homebased Care	18 million per annum	5 years with option to extend to 10 years	July 2018	

Name of Contract	Cost of Contract	Contract Type and length	Contract Start Date	Contract End Date
Care homes – older adults	£73.8 million	Individual care home contracts		
Care homes – younger adults	£43.4 million	Individual care home contracts		
Care support and enablement	£42.6 million	Core provider contracts	2014	2019
		CSE Provider Agreement	2018	Ongoing

Tell Us What You Think

This Market Position Statement (MPS) is published electronically to allow us to update it annually and can be found on: www.nottshelpyourself.gov.uk To discuss any of the areas within this Market Position Statement further or give feedback please complete the questionnaire below or send us a general email to: strategiccommissioning@nottscc.gov.uk

Useful resources

- [Care and Support Directory 2019/20](#)
- Care Homes Older Adults Strategy
- Care Homes Younger Adults Strategy
- [Joint strategic needs assessment – The people of Nottinghamshire 2017](#)
- [Nottinghamshire Adult Social Care Strategy](#)
- [Nottinghamshire Council Plan 2017- 2021](#)
- Nottinghamshire Housing with Support Strategy Adults 18-64
- [Nottinghamshire Insight](#)
- [Supported Housing Plan](#)

Market Position Statement Survey (MPS)

We would like your views on the content and format of the MPS which we will be updating on a regular basis. Your feedback is anonymous and confidential. Thank you for completing the survey.

Please tick all the answers that apply.

1. Are you currently a provider of social care within Nottinghamshire?

Yes No Not applicable

If No, what would encourage/enable you to offer a service within Nottinghamshire in the future?

.....

2. As a current provider, what type of service are you?

- Care home
- Supported living/Extra Care Day service/activities
- Home care/Care
- Support and Enablement Voluntary and
- Community Sector
- Other (please specify)

.....

3. How would you rate your experience of working with Nottinghamshire County Council?

Very good Good Ok Poor

If poor, please provide suggestions of what could be done to improve this?

.....

4. How would you rate the Market Position Statement?

Topic	Very good	Good	Ok	Poor
Relevant to your service				
Easy to read				
Content				
Does it tell me what I want to know?				

Please provide suggestions of what could be done to improve the MPS or any additional comment below

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5. Is there anything else you would like to see in future editions of the Market Position Statement?

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