

**** Please note start time**

Agenda

Adult Care and Well Being Overview and Scrutiny Panel

Monday, 23 May 2016, 10.30 am**
County Hall, Worcester

All County Councillors are invited to attend and participate

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اردو۔ اگر آپ اس دستاویز کی مشمولات کو سمجھنے سے قاصر ہیں اور کسی ایسے شخص تک آپ کی رسائی نہیں ہے جو آپ کے لئے اس کا ترجمہ کر سکے تو، براہ کرم مدد کے لئے 01905 765765 پر رابطہ کریں۔ (Urdu)

کردی سۆزانی. ننگر ناتوانی تیبگی له ناوهرۆکی نهم بپلگیه و دهمست به ههچ کس ناگات که وهیگهتیریتوه بۆت، تکلیه تملطون بکه بۆ ژمارهی 01905 765765 و داوای رینۆینی بکه. (Kurdish)

ਪੰਜਾਬੀ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਸਮਝਣ ਸਮਰੱਥ ਨਹੀਂ ਸਕਦੇ ਅਤੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਤੱਕ ਪਹੁੰਚ ਨਹੀਂ ਹੈ, ਜੋ ਇਸਦਾ ਤੁਹਾਡੇ ਲਈ ਅਨੁਵਾਦ ਕਰ ਸਕੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਦਦ ਲਈ 01905 765765 'ਤੇ ਫ਼ੋਨ ਕਰੋ। (Punjabi)

DISCLOSING INTERESTS

There are now 2 types of interests:
'Disclosable pecuniary interests' and **'other disclosable interests'**

WHAT IS A 'DISCLOSABLE PECUNIARY INTEREST' (DPI)?

- Any **employment**, office, trade or vocation carried on for profit or gain
- **Sponsorship** by a 3rd party of your member or election expenses
- Any **contract** for goods, services or works between the Council and you, a firm where you are a partner/director, or company in which you hold shares
- Interests in **land** in Worcestershire (including licence to occupy for a month or longer)
- **Shares** etc (with either a total nominal value above £25,000 or 1% of the total issued share capital) in companies with a place of business or land in Worcestershire.

NB Your DPIs include the interests of your spouse/partner as well as you

WHAT MUST I DO WITH A DPI?

- **Register** it within 28 days and
- **Declare** it where you have a DPI in a matter at a particular meeting
 - you must **not participate** and you **must withdraw**.

NB It is a criminal offence to participate in matters in which you have a DPI

WHAT ABOUT 'OTHER DISCLOSABLE INTERESTS'?

- No need to register them but
- You must **declare** them at a particular meeting where:
You/your family/person or body with whom you are associated have a **pecuniary interest** in or **close connection** with the matter under discussion.

WHAT ABOUT MEMBERSHIP OF ANOTHER AUTHORITY OR PUBLIC BODY?

You will not normally even need to declare this as an interest. The only exception is where the conflict of interest is so significant it is seen as likely to prejudice your judgement of the public interest.

DO I HAVE TO WITHDRAW IF I HAVE A DISCLOSABLE INTEREST WHICH ISN'T A DPI?

Not normally. You must withdraw only if it:

- affects your **pecuniary interests OR** relates to a **planning or regulatory** matter
- **AND** it is seen as likely to **prejudice your judgement** of the public interest.

DON'T FORGET

- If you have a disclosable interest at a meeting you must **disclose both its existence and nature** – 'as noted/recorded' is insufficient
- **Declarations must relate to specific business** on the agenda
 - General scattergun declarations are not needed and achieve little
- Breaches of most of the **DPI provisions** are now **criminal offences** which may be referred to the police which can on conviction by a court lead to fines up to £5,000 and disqualification up to 5 years
- Formal **dispensation** in respect of interests can be sought in appropriate cases.

Adult Care and Well Being Overview and Scrutiny Panel Monday, 23 May 2016, 10.30 am, County Hall, Worcester

Membership

Councillors:

Mr T A L Wells (Chairman), Mrs J L M A Griffiths (Vice Chairman), Mr R C Adams,
Mr C J Bloore, Mr A Fry, Mr P Grove, Mrs A T Hingley, Mr C G Holt and Mrs M A Rayner

Agenda

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| 1 | Apologies and Welcome | |
| 2 | Declarations of Interest | |
| 3 | Public Participation Members of the public wishing to take part should notify the Head of Legal and Democratic Services, in writing or by email indicating the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 22 May 2015). Enquiries can be made through the telephone number/email address below. | |
| 4 | Confirmation of the Minutes of the Previous Meeting Previously circulated | |
| 5 | Council Website for Adult Social Care and Health: Your Life Your Choice | 1 - 2 |
| 6 | Learning Disability Day Services | 3 - 22 |
| 7 | Overview and Scrutiny Work Programme 2016/17 | 23 - 24 |

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All the above reports and supporting information can be accessed via the Council's website at
http://www.worcestershire.gov.uk/info/20013/councillors_and_committees

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ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL

23 MAY 2016

COUNCIL WEBSITE FOR ADULT SOCIAL CARE AND HEALTH: YOUR LIFE, YOUR CHOICE

Summary

1. The Adult Care and Well-being Overview and Scrutiny Panel is to be updated on the Council's website for adult social care and health information and services 'Your Life, Your Choice', following its launch in April 2015.
2. Representatives from the Directorate of Adult Services and Health have been invited to the meeting, as well as representatives from groups who use the services.

Background

3. 'Your Life, Your Choice Worcestershire' is the Council's website which provides information about adult social care and health services. The website is intended to give help and advice to people looking for services. This could include help with living at home, help with assessments, help with social care, or finding the right care home. The website also includes information for carers.
4. The website can be viewed at: <https://ylyc.worcestershire.gov.uk/> or by clicking [here](#)
5. The website forms part of the Council's aim to become a Digital by Choice Council, in which the majority of services are delivered online. The provision of information and advice is also a requirement of the Care Act 2014.
6. A demonstration and briefing was provided for all councillors prior to the website launch, which was attended by several panel members.
7. Further information on the website will be provided through a presentation at the meeting.

Equality and Diversity Implications

8. Panel members have highlighted the need to consider the needs of those who are unable to access information electronically, who may be from vulnerable groups.
9. These concerns formed part of a scrutiny task group exercise in 2014, where a task group looked at what was being put in place to ensure that all residents were

digitally included, or, if they could not access or use computers, that there would continue to be alternative ways to access the Council.

Purpose of the meeting

10. Following the discussion, panel members are asked to determine whether any further information or scrutiny work is required at this stage.

11. In doing so, members may look to consider:

- How is user feedback being monitored?
- What have been the main messages?
- What further development is planned?
- Take-up of the website – public and providers
- Are there any lessons to be learned to inform digitalisation of other council services and public information?

Contact Points

County Council Contact Points

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Specific Contact Points for this report

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Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Scrutiny Report on Digital inclusion (2014) – available on the Council's website [here](#)

ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL

23 MAY 2016

LEARNING DISABILITY DAY SERVICES

Summary

1. The Adult Care and Well-being Overview and Scrutiny Panel is to be updated on services for adults with learning disabilities.
2. Representatives from those who commission and provide services have been invited to the meeting, as well as those who use services.

Background

3. Services for adults with learning disability services is part of the Panel's remit.
4. Recent scrutiny of services for this sector have included development of supported living facilities and a progress update on transforming care for people with complex needs, as part of the Winterbourne View multi-agency action plan (a private hospital in Bristol for people with learning disabilities and autism), following the 2011 Panorama TV programme exposal of abuse of patients there.
5. Day Services for those with learning disabilities was also subject to more in-depth review in 2012 by some panel members, including the Vice-Chair, through a scrutiny review of learning disability day services. Panel members reviewed and informed the Council's proposals to shift services away from traditional day centres, to a more community based approach. Essentially, the aim of the model was to encourage and support adults with learning disabilities to be as independent and self-supporting as possible, which reflects national policy.
6. Whilst strongly supporting the need for more appropriate settings, activities and employment/volunteering opportunities for those with low needs, the 2012 scrutiny identified concerns around the long-term viability of the Council's model for those with complex needs, and the scope of appropriate, quality, affordable activities within the community. The scrutiny also pointed out the importance of town centre locations for activities, careful management of the transition for this vulnerable group, and the need to monitor what happened to service users as a result of the changes.

Services provided

7. Following a comprehensive transformation programme LD Day Services are being delivered in line with all previously agreed Cabinet Member Decisions with the exception of Droitwich which will be in place in October 2016.
8. Resource Centre services provide improved support for people with profound and multiple disabilities and complex needs in specialist resource centres.
9. GOLD (Getting Old with a Learning Disability) - Specialist support for older people with a learning disability including those with dementia.
10. Connect – community based support programme with drop-in services, improved access to employment, training, volunteering opportunities and universal services.

Legal, Financial, and HR Implications

11. The delivery of the LD Day Services Transformation Programme has been delivered within budget. Ongoing financial remodelling is in place to ensure efficient use of available resources.
12. No staff redundancies have resulted from the Transformation Programme.

Equality and Diversity Implications

13. All Equality Impact Assessments have been appropriately scrutinised and mitigating actions put into place as required.

Purpose of the meeting

14. Following the discussion, panel members are asked to determine whether any further information or scrutiny work is required at this stage.

Supporting Information

- Appendix 1 - Cabinet Member Decision 16 October 2014
 - Council Provided Day Services for Adults with a Learning Disability: Assessment and Support Planning Assurance (North & South)
- Appendix 2 - Cabinet Member Decision 23 February 2015
 - Council Provided Day Services for Adults with a Disability: Assessment and Support Planning Assurance (Evesham & Pershore)

All agendas and minutes are available on the Council's website [here](#)

Contact Points

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Specific Contact Points for this report

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Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agendas and Minutes of the Adult Care and Well-being Overview and Scrutiny Panel on 12 May 2015 and 24 June 2016 – [available here](#)
- Learning Disability day Services Scrutiny (October 2012) [available here](#)

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Cabinet Member Decision

16 October 2014

COUNCIL PROVIDED DAY SERVICES FOR ADULTS WITH A LEARNING DISABILITY: ASSESSMENT AND SUPPORT PLANNING ASSURANCE (NORTH & SOUTH)

Relevant Cabinet Member

Mrs S L Blagg

Relevant Officer

Dr Richard Harling

Recommendation

- 1. The Director of Adult Services and Health recommends that the Cabinet Member with Responsibility for Adult Social Care:**
 - (a) considers the outcomes of service user re-assessments and support plans and supports the view that individuals' eligible needs can be met with the proposed new use of buildings in the North (paragraph 9) and South (paragraph 12) of the County; and**
 - (b) makes a final decision to use new buildings for Council provided day services for adults with a learning disability as set out in paragraphs 9 and 12; and**
 - (c) Requests that officers proceed to implement this decision with immediate effect.**

Background information

2. On 8 November 2012 Cabinet agreed that a new model of Council provided day services for adults with a learning disability would be rolled out across the county. A pilot in Wychavon challenged the traditional model with all service users, regardless of their needs, attending large centres. The new model is based on four key elements:
 - i. Improved local support for people with profound and multiple disabilities;
 - ii. Specialist support for older people with a learning

Consultation

- disability including those with dementia;
- iii. A diverse community-based support programme to replace large resource centres with small drop-in services. This enables universal services, specialist services and other resources to be used to offer more personalised support packages;
 - iv. Improved access to employment, training and volunteering opportunities for those that are able to participate, utilising social enterprise, self-employment and traditional routes to work or training.
3. The new model is based on three types of day service:
 - Resource Centres, for people with more complex needs
 - Individually commissioned services for people growing old with a learning disability, and
 - Connect, for people who are able to use universal services with support.
 4. The new model is consistent with the approach outlined in the report commissioned by the Department of Health "Raising Our Sights: Services for Adults with Profound Intellectual and Multiple Disabilities (DH 2010).
 5. Cabinet authorised the then Director of Adult and Community Services to consult on the use of buildings to provide the new model of day services, and required that the outcomes of the consultation should be reported back to Cabinet for decision. This consultation was to take place in two phases: the North of the county between May and August 2013, and the South between September and December 2013.
 6. The consultation process and outcomes have been reported previously to Cabinet (7 November 2013) and Cabinet Member (31st July 2014). See appendix 1 and 1a for the consultation timeline and meeting invitation letters and appendix 3 for the presentations delivered during consultation meetings.
 7. The main issues raised during consultation fell into four key themes: social networks, carer support/respite, community integration and transport. Some of these relate to the model itself, which Cabinet has already agreed to roll out, rather than the use of specific buildings. The full details of the consultation feedback can be seen in appendix 2.

Decision in principle

8. These were given full consideration and the response and subsequent amendments to the proposals were as follows:
 - (i) The need to ensure social networks and friendship groups will be addressed in support planning;
 - (ii) How day services will continue to support carers will be addressed within assessments and support in order to ensure a maintenance of their caring role;
 - (iii) Concerns about the location of buildings and opportunity for community interaction have resulted in amendments to building proposals. Building design groups for carers and service users will be set up and will further influence the final facilities;
 - (iv) Concerns about excessive journey times have also been addressed through the support planning process with some service users no longer having shared transport to reduce time spent on vehicles.
9. On 7 November 2013 Cabinet considered the outcome of consultation on services in the North of the County and agreed in principle a new use of buildings for day services for adults with a learning disability subject to confirmation that the eligible assessed needs of current service users could be met. These were:
 - Wendron Day Centre would house the Bromsgrove/Redditch Resource Centre
 - Orchard Street Day Centre would house the Wyre Forest Resource Centre
 - Halcyon Day Centre would house the Redditch Learning Disabilities/Physical Disabilities (LD/PD) Connect
 - Wendron Day Centre would house the Bromsgrove LD/PD Connect, and
 - Blackwell Street Connect would house the Wyre Forest Learning Disabilities/Physical Disabilities (LD/PD) Connect.
10. The Cabinet Member with Responsibility for Adult Social Care was authorised to consider the outcomes of individual service user re-assessments and having regard to them, come to a final decision on the proposed use of such buildings. She was also authorised to consider the outcomes of the consultation about the use of buildings in the South of the county, along with the

outcomes of individual service user re-assessments, and subject to assurance that eligible assessed needs can be met, determine an appropriate use of buildings in the South of the county.

11. On 31 July 2014 the Cabinet Member with responsibility for Adult Social Care considered the outcome of consultation on services in the South of the County and agreed in principle a new use of buildings for day services for adults with a learning disability, subject to confirmation that the eligible assessed needs of current service users could be met, and noting that further work was required to identify a building for Malvern Connect. Appendix 4 lists all the considerations of buildings.

12. These were:

- Cherry Orchard Day Centre will house the Worcester/ Malvern/Droitwich Resource Centre
- Three Springs Day Centre will house the Evesham/Pershore Resource Centre
- Droitwich Library will house the Droitwich Connect
- Evesham Library will house the Evesham Connect
- Fish Street Connect will house the Worcester Learning Disabilities/Physical Disabilities (LD/PD) Connect
- Checketts Lane – Worcester GOLD Service (growing old with a learning disability)

13. This would result in:

- Resource Centres in Worcester and Pershore.
- Connect services in Droitwich, Evesham, Worcester and Malvern.
- GOLD Service in Worcester.

14. A Connect Centre for Malvern has now been identified as the Cube Community Centre. This will provide a facility 5 days a week, with good transport links and work related day opportunities in the café. Support planning will be based on this location.

15. The assessment and support planning process involved a series of meetings with service users and carers, typically 2-5 meetings per service user, as well as input from staff and advocates. A core of five staff undertook the process in order to ensure consistency, supported by three other staff in order to complete assessments and support plans within the required timescales. The

Assessments and support planning

staff used their professional expertise to ensure that assessments and support plans accurately reflected individual needs. At each stage of the process the service users and their carers' have been sent a copy of the assessment and support plan in order to check and clarify the information presented. This process has enabled the development of a detailed understanding of the needs of each service user through an open process which brought together both factual evidence and professional judgement. Where a decision was disputed it was openly discussed with all the individuals who are important to the service user. A manager would also become involved where necessary and visit the service user or their carer. Appendix 5 gives an overview of proposed service user moves.

16. All of the assessments and support plans in the North (137) and in the South (144) have been completed. A sample of ten anonymised support plans from the North and ten from the South were available for review by the Cabinet member with responsibility for Adult Social Care. The main issues identified during consultation remained the main issues raised support planning and the measures identified to mitigate these were:
 - Support Planning has reflected the need to ensure social networks and friendship groups can be maintained.
 - Assessments and Support Plans reflect how day services support carers to maintain their caring role.
 - Some Carers raised concerns about the location of buildings to be used for the delivery of services. Plans have been amended to reflect these concerns
 - Concerns about excessive journey times have also being addressed through the support planning process with some service users no longer having shared transport to reduce time spent on vehicles.
17. In the view of the professionals involved, all of the support plans based on the proposed new use of buildings above meet the eligible needs of service users in all cases.
18. It is envisaged that a roll out of the previously agreed model would be complete by July 2015 following staff recruitment and completion of building work.

Next steps

19. Ongoing work will ensure that any and all mitigation required to address service user and/or carer concerns - e.g. how existing friendships and contact with their communities will be maintained - will be put in place.
20. Carers will continue to have access to a named member of staff throughout the transition process to assist with any initial transition difficulties or to provide support if this is needed.
21. Currently 9 Service Users funded from other local authorities attend day services provided by Worcestershire County Council. All local authorities are aware of the work we have undertaken and will work with individuals and their carers to support plan. It should be noted that this has reduced from 15 service users.
22. With the Council's ambition to become a commissioning organisation, options for future provision of these services were agreed by Cabinet on 17 July 2014. The Council is actively seeking to develop the market for adult social care services, including day services for adults with a learning disability. Support is available through the Changing Futures Fund for voluntary organisations who wish to establish themselves as adult social care providers or develop an existing business. All service users have personal budgets, some of which are taken as direct payments, and have a choice about how their money is spent.
23. The new model of day services is estimated to achieve savings of £1.1m countywide from a budget of £4.1m. Of these, £0.8m has been achieved by a reorganisation and reduction in staffing and a further £0.3m would be achieved by the proposed change in use of buildings.
24. The Equality Act 2010 requires the Council to have due regard to the aims of the Equality Duty in developing policies and planning/providing services. These aims are to:
 - Eliminate unlawful discrimination
 - Eliminate harassment and victimisation
 - Advance equality of opportunity
 - Foster good community relations between people who share any of the defined Protected Characteristics and those who do not.
25. The Act lists nine groups with Protected Characteristics,

Finance

Equality Duty

but, clearly, it is highly unlikely that they will all be of relevance in all circumstances. Disability is clearly the most relevant Protected Characteristic in the current context. The level of regard which is "due" in respect of the Equality Duty should always be proportionate and is dependent on the potential of the proposed policy/action to contribute to or detract from the aims of the Duty.

26. Due regard means that the Cabinet Member must adopt a "substantial, rigorous and open-minded approach" in considering the specific needs of those groups covered by the Equality Duty and show that she has considered all the relevant material. In order to show due regard the Cabinet Member is required to ask the right questions and where there is potential disproportionate adverse impact on those with protected characteristics, show how that impact may, if possible, be mitigated. That may mean giving consideration to alternative proposals. Where it is identified that an individual may be adversely affected by e.g. excessive travel time, mitigating actions will be put in place. This may take the form of individual transport rather than group transport to minimise pick up and drop off time.
27. All the people using Council provided day services for adults with a learning disability have at least one of the Protected Characteristics covered by the Equality Duty. An Equality Impact Assessment was carried out in July, 2010, on the proposed new delivery model for day services. The assessment identified that the proposed model could have some negative impact for service users. Aspects of the pilot for the new model were amended to mitigate possible negative consequences. Mitigating action included (see appendix 6): greater community integration (more positive roles and better public perception of people with learning disabilities); greater choice of age/gender appropriate activities; and improved resources, such as personal care facilities, to support community access for people with multiple disabilities.
28. Further Equality Impact Assessments (EIAs) have been undertaken to identify the impact of the proposed changes to service provision in each of the five affected areas of South Worcestershire. Copies are attached at Appendix 6. Each of the assessments identified some adverse impact for some service users who would only be able to access appropriate services outside their local community. A significant number of service users were concerned about disintegration of valued friendship groups (which could result from changes in

location and re-assessment of need). Potential positive impact was identified for many service users who would benefit from an increased range of opportunities and increased community integration. Any adverse impacts have been highlighted within the support planning process and will be mitigated by offering opportunities for service users to maintain contact and undertake activities with their friends in their local communities.

Supporting Information

- Appendix 1 – Consultation Timeline
- Appendix 1a – Meeting invitation letters
- Appendix 2 – Consultation feedback
- Appendix 3 – Presentations
- Appendix 4 – Building options
- Appendix 5 – Service User Tracker
- Appendix 6 – EIA documents for all 5 areas

Contact Points

County Council Contact Points

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Specific Contact Points for this report

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Background Papers

In the opinion of the proper officer (in this case the Director of Adult Services and Health) the following are the background papers relating to the subject matter of this report:

Agenda and background documents for the meeting of the Cabinet held on 8 November 2012.

Agenda and background documents for the meeting of the Cabinet held on 7 November 2013.

Agenda and background documents for the meeting of 31st July 2014.

"Raising Our Sights: Services for Adults with Profound Intellectual and Multiple Disabilities" (DH 2010).

Cabinet Member Decision 23 February 2015

COUNCIL PROVIDED DAY SERVICES FOR ADULTS WITH A LEARNING DISABILITY: ASSESSMENT AND SUPPORT PLANNING ASSURANCE (EVESHAM & PERSHORE)

| | |
|--------------------------------|--|
| Relevant Cabinet Member | Mrs S L Blagg |
| Relevant Officer | Director of Adult Services and Health |
| Recommendation | <p>1. The Director of Adult Services and Health recommends that the Cabinet Member with Responsibility for Adult Social Care:</p> <p>(a) considers the outcomes of service user re-assessments and support plans and supports and accepts the professionals' reassurance that individuals' eligible needs can be met with the proposed new use of buildings in Evesham and Pershore;</p> <p>(b) approves the final decision to use the proposed buildings for Council-provided day services for adults with a learning disability as set out in paragraph 12; and</p> <p>(c) requests that the Director proceeds to implement this decision in line with the report with immediate effect.</p> |
| Background information | <p>2. On 8 November 2012 Cabinet agreed that a new model of Council provided day services for adults with a learning disability would be rolled out across the county, having regard to the outcome of a pilot and consultation. Alongside the pilot, the Adult Care and Well-being Overview and Scrutiny Panel carried out its own scrutiny of the model and changes taking place, which fed into Cabinet's decision. A pilot in Wychavon had challenged the traditional model with all service users, regardless of their needs, attending large centres. The new model is based on four key elements:</p> |

- i. Improved local support for people with profound and multiple disabilities;
 - ii. Specialist support for older people with a learning disability including those with dementia;
 - iii. A diverse community-based support programme to replace large resource centres with small drop-in services. This enables universal services, specialist services and other resources to be used to offer more personalised support packages;
 - iv. Improved access to employment, training and volunteering opportunities for those that are able to participate, utilising social enterprise, self-employment and traditional routes to work or training.
3. The new model is based on three types of day service:
 - Resource Centres, for people with more complex needs
 - Individually commissioned services for people growing old with a learning disability, and
 - Connect, for people who are able to use universal services with support.
 4. The new model is consistent with the approach outlined in the report commissioned by the Department of Health "Raising Our Sights: Services for Adults with Profound Intellectual and Multiple Disabilities (DH 2010).
 5. Having agreed the principle of how the service would be provided in the future, Cabinet authorised the then Director of Adult and Community Services to consult on the location of buildings to provide the new model of day services, and required that the outcomes of the consultation should be reported back to Cabinet for decision. This consultation was to take place in two phases: the North of the county between May and August 2013, and the South between September and December 2013.
 6. At the Adult Care and Well Being Overview and Scrutiny Panel on 7 March 2013, progress and lessons learned from the pilot were noted, with the need for clear messages and communication highlighted as crucial for the consultation process.

Consultation

7. At the 7 November 2013 Cabinet meeting, detailed consultation on the use of the buildings in Evesham and Pershore was still ongoing and the Cabinet Member was authorised to consider the consultation outcomes and determine their use. All consultations have now been concluded and were considered by the Cabinet Member on 31 July 2014. See Appendix 1 and 1a for the consultation timeline and meeting invitation letters and Appendix 2 for the presentations delivered during consultation meetings.
8. The main issues raised during consultation fell into five key themes: social networks, carer support/respite, community integration, transport, access and facilities. Some of these relate to the model itself, which Cabinet has already agreed to roll out, rather than the use of specific buildings. The full details of the consultation feedback can be seen in Appendix 3.
9. These were given full consideration and the response and subsequent amendments to the proposals were as follows:
 - (i) The need to ensure social networks and friendship groups will be addressed in support planning;
 - (ii) How day services will continue to support carers will be addressed within assessments and support plans in order to ensure a maintenance of their caring role;
 - (iii) Concerns about the location of buildings and opportunity for community interaction have resulted in amendments to building proposals. Building design groups for carers and service users will be set up and will further influence the final facilities;
 - (iv) Concerns about longer journey times will be addressed through the support planning process with some service users no longer having shared transport, to reduce time spent on vehicles.
 - (v) A service user/carers design group will be facilitated to ensure any other concerns regarding access and facilities are addressed prior to refurbishment commences.

Decision in principle

10. On 7 November 2013, the Cabinet Member with Responsibility for Adult Social Care was authorised to consider the outcomes of the consultation in Evesham and Pershore, then on-going, about the use of buildings, along with the outcomes of individual service user re-assessments, and subject to assurance that eligible

Assessments and support planning

assessed needs could be met, determine an appropriate use of buildings in Evesham and Pershore.

11. On 31 July 2014 the Cabinet Member with responsibility for Adult Social Care considered the outcome of consultation on services in Evesham and Pershore and agreed in principle the new use of buildings for day services for adults with a learning disability, as set out in the report, subject to confirmation that the eligible assessed needs of current service users could be met. Appendix 4 lists all the considerations of buildings.
12. The decision in principle that was agreed in relation to the use of buildings for day services for adults with a learning disability in Evesham and Pershore were:
 - Three Springs Day Centre in Pershore will house the Evesham and Pershore Resource Centre
 - Evesham Library will house the Evesham Connect
 - Checketts Lane in Worcester will house the GOLD (growing old with a learning disability) Service for the south of the county.

There is currently no demand for a Connect service in Pershore.

13. The work to ensure that assessed eligible care needs can be met through the new use of buildings in Evesham and Pershore has now been done and that assurance can now be given to the Cabinet member. The assessment and support planning process involved a series of meetings with service users and carers, typically 2-5 meetings per service user, as well as input from staff and advocates. A core of five staff undertook the process in order to ensure consistency, supported by three other staff in order to complete assessments and support plans within the required timescales. The staff used their professional expertise to ensure that assessments and support plans accurately reflected individual needs. At each stage of the process the service users and their carers have been sent a copy of the assessment and support plan in order to check and clarify the information presented. This process has enabled the development of a detailed understanding of the needs of each service user through an open process which brought together both factual evidence and professional judgement. Where a decision was disputed it was openly discussed with all the individuals who are important to the service user. A manager would also become involved where necessary and visit the service

user or their carer. Appendix 5 gives an overview of proposed service user moves.

14. All of the assessments and support plans in Evesham (28) and Pershore (4) have been completed. In addition, as a representative sample, (11) anonymised support plans have been reviewed by the Cabinet member with Responsibility for Adult Social Care and the Director of Adult Services and Health. The main issues identified in support plans were:

- the potential loss of friendship groups and social networks
- longer journey times for some needing to access appropriate services outside their local community
- concerns regarding parking and wheelchair access

15. The individual support plans identify the actions required to mitigate the issues, including:

- The facilitation of fortnightly lunch time visits to the resource centres, or meet ups in the community, for those accessing the Connect services
- A continuation of established community activities jointly attended by Connect and Resource Centre users
- Review of transport arrangements where some service users no longer have shared travel which reduces time spent on vehicles
- Work undertaken by the building design group will ensure the issues relating to parking and access are addressed.

16. The Cabinet Member for Adult Social Care and Director of Adult Services and Health met on 4 February 2015 with the lead commissioner and managers from the LD integrated service to review the care and support plans. They heard from the LD integrated service that the assessed eligible needs of all day service users can be met with the proposed new use of buildings. They reviewed a random sample of 11 personal support plans from Evesham and Pershore and all of these included clear information and an unequivocal statement that the proposed service in the proposed location met the individuals' assessed eligible needs. They sought clarity as to whether there was anyone's needs who could not be met and heard from the LD integrated service that in every case the Council's legal duties would be met by

Next steps

the proposed new use of buildings.

17. Ongoing work will ensure that any and all mitigation required to address service user and/or carer concerns - e.g. how existing friendships and contact with their communities will be maintained - will be put in place.
18. Carers will continue to have access to a named member of staff throughout the transition process to assist with any initial transition difficulties or to provide support if this is needed.

Future Provision

19. With the Council's ambition to become a commissioning organisation, options for future providers of these services were agreed by Cabinet on 17 July 2014. The Council is actively seeking to develop the market for adult social care services, including day services for adults with a learning disability. Support is available through the Changing Futures Fund for voluntary organisations who wish to establish themselves as adult social care providers or develop an existing business. This could result in alternative services from external providers being available in response to meeting identified outcomes for service users. All service users have personal budgets, some of which are taken as direct payments, and have a choice about how their money is spent.

Finance

20. The financial context for the Council is well known, and the new model of day services was estimated to achieve savings of £1.1m per annum countywide from a budget of £4.1m per annum. Of these, £0.8m is being achieved by a reorganisation and reduction in staffing. A further £0.3m would be achieved by the proposed change in use of buildings, although approximately £0.1m of this would be offset by the increased transport costs resulting from the new model. Therefore overall savings are estimated to be £1m.

Equality Duty

21. The Equality Act 2010 requires the Council to have due regard to the aims of the Equality Duty in developing policies and planning/providing services. These aims are to:
 - Eliminate unlawful discrimination
 - Eliminate harassment and victimisation
 - Advance equality of opportunity
 - Foster good community relations between people who share any of the defined Protected Characteristics and those who do not.

22. The Act lists nine groups with Protected Characteristics, but, clearly, it is highly unlikely that they will all be of relevance in all circumstances. Disability and age are clearly the most relevant Protected Characteristics in the current context. The level of regard which is "due" in respect of the Equality Duty should always be proportionate and is dependent on the potential of the proposed policy/action to contribute to or detract from the aims of the Duty.
23. Due regard means that the Cabinet Member must adopt a "substantial, rigorous and open-minded approach" in considering the specific needs of those groups covered by the Equality Duty and show that she has considered all the relevant material. In order to show due regard the Cabinet Member is required to consider relevant factors and where there is potential disproportionate, adverse, impact on those with protected characteristics, show how that impact may, if possible, be mitigated. That may mean giving consideration to alternative proposals. Where it is identified that an individual may be adversely affected by e.g. excessive travel time, mitigating actions will be put in place. This may take the form of individual transport rather than group transport to minimise pick up and drop off time.
24. All the people using Council provided day services for adults with a learning disability have at least one of the Protected Characteristics covered by the Equality Duty. An overarching Equality Impact Assessment was carried out in July, 2010, on the proposed new delivery model for day services. As well as some positive impact the assessment identified that the proposed model could have some negative impact for service users. Aspects of the pilot for the new model were amended to mitigate possible negative consequences. Mitigating action included (see appendix 6): greater community integration (more positive roles and better public perception of people with learning disabilities); greater choice of age/gender appropriate activities; and improved resources, such as personal care facilities, to support community access for people with multiple disabilities.
25. Further Equality Impact Assessments (EIAs) have been undertaken to identify the likely impact of the proposed changes to service provision. Copies are attached at Appendix 6. Each of the assessments identified some adverse impact for some service users who would only be able to access appropriate services outside their

local community. A significant number of service users were concerned about disintegration of valued friendship groups (which could result from changes in location and re-assessment of need). Potential positive impact was identified for many service users who would benefit from an increased range of opportunities and increased community integration. Any adverse impacts have been highlighted within the support planning process and will be mitigated by offering opportunities for service users to maintain contact and undertake activities with their friends in their local communities.

Supporting Information

- Appendix 1 – Consultation Timeline
- Appendix 1a – Meeting invitation letters
- Appendix 2 – Presentations
- Appendix 3 – Consultation feedback
- Appendix 4 – Building options
- Appendix 5 – Service User Tracker
- Appendix 6a – EIA document – Evesham
- Appendix 6b – EIA document – Pershore

Contact Points

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Specific Contact Points for this report

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Background Papers

In the opinion of the proper officer (in this case the Director of Adult Services and Health) the following are the background papers relating to the subject matter of this report:

Agenda and background documents for the meeting of the Cabinet held on 8 November 2012 and 7 November 2013.
Agenda and background documents for the meeting of the Adult Care and Wellbeing Scrutiny Panel on 7 March 2013.
Agenda and background documents for the Cabinet Member decision of 31 July 2014.

"Raising Our Sights: Services for Adults with Profound Intellectual and Multiple Disabilities" (DH 2010).

**ADULT CARE AND WELL BEING
OVERVIEW AND SCRUTINY PANEL
23 May 2016**

OVERVIEW & SCRUTINY WORK PROGRAMME 2016/2017

Summary

1. The Overview and Scrutiny Performance Board (OSPB) has agreed a suggested 2016/17 work programme which was approved by Council on 12 May 2016.
2. The Adult Care and Well Being Overview and Scrutiny Panel is asked to note the work programme.

Background

3. The work programme was developed following a wide public consultation exercise and over 3000 topic suggestions were received.
4. Scoring of these suggestions was undertaken and OSPB Members were invited to comment on the shortlist before the OSPB Chair and Vice Chair agreed a final set of topics for inclusion in the work programme.
5. For the Adult Care and Well Being Overview and Scrutiny Panel, the following list was submitted to Council:

| Adult Care and Wellbeing Overview and Scrutiny Panel: | |
|--|--|
| 1. | Care Provider Market – vital review continues |
| 2. | Care Act Obligations <ul style="list-style-type: none"> • Is the Council meeting its obligations |
| 3. | Technology in Care <ul style="list-style-type: none"> • Analysis of successful IT across the health and care sector with a view to showing success against:- supporting people to stay at home, promoting independence, increasing quality of life, reducing the cost of care and protecting personal dignity. • The claim is always that IT increases the potential for loneliness, is this correct? |
| 4. | Homecare <ul style="list-style-type: none"> • Is the current service provided by WCC and commissioned out services fit for purpose? |
| 5. | Transition <ul style="list-style-type: none"> • Review of transition from Children Services to Adult Services |

Purpose of the Meeting

6. The Scrutiny Panel is asked to note the work programme.

Contact Points

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Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

Agenda and Minutes of:

- Council on 12 May 2016 – available on the Council's website
- Adult Care and Well Being Overview and Scrutiny Panel on 16 March 2016

All Agenda and Minutes are available on the Council's website [here](#)