

INVITATION TO SUBMIT A QUOTATION:
DAY OPPORTUNITIES TASTER PROGRAMME

Project Outline

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1. KEY INFORMATION

Camden Council are seeking an organisation to design and run a taster programme to meet the changing expectations of our service users, by supporting day service users to try out single sessions of community activities in a safe, supported way, without any risk to their current services. The objectives of the taster programme are to facilitate older and disabled people to engage in activity which is meaningful to them and to evidence that it makes a difference to their wellbeing and quality of life.

Camden Council is seeking for an organisation(s) to:

- Provide signposting information on a wide range of local day opportunities which are accessible to older and disabled people and people with dementia
- Engage with community providers to establish a programme of scheduled day opportunity taster sessions
- Work with Council-run day services to match service users to appropriate opportunities; access taster sessions; and monitor outcomes
- Provide a written report on the outcomes achieved by the programme

Quotations are welcome from organisations who can demonstrate the following:

- ✓ Sound understanding and experience of the needs of older and disabled people and people with dementia and the outcomes which can be achieved for people with these needs
- ✓ Good local knowledge of community activities and providers in Camden, or ability to compile this information quickly

The attached documentation provides information on:

- Background context
- Details of work required
- Procedures – clarification of the process and requirements
- Terms and Conditions

Please note that quotations exceeding £35,000 cannot be considered.

Quotations must be submitted by email to Catherine.Searle@camden.gov.uk by 12pm on Wednesday 25th February. Submission of hard copies is not required.

The deadline for the completion of this work is **31st July 2015**, at which point production of a report will be required. A timetable for the project can be found in section 7 of this document.

The London Borough of Camden has a high number of people accessing building-based day centres in comparison to other boroughs. We also have a large number of day centre buildings across the borough, all of which are underutilised. These are high-cost services which cater well to people with high levels of need and dependency, but have limited flexibility to promote choice and independence.

Referrals to building-based day centres have fallen by 40% in the last year, despite an ageing population and increased numbers of people at risk of social isolation. The same thing is happening in other boroughs. Anecdotal evidence suggests that newer clients do not want referrals to building-based institutional services. They want support to maintain existing friendship groups and independent interests in the community.

The taster programme will deliver a time-limited taster programme of activities in the community, with a coordinated engagement and communications campaign, to promote choice, independence and good citizenship for people at risk of increasing health and social care needs, with the objective of reducing dependence on building-based day services.

The programme would promote a wide range of community activities beyond those traditionally used by health and social care, including: museums; galleries; community groups; adult education; social and hobby clubs; leisure centres and sports clubs; parks and gardens; churches/mosques.

Camden Council will work with our day service staff to undertake an assessment of the needs and outcomes for each service user in respect of day activity, and design a personalised taster programme for each service user.

We will gather feedback from each service user after each session, and monitor outcomes to see if we can evidence that improved community engagement results in better outcomes for service users.

3. OBJECTIVES

The main objectives of the taster programme are:

1. To identify and promote Camden's wide range of community activities, and the benefits of community activity and good citizenship for health and wellbeing
2. To offer a time-limited programme of one-off taster sessions for Adult social Care (ASC) day service users to try new things in a supported way without risk of losing existing services
3. To promote and pilot means of enabling effective use of:
 - direct payments including pooled personal budgets
 - user-led small group activity
4. To obtain feedback from participants to evidence whether better community engagement achieves positive outcomes for people

5. To use the taster programme to pilot improved assessment and signposting processes in the longer term to better meet individual day activity needs

4. IN-SCOPE GROUPS

The primary groups of service users in scope for the taster programme are existing service users of:

- Kingsgate Resource Centre (older people)
- Charlie Ratchford Resource Centre (older people)

Other day services will be offered the opportunity to participate, including:

- In-house learning disability and physical disability day services
- Mental Health Trust day services

Camden Council will also work with Camden Clinical Commissioning Group (CCG) to identify a small pilot group of suitable patients who may have capacity to reduce their dependence on acute health services.

5. OUTCOME OF TASTER PROGRAMME

Adult Social Care departments typically have not been particularly good at defining specific needs or outcomes from day care, particularly for older people and those with dementia. Assessments by social workers often don't give a reason for referrals to day centres, which in any case are limited in their flexibility to meet a wide range of specific needs in a group setting.

The taster programme will pilot personalised day activity plans, based on an assessment of day activity needs and outcomes, which might include, for example:

- **Physical health & fitness**
- **Cognitive ability, memory and intellectual stimulation**
- **Mental health & wellbeing**
- **Religious/Spiritual needs and preferences**
- **Leisure & recreational interests**
- **Social life** (meaningful relationships through friendships, family & social networks, including communication via social media, letters, skype etc.)
- **Making a contribution** (e.g. Paid work, housework/gardening, volunteering, intergenerational activity, co-production/experts by experience, fundraising or donating to worthy causes, voting, caring for or keeping an eye on vulnerable people & neighbours, being part of community groups, attending local meetings, writing letters, etc.)

Many activities will meet more than one type of need.

6. KEY PROJECT ELEMENTS / REQUIRMENTS

The selected organisation(s) will be required to carry out the following:

1. Engage with Community Activity Providers & Resources

- Gathering information on activities
- Establishing disability awareness and accessibility information
- Getting provider agreement to host taster sessions for older and disabled people (with our staff support)
- Compiling a taster programme of taster sessions over Spring/Summer 2015 with specific session times agreed with providers
- Working with Council colleagues to prepare promotion of direct payments, pooled personal budgets
- Working with the Communication & Community Engagement teams to prepare the publicity campaign
- Liaison with community groups which act as gateways/hubs or sign posters to community activity, and who may be able to facilitate friendship groups or matching of people to share resources or activities
- Liaison with health navigators

2. Assess & Person-Centred Day Activity Plans

Liaising with Adult Social Care who will be leading on the design and implementation of an assessment and outcomes monitoring framework (to be mainstreamed into Council day service functions following the taster programme), including:

- Developing assessment & outcome-focused day activity planning procedures and templates
- Training key day service staff in assessment, person-centred planning, researching/matching community activities
- Undertaking assessments & person-centred plans for day service users
- Designing taster session feedback form
- Designing review process to monitor outcomes

3. Taster Programme

- Coordinating programme of taster sessions with day services, activity providers, transport providers, communications & engagement
- Collating feedback

4. Programme Outcomes & Recommendations

- Report on outcomes
- Recommendations for mainstreaming the activity-matching and signposting function in the community.

7. TIMEFRAMES

Timescales for the project are:

Phase 1: Engagement & Planning	March-May 2015
Phase 2: Taster Programme	May-July 2015
Phase 3: Outcomes Report	By 31 st July 2015

8. QUOTATION PROCEDURE

Your quotation should include:

- Relevant experience
- Proposed methodology, i.e. face to face interviews, telephone survey and proposed sampling method
- Proposed timeframes
- Breakdown of costs
- Information on the organisation
- Profiles of team members that would be undertaking the work if successful

9. KEY MILESTONES

Bidders are required to suggest these as part of their quotation.

The final report should be delivered by the **31st July 2015**.