

		AGENDA ITEM 7
		PAF/16/13
Committee:	People and Families Scrutiny Committee	
Date:	5 December 2013	
<u>Essex Sensory Service Review</u>		
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The sensory service has been established to provide a joined-up inclusive / integrated service to support adults with a sensory impairment (Vision, Hearing or Dual impairment).

The purpose of support is to enable people to adapt to new life changing events of a sensory loss and to maintain their place in the local community; to empower people to do more for themselves within their local community, while ensuring vulnerable people are safeguarded.

**The service must:**

<b>MUST</b>	<b>HOW</b>
Prevent or delay people developing social care needs through the use of low level support.	Information advice and guidance Equipment Peer support and community networks Community Agents What about advocacy Signposting
Support people to recover or develop their own skills and knowledge where such needs have emerged to gain confidence / empower them	Rehabilitation Enablement Equipment
Where long term support is required enable people to determine the service that best meet their outcomes. (support planning)	Care assessment (statutory duty S.47 NHS Care Assessment)

The future sensory service delivery model is an integrated pathway which people can access mainstream universal and / or voluntary sector services irrespective of the initial contact point, without a need for formal interventions by Adult Social Care, unless otherwise indicated.

## **Phase 1 (February 2013 – May 2013)**

A number of engagement opportunities took place to consult with citizens with a sensory impairment, their carer's, provider organisations and stakeholders. The focus of these activities was to improve our understanding of the issues arising from the current pathway.

Service User engagement workshops discussed areas of point of diagnosis, registration, skills and sensory awareness of ECC staff and Essex Cares Staff and their experience of accessing Adult Social Care. The outcome of which provided a detailed list of short term quick wins to improve the current 'as is' pathway.

Completed Milestones:

- As-Is Mapping of the current service pathway
- Analysis of practice in-house and nationally
- Analysis of current and future demand profiling
- Engagement with Health to source leads and contact points
- Completion of direct engagement with Essex service users and provider organisations
- Co-ordination of a virtual task and finish group to access the short term quick fixes

## **Phase 2 (June – December 2013)**

### **Service Requirement**

Phase 2 continues to incorporate close working with all stakeholders to develop and co-produce the 'to be' pathway post June 2014. Initial co-production meetings with internal stakeholders to discuss the service requirements took place during August. A first draft will be issued to stakeholders for comment with a final service requirements document ready/signed off by end October 2013.

### **Consortia Model**

During July/August 2013 officers undertook a series of developmental meetings with the voluntary sector, Essex Cares Ltd and the Sensory Team to understand their level of interest in principal to support a joint venture model. This model may include either one lead provider, subcontracting to providers of specialist services or a consortia model of equal partners providing specialist services covering all 4 sensory impairments (this is the preferred option). These meetings were held with all the current grant funded providers for sensory services plus the provider of spot purchased communication guides and the equipment/rehabilitation provider being:

RAD                      About Me Care (Deafblind UK)

Support for Sight      Basis (Pavis)

Pathfinders                      Essex Blind Charity

Dial                                Essex Cares Ltd

Initial meetings have proven positive with providers being strongly interested in supporting a joint venture model with an equal partnership approach.

The Programme Director met with the in-house sensory assessment team providing an update on progress and to socialise the joint venture model.

The cabinet member and his deputy have been appraised of the preferred option to work with the voluntary sector and Essex Cares Ltd within a joint venture approach. This was viewed as the most appropriate model, strengthening the voluntary sector in Essex, supporting sustainable communities into the future and ensuring front end early intervention / preventative services.

### **Next Steps**

Once agreed and signed-off by board that this is the preferred model, Commissioners will co-ordinate engagement meetings to facilitate and support providers collectively. It is our intention to support providers through this transitional period allowing them to lead and strengthen their position within the joint venture.

Should the joint venture model cease to be a delivery vehicle option (this will be known by end November 2013) commissioners will need to consider the opportunity of commissioning with a Prime provider (such as Essex Cares Ltd) to deliver the whole sensory service and or for the Prime provider to sub-contract with the specialist voluntary community sector.

During November through to December all parties (which ever model is preferred) will work towards co-producing the new pathway with prevention and early intervention at the fore front of service delivery. Plus ensure that our shared vision, objectives and required outcomes to be achieved are embedded within the new design model.

### **Timescales:**

Work up the service requirements document and have a final copy for sign-off by stakeholders at end October 2013.

November 2013 – Confirmation of preferred delivery vehicle model of a joint venture or Prime provider

November – December 2013, support and facilitate the preferred delivery vehicle model

January – June 2014 shaping/developing and testing the new pathway design.