

# **Market Position Statement**

## **DAY OPPORTUNITIES SERVICES**

**May 2023**

# MPS: Overview



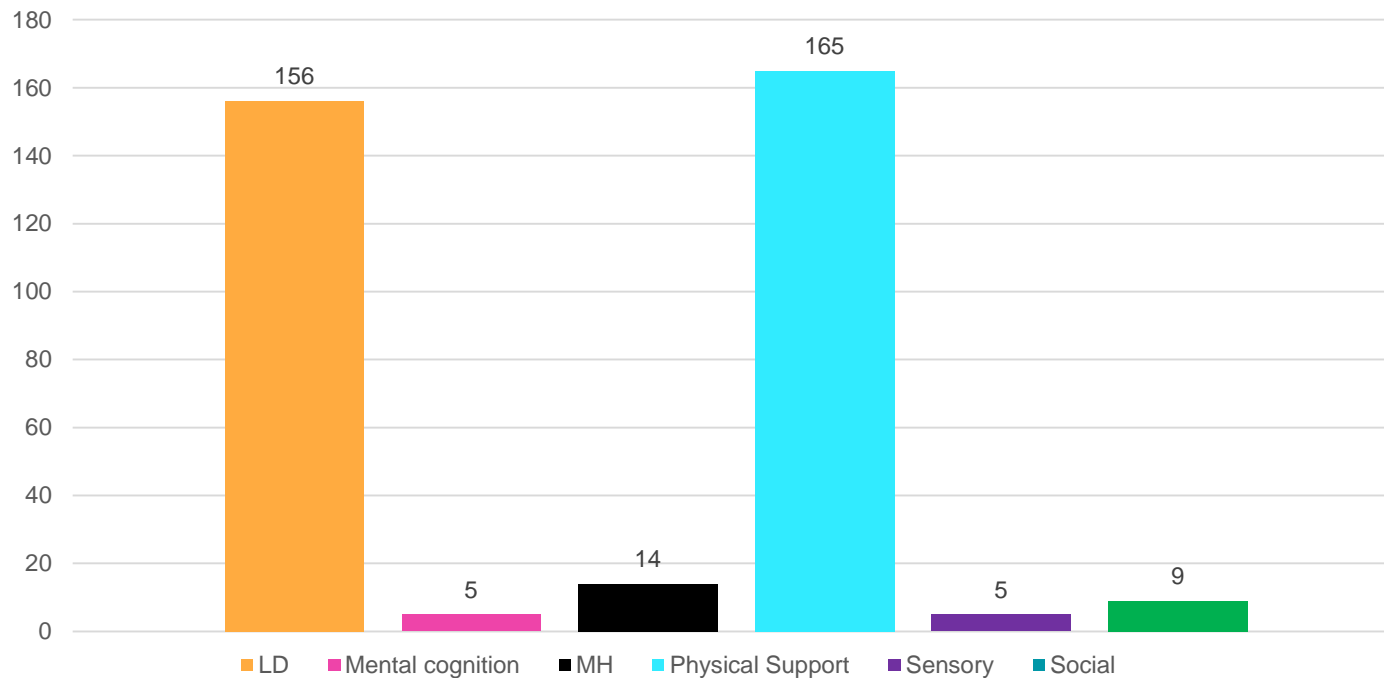
- Newham Council commission day opportunity provision on a spot purchase basis. Rates are determined on a case-by-case basis. We are exploring ways to standardise rates;
- In 2022 there were 354 residents accessing day opportunity services via the Council: 45% (162) accessed in-house, 32% (112) in-borough and 23% (80) out-of-borough;
- Majority of customers (91%) accessing services had a primary support need of a Learning Disability (LD) or Physical Disability (PD); 44% (156) & 47% (165) respectively.
- LD customers are notably amongst the younger group of users whilst majority of PD customers are found in the older age categories. (see charts: Primary need & Age)
- 65% (231) of residents accessing day opportunity provision are of working age (16-65 years); of these 64% (147) are customers with LD and 28% (64) are customers with PD. Young adults (16-25) represent 22% (51) of working age residents (18% (42) LD & 4% (8) PD).

# MPS: Customer breakdown 1



## Customer Breakdown – Primary Needs

Total Number of Day Opps customers against primary need



**WE ARE NEWHAM.**

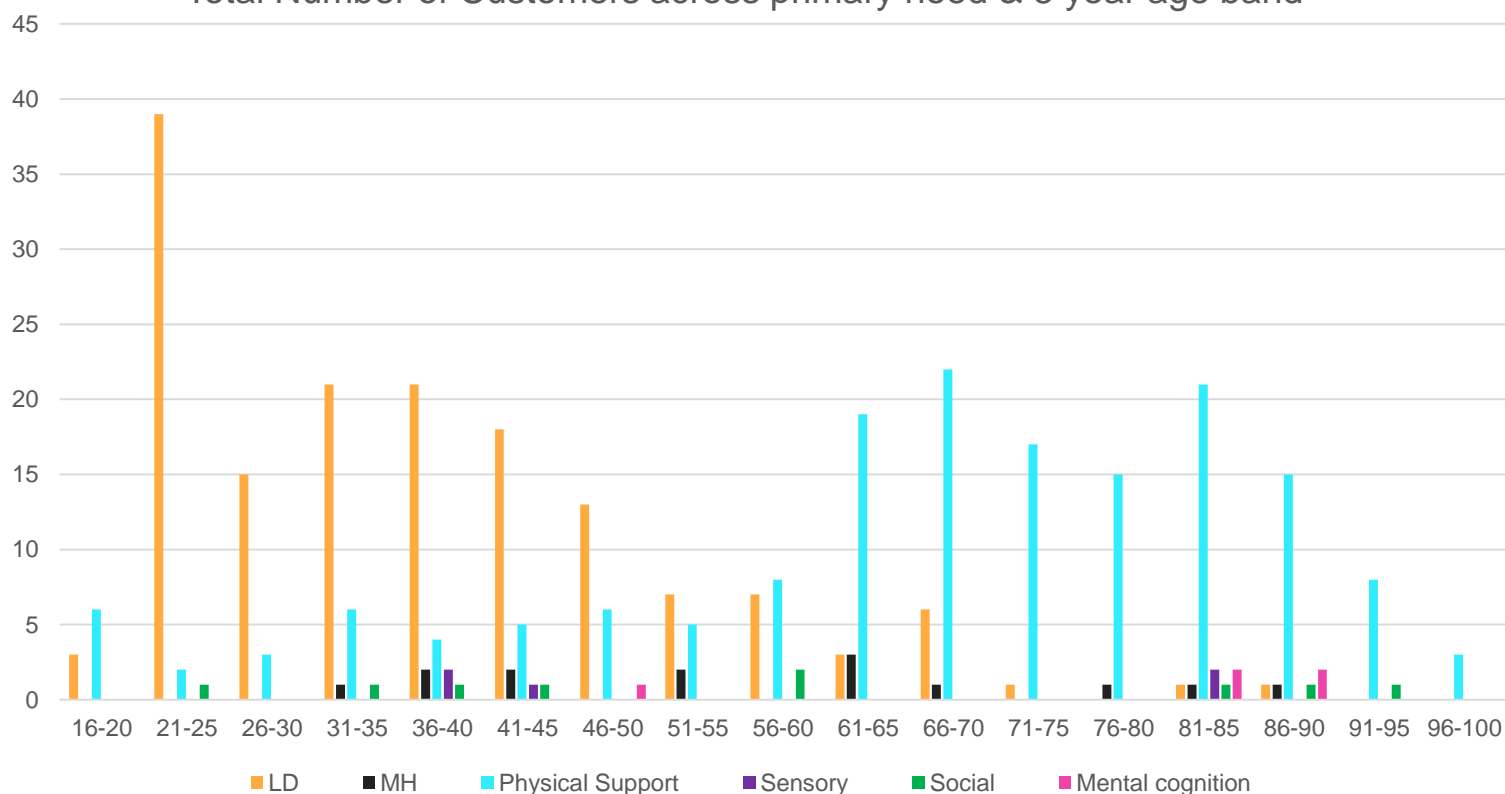
**People at the Heart  
of Everything We Do**

# MPS: Customer breakdown 2



## Customer Breakdown – Primary Need & age

Total Number of Customers across primary need & 5 year age band



**WE ARE NEWHAM.**

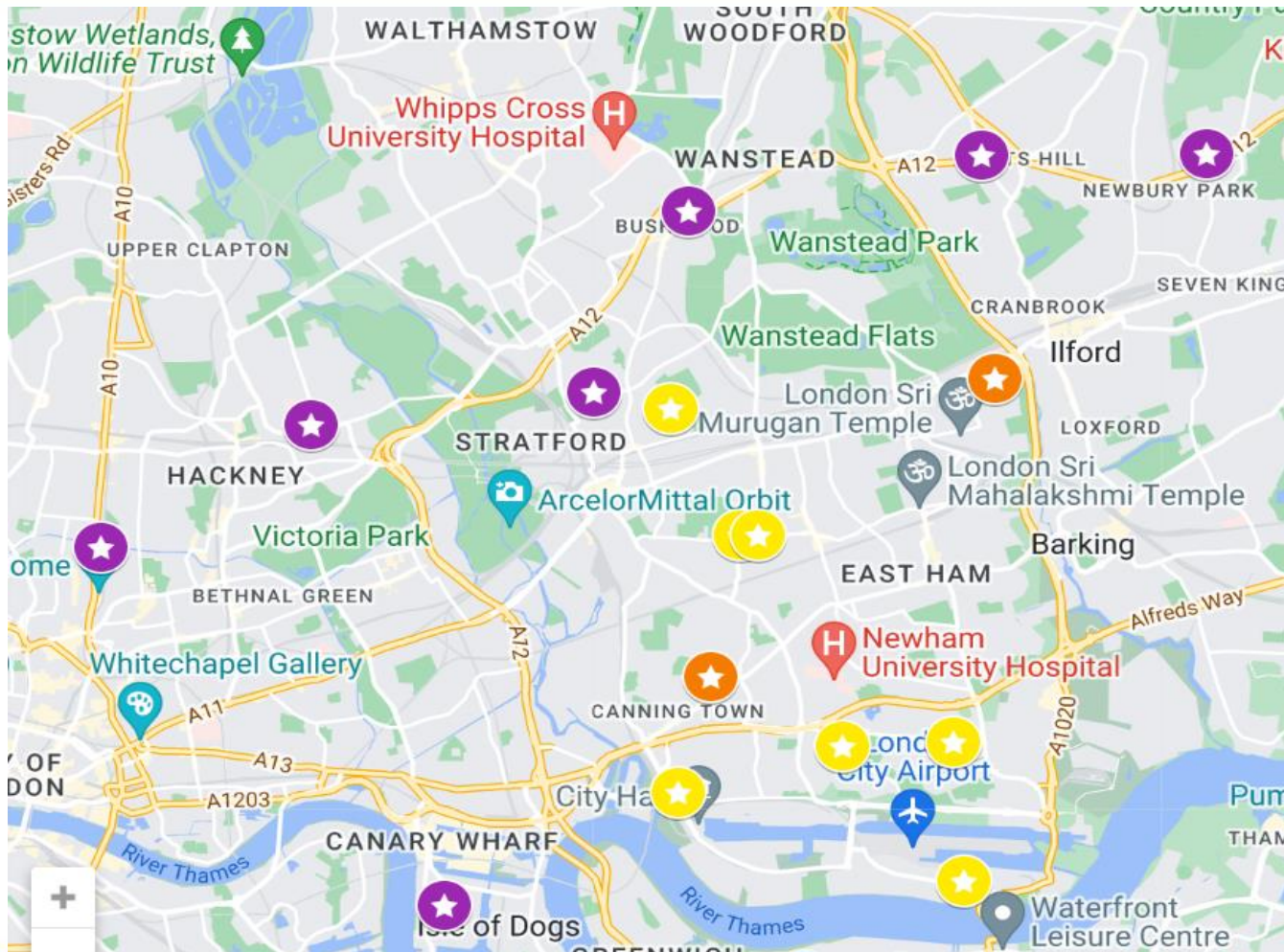
**People at the Heart  
of Everything We Do**




# MPS: Commissioned activity



- There are currently 2 in-house, 7 in-borough and 18 out-of-borough day opportunity services accessed by LBN. (see map: LBN provision);
- 45% of customers access in-house services with 55% accessing external provision - 32% (112) in-borough and 22% (80) out-of-borough. Majority of out-of-borough venues have single placements only, with 5-7 providers supporting between 5-10 customers;
- Tuck by Truck (in-house) offer employment & skills training to prepare residents to access employment in the community; they can support up to 10 residents/day. There are two other providers known to offer skills and job coaching which are accessed by LBN;
- There is one specialist in-borough provider offering support for residents with Profound and Multiple Learning Disabilities (PMLD), LBN residents occupy all spaces in this venue;
- There are up to three in-borough providers offering cultural/language support for residents.

# MPS: LBN day provision map



-  Out-of-borough\*
-  in-borough
-  in-house

\*10 out of  
borough not  
shown on map

**WE ARE NEWHAM.**

**People at the Heart  
of Everything We Do**

# MPS: Commissioning Priority 1



The Council is looking to transform its Day Opportunity offer in Newham. This includes:

## **Increase in-borough capacity**

1. Review of in-house day services;
2. Review of external day services to supplement in-house services;
3. Work closely with providers to shape the market place, establish practical & transparent processes, e.g. attendance register, development of a Transport Policy;
4. Focus on community wealth building through use of Newham based provision;
5. Focus on use of local, universal & free community services;
6. Joint NEL framework or locally commissioned approach for sustainable rates;
7. Utilise direct payment and pre-paid card options to access more local offers;

**WE ARE NEWHAM.**

**People at the Heart  
of Everything We Do**



# MPS: Commissioning Priority 2



The Council is looking to transform its Day Opportunity offer in Newham. This includes:

## **Develop new offers**

1. Identify more employment & skills training provision;
2. Shape services to plan for future users, there is a lack of specialist culture day services in borough
3. Identify customers able to move on and access other support in the community;
4. Signpost residents to alternate resources in the community;

**WE ARE NEWHAM.**

**People at the Heart  
of Everything We Do**



# MPS: Commissioning Priority 3



The Council is looking to transform its Day Opportunity offer in Newham. This includes:

## **Workforce development & recruitment/retention**

1. Better career path, progression & pay
  - staff retention is challenging when good staff are lost to other roles that pay more
2. Develop skills
  - clarify industry standards and set expectations

**WE ARE NEWHAM.**

**People at the Heart  
of Everything We Do**

# MPS: Commissioning Priority 4

The Council is looking to transform its Day Opportunity offer in Newham. This includes:

## **Collecting data to learn, grow & develop the sector**

1. Improve intelligence and systems through:
  - Establishing new processes for transparency & efficiency;
  - Test and learn from outcomes star model.
2. Partnership working through:
  - Joint work & benchmarking with NEL neighbours;
  - Development of a financial costing tool
  - Focus groups and targeted discussions with providers;

**WE ARE NEWHAM.**

**People at the Heart  
of Everything We Do**