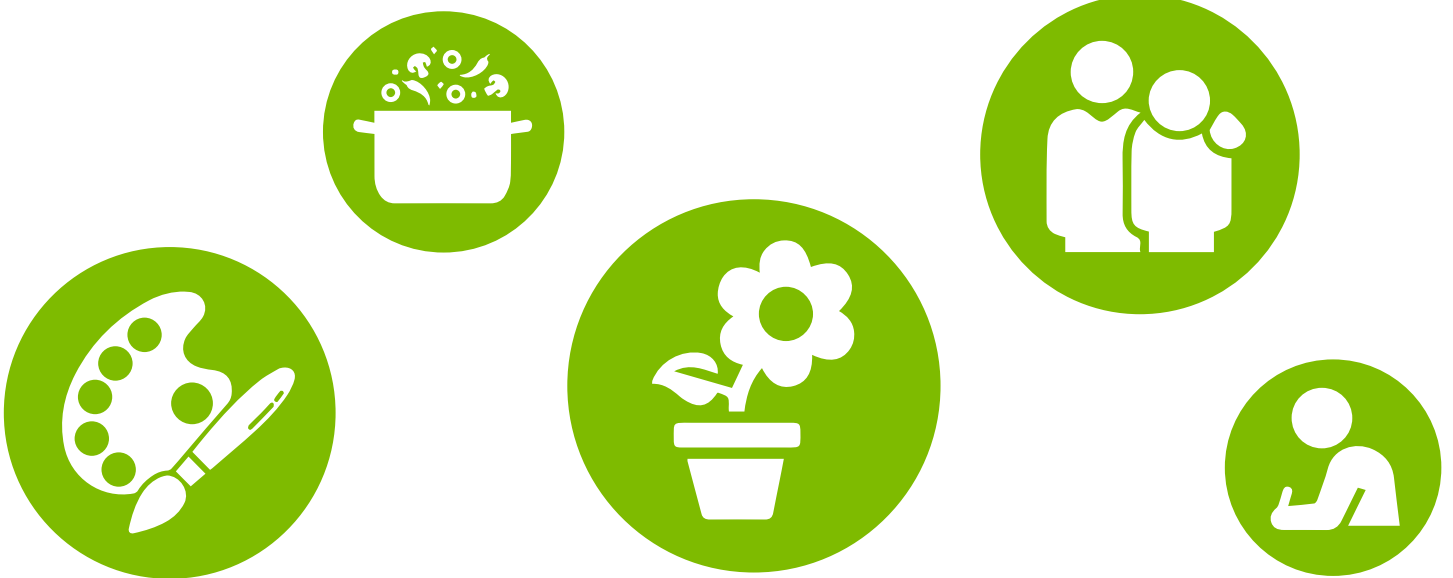


Have your say on proposed changes to in-house Community Life Choices (day services) for adults in Leicestershire



Tell us how this might affect you.

Online: www.leicestershire.gov.uk/in-house-community-life-choices

For general enquiries or comments about this consultation phone

0116 305 5233 or e-mail CLC-Consultation@leics.gov.uk

Public consultation: Submit your views by **26 October 2021**

What are Community Life Choices?

Community Life Choices (CLC) are better known as day services and provide a safe and supported place for adults in Leicestershire with health needs such as learning and physical disabilities and mental illness to experience social and daily living activities.

Leicestershire County Council currently funds day services for around 957 people.

Many customers access services operated by independent providers, some access services run by the council (these are known as in-house services) and others purchase their own day services through a direct payment. These services are mostly delivered as half or full day sessions depending on the customer's assessed need and offer choice, diversity, and flexibility as well as the opportunity to build people's confidence and support people into employment.

The in-house CLC services provided directly by the council offer a mixture of ways to meet people's needs, this can be either within a group setting or one-to-one setting. These services are delivered from 10 specific sites across Leicestershire. Some of the activities on offer include arts, crafts with outreach and community support.



Why change?

The council is facing financial challenges and is having to consider savings in all areas. Inevitably, a reduction in funding is leading the council to explore how it can provide a more efficient service in the future, while minimising the impact on users of the service and their families.

Over recent years the number of people accessing in-house CLC services has reduced. This is because, over time we have reviewed people's support needs and they have chosen different services to better meet their outcomes.

This reduction in customer numbers has happened mostly in Older Persons provision and those with lower level needs within the physical disability, learning disability and mental health cohorts.

For people with more complex needs there isn't as much availability in the provider market which has meant that the council has focussed on providing services for this cohort over the past few years. This lack of availability in the market has meant there is less choice and control for those people and their families when choosing how best to meet their needs.

In addition, the Covid-19 pandemic has also meant that we have been unable to deliver a full in-house CLC service over the past 18 months due to only being able to have limited numbers of people accessing our buildings because of social distancing requirements and risk assessments. This has led to some people leaving the service and seeking alternative provision from private providers where there has been more space and availability during this time.

There are currently 112 people accessing in-house CLC services across 10 specific sites. The split of people currently accessing a service is summarised as follows:

- 29% of people returning to their site based services;
- 7% of people receiving outreach support into people's homes;
- 63% of people receiving weekly welfare checks by telephone.

The ongoing reduction in service user numbers accessing in-house CLC services has resulted in the service becoming more expensive to operate for the council. This means we need to consider how best to use the resources we have in order to deliver the right outcomes for people.

What is the council proposing?

There are two elements to the council's proposed approach to delivering CLC services in the future:

Move to an open Framework with independent providers.

We are proposing to move to an open framework for CLC services in Leicestershire. A framework is essentially a list of providers that the council has approved as being appropriate to deliver services and are able to meet the needs of specific service user groups.

The new framework will address the current services gaps we have in the market and will allow new providers to join at any time in order to increase our offer and develop services for people with physical disabilities, mental health conditions, those with profound and multiple learning disabilities, people with autism, and those living with dementia.

This means that people will have more choice available to them as there will be more providers available in the market to meet their specific needs.

To stop providing long term in-house CLC services and re-focus our internal resources.

We are proposing to reduce the in-house CLC service offer by stopping the provision of long-term maintenance support packages and refocussing in-house services on crisis care, short term reablement and enablement, and support for carers through the delivery of a responsive seven day a week service through our provision of Short Breaks.

This will have the aim of meeting the department's commitment to preventing, reducing, and delaying need through the provision of crisis support to carers to prevent carer breakdown. In doing so it will contribute to the delivery of the Adults and Communities Departmental Strategy

["Delivering Well-being and Opportunity in Leicestershire 2020-24"](#).

This means that the council will work with the 112 people currently receiving a long-term CLC service to review their current support plan and seek alternative day service provision that meets their needs.

Services affected by this consultation are:

The proposals will affect all people who access and use the council's in-house CLC services at the the following locations:

- Bridgeview (Melton Mowbray)
- The Trees (Hinckley)
- Coalville Community Resource Centre (Coalville)
- Hood Court (Ashby)
- Roman Way (Market Harborough)
- Timber Street (South Wigston)
- Carlton Drive & Blaby Base (Wigston and Blaby)
- Victoria & Carnegie Centre Community Life Choices (Loughborough)

How will the council support all of those affected by the proposals?

We will conduct reviews of all people that currently access in-house CLC services and support people in their transition and move to appropriate alternative services to meet their needs. We recognise a transitional period would enable the market to develop and mobilise and help ensure the least disruption to people who access these services. We have proposed an indicative timeline to support people with their transition and move to appropriate alternative services by Spring 2022.

How the consultation will work

The consultation begins on 31 August and will end at midnight on 26 October 2021.

The views of people who are directly affected by these proposals are really important to us. In advance of this consultation taking place, direct engagement with people who use in-house CLC services, their families, and staff who work there, has taken place so that we can understand in more detail what they think of the changes being put forward.

To submit your views please fill out the consultation survey and make sure it reaches us by midnight on 26 October 2021 at the latest. The survey is available online at www.leicestershire.gov.uk/in-house-community-life-choices

There will be consultation discussions with users of in-house CLC services, and/or their family members, carers and staff. Advocacy support will be available, as required, to ensure that current users are able to participate.

If you are able to, please complete this survey online.

Paper copies of the survey are available on request by calling 0116 305 5233.

You can send your completed questionnaire to the following freepost address:

In-house CLC Consultation
Business Support Team
Room 600
Leicestershire County Council
Have Your Say
FREEPOST NAT 18685
Leicester
LE3 8XR

If you need help to complete this questionnaire or have any questions about the consultation, please call 0116 305 5233 or email CLC-Consultation@leics.gov.uk

Your feedback will be used to inform the decisions about these proposals.

What happens next?

When the consultation closes, we will analyse the feedback and review the proposals. The reviewed proposals and the consultation findings will be presented to the council's Cabinet in winter 2021, where a decision will be made on how to proceed.

If these proposals are implemented, we will ensure that all people currently accessing in-house CLC Services will have their support reviewed, prior to any changes being agreed.

During the review process, we'll talk to people and their carers about their needs and if it is clear there is a risk of a negative impact, the council will put in place, as required, the most cost-effective support.



You can view the latest information in a number of ways

Visit us online at www.leicestershire.gov.uk/in-house-community-life-choices

Our web pages will be kept up-to-date with the latest information and developments. You'll also be able to access the survey here.

Send an email to CLC-Consultation@leics.gov.uk to register for the latest news and updates.

Follow us [@leicscountyhall](https://twitter.com/leicscountyhall) for general updates from the council, including the developments on the budget.

Alternatively, you can telephone **0116 305 5233** to ask for information in printed or alternative formats.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 5233 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા વ્યવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 5233 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 5233 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں
0116 305 5233 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 5233，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 5233, a my Ci dopomożemy.