

APPENDIX 1

PROGRESS UPDATE: Review of Day Opportunities for Adults

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Day Opportunities for Adults
Link Officer/s:	Peter Otter
Action Plan Agreed:	June 2022

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 1:	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:	
	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).	
Responsibility:	Licencing / Integrated Strategy and Development	
Date:	February 2023	
Agreed Action:	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.	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.
Agreed Success Measure:	Clear understanding of the needs of people accessing day opportunities in relation to the use / potential use of licensed vehicles.	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.
Evidence of Progress (March 2023):	People accessing Council run day opportunity services have been asked, through their involvement groups, about their experiences of using public and private transport options.	The Council's Licencing Team have reviewed the content of the new applicant knowledge test and have updated this content to include information that will enable drivers to better respond to the needs of people who access day opportunities. This

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	<p>Key issues identified included:</p> <p>Taxi</p> <ul style="list-style-type: none"> • Attitude of driver (e.g. being surly, not speaking and not getting out of car to help when needed) • Feeling anxious about travelling with a stranger / unsure about social norms • Companies sending inaccessible vehicles or being restrictive about where in a vehicle people can sit • Drivers asking for money upfront and being uncertain about pricing • Availability of Wheelchair Accessible Vehicles and not having up to date information about what companies are available <p>Buses</p> <ul style="list-style-type: none"> • Bus drivers being rude and unhelpful • Difficulty getting on and off (e.g. drivers not allowing enough time before driving and not all drivers lowering the bus) • Poor standards of cleanliness on buses • Problems caused by other passengers who can make people feel uncomfortable • Location of bus stands and quality of information about which buses are due when <p>The issues identified have been recorded and are being used to inform future engagement with transport providers.</p>	<p>content is based on the issues that people accessing day opportunities have highlighted as important. The new content will be included when the updated knowledge test system is completed in Summer 2023.</p> <p>An information session has been designed to help taxi drivers gain a better understanding of how they can deliver their services to people who use day opportunities. This will include:</p> <ul style="list-style-type: none"> • Voices of people who access day opportunities explaining what makes a difference for them (through a pre-recorded video) • Dementia Friends session • Guidance on how taxi drivers can deliver their services in a way that is accessible for people who access day opportunities <p>It has been agreed that attendance at this session can count towards the driver's annual mandatory training. Hackney Carriage Association have agreed to promote this session to their members. It is proposed that once the session has been piloted with the Hackney Carriage Association it can be offered to other providers. Initial sessions will be held on 13th, 15th, 28th, 29th and 30th March.</p> <p>An information sheet is being created by the Council's Licencing Team for people who access day opportunities. This sheet, which is expected to be completed by the 13th March 2023 and will include information about the services people can expect from private hire vehicles, what drivers should be doing to help, what drivers can't do and what to do when things go wrong.</p> <p>The Teeswide Dementia Friendly Community Network has agreed to provide awareness sessions for bus providers and contact has been made with the relevant team within the</p>
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		Council to support engagement with these providers.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)	3 (Slipped) Engagement work with bus companies still needs to take place.
Evidence of Impact (March 2023):	As a result of this work there is now a better understanding of the issues people are experiencing when accessing public / private transport services. This information has been used to inform future engagement with transport providers which is being taken forward by the Council's Licensing Team and the Teeswide Dementia Friendly Community Network.	Feedback from involvement and co-production groups to be sought following the implementation of the changes.
Evidence of Progress (October 2023):		The Teeswide Dementia Friendly Community Network have continued to work with the Licensing team and have trained over 500 taxi drivers; no sessions for bus drivers have been completed.
Assessment of Progress (October 2023): (include explanation if required)		3 (Slipped) Engagement work with bus companies still needs to take place.
Evidence of Impact (October 2023):		N/A
	f) Changes to the existing budget for SBC in-house and commissioned services.	
Responsibility:	Adult Social Care Financial Services / Finance	
Date:	September 2022	
Agreed Action:	Financial data relating to day opportunities to be reviewed and included in regular data dashboard updates provided to senior managers. Review how financial information relating to Direct Payments is recorded and shared to ensure it is regularly reviewed	
Agreed Success Measure:	Regular summaries of financial position across day opportunities, including direct payments, are provided for Senior Managers within Adult Social Care.	

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Evidence of Progress (March 2023):	<p>Financial data relating to day opportunities has been reported to the Day Opportunities Steering Group by the Council's Finance team to help monitor spending.</p> <p>To enhance the sharing of this information the Council's Information and Intelligence team are now producing a quarterly dashboard that will include data on day opportunities spending. The initial version of this dashboard is expected to be completed in March 2023.</p>
Assessment of Progress (March 2023): (include explanation if required)	<p>3 (Slipped)</p> <p>The dashboard is expected to be produced in March 2023.</p>
Evidence of Impact (March 2023):	<p>As a result of the financial monitoring underspends have been identified in the Community Day Options team and across commissioned services. As a result it has been possible to:</p> <ul style="list-style-type: none"> • Reduce the planned budget for the Community Day Options team for 2023-24 (reflecting reduced demand) • Move all commissioned services away from the support offered during the pandemic and back to payments by usage
Evidence of Progress (October 2023):	Dashboard produced in March and shared across the team.
Assessment of Progress (October 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (October 2023):	N/A

Recommendation 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.
Responsibility:	Children's Services / Day Opportunity providers / Communications Team
Date:	December 2022
Agreed Action:	<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.
Agreed Success Measure:	Younger people likely to access day opportunities and their families / carers will have had information about day opportunities made available to them prior

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	to transitioning into Adult Social Care and the opportunity to visit in-house / commissioned providers.
Evidence of Progress (March 2023):	<p>A 'Planning for Adulthood' transitions event has been organised to be held at Abbey Hill School on the 23rd March 2023. The event will provide an opportunity for people to receive information about what day opportunities are available and the options available to people at the point of transition.</p> <p>To support the sharing of information, the content of the promotional materials for Allensway and the Community Day Options team are being updated to provide up-to-date, accurate information about what the teams can offer and how they work. The Council's Communications Team are currently finalising the design of these materials.</p> <p>Drop-in sessions have been organised for both Allensway and Community Day Options. These will provide individuals and their families / informal carers with the opportunity to visit the services and learn more about what they offer prior to their transition into Adult Social Care. The drop-in sessions will be promoted at the transition event and through collaboration with Children's services.</p>
Assessment of Progress (March 2023): (include explanation if required)	<p>1 (Fully Achieved)</p> <p><i>With reference to the forthcoming 'Planning for Adulthood' event at Abbey Hill School later in March 2023, Members requested feedback on this as part of the next update on progress that would be required at a future Committee meeting.</i></p>
Evidence of Impact (March 2023):	Feedback on transitions will be collected as part of the work of the Council's new Lived Experience Coordinator.
Evidence of Progress (October 2023):	Representatives from the Adult Social Care teams, as well as Lanark and day services attended a PFA event on the 23 rd March 2023. The event was well received and key staff will attend a follow-up PFA event at Newtown Community Centre on the 27 th November 2023.
Assessment of Progress (October 2023): (include explanation if required)	
Evidence of Impact (October 2023):	N/A

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Recommendation 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).
Responsibility:	Catalyst / Stockton-on-Tees Borough Council
Date:	August 2022
Agreed Action:	Regular meetings to be established between Catalyst and relevant officers from the Council to promote involvement of VCSE in the development of local opportunities.
Agreed Success Measure:	Regular meetings taking place between Catalyst and the Council.
Evidence of Progress (March 2023):	Monthly meetings have been taking place between colleagues from Catalyst and officers from the Council to promote collaboration between day opportunity providers and the VCSE sector.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved) <i>Whilst accepting that the agreed action in relation to this recommendation was 'fully achieved', Members requested feedback from the stated monthly meetings between SBC and Catalyst as part of the next update on progress that would be required at a future Committee meeting.</i>
Evidence of Impact (March 2023):	As a result of these meetings Catalyst and SBC have collaborated to: <ul style="list-style-type: none"> • Improve information sharing about what community-led activities are available in the Borough, this includes promoting the use of the SID among VCSE organisations • Organise a workshop, due to take place in spring 2023 to promote greater collaboration between day opportunity providers and the VCSE sector
Evidence of Progress (October 2023):	The scheduled meetings have stalled following key members of the monthly meetings leaving the authority. This has been picked up with Catalyst and the 1:1 meeting reinstated.
Assessment of Progress (October 2023): (include explanation if required)	
Evidence of Impact (October 2023):	N/A

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Recommendation 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).
Responsibility:	Integrated Strategy and Development
Date:	July 2022
Agreed Action:	Day Opportunities to be included on the agenda for the Adults Health and Wellbeing Partnership.
Agreed Success Measure:	Partners from across health, social care and VCSE sector are aware of the Council's vision and are able to contribute to the implementation.
Evidence of Progress (March 2023):	A presentation on the review of day opportunities and proposed areas of development was delivered to the Adults Health and Wellbeing Partnership in July 2022. This included an opportunity for members of the partnership to identify potential opportunities to share ideas of how they could support the transformation of day opportunities.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved) <i>The Committee considered that more evidence of the Borough's agreed day opportunities vision was required, therefore the assessment of progress for this recommendation would be amended to 'on-track'.</i>
Evidence of Impact (March 2023):	As a result of the discussion at the AHWP links have been developed with the Public Health team's Healthy Places scheme with the hope that day opportunity providers will be able to support people to take part in community food growing initiatives.
Evidence of Progress (October 2023):	Since March 2023, the Council has continued to implement the transformation of Day Opportunities, including: <ul style="list-style-type: none"> • A decision was taken not to progress with the development of South Thornaby Day Centre but rather develop the officer through Community Day Options and Allensway. • Engagement with the top 5 VCSE day services providers was undertaken to establish opportunities for more collaborative working. • Alongside the Council's regulated services, we are looking at digital opportunities to enhance the service offered through our day services providers (e.g. Digital Social Care Record).
Assessment of Progress (October 2023): (include explanation if required)	
Evidence of Impact (October 2023):	N/A

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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