

## MARKET POSITION STATEMENT 2022-2025



Physical  
Disabilities





## Introduction

This publication is one of a series of Market Position Statements and marks the start of conversations with current and potential Providers as we build up understanding and intelligence on the needs of people with a physical disability/sensory need in Bury.

“Let’s Do It!” 2020-30, provides the vision to enable people of all ages to live well in their neighbourhoods, supported by the integration of public services with our neighbourhood hubs.

We want to re-focus commissioning for a better future for people who need extra support that promote wellbeing, choice, and control along with good outcomes.

### Our principles:

- Every effort will be made to meet a person’s care needs without resorting to formal care services.
- Offering help at the earliest opportunity to prevent and reduce demand for specialist services.
- Where formal care services are required, these will focus on returning the person to a level of independence where the need for formal care services is removed or reduced.
- Where people need longer term services, the focus will still be on enabling the person to retain as much independence as they can while ensuring they remain safe.
- Improving the experience of people using our services.
- Services will take the Strengths Based Approach, deliver value for money, offer choice and be sustainable.
- Make the best use of technology enabled care to achieve best outcomes and value for money.
- Using evidence and data to target our work where it can make the most difference.
- Growing strong partnerships with our customers, their family, and carers also Providers and wider partners.
- Focus on equitable, non-discriminatory and being inclusive.

**Let’s  
Do It!**

// We want to work with Providers who can demonstrate successful transition from their services into other options, such as employment, volunteering and other community opportunities that will enhance independence.

//

## Population:

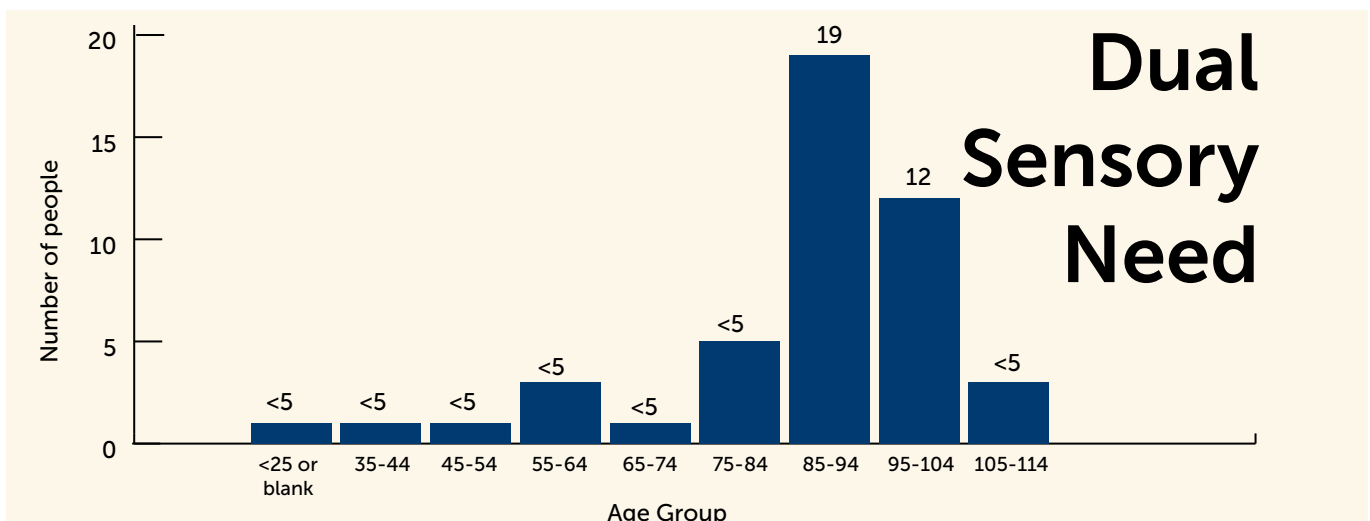
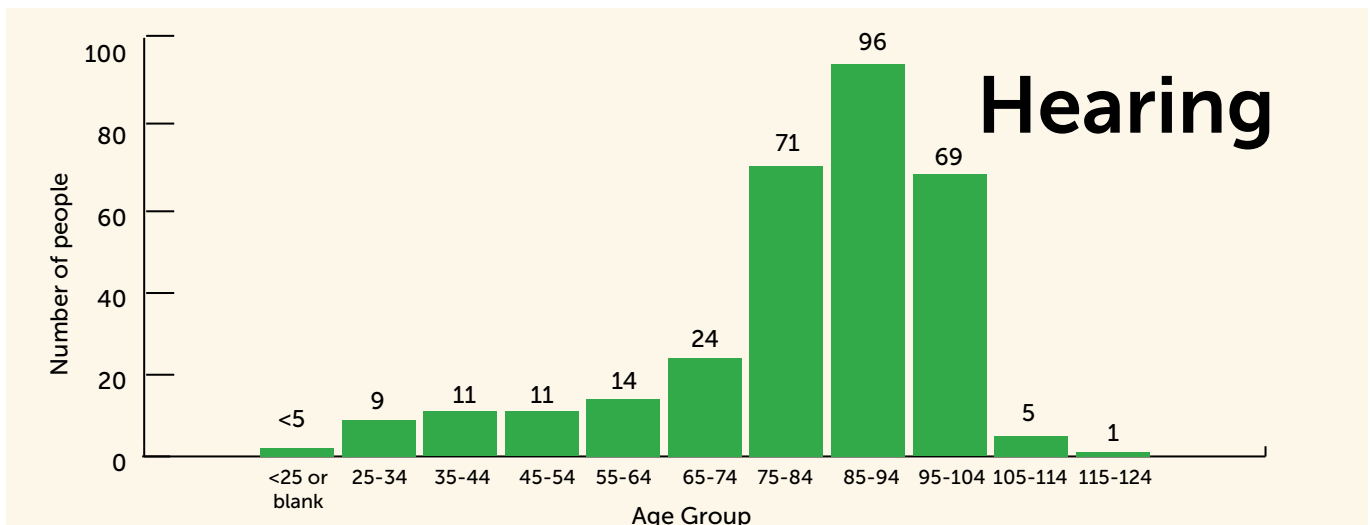
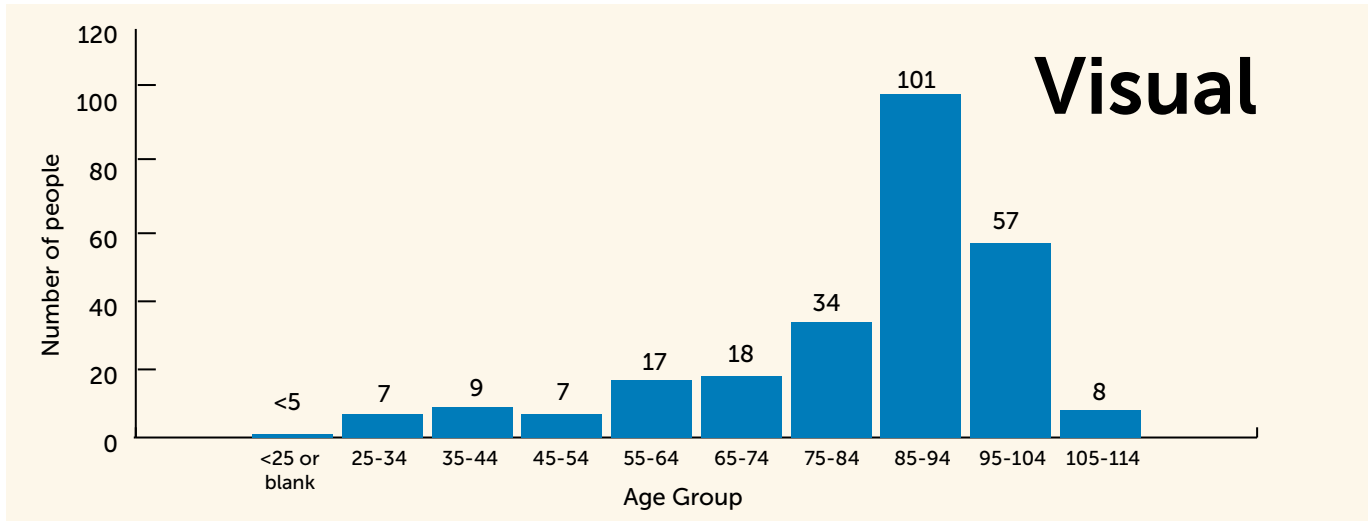
The 2020 household survey shows that 10% of Bury residents have a long-standing illness or health condition, this equates to 19,069 people. It also suggests that 5.9% of the population have a physical or mobility impairment in Bury, which is around 11,425 people. Also, around 6.5% of the population will have either a visual or hearing impairment.

**The number of people accessing support during the year to 31st March 2021 with a primary support reason of physical disability:** *\*A person can have more than one service during the year*

Service Description		East	North	Prestwich	West	Whitefield	Out of Borough
Residential	Residential	102	58	60	106	45	70
	Residential Free Care First 6 Weeks	33	41	20	25	29	10
	Residential with Nursing	22	16	22	16	10	36
	Respite (overnight)	44	29	21	44	27	13
Community Based Services	Activities		<5				
	Day Services	19	17	9	20	15	<5
	Equipment & Adaptations			<5		<5	
	Home Care	197	220	166	221	158	31
	Home Care Free Care First 6 Weeks	19	30	15	20	19	10
	Household Support	<5			<5		
	Informal Support	36	8	13	<5	11	<5
	Night sitting				<5	<5	
	Short breaks / Holiday		<5				
	Supported Community Accommodation	18	<5	<5	<5	<5	<5
	Supporting people	<5		<5		<5	
	Transport	12	9	10	9	9	<5
	Universal Services			<5	<5	<5	
Direct Payments	Activities (PB)	<5	<5	<5	<5	<5	
	Carers (PB)		<5				
	Day Services (PB)	<5		<5	<5	<5	
	Equipment & Adaptations (PB)			<5		<5	
	Home Care (PB)	41	18	28	37	20	
	Household Support (PB)				<5	<5	
	Managed Account / Brokerage / Payroll (PB)	51	23	34	45	30	<5
	Night Sitting (PB)		<5	<5	<5	<5	
	Personal Assistant (PB)	50	26	27	58	24	<5
	Short Breaks / Holidays (PB)	<5	<5				
	Supported Community Accommodation (PB)	<5	<5			6	<5
	Transport (PB)		<5		<5	<5	
	Universal Services (PB)	<5					

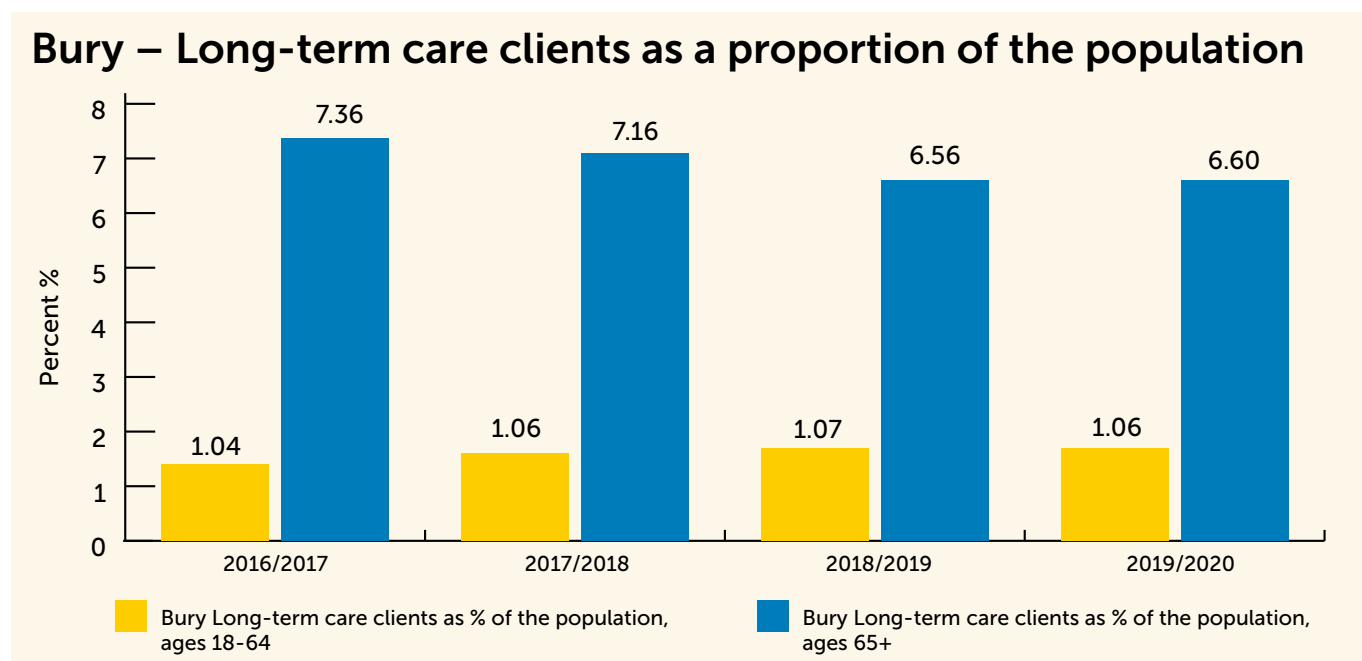
Ethnicity	Asian or Asian British	Black or Black British	Mixed	Other Ethnic Groups	White
Male	22	0	<5	43	645
Female	46	<5	<5	52	1109

The 2020/21 PROTOCOL records for the number of adults recorded with a visual, hearing, or dual sensory need:



**Financial Considerations:**

In 2020/21, the net spent on adult social care was over £65 million for a range of services and functions across the independent, voluntary and community sector. Bury currently spends more on long term care than other localities in Greater Manchester.



Factoring in Bury has a higher conversion rate of clients accessing social care services and spends more per person than other localities in Greater Manchester, it reinforces the need to re-focus our approach. Opportunities need to be taken towards being efficient and cost effective, ensuring everyone, regardless of disability, is able to reach their maximum level of achievement and independence, given their specific circumstances.

Currently around £22 million of the adult social care budget is spent on a range of services and support for our older generation and those with a cognitive, physical, or sensory care need.

In 2020/21 the Council spent just over £7 million on approximately 422 people where their primary support need was physical support. In 2021/22 this rose to almost £8 million on approximately 425 people where their primary support need was physical support.

**Current Position:**

Bury offer a range of local social care services, either by directly providing services, offering information, advice, and guidance about local services so people can arrange care and support themselves, or through commissioned services with the care market. Please refer to the Adult Social Care Provider Market MPS to find out more on the current Provider market, our expectations of current Providers and the opportunities available.

Bury re-tendered its Care at Home service in 2021 with the new contract starting in October 2021. There are now 10 Providers covering 5 zones across the borough. Two Providers cover one zone and operate a week on/week off model. Where those ‘main’ Providers are unable to pick up packages, there are now 15 framework Providers who can pick packages borough wide.



// We will continue to encourage care and support to be driven by people as opposed to being service driven.



A key aim of the recommissioned Care at Home service is to deliver a service that enables people, wherever possible, to regain their independence and the confidence they need to achieve their desired outcomes and goals by having greater focus on partnership working, encourage innovation and flexibility and taking an asset based approach to care and support. This includes people living with a physical disability. We will continue to encourage care and support to be driven by people as opposed to being service driven.

In order to meet those with a physical disability and other care needs, eligible people are offered support. Where appropriate, a personal budget is allocated. One way in which people can receive this budget is via a direct payment. Direct payments give people more control, flexibility, and choice regarding how their social care and support is arranged and provided. Often, people choose to use their direct payment to employ a personal assistant (PA). The role of the PA varies with individual support needs. Some duties a PA may undertake include personal care, medication administration, supporting the person in social situations and completing domestic tasks. For some people with a physical disability, a direct payment is an essential feature for independent living. Of the people accessing support during the year to 1 April 2020 - 31st March 2021 with a primary support reason of physical disability, 563 services were purchased through a direct payment.

The range of provision and choices for people with complex physical disabilities is limited in Bury. Research suggests that adults with physical disabilities who have funded care needs are predominantly housed in the following ways:

- In private housing (parental home, private renting, social housing) with a permanent home care package, or a direct payment for home care or personal assistant.
- In permanent residential care.
- In supported community accommodation.

One of the consequences is that Adult Social Care fund several relatively high-cost care packages for those with a physical disability in care homes.

This stresses the importance of transforming the approach to supporting people with disabilities, so there are more feasible alternatives to a life in care. Some individuals are placed out of borough and while this is often to be near family members, in some cases it is because of the lack of accessible and suitable local provision.

For those with a visual impairment, a commissioned service provides a range of support to ensure adults with complete or nearly complete loss of vision and visual impairment receive support to be active members of the community. The service delivers a register of people who are severely sight impaired and sight impaired, and undertakes, assessment and care planning, assessment for minor aids and adaptations to support people with visual impairment.

Along with delivering the visual impairment rehabilitation programme, the service also provides advice, information, and support. Where appropriate, the service work closely with the Hearing Impairment Rehabilitation worker to provide a service which meets the needs of persons with dual impairment. In addition, the service has links to local community groups that support individuals with a range of hearing impairments. Further work is underway to explore the future direction and delivery of a collaborative approach to sensory support for blindness and visual impairment, along with hearing loss, deafness, and deaf blindness in Bury.

## Workforce:

The Council is very aware that in Bury, as other areas, there are recruitment and retention challenges; with factors such as Real Living Wage, other changes to employment law and changes in the workforce post -BREXIT impacting on Providers. We will provide strategic leadership around workforce planning and development, to support Providers. Work is underway to promote and increase partnership between health and social care Providers, supporting them to develop a workforce with the capacity and capability to meet current and future support needs. We expect to see an increased emphasis on services adapted to supporting people with a physical disability and making sure that staff across the health and social care system actively provide information, advice or signposting to relevant support/ services.



## Work and Disability:

Many disabled people are able to work - and wish to do so. If, they can overcome the barriers and have the right support.

The **Disability Confident scheme** supports employers to make the most of the talents disabled people can bring to the workplace and we recognise our Disability Confident Employers within the borough, who are playing a leading role in changing behaviour and cultures in their own businesses, networks, and communities. [Become Disability Confident - Bury Means Business](#)

## The Working Well Early Help programme

offers free personalised support and advice to business employees who have a disability or health condition, on:

- Health, wellbeing and lifestyle
- Assistance in work
- Workplace adjustments
- Skills, education and training [Healthy Workforce Projects - Bury Means Business](#)

**Bury Job Centre Plus** provides a wide range of services including help gaining new skills, support finding a job and providing information on disability-friendly employers.

Bury Job Centre Plus also provide information on government initiatives such as Access to Work which is designed to provide advice and practical support to people who have a disability, health or mental health condition who are employed, self-employed or starting work.

**Bury Employment Support and Training** (Bury EST) is a Supported Employment Service offering advice, support and practical assistance to disadvantaged and disabled customers (who are eligible for funding) into employment, and meaningful activities such as independent living, independent travel, and life skills. [Bury Employment Support & Training \(Bury EST\) | The Bury Directory](#)

**Bury Voluntary Community and Faith Alliance (VCFA) Volunteer Support** – The VCFA offer a local online volunteering matching/brokerage service called the Bury Volunteer Bank. This supports those wanting to volunteer including those with a disability search all volunteer opportunities in Bury. They publish a monthly 'Volunteer Bulletin' to keep people informed and help organisations wanting to recruit volunteers with helpful templates, guides, and videos. Volunteering can provide the platform or springboard into employment as well as helping individuals build friendships, make connections, and develop new skills and knowledge. [Volunteering – Bury VCFA](#)

## Commissioning Intentions & Market Opportunities

### Accommodation options:

Along with other commissioning areas, there will be development of housing-based alternatives for people with complex physical disabilities. The approach will include needs-based assessments to project where alternate models of housing and care will be needed in future years and consideration of cost-effective models to fund housing and care outside of residential settings.

The resulting provision will use housing and technology enabled care to enable more adults with complex disabilities to live independently wherever they choose, remaining in control of their homes and care arrangements. It will create accessible homes, neighbourhoods and services which support people to live healthy, fulfilling lives involved with families, friends and contributing to communities.

A review of sheltered housing is currently underway due to an urgent need to modernise the councils existing stock, which was built in the 1960s and no longer fit for purpose.



// People who have the potential to gain paid employment or volunteer opportunities will be supported to achieve this goal

//



We are committed to working collaboratively with housing partners and Bury residents to design and deliver options for homes which meet people's needs. It will be by using an evidenced based understanding of where the current generation of older people live and where the next generation of older people are living in the Borough, including those who need supported housing. Understanding their health needs, and aspirations for housing over the next 25 years will be vital.

Collaborative working is vital with health, housing developers and providers to identify sites and buildings in the right locations for development and conversion/improvement. The focus is to increase housing choices for older people, specialist groups and people with a disability.

Bury has spent the past 18 months researching, listening, and collaboratively understanding the current and future need for housing for adults with additional needs. This has been a joint health and social care effort linked into wider housing colleagues and partners, both care and housing providers along with our customers to understand what is important regarding housing. This work led to the development of a housing for those with additional needs vision, strategy and Market Position Statement, the 'blueprint' for Bury.

Through our housing solutions we will:

- Promote wellbeing and social inclusion.
- Support improved quality of life in terms of financial wellbeing, reduced social isolation, continuation of community life, and potential for continued role for carers and families.
- Enable people to maintain their independence in their own self-contained accommodation.

- Provide care and support which is flexible and accessible (either onsite or nearby).
- Offer alternatives to residential care and sheltered housing (for those who need it).
- Supply affordable solutions so that the chosen options can be "a home for life".
- Deliver high-quality, fit for purpose dwellings with low-running costs in local communities.
- Provide a choice of housing options.

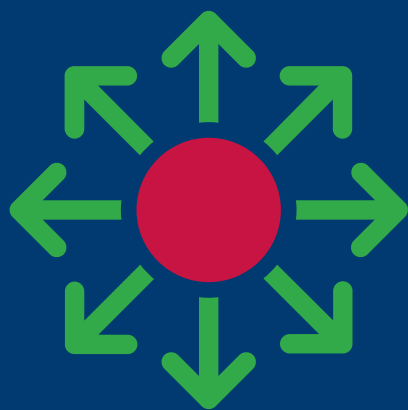
For further information the full Housing for Adult with Additional Needs Vision, Strategy and Market Position Statement can be found at: <https://www.bury.gov.uk/aschousing>

### **Disabilities Facilities Grant (DFG)**

It is an exciting time in Bury where we will review DFG arrangements and the way it is used to adapt properties to enable independent living, privacy, confidence and dignity for individuals and their families as a system. Collaboration across health and social care, our housing colleagues and where we can, our providers and residents, will help shape the way we work and align the objectives of our DFG usage and adaptations policy with existing local social care, health and older people related strategies.

As a system we will look at opportunities around:

- Technology Enabled Care.
- Expanding our handy person scheme.
- Wider range of aids and adaptation solutions.



//  
 We will work  
 with independent  
 and in-house  
 Providers to  
 ensure people  
 receive outcome  
 focused support  
 services, with  
 a move toward  
 time limited  
 placements  
 //

- Function of floating support to offer information, advice and guidance helping enable people to live independently at home for as long as possible.
- Working with providers in a different way with a potential revised framework and considering how DFG can help get people home from hospital in a timely manner.
- Prevent the need for admission in the first place.

A cross system Adaptations Steering Group has been established, a term of reference produced, and an action plan has been developed with all stakeholders support to drive this work forward collaboratively.

### Opportunities:

There will be an ongoing requirement for daytime opportunities for people with more complex needs who live at home with families.

We want to work with Providers who can demonstrate successful transition from their services into other options, such as employment, volunteering and other community opportunities that will enhance independence.

We want to improve opportunities to build and develop access into universal, community-based services and to support people to build their own sustainable networks rather than attend paid services, looking at the wider needs of people and consider what broader support could help people meet their goals.

- Long-term day service placements will become increasingly focused on those individuals with the most complex needs who require constant supervision.
- We will continue to monitor the cost of care and ensure the Council pays a fair price for residential care, through transparent commissioning and contracting arrangements.
- We will work with residential care Providers, to ensure that people are as independent as possible, achieve their goals and consider plans to enable the person to move on when appropriate.
- We will work with independent and in-house Providers to ensure people receive outcome focused support services, with a move toward time limited placements.
- People who have the potential to gain paid employment or volunteer opportunities will be supported to achieve this goal and become more independent of social care funded services were appropriate.

- We will continue to build and develop access into universal, community-based services and support people to build their own sustainable natural networks, appose to attending more prescriptive services.
- The Council's own internal Intermediate Care Facility at Killelea will focus on supporting customers with nursing and more complex needs. The Council will commission 13 Residential Intermediate Care Beds from the wider Adult Social Care Provider Market.
- The Council is looking to work in partnership with Supported Living Providers at different ways of contracting care and support. The aim being to develop a block contract of support rather than spot packages of care.

### **Social value:**

We will look to Providers to demonstrate the social value of their services to the wider community.

### **Co-production & engagement:**

Co-production and engagement with people are important to us in Bury and therefore we want to work with partners who are willing to work opening and transparently with a range of stakeholders to enable greater inclusion in the development and delivery of services.

## MARKET OPPORTUNITIES

### We want to:

- Set up a provider and service user Physical Disabilities network/ forum, to engage with and listen to those who care about Physical Disabilities in Bury.
- Develop supported living schemes in Bury for those with a physical disability.
- Develop accommodation options that support people with complex needs (including physical disabilities and/or sensory impairment) to be able to live independently.
- Work with Providers to re-shape and refocus our approach by understanding what works and what does not and why, as well as future pressures.
- Find out what information, advice or signposting is needed and how to provide this.
- Work with Providers who embed core values – choice, control, community, and co-production.
- To promote the growth or development of community based, innovative and flexible support services to help people live as independently as possible, for as long as possible through approaches that support prevention and enablement better outcomes.
- Align long term planning to wider agendas, such as employment, volunteering, leisure, and people feeling connected to others.
- Money – use it locally, use it wisely.