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| <b>Report to</b>             | <b>Performance Scrutiny Committee</b>                    |
| <b>Date of meeting</b>       | <b>30<sup>th</sup> January 2020</b>                      |
| <b>Lead Member / Officer</b> | <b>Cllr Bobby Feeley/Phil Gilroy</b>                     |
| <b>Report author</b>         | <b>Alan Roberts</b>                                      |
| <b>Title</b>                 | <b>Work Opportunity and Day Activity Services Review</b> |

## **1. What is the report about?**

This report aims to update Members on the conclusions and outcomes of the review into Denbighshire County Council's in house Work and Day Opportunity services for adults with Complex Disabilities.

## **2. What is the reason for making this report?**

To provide information regarding progress to date of the review of Community Support Services Work Opportunity and Day Activity Services for adults with complex disabilities.

To give the Committee the opportunity to comment on its outcomes and recommendations as detailed in the attached report and executive summary. (Appendix 2)

To seek Committee's agreement to progress to testing the market in relation to the services Meifod Wood Products and Garden Control

## **3. What are the Recommendations?**

- 3.1. That the Committee confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 1) as part of its consideration.
- 3.2. That the Committee comments on the intention to relocate four services (Popty Catering Services, Y Bont, Jobfinding and The Golden Group) and to combine Y Bont and The Golden Group into one co-located service.

- 3.3. That the Committee considers and comments upon the proposal to explore the setting up of social firms relating to two activities currently being carried out by the service.

## **4. Report details**

- 4.1 In October 2018, Community Support Services Leadership Team commissioned a review into the provision of day activities for adults with complex disabilities. The review focussed primarily on what is provided “in-house” and how well the services are meeting the needs of the people, in line with current legislation, and regional and local approaches. DCC provide these services to approximately 215 people with complex disabilities (mostly adults with learning disabilities). The review considered changes in expectation and demand, and the challenges faced by services. The review also includes a detailed analysis and comparison to external provision within the county.
- 4.2 The review looked at where we are now and where we want to be and considered each setting individually in order to be able to make specific recommendations based around the needs of the individuals attending, the type of service offered and the resources required in order to promote sustainability for the future.
- 4.3 The review took into account the views of all the stakeholders: those that attended each setting, their parents and carers, the staff who work in each service and the members of the Complex Disability Team, who refer people to the services. In all, the views of over 150 individuals were received, which gave an overview of what people thought was good about the service, and what they felt should be improved.
- 4.4 People’s responses highlighted that what they felt was good was: the staff that worked in each setting, the tasks and activities that were performed, the money that people received for attending, the other people that also attended and learning new skills and getting better at skills they already had.
- 4.5 What people felt could be improved was: the accommodation, more opportunities to take part in ‘real’ paid work, a more diverse range of activities, and/or the chance to attend on more days and increased attendance payments.

- 4.6 It is clear from the comments received as part of the review that what is provided is valued, even if it is acknowledged to have shortcomings, and that most people who attend, or have family members attend, want this type of service to continue – but hopefully even better than it is currently (enough good quality space, greater variety of opportunities, including paid employment etc.).
- 4.7 This would need to be delivered against a backdrop of limited resources and an acknowledgement that the needs of those expected to be accessing these services in the future are likely to be more complex. Therefore, taking all the feedback into account, together with the need to ensure, as far as we are able, that services will be sustainable into the future, the recommendations from the review are as in the Executive Summary (Appendix 2).

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

The outcomes from the review, if actioned, would contribute to the Corporate Priority of Resilient Communities. It would do this by ensuring that Carers had a break from their caring responsibilities as those they care for would attend services during the day. It will also help those adults with a learning disability who want and need work based training and experience to receive a more streamlined, seamless service within their local community.

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

There will be costs associated with the relocation of Popty Catering Services and Y Bont and detailed plans are being drawn up for these, with proposals due to be placed before Strategic Investment Group (SIG) in the near future. Once Popty and Y Bont have relocated, this will leave their current accommodation, the old Lifeguard factory, Canol y Dre, Ruthin, free to be disposed of, potentially providing capital receipts which may offset the costs of the relocations.

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

This project is expected to deliver a positive impact on the well-being of the Citizens receiving these work opportunity and day activity services, and the workforce delivering them. Services are, and will continue to be closely monitored, however it would not be possible to quantify the benefits to 2050. The project takes into account the population needs assessment undertaken as a requirement of the Social Services & Well-Being Act 2014. The project also takes into account the regulation and Inspection of Social Care (Wales) Act 2016 and the national review of domiciliary care in Wales (by the Care and Social Services Inspectorate for Wales) above and beyond 2020.

Those involved in undertaking the impact assessment were Members of the Work Opportunities task and finish group, made up of officers across Community Support Services and Finance. The draft impact assessment was then reviewed by the Critical Friends group. A copy of the Wellbeing Impact Assessment can be found at Appendix 1.

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

Over 150 responses were received as part of the review, from staff, citizens accessing the service and their carer's. Questionnaires were used in the consultation plus face to face interviews with participants in the service by an Officer of the Council that was independent of the services. The Member Task and Finish Group have also been consulted on the results, outcomes and recommendations of the review. Staff teams potentially affected by the review have been met with to discuss the possible impact upon them, and citizens and their carers have been circulated with the outcomes of the review together with contact details and the offer to meet to discuss any concerns. The Trades Unions have also been kept informed.

Responses received have, in the main, been positive with concerns expressed by parents/carers around the ongoing support for their cared for person being consistent and the disappointment that two of the settings, currently sharing the Canol y Dre premises would no longer be able to be co-located. Communication with all affected stakeholders will be ongoing throughout the various processes.

## **9. Chief Finance Officer Statement**

Not required at this stage.

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

Funding. There is a risk that the necessary funding to enable successful relocation of services cannot be secured. This risk is mitigated by the fact that the Authority wishes to dispose of the former Lifeguard factory in Canol y Dre and can do so only when the services currently in there are relocated. Proceeds from such a sale may offset these costs.

There is the risk that there would be insufficient interest from appropriate organisations in bidding for the two services identified as having potential to operate as Social Firms. This risk will, hopefully, be mitigated by engaging with the market at an early stage to ensure that we understand not only the level of interest, but also any issues which might be perceived as obstacles to potential bidders.

## **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 Sections 7.4.2(b) and (d) of the Council's Constitution.