

APPENDIX 1
ACTION PLAN: Review of Day Opportunities for Adults

| No. | Recommendation | Proposed Actions / Progress | Success Measures | Responsibility | Date |
|-----|---|--|--|---|---|
| 1 | <p>SBC and its relevant partners continue working with people accessing services and their families / carers to understand demand for both traditional building-based day service provision and community-based activities. This should include:</p> <p>a) The creation of co-production groups that can support the future development of day opportunities.</p> <p>b) Specific work with those who remain reluctant to return to building-based provision as a result of the COVID-19 pandemic (engagement to learn of obstacles / changes in support requirements).</p> <p>c) Considerations around preferences of those with particular needs (including potential for mixing between those with differing needs) and differing demographics (e.g. younger adults).</p> | <p>Agree and establish involvement and co-production groups linked to in-house providers with reporting lines to ensure information is shared and acted on.</p> <p>Requirement to establish co-production groups to be included in specifications of future contracts for commissioned providers</p> <p>Work with Social Work Teams to fully understand the COVID related reasons why individuals are not returning and identify if changes are needed to how day opportunities are delivered to support the return of individuals</p> <p>Co-production groups and other involvement approaches to be used to identify the preferences of individuals with different needs and across different demographics</p> | <p>All in-house providers able to demonstrate how the views of people who access their services have been used to improve service provision</p> <p>All future day opportunity contracts include requirement to establish co-production groups</p> <p>Able to demonstrate an understanding of the reasons why people have not returned and the way in which services are provided is reviewed in-light of this information</p> <p>Able to demonstrate an understanding of the preferences of people accessing day opportunities</p> | <p>Day opportunity providers</p> <p>Integrated Strategy and Development / Procurement</p> <p>Social Work Teams / Integrated Strategy and Development</p> <p>Day opportunity providers</p> | <p>July 2022</p> <p>May 2023</p> <p>September 2022</p> <p>November 2022</p> |

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| | d) Continuing investigations into access to meaningful opportunities as part of a residential placement. | Action plan for Activity Coordinators Network to be updated to include all residential settings and a focus on supporting access to the wider community and engagement with the voluntary sector | Action plan updated and all providers invited to be part of the Network | Integrated Strategy and Development | October 2022 |
| | e) Considerations around the potential for assisting with identified transportation needs (e.g. ensuring public / private transport options are accessible and respond to the needs of people who use day opportunities). | <p>Research potential demand for wheelchair accessible vehicles (WAVs) and other needs relating to the use of licensed vehicles to inform future engagement with Stockton Hackney Carriage Association and private hire companies.</p> <p>Public transport and licensed drivers to be offered training and information sessions to help them respond to the needs of people accessing Adult Social Care.</p> | <p>Clear understanding of the needs of people accessing day opportunities in-relation to the use / potential use of licensed vehicles.</p> <p>All licensed trade and bus providers to be offered information and training about the needs of customers accessing day opportunities and the support available to help them respond to those needs</p> | <p>Licencing / Integrated Strategy and Development</p> <p>Licencing / Integrated Strategy and Development</p> | <p>February 2023</p> <p>February 2023</p> |
| | f) Changes to the existing budget for SBC in-house and commissioned services. | <p>Financial data relating to day opportunities to be reviewed and included in regular data dashboard updates provided to senior managers</p> <p>Review how financial information relating to Direct Payments is recorded and shared to ensure it is regularly reviewed</p> | Regular summaries of financial position across day opportunities, including direct payments, are provided for Senior Managers within Adult Social Care | Adult Social Care Financial Services / Finance | <p>September 2022</p> <p>September 2022</p> |

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| 2 | There is an assessment of the information provided around personal budgets and the options available to people, ensuring this is disseminated in a variety of formats (not just online). | <p>Review what information about direct payments is currently available and how it is shared</p> <p>Update how information is shared based on any identified gaps and potential areas of improvement</p> | Information about direct payments is available in a range of formats that align with the preferences of people accessing day opportunities | <p>Adult Social Care Financial Services</p> <p>Communications Team</p> | October 2022 |
| 3 | SBC Adults and Health and Children's Services directorates reinforce joint-working to identify and support opportunities that are most meaningful to younger people (including a reflection on any updated results from the Disabled Children's Team online survey), and strengthen the dissemination of information about existing services. | <p>Work with Children Services and education settings to improve access to information about options prior to transition through:</p> <ul style="list-style-type: none"> • Open days / sessions within current providers • Working with education providers and Children's Services to support the dissemination of information | Younger people likely to access day opportunities and their families / carers will have had information about day opportunities made available to them prior to transitioning into Adult Social Care and the opportunity to visit in-house / commissioned providers | Children's Services / Day Opportunity providers / Communications Team | December 2022 |
| 4 | SBC to follow-up with Catalyst regarding the views of the wider VCSE sector around future day opportunities involvement (e.g. promotion of / access to existing VCSE activity, potential funding streams, volunteering). | Regular meetings to be established between Catalyst and relevant officers from the Council to promote involvement of VCSE in the development of local opportunities | Regular meetings taking place between Catalyst and the Council | Catalyst / Stockton-on-Tees Borough Council | August 2022 |
| 5 | SBC and its relevant health, social care and VCSE partners share and work towards an agreed vision for day opportunities across the Borough through the most appropriate mechanism (existing or new). | Day Opportunities to be included on the agenda for the Adults Health and Wellbeing Partnership | Partners from across health, social care and VCSE sector are aware of the Council's vision and are able to contribute to the implementation | Integrated Strategy and Development | July 2022 |

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| 6 | All existing SBC in-house and commissioned day service providers ensure they have a mechanism for enabling the families / carers of people accessing services to regularly share their views with the provider, and each other, on existing and future service delivery. | <p>In-house providers to establish regular forums that enable family members / carers to benefit from peer networks and share their priorities for day opportunities</p> <p>Providers to establish alternative approaches for families / carers to give feedback where group sessions would not be appropriate</p> <p>Requirement to establish family / carer forums to be included in specifications for future contracts for commissioned providers</p> | <p>Providers able to demonstrate how the views of families / carers have been used to improve service provision</p> <p>All future day opportunity contracts include requirement to establish family / carer forums</p> | <p>In-house day opportunity providers</p> <p>Integrated Strategy and Development / Procurement</p> | <p>September 2022</p> <p>May 2023</p> |
| 7 | SBC ensures, as far as possible, that work experience undertaken by those individuals accessing day services is appropriately recognised. | <p>Achievement scheme to be developed to recognise the successes of people accessing day opportunities (including work experience roles)</p> <p>Profits made from enterprise activities supported by the Council's day opportunities teams to be put in amenity fund accounts and individuals using the service will be able to decide how they are used for their communal benefit</p> | <p>Achievement scheme in place and the achievements of individuals recognised</p> <p>Policies in place to ensure people accessing day opportunities can decide how profits are spent for their communal benefit</p> | <p>Day Opportunity providers</p> <p>Integrated Strategy and Development / Finance</p> | <p>December 2022</p> <p>July 2022</p> |
| 8 | SBC strengthens links between existing day service providers through the creation of a new peer group to share good practice / resources (inc. volunteering opportunities as a | Day Opportunities Peer Network to be established with regular meetings | Network meeting regularly to share good practice and resources | Integrated Strategy and Development | June 2022 |

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| | gateway to employment). | | | | |