

Market Development

The changing relationship between the local authority and the social care market. This will increasingly be about commissioning as market development and facilitation rather than market management

- In TH approx 70% of spending is through commissioning rather than direct service provision
- At 31st March 2011 30% of service users had personal budgets - working towards 100% over next year

- LA statutory obligations need under the NHS and Community Care Act 1989, and to provide/commission services for those who meet eligibility criteria under **FACS**[\[1\]](#)
- local authorities are expected to offer (commission) services to others who not only do **not** meet FACS criteria but may not have even been assessed. Examples **information and advice and lunch clubs.**

[\[1\]](#) FACS = Fair Access to Care Services

Examples of “non FACS” services

- Information, advice, care group specific advocacy, welfare rights.
- Lunch clubs, LinkAge Plus, handyperson services, befriending and bereavement services, respite, job brokerage and supported employment
- Telecare, daily living aids

Approach to “market development”

- **Market intelligence**
- **Market structuring**
- **Market intervention**

Our plans include

- Market information and development of community catalogue
- Provider accreditation
- Personal assistants
- Use of individual service funds
- Strategy to encourage micro providers
- Retendering programme
- Work with neighbouring boroughs

Tendering programme:

- Supporting People Framework
- Domiciliary Care
- Services for Carers
- Meals in the community and lunch clubs
- Information and advice services
- Handyperson services

Partnership to move forward:

- Providers
- TH CVS
- Within Council: Procurement and Third Sector Team

What could the Council do to help you?