

REPORT TO:	Safeguarding, Communities & Wellbeing Scrutiny Committee
REPORT NO:	COSC/04/19s
DATE:	17 th April 2019
LEAD MEMBER:	Councillor Joan Lowe (People - Health and Adult Social Care)
CONTACT OFFICER:	Sheila Finnigan-Jones (Tel: 298014)
SUBJECT:	Review of Day and Employment Services, Disability Services Adolygiad o Wasanaethau Dydd a Chyflogaeth Gwasanaethau Anabledd
WARD:	All

1. PURPOSE OF THE REPORT

To review the progress made in providing alternative opportunities to service users of Adult Social Care Day & Work Opportunities, following the decision of the Executive Board (October 2018) to reshape the service. To provide assurance to members that service users will continue to receive a quality service from the local authority following changes to the service provision.

2. EXECUTIVE SUMMARY

- 2.1 This report provides an update on phases 1 and 2 of the reshaping of Day and Work opportunities and provides members of the Safeguarding, Communities & Wellbeing Scrutiny Committee with information on the new opportunities that service users are participating in.
- 2.2 This report provides information on the work being undertaken with service users, carers and other stakeholders to coproduce and redesign services in a way that meets the duties of the Social Services and Wellbeing (Wales) Act by involving people with care and support needs and their carers in designing service provision.

3 RECOMMENDATIONS

- 3.1 That members of the committee formulate their conclusions and recommendations

based on the information in the report and the discussion at the meeting.

REASONS FOR RECOMMENDATIONS

To review the progress made in providing alternative opportunities to service users of Adult Social Care Day & Work Opportunities, following the decision of the Executive Board (October 2018) to reshape the service.

4. BACKGROUND INFORMATION

- 4.1 Members of the Safeguarding, Communities & Wellbeing Scrutiny Committee considered a review of Day and Employment Service, Disability Services (HASC/08/18s) on 19th September 2018. The proposal was for the Council to reshape day and work opportunities services to deliver more flexible, Person centred services that are fit for purpose and are sustainable and make more effective use of available resources.
- 4.2 Members of the Executive Board considered the review of Day and Employment Services Disability Services (HASC/09/180) on 9 October 2018 and approved the implementation of the reshaping proposals.
- 4.3 The proposals formed phases 1 and 2 of the service review and included in phase 1: 3 business projects: Coverall Laundry; Portable Appliance Testing (PAT); and Le Café (within the Cunliffe Enablement Centre) which were to be closed and in phase 2 : to identify, with the environment department, a new provider for the café at Alyn Waters Country park.
- 4.4 In September 2018 26 people were supported across Le Café, Coverall and PAT business projects and 10 individuals were supported at Alyn Waters Café.

The closure of Coverall Laundry; Portable Appliance Testing (PAT) is completed and Le Café within the Cunliffe Enablement Centre, has reduced to only catering for the centre. This has allowed our support worker resource, previously used to meet the day to day demands of running the business projects, to now focus on supporting people using the service to achieve their individual outcomes. All individuals can continue to attend the service and will be supported to develop their skills to be able to move on to other opportunities.

- 4.5 Dedicated support worker time is being provided to support this process and advocates are involved with some individuals to support participation in person centred plans. Social Services must consider where there may be barriers to a person's ability to participate in the process. The Authority must consider if there is an appropriate person who can support the individual. Normally this would be a family member or friend or someone in their wider support network. If no such person is available or the authority has reason to believe that the person may be unsuitable to act as an advocate, we must make arrangements for advocacy to be provided. The focus has been promoting independence, promoting community participation, offering choice and control to individuals, People are experiencing

new things and trying a range of participation opportunities to help them make choices for their future.

- 4.6 The implementation has been planned with individuals in a way that reflects their needs and at a pace that they can manage. This has progressed well and many of the individuals involved in phase 1 projects have been supported to move into new opportunities in community, business, and leisure and learning areas. Strong relationships are developing between the service and the community which is creating opportunities for people with disabilities to be involved and participate.
- 4.7 Examples include volunteering opportunities in Ty Pawb, the Library, leisure centre, shops, a care home, a laundry service as well as many opportunities to participate in activities and groups such as swimming, cycling, art and drama. Important networks are being forged with businesses, third sector organisations and community groups to identify opportunities both for people currently in receipt of services but also for the future. Although individuals will have new opportunities and experienced changes to their activities the level of support provided to them has remained the same unless it is their choice to make any changes. This has ensured that the needs of carers continue to be met.
- 4.8 The proposal for the Alyn Waters cafe included the continuation of the café with an alternative provider delivering the service and work opportunities for people with disabilities. The future plan for the café was developed through a coproduction approach involving people who have an opportunity at Alyn Waters Café, their families and advocates. This work and an exercise to gain customer views led to a coproduced specification that includes a requirement for the contracted provider to continue to offer work opportunities for people with disabilities and procurement process that involved all stakeholders.
- 4.9 A tender exercise was undertaken by the Environment and Planning and Adult Social Care Departments supported by the procurement section of the Council, to consider the best approach to find a new business that could support people with disabilities and provide a good quality café at Alyn Waters Country Park.
- 4.10 The tender process was successful in attracting a charity, Groundworks to work with the people we support and to continue providing work and volunteering opportunities and to develop the café and related conference/events facility at the Alyn Waters Country Park Visitor Centre. The lease of the café and facilities will be for 7 years. For reference, please see Environment and Planning departments' information report. HEP/19/19 12th February 2019
- 4.11 Adult Social Care is working closely with the new provider to ensure a smooth transition for 10 individuals who have a work opportunity there and that the café continues to be a success. Workshops and 1-1 meetings have been held and all individuals want to continue with their opportunities there. The new café opened on 1st April. Individuals are involved in the preparation for the opening, taking part in training and a team building day during the closure.
- 4.12 Reviewing and redesigning Day and Work Opportunities and making decisions on future provision is being undertaken using coproduction approaches to ensure future support is delivered in a way that promotes individual independence and

avoids over provision of support. The model going forward is intended to deliver person centred services, increasing choice and control, be locally provided, flexible and sustainable. A model which delivers the key outcomes required from the Social Services and Wellbeing (Wales) Act.

- 4.13 Throughout this process people we support have been clearly expressing what they want to achieve and their preferences and we are continuing to support new and exciting opportunities for community participation that can help people achieve their outcomes.
- 4.14 During the scrutiny committee meeting members will have the opportunity to watch a film made by people we support about people with disabilities being individuals, not labelling people and helping everyone feel welcome and accepted. The film won best Community Short Film at the Iris Prize awards. The Iris Prize was established in 2007 by The Festivals Company, as an international lesbian, gay, bisexual, transgender (LGBT) film prize for any film which is of interest to LGBT audiences. It's open to filmmakers from around the world and judged by a panel of international artists and filmmakers.
- <https://www.youtube.com/watch?v=swKO0hPHYKE>

There will be a separate presentation on 'Safe Places' which is a specific project to help vulnerable people feel safe in Wrexham.

<https://www.wrexham.gov.uk/assets/pdfs/committees/wrexham-safe-places.pdf>

- 4.15 We are developing new ways of supporting people and working with partners in other Local Authorities to learn from their work. We are developing a new eight-week course that will involve volunteering in different communities for people who currently use the service and peer mentors. The course will enable people to participate in community projects working in theirs and others communities and connect with other people to develop confidence, skills and interests. The course aims will help people access community participation opportunities that are based on their interests and strengths.

5. IMPLICATIONS

- 5.1 **Policy Framework** – This work supports the vision for reforming Adult Social Care detailed in the Social Services and Wellbeing (Wales) Act 2014. It is also in line with:

- Sustainable Social Services for Wales, A Framework for Action 2012
- The Well-being of Future Generations (Wales) Act 2015
- Council Plan 2017 – 2022; People:
- supporting sustainable, active and self-reliant communities while safeguarding those at risk
- Supporting people to have positive aspirations, learn and achieve their potential
- Support people to live independent lives within their community.

- 5.2 **Budget** – This proposal forms part of the 19/20 budget savings proposals for ASC. The estimated saving of £334K includes the phase 3 element of this review which

involves the Cunliffe Enablement Centre and Erlas Garden Project. This review is now underway.

5.3 Legal – Legal issues relate to:

- A legal requirement for a period of consultation with affected Service Users and their families/carers and staff
- WCBC has a legal responsibility to meet its statutory duties, notably the general duty to promote the well-being of adults who need care and support having regard to the statutory principles applicable and promoting the adult's independence where possible in accordance with the Social Services and Well-being (Wales) Act 2014.

5.4 Staffing –Options were discussed with staff placed at risk as part of the consultation process to mitigate any negative impact of the proposed changes for them. Options available to staff included redeployment, and Voluntary Early Retirement (VER)/Voluntary Redundancy (VR). For those staff options were agreed and implemented.

5.5 Equality/Human Rights – Members are advised of their duty to consider the full Equality Impact Assessment which is available at <http://vmwinsqld/equalityisalive/Menu.aspx> report number ASC/EIA00075/2017. Members of the public can request a copy of the full Equality Impact Assessment from the Contact Officer named in the header box of this report. A summary of the Equality Impact Assessment is attached.

The development of this day service model would have a positive impact on equality and diversity issues. It would increase the choice of care and support available to individuals with Disabilities and their carers and enable people to access services from within or close to their own communities.

5.6 Risks - Risks will be managed throughout the project in accordance with the Adult Social Care Project Management toolkit.

- Without the modernisation of Day and Work opportunities there is a risk that individuals will not be supported in a way which will help them to achieve their wellbeing outcomes
- The reshaping of Day and Work Opportunities contributes to the management of financial risk and the development of sustainable services.
- The risk of compulsory redundancies will be managed by working closely with affected staff, HR and Trade Unions to ensure all options available to staff are clearly communicated and explored.

6. CONSULTATION

6.1 As outlined in the previous Safeguarding, Communities & Wellbeing Scrutiny Committee Report (HASC/08/18s) formal consultation was undertaken with

individuals, their families/carers, staff and Trade Union representatives in regards to this reshaping. Consultation details remain available in the members Library.

- 6.2 Support staff who know the individuals well have carried on working with them to identify and seek out alternatives and will provide support into any new service reducing any negative impact for them and their families/carers. Ongoing support and monitoring will be in place for those individuals who require it.

BACKGROUND PAPERS	LOCATION	WEBSITE INFO.
Wellbeing statement	Members library	https://socialcare.wales/cms_assets/hub-downloads/Handout_National_Well-being_Statement.pdf
Social Services & Well-being (Wales) Act 2014 (easy read)	Members Library	https://gov.wales/docs/dhss/publications/141117acteasyen.pdf
Consultation details Options appraisals	Members Library	
Summary of Equalities Impact Assessment		EIA Summary.pdf
Environment and Planning Information report HEP/19/19 12 th February 2019		https://www.wrexham.gov.uk/assets/pdfs/information_reports/2019/alyn-water.pdf