



**Nottinghamshire  
County Council**

# **Adult Social Care Market Position Statement 2023- 2025**



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## FOREWORD

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Welcome to Nottinghamshire's Market Position Statement 2023 to 2025 refresh, which aims to give commissioning partners across health and social care an understanding of the health and social care market in Nottinghamshire, informed by our vision to improve the health and wellbeing of our local community.

We have considered a range of factors including population projections, market intelligence, needs analysis, and finance to identify trends and predict future health and social care needs in Nottinghamshire. The document considers our role as part of a wider health and social care system and aims to describe our joint priorities through clear commissioning intentions and key signals to the market. Importantly this will enable providers and partners currently operating in Nottinghamshire, and those who may wish to in the future, to understand the range of services currently delivered and our requirements to collectively shape and develop a vibrant diverse market for current and future generations.

Since the last Market Position statement 2018 to 2021, we have received feedback from people who use services, carers and providers that whilst there is a diverse range of support available, there are times where the time, place, or level of care people receive may not be correct. Nottinghamshire's response to this is to focus on reablement and preventing the need for long term care, ensuring regular strength-based reviews are focussing more on maximising independence. To enable this, we want to work with a range of partners to collectively reimagine how support can be provided in Nottinghamshire, expanding our thinking from traditional task orientated care and support models to consider how people can access support and assets in their local community at the right time.

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.

The [Council's Strategic Plan 2021-2023](#) highlights our priorities and underpins this Market Position Statement. The statement is also aligned to our wider joint [Health and Wellbeing strategy 2022-2026](#).

The Covid-19 pandemic response and moving into recovery has allowed us to review what is important for Nottinghamshire. We have seen great community spirit, people helping people, businesses helping businesses, and service providers and our staff and partners going the extra mile under unprecedented circumstances, including cost of living crises, changes from national policy and continued pressures on workforce. We want to build on the changes we have seen in the last year, underpinned by our approach to prevention, delaying and reducing the need for traditional longer term care and reducing the need for people to enter more acute settings.

## COMMISSIONING PRINCIPLES

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

- 1) **Early intervention:** The Council will focus on early intervention and prevention to reduce avoidable health inequalities.
- 2) **Asset-based commissioning:** The Council aims to enable people and communities, together with a range of partners, to become equal co-commissioners and co-producers, making best use of all assets to improve whole life and community outcomes.
- 3) **Outcome focused:** The Council will work with partners to ensure services are person centred and outcome focused.
- 4) **Optimising discharge pathways:** Prevailing models of service delivery, pathways and integration will focus on hospital avoidance, the development of innovative approaches to appropriate discharge to assess pathways and supporting people with a reablement approach.
- 5) **Dynamic commissioning:** The Council is moving towards more flexible commissioning models which enable services to respond quickly and meet short term demand identified.
- 6) **Reduce inequalities:** The Council aims to reduce inequalities, promote fairness and opportunity for all, and support the most vulnerable residents.
- 7) **Recognising social value:** Social value which encompasses community wealth-building and sustainability is a key focus for all our commissioning and procurement activities.
- 8) **Value for money:** The Council will secure high quality and best value for money for the residents of Nottinghamshire.
- 9) **Maximising independence:** The Council will work with partners who can help people develop and maintain their independence.

## CO-PRODUCTION

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Co-production is not just a word, it is not just a concept, it is a meeting of minds coming together to find shared solutions. In practice, co-production involves people who use services being consulted, included, and working together from the start to the end of any project that affects them. When co-production works best, people who use services and carers are valued by organisations as equal partners, can share power, and have influence over decisions made.” [National co-production advisory group, Think Local Act Personal](#)

The [Better Together](#) plan was co-designed with [Our Voice](#) co-production group and explains our plans for moving towards more co-production across the county.

Our vision is that our services, policies and strategies are developed by people and carers with lived experience, our staff and other stakeholders working together as equals from start to finish.

“We want to be involved in the designing and reviewing of social care services in Nottinghamshire. We would like people to be involved in the Big Conversation, attend listening events and let the Council know what support people need. For us, it is about culture change and learning from what has gone right as well as wrong”

Ed Lowe, Chair of Voice co-production group

To find out more and hear from people talking about co-production in Nottinghamshire visit our [webpage](#)



## COMMISSIONING PRIORITIES FOR 2023-2025

Priority Area	Commissioning Activity	Provider opportunities and anticipated outcomes
<p>Improve wellbeing through prevention and promoting independence</p> <p>Improving Mental Health Services</p>	<p>Review of commissioned prevention services to enable a more cohesive response to prevention service delivery within Nottinghamshire</p>	<p><b>Outcome:</b> supporting early intervention and a reduction in crisis response.</p> <p><b>Opportunity:</b> recommissioning of services anticipated in 2023.</p>
	<p>Develop the mental health community-based offer to ensure a more cohesive response to promoting prevention and early intervention.</p>	<p><b>Outcome:</b> social care and health services will be aligned to offer an integrated response, enabling more people to receive the right support at the right time.</p> <p><b>Opportunity:</b> potential development opportunity for providers with mental health expertise, including substance misuse and personality disorder support services.</p>
	<p>Commission supported accommodation to prevent hospital admission and enable appropriate housing and support upon discharge.</p>	<p><b>Outcome:</b> new accommodation will enable the Council to prevent delays in hospital discharge, ensuring people have access to supported accommodation in communities they are familiar with.</p> <p><b>Opportunity:</b> new requirement for housing provision and specialist support for people with complex mental health needs.</p>
<p>Reducing the number of people in a secure hospital</p>	<p>Review existing services across the Nottinghamshire Integrated Care System (ICS) to ensure community support services are available to prevent further hospital admissions.</p>	<p><b>Outcome:</b> ensuring the right support is available in the community for complex care, reducing hospital admissions and delayed discharges.</p> <p><b>Opportunity:</b> unplanned care bed and nurse led psychologically informed environments required. In addition, more respite provision for people with a learning disability and/or autism who have complex needs and display behaviours of concerns needed.</p>

Priority Area	Commissioning Activity	Provider opportunities and anticipated outcomes
Supporting older adults' hospital discharge	Commissioning of bespoke housing and support to facilitate hospital discharge for people who display behaviours of concern or have a history of offending behaviours.	<p><b>Outcome:</b> enable more people to live in their local community, with security of tenure, in a place they call home.</p> <p><b>Opportunity:</b> requirement for additional 50 units of bespoke housing and specialist support.</p>
	Provision of bespoke forensic support services to prevent hospital readmission and to support timely discharge.	<p><b>Outcome:</b> develop a wider range of forensic support services to support people to live with independence in the community.</p> <p><b>Opportunity:</b> Market gaps/limited choice in current provision to provide a housing and support offer.</p>
	Working with the Integrated Care Board and neighbouring Local Authority Partners to ensure a robust support offer is available to carers.	<p><b>Outcome:</b> enhance the range of support available to carers. Expand the planned break services for people with very complex physical or behavioural needs.</p> <p><b>Opportunity:</b> retender of existing carer support services anticipated in 2023. Development of short breaks or specialist respite services.</p>
	Ongoing work with contracted homebased care and support providers to enable capacity and quality in delivery.	<p><b>Outcome:</b> enable people to receive high quality and innovative home based care support</p> <p><b>Opportunity:</b> for home-based care and support providers to apply to become Additional Providers or to join the Dynamic Purchasing System (DPS).</p>

Priority Area	Commissioning Activity	Provider opportunities and anticipated outcomes
Keeping people in their own homes	Ensure services are designed with a reablement focus, supporting people to maximise independence.	<p><b>Outcome:</b> support more people to maintain independence and stay in their own homes</p> <p><b>Opportunity:</b> to work with the Council using innovative and dynamic approaches to reablement. Considering the role of early intervention, Positive Behavioural Support and technology enabled care.</p>
	Develop accommodation options which ensure people can live in a place they call home.	<p><b>Outcome:</b> increased accommodation options, reducing reliance on residential care.</p> <p><b>Opportunity:</b> for housing providers to respond to open tenders for supported housing, enabling the Council to increase supported living, extra care and supported living plus services.</p>
Increasing the use of tech enabled care	Increasing the use of tech enabled care where this can improve outcomes for individuals and provide a cost effective solution to meeting assessed needs.	<p><b>Outcome:</b> support people to achieve outcomes and maximise independence.</p> <p><b>Opportunity:</b> to reimagine local approaches, enabling existing and future providers to provide more innovative, digital support solutions.</p>
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.	<p><b>Outcome:</b> enable greater choice and control</p> <p><b>Opportunity:</b> to receive training and advice to enable individuals to become a Personal Assistant. More PA's required in all areas of Nottinghamshire, especially Newark and Sherwood and the rural areas of districts.</p>



Priority Area	Commissioning Activity	Provider opportunities and anticipated outcomes
<p><b>Maximising day opportunities</b></p>	<p>Implement the Council's Day Opportunities Strategy, enabling people to access a wider range of opportunities including learning new skills, taking up hobbies and sports, socialising in their local communities, going into higher education, volunteering or getting paid employment</p>	<p><b>Outcome:</b> support people to access the right support, which may include developing skills and confidence to progress into education, volunteering, and employment.</p> <p><b>Opportunity:</b> new day opportunity Framework Agreement open from January 2023 to offer services to the Council.</p>

## THE COUNTY OF NOTTINGHAMSHIRE 2021

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

The council is the 11<sup>th</sup> largest local authority in the UK.

There is currently 1 Integrated Care System (ICS) that covers both the county and city. The county comprises of 3 Place Based Partnership's (Bassetlaw, Mid Notts and South

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.

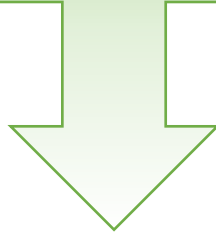
Life expectancy varies across districts. Life expectancy is much lower in Bassetlaw, Ashfield and Mansfield. But it is much higher in Rushcliffe.

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

Rushcliffe Borough has very low levels of deprivation.

## Population of Nottinghamshire 2021

There were 826,257 people living in Nottinghamshire in 2021, this figure is predicted to rise to 886,428 by 2029.



Age Group	2021	2029	Increase over the 8 years	Percent increase
0-15	145,831	151,992	6,161	4.2
16-17	17,534	21,656	4,122	23.5
18-64	486,662	504,047	17,385	3.6
65-74	93,365	104,604	11,239	12.0
75-84	60,395	75,765	15,370	25.4
85+	22,470	28,364	5,894	26.2
All ages	826,257	886,428	60,171	7.3

Note: The 2029 population projection is based on 2018 population estimates and do not reflect the 2021 census. This may cause a slight overestimate in the projections.

### 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 23 years.

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

National research shows that 1 in 4 (26%) of adults provided unpaid care during the height of the Covid pandemic. Nationally 1 in 5 young people under the age of 18 are caring for someone.

Based on 2021 Census data, it is estimated there are now 85,218 unpaid carers living in Nottinghamshire, of which 25,125 are providing over 50 hours of care each week. Approximately 38.5% of carers are aged over 65.

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.

## 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 4% of the population of older people in the County receive support from the Council

Breakdown of Key Services	How many people approx. in receipt of a package funded by NCC (as at 30 <sup>th</sup> Nov 2022)	Annual Budget Expenditure
<b>Direct Payments</b>	2,514	£46.6m
<b>Homecare providers</b>	2,107	£25.4m
<b>Housing with Care schemes</b>	174	£4.4m
<b>Day services</b>	1,402	£5.9m
<b>Shared Lives</b>	32	£1.3m
<b>Supported living</b>	1,145	£59.2m
<b>Residential care homes - older adults</b>	1,587	£155.7m
<b>Nursing homes – older adults</b>	643	
<b>Care homes – younger adults</b>	709	

The total number of individuals receiving one or more of the above packages is **8964** (source: Commissioned Services Report November 2022).

### 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 the Council. This includes providing advice and guidance, signposting to available resources and assessing care and support needs. Market Shaping activities take into consideration 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 **25,000** social care jobs in Nottinghamshire of which **23,500** are delivering direct care and support.

There are **500** registered nurses working in social care, 62% of whom have been in their role for no more than two years (average time is 4 years).

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

The average age of a worker is **43** years old, with 26% of workers being over **55** years old.

Skills for Care estimates that the turnover rate for 2021-22 was **30.7%** (across all social care job roles). In the independent sector this rate is **32.5%** - with the regional average for the independent sector at **33.1%**

Not all staff turnover results in workers leaving the sector, of new starters in this area, over two thirds (**63%**) 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 2021/2022, the overall vacancy rate for direct care roles was an estimated **10.4%** (**19.6%** in local authority care roles and **9.5%** in the independent sector).



[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)



## The Social Care Workforce in Nottinghamshire

### **Key Messages for Providers**

Attract younger people **and** a more diverse workforce including people with learning disabilities and people with health and social care needs into the sector.

Focus on recruiting people with the values, qualifications, skills, knowledge 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. Again, providers should be aware of career development opportunities that may support the future needs of the service.

Older people's services must 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.

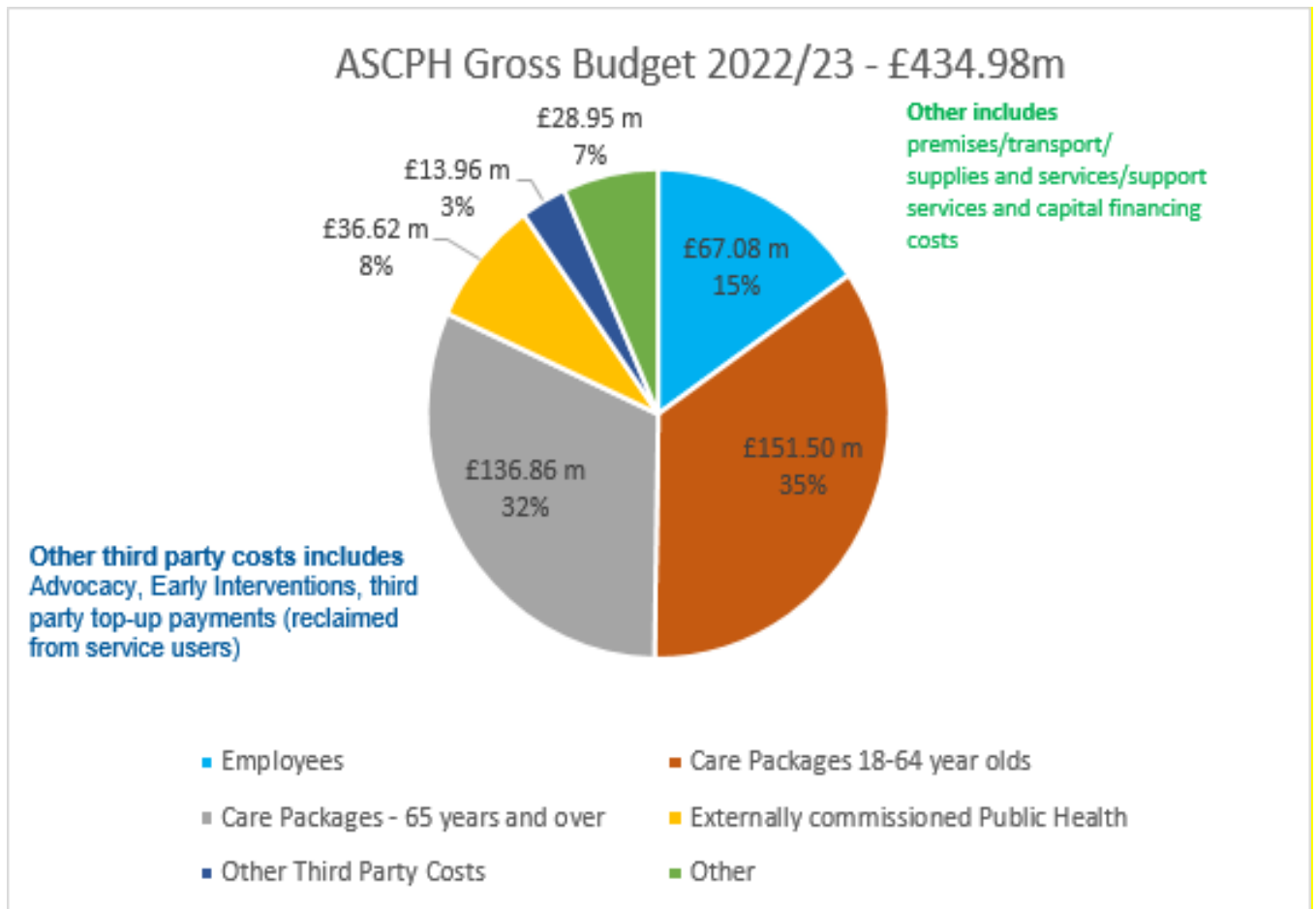
All providers must ensure staff complete Learning Disability and Autism training appropriate to their role.

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.

<https://www.skillsforcare.org.uk/home.aspx>

## FINANCIAL CONTEXT

The net budget for adult social care is £231.453 million and the gross budget is £434.98 million broken down as follows: 81% of the gross budget is spent on care and support services that are commissioned from independent sector providers including voluntary sector organisations.



## WHAT IS NOTTINGHAMSHIRE COUNTY COUNCIL DOING TO SUPPORT THE MARKET?

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### 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 the needs of 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 regular provider forums, electronic newsletters and emails
- 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 Personal Assistants (PA's)
- Providing a 'Provider Corner' on the [Notts Help Yourself](#) to highlight opportunities around external funding, changes in legal requirements, training opportunities and 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 people (around the use of personal budgets where individuals may now get a personal health budget and a social care personal budget and choose to take them as a single direct payment).



## Procurement

When procuring 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 individuals, 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 Central Government's 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 currently runs tender processes through ProContract found at [www.eastmidstenders.org](http://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 is governed by several Directives and Regulations. Following the UK's departure from the EU it is envisaged that during the term of this MPS there will be changes to the Public Contract Regulations affecting how Goods and Services are procured.

### 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, framework agreement.
- Advertise/share your services and resources on Notts Help Yourself.org.uk
- Attend provider and stakeholder meetings and forums with NCC and ICBs 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 Council's [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 Council's [Personal Assistant](#) pages.

Contact [Strategic.Commissioning@nottscc.gov.uk](mailto:Strategic.Commissioning@nottscc.gov.uk) if you are thinking of developing any new care or support service in Nottinghamshire.

## PREVENTION SERVICES - HELPING PEOPLE TO HELP THEMSELVES

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Self-care and management of long-term conditions is a key element of all services. It is applicable to us all; it describes all the 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 **Prevention** service is commissioned to support the Council's prevention and promoting independence priorities. It aims to reach people early and maximise the use of informal and community-based solutions to achieve a person's goals.

It provides person-centred, strength-based, short and medium-term support for anyone over 18 at risk of deteriorating health and independence. This service also focuses on ensuring it meets the needs of people with eligible support needs, lack the skills or confidence to manage independently or keep themselves safe.

It is targeted at people who require information, advice, signposting and/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 and wellbeing 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 or with minimal intervention.

Prevention services will deliver

- **Increased independence**, including navigation of prevention and community services and effective self-care.
- **Improved quality of life** and wellbeing for people who need care and support and carers.
- **Reduced social isolation** and loneliness
- Delayed and/or **reduced need for care and support**

### Contracting Arrangements

Work is underway with health partners and other stakeholders, to develop integrated place-based approaches to Prevention that build stronger communities and utilise community assets. This will lead to greater opportunities for providers to collaborate, while delivering their own areas of specialism.

### **Messages to the Market**

- Providers should anticipate recommissioning opportunities for this set of needs during 2023 with a view to new contracts commencing from autumn 2023.
- The Notts Help Yourself.org.uk service directory is widely used to source information and advice on available services across Nottinghamshire. Providers offering services should consider registering their services on NHY.
- Providers should focus on building a local network that supports working collaboratively and nurture opportunities to deliver services more seamlessly across a local area.

**Moving Forward** is a short term, mental health support service. It was re-commissioned during 2019 to continue to work closely with statutory mental health services, supporting people to address housing and money problems, and improve mental well-being. The service started in January 2020 and aims to support people to 'Regain Control' of money & housing issues; 'Build knowledge, develop skills & access resources', achieving healthier lifestyles, social connection, skills for living, employment and skills sharing; and 'Stay Independent & Well', developing a plan for on-going self-management. Support is available to people in contact with community mental health teams, people open to crisis teams and to people who need support around housing or money support to enable them to leave hospital. Where appropriate, referrals may also now be made by the County Council's Customer Service Centre.

### **Contracting Arrangements**

This provision is delivered under single provider framework which has been extended until January 2025. The call offs described above were awarded for an initial period of 3 years and have been extended for a further 3 years. Annual expenditure on this contract is currently £1.174 million.

### **Message to the Market**

Mental Health Support Services will:

- Intervene at the earliest opportunity (in both community and hospital settings)
- Deliver person-centred, strength-based approaches that support recovery and focus on prevention of escalating need.
- Work with health partners to ensure people receive an integrated response when their mental health is deteriorating
- Use holistic approaches for the improvement of mental and physical health and wellbeing
- Work to address issues of parity of esteem between mental and physical health
- Build on other community resources to promote skills for self-care and independence

Further opportunities may arise during the course of the contract. The framework contract holder, Framework Housing Association, may choose to work with others as appropriate to deliver any future call offs.

## Internal Services Offer

The Customer Services Centre, Maximising Independence Service and Community Teams provide information, advice and support to anyone who may need a service.

### Maximising Independence Service

The **Maximising Independence Service (MIS)** is a Council run service based in the Adult Social Care and Health department. The aim of the service is to help people to maximise their independence as much as possible by providing information, advice and guidance, setting short-term goals and identifying support to achieve those goals. Anyone who needs short-term support to retain, regain or increase their independence can be referred to the service. This includes both those who do and do not already receive support from adult social care.

The Maximising Independence Service has a number of 'tools' to help people achieve their goals:

- **Reablement**
- **Enablement**
- **Benefits Team**
- **Community support**
- **i-work**
- **Blue badges**



Our aim is to support a person by linking them to other services within MIS that are appropriate and useful for people to achieve their goals and outcomes.

## People who are D/deaf

The County Council commission a support service for people who are D/deaf, deafened, and hard of hearing including those who use British Sign Language (BSL) as their first language and people experiencing hearing loss. The 2021 Census shows that in Nottinghamshire 241 people registered their first language as BSL. There are 604 Deaf people with or without speech known to the Council. There are a few commissioned services which can support people who are D/deaf, deafened and hard of hearing in Nottinghamshire.

### **Commissioning Intentions:**

The Council is reviewing current support and services which are available to D/deaf people in Nottinghamshire. The Council is working closely with key stakeholders and D/deaf people in the planning of future services and will continue to find innovative new ways to engage and support D/deaf people.

### **Contracting Arrangements:**

The Deaf Support Service, contracted to Places for People, provides housing related support. It enables residents to access and maintain tenancies and access local services which assist them to maintain themselves within their local communities. Drop-in facilities are also provided which assist local people to gain access when required. The current contract value is £61,500 per annum. This contract was extended until March 2023.

Nottinghamshire Deaf Society (NDS) – This is a D/deaf charity located at the former Deaf School in Nottingham. The Council makes a financial contribution of £18,000 per annum towards the provision of a welfare rights service, information advice and signposting, and opportunities for social connection. This contract has been extended until July 2023.

NDS also hold a contract with the City Council, on behalf of the City and County Councils and also some local health services, for the provision of British Sign Language interpreting. The County Council's contribution is £19,715 per annum. This contract runs until November 2023.

### **Message to the Market**

- The Council is keen to see providers support D/deaf people across Nottinghamshire in a way that enables them to find and deliver some of their own solutions
- The Council wants to see providers building strong local partnerships to support a broader health, well-being and promoting independence agenda across the County
- The Council wants to retain an interpretation service to ensure D/deaf people have the autonomy to access information, services and support in a timely way whilst having the opportunity to provide feedback
- Through engagement work the Council has highlighted having D/deaf staff is crucial to promote effective communication between the support worker and the person
- Providers should anticipate recommissioning opportunities for this set of needs during 2023 with new contracts commencing in late 2023

## **SUPPORTING PEOPLE TO MAXIMISE THEIR INDEPENDENCE**

A range of services have been commissioned to provide practical help and support to enable people to remain as independent as possible.

### **Handy Person 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 who have a disability and the work is carried out by professional traders who have 'Buy with Confidence' accreditation. The jobs will reduce the risk of a fall or help people to remain living independently and range from fitting key safes and internal grab rails, to putting up shelves and curtain rails or fixing loose carpets to prevent trip hazards.

#### **Contracting Arrangements**

This service was recommissioned in April 2022 and the current contract will terminate in April 2025. The annual value of the contract for this service is £580k.

#### **Message to the Market**

The Council is keen to work with small local providers as well as larger providers to provide local services for people

HPAS providers can alert the Council to where there might be a concern about the safety or well-being of a person they are delivering a service to.

### **Integrated Community Equipment Loans Service (ICELS)**

The service aim is to deliver a range of community equipment and minor adaptations to meet people's assessed needs for both Adults and Children. The service promotes and enables people to remain independent in their own homes, loaning equipment to support care needs as well as supporting hospital discharges and preventing admissions to care or acute settings.

ICELS is commissioned as a Partnership between Health and Social Care covering Nottingham City and Nottinghamshire County. The service handles over £30million of equipment each year, with around £16million of equipment delivered to people and £14million collected back into the service. Around 90% of the collections are refurbished back into the service to be re-issued to someone else.

#### **Contracting Arrangements**

The service has been recently recommissioned for a further 10 years until 2033 and will continue to be delivered by The British Red Cross. Expenditure on this service is £10 million a year.

#### **Message to the Market**

- Providers are encouraged to consider the ICELS services when supporting people, which may include supporting access to equipment, provide guidance on how to use it properly, working proactively to support people to develop and maximise their independence
- Providers and people are encouraged to return equipment once it is no longer needed to ensure resources are placed where needed.

## Technology Enabled Care (TEC)

This describes a range of devices which can be used to assess needs, manage risks and support self-care. The Council currently provides TEC equipment to over 3500 people with social care needs. This comprises a mix of equipment connected to a telecare monitoring centre; equipment connected to pagers to alert carers and standalone TEC equipment which is predominantly used to enable people to self-manage their care needs. The Council also utilises activity monitoring systems to assess how well people are managing their independence at home. In response to the Covid pandemic, the Council launched a Digital Inclusion Project in 2021, which is now being used to support people with social care needs to acquire digital skills and access online support and information through the loan of a tablet computer, mobile data and 1:1 support.

The Council uses a nationally recognised model to evaluate the impact of its TEC services and is currently achieving significant net efficiency savings and demonstrating improved outcomes for people, including avoidance of residential care admissions, improved carer support and faster discharge from hospital to home.

Moving forward the Council is keen to maximise benefits from the analogue to digital upgrade of the UK telephone network and digital technologies, including the opportunities this presents for hybrid care delivery, predictive analytics and enhanced use of data.

### Contracting Arrangements

The current annual spend on TEC equipment and services is around £500k. The main contract for TEC equipment is currently with Tunstall Healthcare Limited and covers TEC equipment, installation, maintenance, equipment recycling and telecare monitoring. The service was recommissioned in October 2021 and runs until March 2023, with an option to extend up to the end of September 2024. The contract for the support element of the Digital Inclusion Project is with Nottingham Mencap and expires in March 2024.

### Message to the Market

- Providers should anticipate tender opportunities for TEC Services in the second half of 2023 with new contracts commencing from Spring 2024.
- The Council wants to work with providers to ensure that the opportunities presented by the analogue to digital telephone switchover are utilised to improve efficiencies and deliver improved outcomes for people receiving social care.
- The Council expects providers to utilise TEC within their service offer to maximise service flexibility and accessibility.
- The Council will actively support providers to work with people who use their service to identify how TEC can be best implemented to maximise service flexibility and accessibility to enable person centred approaches.
- The Council wants to see that people are at the heart of the care they receive, and that TEC is used to facilitate this wherever appropriate.
- The digital inclusion programme has highlighted the profound benefits that the introduction of digital skills and opportunities brings to improving someone's independence. The Council encourages TEC and digital inclusion to be extended into other service provision at every opportunity.

## **Disabled Facilities Grant**

Disabled Facilities Grants (DFGs), which support the provision of adaptations for people with long term conditions and disabilities, are funded by central government via the Better Care Fund (BCF). The County Council, which is allocated the BCF, works in partnership with the District and Brough Councils across Nottinghamshire, which manage the mandatory, major adaptation element of the programme in accordance with their duties for disabled people of all tenures.

£7.9m is specifically allocated for the District and Borough Councils for major adaptations work and passported to them for this purpose; £420k is used to fund a Warm Homes on Prescription (WHOP) scheme, £640k is set aside for the Handyperson and Adaptation Service and the remainder is used for other discretionary projects.

Adaptations completed include ramps, level access showers, kitchen adaptations, vertical lifts and stairlifts. The County Council's Occupational Therapy (OT) staff assess people's needs, secure quotes for equipment-based solutions and make recommendations to district and borough partners, who design the adaptation work and procure this from a range of building contractors and specialist equipment providers.

In 2021/22, there were around 700 major adaptations\* recommended for people of all ages: children, working-age adults and older adults.

\*one individual may have received more than one major adaptation

## **Contracting Arrangements**

Currently, all district and borough councils procure major adaptations through a list of experienced local building construction companies. Housing partners also procure specialist equipment such as wash/dry toilets and ceiling track hoists from a range of specialist equipment suppliers. All works are completed after seeking two or three quotes per scheme, which are sought either by the OT or the Designated Council Officer, managing DFGs locally.

In September 2020, the County Council put in place a Single Provider Framework Agreement for the provision and installation of stairlifts funded both by DFGs and other routes. This Framework is due to be extended and will expire in August 2024. Linked to this, new opportunities are likely to arise in 2024.



## Commissioning Intentions

The County Council has an ambition to work more collaboratively with the District and Borough Councils to:

- Improve data systems and, thereby, flow of information and adaptation works, enabling more people to benefit;
- Retain a strong focus on prevention and the role that DFGs can play, alongside other programmes, to support people to achieve their independence and well-being goals;
- Explore alternative ways of working for options that might deliver time and spending efficiencies;
- Consider attainable social value e.g., through use of recycled equipment and sustainable building practices.

### Messages to the market

1. Following a review of the stairlift framework in 2023, a renewed opportunity may open up to stairlift suppliers in 2024.
2. NCC and Districts would like to grow the number of contractors and providers that can provide major adaptations work in any or all districts in the County. District and Borough Councils would be interested in receiving enquiries from building contractors who have experience in major adaptations for the disabled, to join a local Approved Contractor list for such works.

Existing building contractors might also consider expanding their operations and should discuss these plans with their local district or borough contact:

**Ashfield District Council** [info@ashfird.gov.uk](mailto:info@ashfird.gov.uk) [Local business opportunities - Ashfield District Council](#) [Find tenders and contracts - Ashfield District Council](#)

**Bassetlaw District Council** [procurement@bassetlaw.gov.uk](mailto:procurement@bassetlaw.gov.uk) [Make a Procurement Enquiry \(bassetlaw.gov.uk\)](#)

**Broxtowe Council** [Procurement@broxtowe.gov.uk](mailto:Procurement@broxtowe.gov.uk) [Procurement & Contract Opportunities : Broxtowe Borough Council](#)

**Gedling Council** [Procurement and tendering process - Gedling Borough Council](#)

**Mansfield Council** [Procurement and selling to the council – Mansfield District Council](#) [Procurement Portal – Mansfield District Council](#)

**Newark & Sherwood District Council** [Tendering for Council contracts | Newark & Sherwood District Council \(newark-sherwooddc.gov.uk\)](#)

**Rushcliffe Borough Council** [customerservices@rushcliffe.gov.uk](mailto:customerservices@rushcliffe.gov.uk) [Procurement - Rushcliffe Borough Council](#)

## Home First Response Service (HFRS)

HFRS is a short-term rapid response service for people who need social care support to remain at home. It is commissioned from an external provider organisation. The service is mainly used for people over the age of 65 but can be for younger adults if required. It provides short-term support, the duration of which will depend on individual need but will normally be for up to 14 days. The service adopts a reablement approach. Support is delivered in a way that builds on people's strengths and supports them to retain and regain independence.

HFRS can help people get home from hospital quickly using the national "Discharge to Assess" model. This requires that people should return home as soon as they are medically safe to do so and be supported to settle back in. If needed, a period of reablement will follow. It is only once this is completed that health and social care assessments will be completed to establish ongoing needs.

HFRS can also support someone already 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. This includes situations where, at short notice, informal carers (e.g. family and friends) who normally provide support, are unable to do so due to illness or other unforeseen circumstances.

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.

Following the period of short-term support, if necessary, the Council will carry out an assessment of a person's needs to establish whether any longer-term support is needed.

HFRS is one of three short-term, reablement focused services that the Council is responsible for. The others are the "Maximising Independence Service" (MIS), which is provided by the Council and the "Rapid Response Service", which is commissioned from an external provider organisation.

### **Contracting Arrangements**

The Council has established a single provider Framework Agreement, through which a range of short term Home Based Care and Support Services are procured. HFRS is one of the services that is "called off" under the Framework Agreement. The Framework Agreement runs for four years from April 2023 with an option to extend for two further terms of up to two years. The value of the current HFRS call off is £3.2 million per annum, with the options of further call offs to be made in future.

## **Commissioning intentions**

Over the term of the current contract, the Council will explore the potential for a more integrated approach to commissioning and providing short term reablement services. This will consider a closer operational alignment between all Council and NHS services and the way that resources are invested in them.

## **Advocacy**

Nottinghamshire County Council and Nottingham City Council jointly commission an advocacy service which is delivered by POhWER and is known as Your Voice, Your Choice. The service has been designed to fulfil the local authority's statutory requirements in relation to advocacy. These are:

- Independent Mental Health Advocates (IMHA)
- Independent Mental Capacity Advocates (IMCA)
- Paid Representatives
- Independent Complaints Advocates (ICAs)
- Care Act Advocates.

The service was commissioned in October 2016 and a block contract was awarded for a period of 3 years and extended until October 2023. A competitive tender process commenced in January 2023 to ensure a new advocacy service is in place for October 2023. Annual expenditure on this service is currently around £900k across the County and City.

### **Message to the Market**

- This service will be recommissioned as a single provider framework and all the statutory advocacy requirements will be the subject of call off contracts. This model may give small, specialist advocacy providers the opportunity to work in partnership with the lead provider to ensure the advocacy offer across the County and City meets the needs of all its residents.
- The single provider framework recognises potential changes that will be required as a result of the implementation of Liberty Protection Safeguards (LPS) and the Mental Health Act reforms.

## Support for Carers

Based on the 2021 Census data, it is estimated that there are now 85,218 unpaid carers within Nottinghamshire, of which 25,125 are carers providing over 50 hours of care each week. In the County, there are a number of commissioned services that can support unpaid carers and young carers.

### Commissioning Intentions

The Council has worked in partnership with the Integrated Care Board (ICB) and Nottingham City Council colleagues to review all current services which are available to carers in Nottinghamshire and Nottingham City. The Council has worked closely with key stakeholders and carers in the planning of future services and will continue to find innovative ways to engage and support carers through integrated commissioning arrangements.

The intentions for commissioned services are to:

- Identify carers early and support them at the first opportunity
- Offer information, advice, guidance and training
- Ensure that carers have a voice and that this is heard
- Enable carers to connect with one another
- Ensure carers are able to access breaks from caring and prevent carer breakdown
- Provide a whole family approach to support
- Ensure carers are supported with their health and wellbeing to live a balanced life
- Provide access to education, training, volunteering and employment opportunities
- Support carers in their life after caring



## Contracting Arrangements

Information, advice and support for carers is provided by the Nottinghamshire Carers Hub. The current service was commissioned at the end of 2019, with the specification developed following the outcome of a commissioning review and from working in partnership with carers and key stakeholders. Further investment in this service has enabled more support being offered to carers including increased one-to-one support and having conversations with carers to determine their needs.

The Carers Engagement and Promotion service, which was commissioned at the end of 2019, was developed to identify five key activities. These include:

- support for local employers in identifying and supporting carers in their workforce
- involving carers with engagement and consultation activities in developing services
- supporting GPs with the identification and support for carers within their practice and
- supporting schools with the identification and support of young carers.

**Support for young carers** (aged under 18) is provided via group activities. This contract commenced July 2021 for 12 months and has been extended for a further 15 months. It is anticipated new services will commence from October 2023.

### Message to the Market

- The Council is keen to see providers identify carers across Nottinghamshire in a timely way so that their needs are met, and they are supported in their caring role.
- The Council wants to see providers developing strong local partnerships, involving carers in the broader countywide carers' health and wellbeing agenda.
- Providers should anticipate recommissioning opportunities for carer support services from spring 2023, with new contracts commencing from autumn 2023.
- Providers should consider the needs of carers, including the role of coproduction and engagement, at all levels of service development.
- There is an expectation all service providers must consider the needs of carers within their approaches, working to embed the principles of our carers strategy to ensure a whole family approach to support.

## HELPING PEOPLE WHEN THEY NEED IT

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### Direct Payments, Personal Health Budgets and Integrated Budgets

A Personal Budget is the amount of money the local Council allocates to an individual based on its assessment of their needs. People can take all their personal budget as a Direct Payment (DP) or use a mix of a Direct Payment 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 December 2022, 2498 people used a DP, which is over 41% 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 EML. The Council has a contract with EML 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 December 2022, over 34% of people receiving a DP were using a Pre-paid Debit Card Account. Over 68% 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 40% 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 individual has more choice and control when they employ a PA because they can control 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 services. 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 Yourself 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 non-contracted provider support services operating in Nottinghamshire using money that the Council puts into the Direct Payment for this purpose. The Council has contracts in place with five provider organisations to deliver Direct Payment Support Services and most 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 Service is between an individual 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 836 people use Direct Payment Support Services and the annual cost of support is approximately £242,000.**

**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.

## Contracting Arrangements

Where an individual 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 and the provider. There is no contract arrangement with the Council.

The Council currently has a contract with EML 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.
- Providers are encouraged to register and list their organisation on [Notts Help Yourself](#) to raise the profile of business.
- Personal Assistants should register on the PA Register
- The Council is keen to increase the 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.

Anyone interested in becoming a Personal Assistant can find out more information and watch PA videos on the Council's [Personal Assistant](#) pages



## Micro Providers

There are over 200 organisations listed on the Notts Help Yourself website that identify as being micro-providers (businesses that have ten or less paid or unpaid workers) and approximately 100 listed as a small organisation (under fifty employees). They provide a variety of services. The Council offers specific support to micro-providers to enable local people to develop business ideas that will help individuals within their local community to be more independent and to meet their needs. Anyone interested in accessing this support, should complete the [enquiry form](#) on the NCC website. The Council will:

- listen to your ideas and give you professional feedback
- support you to understand legal requirements and any care regulations that might apply to what you plan to do
- advise and provide practical information on regulation, training and insurances
- direct you to other organisations who can help
- connect you to [training opportunities](#) for local social care providers
- promote your organisation to people who need your services by encouraging you to register your service on [Notts Help Yourself](#)

### Messages to the Market

We need providers to work in partnership with us

- 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
- Advertise/share your services and resources on Notts Help Yourself
- 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 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 Council's [setting up a small social care enterprise](#) page.

## Home Based Care and Support Services

These services address the needs of people who require longer term or ongoing social care and support at home or in their local communities. The Council commissions Home Based Care Services from external provider organisations. These services are provided to people who have been assessed as eligible for social care and support, and for whom the Council has a responsibility to contribute towards the cost of the care. There is a wider marketplace of Home-Based Care providers that can be used by self-funders. Home based care and support is part of a system of services to keep people living at home. Other parts of the system include short-term reablement, rapid response, carer support, assistive technology and Housing with Care.

Services are based on an ethos of promoting independence. They encourage people to retain and regain their confidence and independent living skills and over a longer period to reduce their dependency on care services. Support varies according to individual need but includes help with all aspects of daily living, such as personal and domestic care, accessing the community and social networks and regular and planned respite for informal carers where this is part of an on-going package of care. At times support may extend to include basic health care tasks with the appropriate training and oversight from health clinicians.

The Council commissions long term services from a group of external providers, who have successfully bid for contracts in six area-based hierarchies. The areas covered are:

- Broxtowe
- Gedling
- Rushcliffe
- Mansfield and Ashfield
- Newark and Sherwood
- Bassetlaw.

The hierarchy in each area consists of a single Lead Provider, supported by up to 25 further Additional and Supplementary providers.

### **The Lead Provider**

The single Lead Provider for each area is contracted to provide Home Based Care and Support Services to most (around three quarters) of the people needing a Council arranged service in their home area. When a person is assessed as needing long-term home-based care and support, this is always offered first to the Lead Provider. The Lead Provider also delivers care and support to people living in local Housing with Support schemes.

### **Additional Providers**

If the Lead Provider is unable to provide the care requested, it is then offered simultaneously to the group of Additional Providers for the relevant area all of whom can offer to pick it up. Additional Providers have a ranked order. If more than one Additional Provider offers to pick up a Package of Care, it is allocated to the highest ranked provider. Additional providers are required to make offers on at least 10% of cases referred to them during a financial year.

### **Supplementary Providers**

If none of the Additional Providers can provide the care requested, it is then referred to the Supplementary Providers who also have a ranked order. When required, requested care is offered in turn to Supplementary Providers in the relevant area, based on their ranked order position. Supplementary Providers are not obligated to provide the care requested and Providers will be approached in turn until the care can be provided. As a guide we expect Supplementary Providers to pick up at least 20% of referrals offered to them during a financial year.

### **Contracting Arrangements**

Using a Dynamic Purchasing System (DPS), the Council has established a Dynamic Provider List for Home-Based Care and Support Services. The list was established in January 2017 and will continue until December 2027 (unless terminated earlier). Organisations may submit applications at any time during the life of the list. The Council evaluates the applications and successful bidders join the list.

Organisations that are included on the list are invited to tender for specific individual contracts, which include those for the on-going home-based care and support services described above for Lead, Additional and Supplementary Providers. Invitations to Tender are issued as and when the Council requires extra capacity. In January 2023 the Council aimed to commission between 20 -25 provider organisations in each area.

Annual spend on long-term home based care and support services is approximately £27.7 million per annum.

## The Rapid Response Service – Home-Based Care and Support

In addition to long-term services, the Council also commissions a short term Rapid Response Service to deliver home-based care and support. Support may be required for a period of just a few days up to a few weeks. The service is used where support needs to be arranged very quickly. If necessary, the service will support someone within 4 hours of a referral being made. It is used in circumstances where people are experiencing a crisis at home, where there is unplanned disruption to a person's normal long-term care and support package, and when urgent or short-term support is needed to give informal carers a period of respite. The service may also be used when other appropriate services that would normally be used are not available.

The Rapid Response service is commissioned from a single provider organisation, which covers the whole of Nottinghamshire. The current contract started in October 2021 for an initial 2-year term. This may be extended by up to 5 years in two increments, 3 years (the first extension period) plus 2 years (the second extension period).

### **Message to the Market**

- The Council needs homebased care providers who are flexible, 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 contracts for services that may be advertised in the future.
- The Council welcomes the opportunity to work in partnership with home care providers to explore and test concepts and innovations such as Technology Enabled Care, considering the outcomes which can be achieved for people.

## Housing with Care (also known as Extra Care)

Nottinghamshire County Council currently commissions 222 Housing with Care units across Nottinghamshire predominantly for older people. This provision is based in 12 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 increase the number of Housing with Care places available to the Council 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 support 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.

The Council wishes to 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 tenant.

### 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.

#### 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 2 years and which can be found 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

The Council's aspiration is for adults with social care needs to live as independently as possible in their own home. The Council wants to take a 'whole life approach' to support individuals, working to ensure that:

- a) there is the right support at the right time in the right place, for all Nottinghamshire residents who have an eligible assessed need
- b) those with care and support needs have access to the right kind of housing to enable maximum independence
- c) people are supported to live and be part of their local community, in a place they can call home.

The Council has developed a [Housing with Support strategy](#) which sets out the Council's approach to how it will work with all its partners including health, 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.

The Council uses 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.

### Commissioning Intentions

The Housing with Support Team is responsible for the oversight of the Council's Supported Accommodation portfolio, commissioning both the housing and the care and support provider to deliver supported accommodation schemes throughout the county. These schemes support adults with disabilities who are predominantly under 65, with an aim to maximise independence and over time reduce the reliance on paid support.

This portfolio consists of around 200 schemes and 750 units of accommodation. It is expected the number of housing units managed by this team will increase aligned to the following commissioning intentions:

- To increase the number of supported accommodation units available in Nottinghamshire.
- To reduce the reliance on residential care services, achieved in part by increasing the number of alternative housing options which will include tech enabled care, general needs housing, supported living and supported living plus services.
- 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.

### **Messages to the Market**

Via formal procurement, the Council intends to work with partners to develop new housing accommodation to meet existing and future needs which include:

- 50 additional units of specialist housing and Supported Living Plus services for people with complex needs. Accommodation must be suitable for individuals who may display behaviour of concern, with considered environments that manage risks, and a comprehensive model of positive behavioural support embedded within the delivery of the care.
- Approximately 300 units of accommodation to incorporate
  - Individual flats within a single scheme base
  - Shared accommodation suitable for short term tenancies
  - Shared and individual units to accommodate wheelchair users
- Individuals will be encouraged to move on towards greater independency and providers will be expected to create opportunities for positive outcomes.

## Care Support and Enablement (CSE)

Care, Support and Enablement (CSE) providers are commissioned in Nottinghamshire to deliver responsive, flexible, and creative services that are capable of actively supporting individuals to participate within their local community and access relevant services and support. The aim of CSE services is to promote independence and ensure the services received by individuals are tailored to meet their needs and their level of independence.

CSE support is designed to meet the needs of an individual, or group of individuals in supported living settings or on an outreach basis. Accommodation may vary and can include self-contained or single person services, and shared provision including core and cluster or shared houses and flats with shared support.

The Council currently commissions support for 734 individuals living in supported accommodation within Nottinghamshire. In addition, there are approximately 400 people who receive outreach support comprising of under 40 hours per week. It is envisaged the number of outreach and CSE packages of support the Council commissions in the future will increase, informed by growing population predictions and an increased number of supported housing units procured by the Council.

### **Commissioning Intentions**

The Council is introducing a new Multi Provider Framework Agreement for Care, Support and Enablement (CSE) services to start from April 2023, replacing the previous Framework Agreement.

Providers are required to have a minimum of three years organisational and/or personnel experience in the delivery of CSE services to adults with disabilities and/or complex needs.

In line with the Housing with Support Strategy, the Council wishes to work with providers who clearly display innovative and person-centred approaches aimed at maximising independence, working to support people into and out of supported living.

Within both supported living and plus services, the Council seeks to work with providers who have a thorough understanding of Positive Behavioural Support and how this can reduce intensive support requirements.

### **Contracting Arrangements**

The new Framework Agreement consists of a maximum of 5 ranked providers in the 7 geographical areas of the County. The Framework will remain open to allow for future providers to apply to meet gaps in service provision.

In supported living schemes where elements of shared and/or night-time support are commissioned, a deficit in payment for any shared care costs can occur when a unit



becomes vacant. Where there is a deficit in the shared care costs and the Council has sole Nomination Rights, the shared element will be paid unless the service is suspended.



### **Messages to the Market**

- The Council encourages providers who can deliver Care, Support and Enablement (CSE) services in Nottinghamshire to apply to join the multi provider framework
- The Council welcomes 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
- The Council expects an increase in the number of CSE and outreach packages it's commissions, informed by population projections and the increased number of supported accommodation units in Nottinghamshire

## Day Opportunities

Day Opportunities are one of a range of community services available to people with care and support needs and are used by a range of people including adults over 65, people with physical disabilities, people with learning disabilities, autism and mental ill health. Over 1,300 people access these services, and it accounts for approximately 6.9% of the net Adult Social Care budget 22/23.

People who are eligible for social care are assessed by the Council with their needs 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 an individual require one-to-one or two-to-one support, the session rate automatically defaults to low needs.

### Commissioning Intentions

A consultation with people who use services, carers, providers, frontline staff and other partners resulted in the development of a [new day opportunities strategy](#) in May 2022.

The strategy describes offering people who use services a wider range of opportunities including learning new skills, taking up hobbies and sports, socialising in their local communities, going into higher education, volunteering or getting paid employment.

The strategy also recognises the role day opportunities has in supporting carers to have breaks, and it looks to expand the weekend and evening opportunities available.

The next step is to deliver the new model, in partnership with people who use services, carers/families, day service providers and Nottinghamshire County Council staff. The new day opportunities contract will start from September 2023.

### Contracting Arrangements

There are 60 external and 10 internal day service providers on the existing accredited providers list. This accredited list will be replaced by the new day opportunities Framework Agreement from September 2023.

People with eligible needs will be supported to have choice and control on the selection of which day opportunity is right for them, selecting from a range of external day opportunities on the Framework, or internal services.

In instances where an individual wishes to attend an external provider not on the Framework, a direct payment can be considered. Funding for a direct payment is calculated using the same method as for an approved provider, and in some instances a top-up may be required.

Tendering for a new day opportunities Framework Agreement will commence in January 2023. All new business will be purchased under the new Framework Agreement.



### **Messages to the Market**

- The Council intends to commission a new Framework Agreement for Day Opportunities, which will replace the existing accredited list of day service Providers
- More day opportunities should be provided in the community, rather than be building based (where appropriate)
- More day opportunities should be provided in the evenings and weekends as well as during the day time
- Day opportunities should not automatically be viewed as a service for life but as a stepping stone to greater independence, where appropriate
- The Council needs providers who can cater for people with complex physical needs

## Care Homes – Over 65s (Aging Well)

Residential care is for people with more complex needs where they are no longer able to be supported at home. As of January 2023, the Council held contracts with 151 independent sector care homes of which 63 offer nursing care.

Overall, the number of care homes in Nottinghamshire has reduced slightly in the last 3 years. Nottinghamshire has historically had an over provision of residential beds particularly in the Mansfield, Ashfield and Gedling areas. We are also now seeing an increase in the number of services in Rushcliffe with new services still being built and other services being extended. This can put strain on existing public services and as such providers should liaise with primary care services to ensure sufficient capacity in areas such as GP and District Nursing to support the home prior to development.

Newark and Sherwood have seen a number of homes close which has reduced the available bed capacity over the last 12 months. This has not resulted in an under provision of placements for residential services but has impacted on those looking for nursing care. The Council is also seeing a need for providers that can offer cost effective care to individuals suffering with complex dementia and related challenges, which is currently putting sustained pressure on mental health provision.

Nottinghamshire County Council has worked closely with the local Nottinghamshire Care Homes Association to develop a 'local **fair price for care**' funding model for use with older people's 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). We have seen a decrease in the number of Band 1 homes (lowest quality) and an increase in Band 4 and 5 (highest quality). 69.5% of care homes are in Band 4 or 5.

The Council has 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 35 care homes with the DQM award for 2022-24.

Nottinghamshire County Council proactively supports providers to use the NHS Capacity Tracker. During the Covid 19 pandemic the use of the Capacity Tracker became more prevalent. Nottinghamshire County Council works with providers to use the tracker and to keep vacancy information up to date. The capacity tracker also enables us to understand the workforce and infection prevention control issues that providers are dealing with on a daily basis. We work pro-actively with Nottingham & Nottinghamshire Integrated Care Board as part of the Integrated Care System to monitor information providers submit into the tracker and to use this data to understand the status of the health and social care system in Nottinghamshire.

### Commissioning Intentions

- During 2023, the updated Care Home Services (Ageing Well) Framework will

be fully implemented. It is intended to open the Framework for a third round to ensure providers have the opportunity to bid to join the Framework before we limit new long term placements to Framework providers only.

- Providers who are yet to join the Framework should do so at the next opportunity or risk not being offered new work. Plans will be communicated as to how current placements will be moved to the Framework, and how non-Framework providers will be affected.
- The Framework also allows us to tender for block contracts for short term needs. Only providers on the Framework will be able to bid for these opportunities.

### **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 has resulted in 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 – Under 65s (Living Well)

There are 129 CQC registered homes in Nottinghamshire offering placements to adults aged under 65. 120 homes are registered to deliver residential care and nine provide nursing care. Most homes focus on supporting people with a learning disability, with fewer catering for a mental health condition or physical disability.

The local market is saturated with residential care homes supporting people with low to moderate needs. Changes in the population suggests there is an increasing demand for services to support those with complex needs. The Council recognises existing services may need to consider how they best align to future need, which include services for people with a forensic need, mental health conditions, short breaks and positive behavioural support (PBS).

The Council anticipates it will meet future accommodation-based needs within supported living and housing with care developments, and on this basis does not identify a strategic need to increase the number of residential care services in Nottinghamshire.

The Council is keen to contract with providers who deliver reablement and active support. The aim is for people to be supported to gain skills and achieve greater independence, enabling them to take more control of their lives. The Council will work with providers that promote individual skills, confidence, and independent connections to reduce dependency.

### Commissioning Intentions

- Support people to move on from residential care into supported living services where appropriate
- Work with services, where environmentally appropriate and in people's best interests, to actively consider reregistration into supported living
- Better understand the availability of current short break/respice services
- Contract with providers who have skilled understanding of PBS and can draw on specialist functional analysis when required. Ultimately all services should deliver this.
- Service design and approach which achieves positive outcomes for people, including promoting independence, use of active support and reducing intensity and frequency of behaviours that may challenge.
- Providers who can model deployment of staff based on a combination of background/core support which enables people to reduce the reliance on dedicated 1:1 support and live with less restriction.
- Seek services that can proactively support people transitioning from children to adult services, maximising their opportunity to develop independent living skills.

### Contracting Arrangements

There are spot or open contracts in place for existing and historic placements, but all new placements are made via the Dynamic Purchasing System (DPS).

The DPS is a web-based portal introduced by the Council in August 2016. Providers receive individual service specifications for people which are written by the social worker with the involvement of those needing a service and their family/carer/friends. Providers are required to submit a response based on essential and desirable criteria. Individuals will then have the choice of the top three providers based on the quality of their response to the specification and the cost.

Any under 65 care home provider wishing to offer residential or nursing care placements to the Council will need to apply to be approved via the Council's DPS.

### **Messages to the Market**

The Council wishes to reduce its reliance on residential care and will explore alternative types of accommodation-based support, which may include general needs housing, supported living and housing with care.

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 existing service providers who can offer:

- Cost effective short breaks
- Unplanned/emergency care beds
- Opportunities to reregister a service into supported living
- Cost effective services which are registered with the CQC for nursing and treatment for people in hospital who have a learning disability and/or autism.

## Procurement Forward Plan

<b>Name of Contract</b>	<b>Indicative Annual Value</b>	<b>Contracting Format</b>	<b>Indicative Commencement Date</b>
Prevention Services	£1.6 million	Three Placed Based Geographical Lotted Framework Agreement	October 2023
Carers Engagement and Promotion	£263,749	Single Provider Framework Agreement	October 2023
Carers Hub Service	£300,000	Single Provider Framework Agreement	October 2023
Young Carers Support Services	£76,000	Single Provider Framework Agreement	October 2023
Access to Advocacy	£900,000	Single Provider Public Sector Contract	October 2023
Day Opportunities	£6.2 million	Multiple Provider Framework Agreement	July 2023
Prison Social Care (Ranby)	£12,500	Single Provider Public Sector Contract	April 2024
Prison Social Care (Whatton)	£60,000	Single Provider Public Sector Contract	April 2024
Technology Enables Care Services	£450,000	Single Provider Public Sector Contract	September 2024
Digital Inclusion Project Support	£57,000	Single Provider	March 2024
Specialist Forensic Housing	TBA	Single Provider Public Sector Contract	March 2025
Supported Living in all areas of Nottinghamshire (Accommodation Only)	TBA	Multiple Provider Public Sector Contracts	April 2024
Extra Care	TBA	Single Provider Public Sector Contract	April 2025

### 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](http://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: [strategic.commissioning@nottsc.gov.uk](mailto:strategic.commissioning@nottsc.gov.uk)

### Useful resources that could be found on the Nottinghamshire County Council website

- [Nottinghamshire Adult Social Care Strategy](#)
- [Nottinghamshire Plan 2021-2031](#)
- [Nottinghamshire Housing with Support Strategy Adults 18-64](#)
- [Nottinghamshire Insight – Joint Strategic Needs Assessment](#)



## 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. 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?

.....

If you are not a current provider, what was the purpose of reading the MPS?

.....

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

- Care home
- Housing with Care
- Housing with Support
- Home care
- Day service
- 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 comments 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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Thank you for completing the survey.