

NCC Commissioning Intentions 2018/19. End of Year Update

Commissioning Activity and Scope	Rationale	Outcomes of work undertaken and impact on citizens	Annual Value of Contracts	Funding Source	Savings Made	Portfolio Holder
1. People in Nottingham adopt and maintain Healthy Lifestyles						
<u>Continuing</u>						
<p>1a. Review Drug and Alcohol Inpatient Services</p> <p><u>New review based on current situation</u></p>	<p>Nottinghamshire Healthcare Foundation Trust announced that they were to close down the Woodlands In-patient detoxification service.</p> <p>This decision requires commissioning an alternative provision</p> <p>Without provision we would potentially put service users at risk of serious illness or death</p>	<p>An interim solution was put in place to secure continuation of in-patient detox for Nottingham citizens while consultation was undertaken and a new contract procured.</p> <p>Following consultation and review a new service was tendered and awarded in 2018/19. The new contract is due to commence 1st July 2019.</p> <p>A saving of £117,921 per year has been secured.</p> <p>Impact on citizens: Consultation indicated that having a local inpatient detoxification service was important in maximising positive outcomes from treatment and in particular important for vulnerable service users and those with complex and co-morbid needs. Requirement for the new contract to be within Nottinghamshire was specified within the tender.</p> <p>Despite the financial reduction to this contract, there will be no reduction to the service model being delivered. Citizens will have access to the same standards and quality of care.</p> <p>The current provider (Framework at Edwin House) was awarded the new contract following the tender process. This provides continuity for service users and stakeholders. Positive feedback from service users has been received on the service provided at Edwin House.</p>	£403,446	Public Health Budget	£117,921	Cllr Webster Cllr Neal

Appendix 1

Commissioning Activity and Scope	Rationale	Outcomes of work undertaken and impact on citizens	Annual Value of Contracts	Funding Source	Savings Made	Portfolio Holder
2. People in Nottingham will have positive Mental Wellbeing and those with serious mental illness will have good physical health						
All activity relating to improving mental health is within the joint plan						
3. There will be a Healthy Culture in Nottingham in which citizens are supported and empowered to live healthy lives and manage ill-health						
<u>New</u>						
3a. Review of Extra Care Services <u>Review</u>	<p>Extra Care is a cost effective alternative to residential care.</p> <p>Extra Care is specialist accommodation for older people with onsite care provision. The provision of wrap around care and the early identification of developing needs can prevent care needs from escalating and increase independence.</p> <p>The new model will contain reablement apartments and potentially night care in the community to support the homecare framework.</p> <p>Night care is to be put in place at Albany House</p>	<p>A new specification has been developed for Extra Care for the new project at Winwood. The new provider has now been appointed and the new project will start in July.</p> <p>Extra Care internal processes have been strengthened which is beginning to support workers to identify citizens who are suitable for extra care and regular meetings are now in place with the providers to agree allocation.</p> <p>Impact on citizens: There is a significant increase in the number of Extra Care units available to citizens.</p> <p>Citizens are better supported to consider Extra care as an option, which enables them to retain their independence as long as possible.</p>	Current Spend £353k pa	ASC Budget	Estimated future budget as provision expands £726k pa (off-set against the reduction in spend elsewhere i.e residential care)	Cllr Webster
3b. Review of Sheltered Alarms provision	Current contracts will end in the financial year giving an opportunity to review	A review was undertaken of the contractual arrangements for Sheltered Alarms. It was agreed to end the inconsistent funding of social housing providers who offer sheltered alarms following consultation with the	£240k pa	ASC Budget	£67,100	Cllr Webster

Appendix 1

Commissioning Activity and Scope	Rationale	Outcomes of work undertaken and impact on citizens	Annual Value of Contracts	Funding Source	Savings Made	Portfolio Holder
<u>Small scale Review</u>	<p>existing provision.</p> <p>Objective is to ensure a consistent service across alarm provisions and align to the dispersed alarm service. There are opportunities for financial savings. .</p>	<p>providers and the citizens.</p> <p>The contract with NCH was extended at the current funding level for two years on the basis that they would investigate the utilisation of housing benefit to support some elements of alarm provision.</p> <p>Impact on citizens:</p> <p>The impact varied from project to project on the citizens, with some housing associations absorbing the costs directly and others passing on a small increase to citizens.</p> <p>Nottingham City Homes citizens are currently unaffected</p>				
<u>Continuing</u>						
3c. Support Adult Social Care to implement the Better Lives Better Outcomes (BLBO) Strategy	<p>This programme supports vulnerable citizens to live as independently as possible in the community and deliver efficiencies through a Recovery and Progression approach</p>	<p>The BLBO Strategy has impacted particularly on the implementation of the CSE contract, the residential review and the mental health Review. All commissioning is now being aligned to the BLBO requirements.</p> <p>Impact on citizens:</p> <p>Citizens are being supported to stay as independent as possible. Less older people are moving into residential care and people with LD and MH are being placed in alternative provision in the community.</p>	This impacts on all ASC contracts	ASC	This contributes to the Big Ticket saving total	Cllr Webster
3d. Implement the new Care, Support and Enablement contract(CSE) Provision <u>Implementation of new service mode!</u>	<p>CSE provides supported living for citizens in their own tenancies as well as outreach support to enable participation within the community.</p> <p>There is a strong policy drive to place citizens into 'settled tenancies' rather than residential care.</p> <p>This forms part of a wider review of all residential provision</p>	<p>The new contract started in March 2018 and there has been ongoing work to effectively implement the new changes and expectations.</p> <p>The financial targets for the year were exceeded and considerable work has taken place with providers to identify a large range of new properties for the next two years. Learning Disability - related properties are on track, but there is still a gap regarding Mental Health-related properties at this stage.</p> <p>Work is still progressing with one provider to re-register</p> <p>A two stage process was introduced to encourage providers to self review with a limited level of success.</p> <p>Impact on citizens:</p>	Circa £8.2 m	ASC	CSE is a key enabler to meet BLBO targets	Cllr Webster

Appendix 1

Commissioning Activity and Scope	Rationale	Outcomes of work undertaken and impact on citizens	Annual Value of Contracts	Funding Source	Savings Made	Portfolio Holder
		Citizens are being supported to live in less restrictive environments				
<p>3e.Homelessness</p> <p>Implement the new contracts and model of provision</p> <p><u>Implementation of new service model</u></p>	<p>Contracts providing assistance to prevent or resolve homelessness retendered due to expiry of existing contracts.</p> <p>Review of provision as increase in people experiencing financial difficulty.</p> <p>Potential need to reduce budget. .</p> <p>Review ensured the Council's response to Homelessness was in line with the new Homelessness Reduction Act 2017</p>	<p>New contracts for externally delivered services that work to prevent and resolve homelessness were introduced in Q1 2018/19.</p> <p>The following key changes were made:</p> <ul style="list-style-type: none"> • Prevention – homelessness prevention service now delivered under a single contract and directed by Housing Aid with more scope to target resources as needed (e.g. families, tenants of private landlords, etc) • Supported accommodation – an overall increase in capacity within temporary / supported accommodation of 54 beds; a higher proportion provided away from hostels; more separation of people according to circumstances (e.g. more female only accommodation); scope for greater shift away from hostels through long contract term • Rough sleepers – recurrent funding for No Second Night Out (see other developments to support for rough sleepers below). <p>A number of additional services and measures to reduce rough sleeping have also been introduced following successful bids for funding through MHCLG's Rough Sleeping Initiative (RSI) and Rapid Rehousing Pathway (RRP). These measures include (in summary):</p> <ul style="list-style-type: none"> • Extra shelter / accommodation (totalling approx 40 extra spaces) • Settled supported accommodation (30 supported flats) to be delivered during 19/20 • Extra outreach and 'Navigator' support workers • Resettlement support • Support to access private tenancies • A Rough Sleeping Coordinator <p>The value of these services (through MHCLG funding) is £1m in 19/20.</p> <p>The Fire Station 'Sit Up' Service (a collaboration between the Red Cross and Nottinghamshire Fire and Rescue supported by NCC Commissioning) received the Michael Varnam Award for its support for rough sleepers during cold weather.</p>	Circa £3.8m	Housing Related Support (now Development and Growth)	£390k pa	Cllr Woodings

Appendix 1

Commissioning Activity and Scope	Rationale	Outcomes of work undertaken and impact on citizens	Annual Value of Contracts	Funding Source	Savings Made	Portfolio Holder
		<p>Impact on citizens: Many of the pressures that have given rise to homelessness (including adverse Welfare policy, insufficient availability of housing; increase in proportion of privately owned housing; the impact of austerity on public services that address issues related to homelessness e.g. mental health) have not abated. The number of presentations at Housing Aid and the number of people identified as sleeping rough in the City (as two key measures of homelessness) both increased in 18/19 from 17/18. However, prevention has increased, a greater proportion of homeless households are supported in more appropriate temporary accommodation, and more people have had their rough sleeping relieved.</p> <p>Work is ongoing to ensure services funded through MHCLG awards are implemented quickly and deliver positive outcomes. Further work is ongoing (outside of the review but supported by Commissioning) to ensure sufficient access to settled accommodation and to address the causes of homelessness and rough sleeping.</p>				

Appendix 1

Commissioning Activity and Scope	Rationale	Outcomes of work undertaken and impact on citizens	Annual Value of Contracts	Funding Source	Savings Made	Portfolio Holder
<p>3f. Commissioning of Domestic and Sexual Violence Services</p> <p><u>Commissioning of new services</u></p>	<p>DSV contracts expire at the end of the financial year.</p> <p>Associated contracts have an end date of March 2019</p>	<p>Remodelled IDVA, Stronger Families Service and Outreach (previously known as RISE) service into one service. Successfully procured and implemented.</p> <p>Secured further funding with CDP policy team for DSVA provision in the City (total £140k approximately Home Office grant funding). This has allowed for additional provision within the following areas:</p> <ul style="list-style-type: none"> • Increasing awareness amongst the public regarding DSVA through marketing campaigns • Supporting schools to deliver healthy relationships to Year 7 onwards • Additional Independent domestic violence advocate support for women going through the criminal justice system • Additional Independent sexual violence advocate support for women going through the criminal justice system • Supporting additional refuge bed spaces • Delivering services aimed at women with multi-complex needs. • The following services were procured: <p>The following services were successfully procured:</p> <ul style="list-style-type: none"> • 24 hour domestic helpline • Male IDVA service • 3-specialist domestic violence refuge provision. <p>Performance Monitoring Frameworks developed and re-issued enabling better capture of performance.</p>	<p>£1.8m pa</p>	<p>PH OPCC CCG NCC</p>	<p>None</p>	<p>Cllr Neal</p>
<p>3g. Review of Criminal Justice Treatment Service</p> <p><u>Review</u></p>	<p>The contract is due to end in September 2018.</p> <p>The review will focus on how the service has been impacted by changes in the criminal justice system such as the split in the probation service and the re-alignment of Integrated Offender Management</p>	<p>The current contract was extended to enable the findings from the PCC review to inform the new service model. The review has been completed and has incorporated the recommendations from the OPCC review.</p> <p>A new contract has been awarded following competitive procurement process. Implementation will be undertaken in 2019/20 and new contract is due to commence September 2019.</p> <p>A saving of £245,000 has been secured.</p> <p>Impact on citizens: Despite the financial reduction to this contract, there will be no reduction to the service model being delivered. Citizens will have access to the same standards and quality of care.</p>	<p>£1,218,551</p>	<p>PH OPCC</p>	<p>£245,000</p>	<p>Cllr Webster Cllr Neal</p>

Appendix 1

Commissioning Activity and Scope	Rationale	Outcomes of work undertaken and impact on citizens	Annual Value of Contracts	Funding Source	Savings Made	Portfolio Holder
<p>3h. Financial Vulnerability</p> <p><u>Review</u></p>	<p>The review will focus on advice services for people who are vulnerable to financial difficulty.</p> <p>A high proportion of Nottingham's population (in comparison to other local authority areas) is affected by financial difficulty and/or over-indebtedness.</p> <p>The aim is to have a joined up city model with good reach and impact</p>	<p>Initial research and engagement completed in summer 2018 has highlighted a range of opportunities for the Council and its partners to help citizens to avoid or recover from financial difficulty.</p> <p>These opportunities will be advanced through the completion of the commissioning review (with recommendations due in summer 2019) and through the development of a wider programme of activity to take forward other opportunities that sit outside of commissioning (e.g. through communications). Links have been built with a number of partners (including Experian) as part of this work.</p> <p>Immediate budget pressures have now been resolved – savings of £70k in 20/21 and £90k pa from 21/22 pa onward are now necessary to manage budget constraints. Further work is in progress to understand how best to manage these reductions whilst supporting citizens in need.</p> <p>Impact on citizens: A relatively high proportion of Nottingham's citizens are affected by poverty, financial difficulty and over-indebtedness. Evidence shows that financial difficulty and over-indebtedness increases the risk of a range of other difficulties, including mental/physical ill health, poorer educational outcomes and prospects, family problems, crime, homelessness and other issues. Some groups (e.g. women, people with disabilities, certain ethnicities) are disproportionately affected.</p> <p>Further work in this area will seek to increase avoidance of financial difficulty and quicker resolution of problems where they occur.</p>	<p>£900k</p>	<p>PH / Commissioning</p>	<p>None</p>	<p>Cllr Chapman</p>
<p>3i. Independent Living Support Services (ILSS) Social Care Review</p> <p><u>Small scale Review</u></p>	<p>The review will consider the fit and model for the future delivery of ASC orientated ILSS services, including</p> <ul style="list-style-type: none"> • 60+ Service • Physical, Sensory impairment and HIV • Learning Disability – Include 	<p>The new services are in place potentially until 2026.</p> <p>New service model improves efficiency and value for money by reducing the number of separate services, reducing management costs and avoiding unnecessary duplication, whilst retaining specialisms in the services. The new service model is for one service aligned to mainstream ASC functions, which includes a triage/referral hub which is the referral point for the mainstream ASC and other ILSS, and a Whole Life Disability ILSS which supports mainly adults with learning disabilities.</p> <p>The new services support the functions of Housing and Adult Social Care.</p>	<p>£1.40m</p>	<p>ASC</p>	<p>Savings from 19/20 onward</p>	<p>Cllr Webster</p>

Appendix 1

Commissioning Activity and Scope	Rationale	Outcomes of work undertaken and impact on citizens	Annual Value of Contracts	Funding Source	Savings Made	Portfolio Holder
	<p>This review will seek to ensure ILSS work efficiently and support the interface between housing and ASC in order to promote independent living and reduce unwarranted dependency on ASC provision.</p>	<p>The services offer support for citizens who are not eligible for Adult Social Care support, as well as providing additional support for those who are, help to prevent escalation of need, and align to the Adult Social Care teams, avoiding gaps in provision, particularly for vulnerable citizens aged under 60.</p> <p>It was agreed that the Mental Health and Forensic MH ILSS would be better considered as part of the Mental Health review, therefore they are not included in the new model at this time.</p> <p>Impact on citizens: New services in place to support vulnerable citizens to maintain accommodation, avoid eviction/homelessness, maximise income, reduce/avoid debt, manage physical and mental health, access appropriate services become more independent, and minimise risks/vulnerabilities.</p>				