

APPENDIX 1

PROGRESS UPDATE: Review of Day Opportunities for Adults

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Day Opportunities for Adults
Link Officer/s:	Peter Otter (now Rob Papworth)
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 cannot 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
Evidence of Progress (May 2024):		The Teeswide Dementia Friendly Community Network (TDFCN) has engaged with the local bus companies and Tees Valley Combined Authority (TVCA). To address the upskilling and information needs of bus drivers: <ul style="list-style-type: none"> The Livewell Dementia Hub has scheduled hybrid (face-to-face and virtual via Teams) dementia friend sessions for bus drivers and SBC community transport team on 30th April 22nd May and 19th June.

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		<ul style="list-style-type: none"> • Further, the TDFCN has worked with the Transport Delivery Manager at TVCA and developed a bespoke online dementia friendly session specifically for bus drivers (reflecting the high number of bus drivers who are on different shift patterns) which will go live in September 2024 to ensure we cover all drivers across the region. • In addition, we have agreed for TVCA to take the lead on future delivery of “at-stop information” from April 2024. This includes updating the timetable template to ensure users have access to clear and reliable information when travelling by bus and implementing a consistent posting schedule to ensure they are current.
Assessment of Progress (May 2024): (include explanation if required)		1 (Fully Achieved)
Evidence of Impact (May 2024):		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:	<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>	
Agreed Success Measure:	Regular summaries of financial position across day opportunities, including direct payments, are provided for Senior Managers within Adult Social Care.	
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):	3 (Slipped)	

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(include explanation if required)	The dashboard is expected to be produced in March 2023.
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)	<p>1 (Fully Achieved)</p> <p><i>The Committee reaffirmed the need for the continued monitoring of the uptake of services to ensure that the Council's offer was providing value-for-money. Whilst it was positive that some individuals chose, and were able, to manage their own personal finances in terms of accessing day opportunities, it was important to track changes in demand for existing services. Officers agreed to share dashboard-related information as part of the next update on progress.</i></p>
Evidence of Impact (October 2023):	N/A
Evidence of Progress (May 2024):	<p>A snapshot of the current dashboard is included at appendix 1.</p> <p>Senior managers continue to support the development of day opportunities offer. Since the last ASCH meeting in October 2023, the Council has revisited the Day Opportunities review (commenced February 2024) looking at the information on cost / activity and feedback from people accessing support. This will include a re-mapping of the in-house and commissioned services available, the nature of each offer, the level of uptake of offer, the connection with and use of community assets.</p>
Assessment of Progress (May 2024): (include explanation if required)	
Evidence of Impact (May 2024):	N/A

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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:	Work with Children Services and education settings to improve access to information about options prior to transition through: <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 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 is 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.

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Assessment of Progress (October 2023): (include explanation if required)	<i>Members requested feedback on the November 2023 event as part of the next update on progress.</i>
Evidence of Impact (October 2023):	N/A
Evidence of Progress (May 2024):	<p>Since the last update in March 2023, there have been 2 further events delivered with Children’s Services:</p> <ul style="list-style-type: none"> • <u>Preparing for Adulthood (27 November 2023)</u>: The Learning Disability Team (LD Team), Adult Mental Health Team and Early intervention and Prevention Team) participated in the joint event which was well attended and gave out advice to several parents interested in Adult Social Care and direct payments. • <u>LD Team Event (Abbey Hill)</u>: The LD Team attended an event at Abbey Hill School on the 31st January 2024. Mostly attended by parents it provided families with the opportunity to discuss support through transitions and into adulthood. • <u>Preparing for Adulthood (1 February 2024)</u>: This was a mixture of parents and school age young people that came along. Adult Social Care provided a lot of advice around transitions and directed to other providers within the hall, such as Shaw trust. <p>Further, we have revisited our original review of Day Opportunities including the role that VCSE providers serve and offer. A key part of this work will be to qualify and describe current provision in the borough and result in plans to meet future need.</p> <p>A “Transitions Strategy Group” has been in place from January 2023 and continues – engaging Parent Carer Forum and members of strategic & operational services and has resulted in draft joint transitions processes as well as a draft public facing guidance document to support children and families to understand and navigate the transitions process. This work will now be subsumed by the PoF Transitions project.</p>
Assessment of Progress (May 2024): (include explanation if required)	<i>Progress has been made and needs to keep momentum. Engagement and co-production with children, young people and families has been adopted as a milestone of the Transition to Adulthood PoF project (MT-09) and will feedback into this report regularly.</i>
Evidence of Impact (May 2024):	A draft children’s and adults Transitions policy has been produced and engaged the views of young people in the process. Additionally, work with the Parent Carer Forum has produced a draft “information on transitions” document – again co-produced. These documents are now part of the PoF project ensuring that they accurately describe plans and day opportunities options, and accesibility, for children and young people.

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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)	<i>In the absence of an 'assessment of progress' grading, it was agreed that this recommendation would continue to be viewed as 'on-track'. Members also requested the names of the 'top five' VCSE day services providers as part of the next update (it was noted by officers that this list had now grown).</i>
Evidence of Impact (October 2023):	N/A
Evidence of Progress (May 2024):	<ul style="list-style-type: none"> • Improvements have been made with staffing and offer across Allensway and Community Day Opportunities to ensure a flexible workforce.

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	<ul style="list-style-type: none"> • Work has been undertaken top 5 VCSE day services providers identifying more opportunities for collaborative working and the publishing of the Market Position Statement and better distribution of good practice to support VCSE development. • Day Opportunities in house have been engaged in identifying required and helpful information for both placement and day to day management of the offer. A digital Social Care Record system (PCS) has been commissioned and will be deployed in 2024/25. • Ware Street (historic commissioned day service offer) has been re-commissioned (in partnership with the NHS) which will fill a need gap in the range of offer available to residents of Stockton on Tees and will help long term planning for individuals with more complex needs. • The user engagement forums within our day opportunities services have given the Council perspectives on how the services could deliver outcomes in the future and links to other support people feel is important, such as housing.
<p>Assessment of Progress (May 2024): (include explanation if required)</p>	<p>1 (Fully Achieved)</p>
<p>Evidence of Impact (May 2024):</p>	<p>The workforce across day opportunities for people with learning disability is now less stratified with a broader set of skills and duties for all roles, which means personal care and developmental / enrichment offer is more accessible – more staff can meet a greater range of needs.</p>

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

