

Report to: Performance Scrutiny Committee

Date of Meeting: 26th September 2019

Lead Member/Officer: Lead Member for Well-being and Independence/
Head of Community Support Services

Report Author: Contract & Procurement Officer

Title: Hafan Deg – Day Care Centre – Transfer to Private Provider

1. What is the report about?

The purpose of this report is to reflect on the transfer of Hafan Deg Day Centre to KL Care, making considerations on any impacts of the transfer on individuals attending Hafan Deg, staff, local residents and the local community.

2. What is the reason for making this report?

This report is to provide information on the effectiveness of the transfer of the facility and services to an external provider and the impact of the transfer on the users of the service, staff, local residents and the local community (including lessons learnt from the process).

3. What are the Recommendations?

That Committee:

- 3.1 confirms that it has read, understood and taken account of the Well-being Impact Assessment (see attached Appendix) as part of its consideration;
- 3.2 considers and comments on the contents of the report.

4. Report details

- 4.1 The transfer had no negative impact on individuals attending Hafan Deg. KL Care have continued to provide person centred care and support at the centre. Many different activities are run throughout each session, focusing on each person's likes and dislikes rather than one set activity for all. KL Care have introduced bi-annual feedback questionnaires and are meeting all of the key performance indicators set in the contract specification. Performance monitoring information is sent in each quarter with detailed case studies and are discussed during the contract monitoring meetings. Care and Support plans have also been examined and found to be detailed, person centred and co-produced with individuals.
- 4.2 Attendance numbers have not increased as much as hoped in the first year, it was envisaged it would build up to 1,950 half day attendances in each quarter. At the point of contract hand over the numbers were 445 sessions, from April 2019 to June 2019 the attendance was 528 sessions. Advice has been given regarding marketing of the service in hope they can increase the number of people using the day centre.

- 4.3 KL Care are in the process of setting up a 'Care Café' in partnership with Age Connect. They are aiming to have it operational by October 2019. KL Care are also offering room hire to third sector agencies and community groups.
- 4.4 The contract specification is being adhered to and the service supports the council's vision for adult social care as well as the ethos and requirements of the Social Services and Well-being Act (Wales) 2014.
- 4.5 Stakeholder feedback has been positive; KL Care has built up a good relationship with local residents who have continued to use the centre for group activities. The centre promotes its bathing service which has benefited the local community and has been used by people referred by the Homeless Prevention Team. The latest leaflet has been promoted within Denbighshire and, this needs to continue, ensuring Denbighshire's staff are aware of the services provided at Hafan Deg.
- 4.6 Lessons Learnt from the Process
- 4.6.1 Pensions – There have been delays in the transfer of pensions from the Local Government Pension Scheme (LGPS) to the new provider's scheme. This has been a cause of frustration for staff and the delay appears to have been with the LGPS, it would be beneficial to reflect on this experience in order to consider what could be done to avoid it with any future transfers.
- 4.6.2 Building Issues – We are working with the provider to resolve maintenance issues that have occurred post-handover. For similar transfer in the future, it would be beneficial to work with the Property Services Team in developing and carrying out a more comprehensive building condition survey before handover.

5. How does the decision contribute to the Corporate Priorities?

The transfer of Hafan Deg over to a private provider has been successful so far, by continuing with a day care provision this contributes to Denbighshire's corporate priority in relation to Resilient Communities and the principles of the Social Services and Well-being (Wales) Act 2014.

6. What will it cost and how will it affect other services?

There are no additional costs associated with this report.

7. What are the main conclusions of the Well-being Impact Assessment?

The conclusions of the original Assessment, prior to the service being tendered, predicted a largely positive impact with no negatives and only two neutrals, based on the anticipated use and development of the service. As this report highlights, although the contract specification is being adhered to, the planned expansion of services have not yet fully materialised. However, the provider is now actively pursuing initiatives to grow the offering to the local community and, in view of this, it is believed that the original conclusions are still relevant. Please see original Wellbeing Impact Assessment Report attached to this report.

8. What consultations have been carried out with Scrutiny and others?

A full consultation was carried out prior to the transfer of the service.

9. Chief Finance Officer Statement

Not required for this report.

10. What risks are there and is there anything we can do to reduce them?

There is still a residual risk that the service may not deliver the outcomes expected and agreed, although this must be balanced by the fact that the first year has proven successful. To mitigate this risk quarterly monitoring will continue for 2019/20 and Officers will support the provider in the development of services from the property.

11. Power to make the Decision

Scrutiny's powers with respect to this matter are set out in Section 21 of the Local Government Act 2000 and Section 7.4.2(b) of the Council's Constitution.

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