



**CYNGOR BWRDEISTREF SIROL  
RHONDDA CYNON TAF  
COUNTY BOROUGH COUNCIL**

**COMMITTEE SUMMONS**

C Hanagan  
Service Director of Democratic Services & Communication  
Rhondda Cynon Taf County Borough Council  
The Pavilions  
Cambrian Park  
Clydach Vale CF40 2XX

Meeting Contact: J L Nicholls - Council Business Unit (01443 424098)

**YOU ARE SUMMONED** to a virtual meeting of the **HEALTH AND WELLBEING SCRUTINY COMMITTEE** to be held on **MONDAY, 20TH SEPTEMBER, 2021** at **5.00 PM.**

Non Committee Members and Members of the public may request the facility to address the Committee at their meetings on the business listed although facilitation of this request is at the discretion of the Chair. It is kindly asked that such notification is made to Democratic Services by Thursday, 16 September 2021 on the contact details listed above, including stipulating whether the address will be in Welsh or English.

**AGENDA**

**Page  
No's**

**SCRUTINY RESEARCH**

A scrutiny research facility is available within the Council Business Unit to support Members' scrutiny responsibilities and their roles as Elected Members. Such research strengthens scrutiny Committees work programmes to ensure outcome-based topics are identified. For any scrutiny research requirements please contact [Scrutiny@rhondda-cynon-taff.gov.uk](mailto:Scrutiny@rhondda-cynon-taff.gov.uk)

**1. DECLARATION OF INTEREST**

To receive disclosures of personal interest from Members in accordance with the Code of Conduct

Note:

1. Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the personal

interest: and

2. Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they must notify the Chairman when they leave.

## **2. MINUTES**

To receive the minutes of the following meetings of the Health and Wellbeing Scrutiny Committee:

- 8<sup>th</sup> February 2021
- 16<sup>th</sup> March 2021
- 19<sup>th</sup> July 2021

**5 - 20**

## **3. CONSULTATION LINKS**

Information is provided in respect of relevant [consultations](#) for consideration by the Committee.

## **REPORT OF THE GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES**

### **4. LEARNING DISABILITY DAY SERVICES OFFER**

To receive the report of the Group Director, Community & Children's Services.

**21 - 44**

### **5. TO CONSIDER PASSING THE FOLLOWING RESOLUTION:**

"That the press and public be excluded from the meeting under Section 100A(4) of the Local Government Act (as amended) for the following item 9 of business on the grounds that it involves the likely disclosure of the exempt information as defined in paragraph 13 of Part 4 of the Schedule 12A of the Act".

### **6. COMMUNITY RESILIENCE - THE DELIVERY OF THE COMMUNITY HUB AND NEIGHBOURHOOD NETWORK MODEL**

To receive the report of the the Director, Public Health, Protection & Community Services.

**45 - 78**

### **7. CHAIR'S REVIEW AND CLOSE**

To reflect on the meeting and actions to be taken forward.

### **8. URGENT ITEMS**

To consider any items, which the Chairman, by reason of special circumstances, is of the opinion should be considered at the meeting as a

matter of urgency

**Service Director of Democratic Services & Communication**

**Circulation:-**

The Chair and Vice-Chair of the Health and Wellbeing Scrutiny Committee  
(County Borough Councillor R Yeo and County Borough Councillor S Evans  
respectively)

County Borough Councillors:

Councillor L De Vet, Councillor J Davies, Councillor M Forey, Councillor M Griffiths,  
Councillor P Howe, Councillor G Jones, Councillor L Jones, Councillor S Powderhill,  
Councillor A Roberts, Councillor G Stacey, Councillor J Williams and  
Councillor S Trask

County Borough Councillor G Hopkins, Cabinet Member for Adult & Children's  
Community Services

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## **RHONDDA CYNON TAF COUNCIL HEALTH AND WELLBEING SCRUTINY COMMITTEE**

Minutes of the meeting of the Health and Wellbeing Scrutiny Committee held on Monday, 8 February 2021 at 5.00 pm .

### **County Borough Councillors - Health and Wellbeing Scrutiny Committee Members in attendance:-**

Councillor R Yeo (Chair)

Councillor S Evans    Councillor J Williams  
Councillor P Howe    Councillor G Stacey  
Councillor W Jones    Councillor E Griffiths  
Councillor L De Vet    Councillor G Jones  
Councillor S Powderhill

### **Officers in attendance:-**

Mr A Wilkins, Director of Legal Services  
Mr N Elliott, Director of Adult Services  
Mr P Mee, Group Director Community & Children's Services  
Ms S Nowell, Head of Transformation

### **County Borough Councillors in attendance:-**

Councillor W Lewis – Vice Chair Overview and Scrutiny

#### **19      Declarations of Interest**

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

#### **20      Minutes**

It was **RESOLVED** to approve the minutes of the 8<sup>th</sup> December 2020 as an accurate reflection of the meeting.

#### **21      Consultation Links**

Members acknowledged the consultation links which were provided for their information and **RESOLVED** to note any consultations that are relevant to the remit of the Committee.

#### **22      Adult Services Covid 19 response and Summary of the Support Offered to Adult Carers**

The Director of Adult Services explained to Members that the purpose of the report is to update Members of the Health and Wellbeing Scrutiny Committee with the on-going response to Covid-19 and also to provide Members with a summary of the support offered to adult carers in Rhondda Cynon Taf during the pandemic as requested by Members at a previous meeting.

The Director of Adult Services highlighted to Members that the Covid-19 pandemic has been an unprecedented challenge for all but none more so than the health and social care sector.

The Director continued and reminded Members that at its meetings on the [14<sup>th</sup> September 2020](#) and [8<sup>th</sup> December 2020](#) the Committee received updates in relation to the on-going response to the Covid-19 pandemic.

The Director explained that the pandemic has meant that Adult Services has needed to implement extensive new national guidance and new ways of working, in partnership with health and social care providers and partners, to ensure the continued delivery of quality care and support services through the pandemic.

The Director of Adult Services explained that on 20<sup>th</sup> December 2020 Wales entered Alert Level 4 restrictions in response to the new strain of coronavirus. It was explained that despite these new restrictions Adult Services has continued to work within the statutory duties of the Social Services and Wellbeing (Wales) Act 2014, although there continues to be some temporary disruption while we prioritise services and modify care and support offers based on assessed needs and risk. It was highlighted that assessments continue to take a person-centre approach as far as practicable, although the focus will be on those with greatest need. Majority of contact with people has had to continue through telephone contact, with face to face contact only be used in critical situations.

It was brought to Members attention workloads remain high and caseloads are becoming increasingly more complex as the current COVID-19 pandemic continues and there is a waiting list of cases awaiting allocation across Care and Support and in the ACE (Occupational Therapy) Team. As a result, additional external support continues to be commissioned to reduce assessment and review backlogs.

The Director continued and provided Members with a COVID-19 update on the areas:

- Hospital Discharges
- Care Homes
- Domiciliary Care
- Day and Respite Services
- Vaccination and Testing Programmes
- Workforce
- Support providers

The Director also reminded Members of the Health and Wellbeing Scrutiny Committee that at its meeting on the 8<sup>th</sup> December 2020, Members requested further information on the support offered to adult carers in Rhondda Cynon Taf as they were concerned about the extra pressures being placed on families during these unprecedented times.

The Head of Care and Support provided Member with a summary of support offered to adult carers which is attached at appendix 1 of the report, some of the key points are below:

- The Carers Support Project (CSP) has provided one-to-one telephone support to carers throughout the pandemic and from September all support activities have been delivered virtually. This has included social events, workshops and learning events and opportunities to improve mental and physical wellbeing. Project staff have also delivered various packs with at-home activities including art and wellness packs.
- Currently the Happy @ Home grant scheme allows carers to apply for up to £300 for items to boost their wellbeing at home. This is proving extremely popular and is likely to be oversubscribed.
- CSP staff have also ensured distribution of personal protective equipment for carers in Rhondda Cynon Taf.
- The Carers Counselling service attached to CSP has experienced high demand and has successfully obtained short-term additional funding until the end of March 2021 to help to reduce the waiting list.
- A pilot project to improve the uptake of and process for carer assessments, called Carer Conversations, saw new guidance issued to staff at the start of 2020. An audit of completed carer assessments during the year was carried out in December 2020, highlighting excellent practice and identifying areas of further work.
- Respite services has continued to support unpaid carers, ensuring they are able to have a break from their role and look after their own wellbeing. Residential and nursing placements, sitting services and day centre provision for adults with learning disabilities or dementia, have continued to operate despite the restrictions.
- Once restrictions allow, all-age carers services in the County Borough will be co-located in a newly refurbished office in Gelliwastad Road, Pontypridd. Grant funding has provided equipment and furnishings to allow the space to be used for carer events, workshops, training and meetings and the office will effectively act as a carers hub for Rhondda Cynon Taf.
- A scoping exercise is currently underway to establish the possibility of the Council achieving the Carer Friendly Employer accreditation awarded by Carers Trust. This will require input from all Council departments and all levels of management and is aimed at supporting our working carers.

The Director concluded his report by explaining that the work and dedication of all care staff and providers in Rhondda Cynon Taf will

continue to provide quality of care and support to people and carers throughout the pandemic.

The Chair thanked the officers for a very informative report and opened up the meeting for Members observations and questions.

A Member thanked the whole of the service for the excellent work that had been done over this time and asked for clarity on the “Happy @ Home Scheme” as his concerns were that if the scheme was very popular and is likely to be oversubscribed then there is a need for the service and asked what we were doing to continue with the scheme.

The Head of Care and Support explained that even though the scheme was oversubscribed that through additional grant funding we are able to cover the scheme at present, although going forward we would need to consider how we open up for carers in a sustainable way and how direct payments could be used differently to offer that opportunity.

The Member thanked the officer for the response and suggested that the scheme be offered on an on-going basis.

The Director stated that we will have learnt lessons during the pandemic about doing things different as we move forward, with this being one, and we will look to support to the scheme along with utilising existing direct payments opportunities.

Another Member echoed thanks to the services throughout the pandemic and asked a question relating to waiting list of cases awaiting allocation in the Occupational Therapy Team. The Member asked if there were arrangements in place to manage the waiting list and how the service would improve waiting times going forward.

The Director explained that there is an ongoing waiting list, which was in place before Covid, and it would vary based on demand and service capacity, although all cases were prioritised based on need and risk. He continued to explain that apart from current Covid-19 related pressures, one of the re-occurring problems faced by the service related to the recruitment of Occupational Therapists and within the last two weeks 2 of the current 4 vacancies had been filled which should help reduce current waiting times. It was also explained that over the Winter period the service receives parking bay applications which increases the waiting list but once assessed the waiting list would reduce.

A Member asked for clarification in relation to parking permits for paid carers as some had reported difficulties parking when visiting people’s homes, which impacted the length of time allocated to provide the care and support required.

The Director explained that he was unaware of any issues relating to this matter, but if members are aware of any specific issues, then please let



the service know and we will investigate the matter further.

After further discussion Members **RESOLVED** to;

- Acknowledge the report
- Thank staff and carers for all their hard work going forward.

**23 Chair's Review and Close**

The Chair thanked Members and Officers for their attendance at this evenings meeting and wished them a good evening.

**This meeting closed at 18:00pm**

**CLLR R. YEO  
CHAIR.**

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**RHONDDA CYNON TAF COUNCIL HEALTH AND WELLBEING SCRUTINY COMMITTEE**  
Minutes of the meeting of the Health and Wellbeing Scrutiny Committee held on Tuesday, 16 March  
2021 at 5.00 pm .

**County Borough Councillors - Health and Wellbeing Scrutiny Committee Members in attendance:-**

Councillor R Yeo (Chair)

Councillor S Evans	Councillor A Roberts
Councillor P Howe	Councillor G Stacey
Councillor D Owen-Jones	Councillor W Jones
Councillor E Griffiths	Councillor L De Vet
Councillor G Jones	Councillor S Powderhill

**Officers in attendance:-**

Mr P Nicholls, Service Director, Legal Services  
Ms L Davies, Director, Public Health, Protection and Community Services  
Mr G Black, Community Safety and Strategic Partnerships Manager

**County Borough Councillors in attendance:-**

Wendy Lewis – Vice Chair Overview & Scrutiny

**24 Welcome & Apologies**

The Chair welcomed Members and Officers to the meeting of the Health and Wellbeing Scrutiny Committee.  
Apologies were received from County Borough Councillors J Williams, J Davies

**25 Declaration of Interest**

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

**26 Minutes**

It was **RESOLVED** to approve the minutes of the 12<sup>th</sup> January 2021 as an accurate reflection of the meeting.

**27 Consultation Links**

The Chair advised Members of the consultation links which were provided for their information and for the Committee to note any consultations that were relevant to the Committee – Members **RESOLVED** to note the information.

**28 Report on the progress of the Integrated Substance Misuse Service in Rhondda Cynon Taf and Merthyr Tydfil.**

Members were provided with a report on the implementation and progress of the Integrated Substance Misuse Service in Rhondda Cynon Taf and Merthyr Tydfil.

The Director of Public Health, Protection and Community Services explained that in Cwm Taf Morgannwg the responsibility for the strategic planning and commissioning of services for the treatment and prevention of substance misuse rest with the Cwm Taf Morgannwg Substance Misuse Area Planning Board. It was explained that the majority of substance misuse services within Cwm Taf Morgannwg are funded through two Welsh Government Funding Streams,

- The Substance Misuse Action Fund (SMAF ) £4M;
- The Local Health Board ring fenced substance misuse allocation £3.5M.

Members were informed that RCT is the nominated banker and grant recipient for the Substance Misuse Action Fund allocation on behalf of the Area Planning Board.

The Officer highlighted that all services currently commissioned for substance misuse within Cwm Taf fall within a 4 –tier conceptual framework, which refer to the level of intervention provided.:

- **Tier 1:** Consists of a range of drug-related interventions that can be provided by generic providers, depending on their competence and partnership arrangements with specialised substance misuse services;
- **Tier 2:** Interventions are provided by specialist substance misuse providers and include a range of harm reduction interventions and interventions that engage, retain and support people in treatment. Support for families and concerned others, are also considered to be a tier 2 interventions;
- **Tier 3:** Specialist provisions including all clinical functions. substitute prescribing programmes and community detoxification;
- **Tier 4:** Services provide substance misuse inpatient detoxification and residential rehabilitation programmes.

The Chair thanked the Officers for a very comprehensive report and opened up the meeting for Members questions and observations.

A Member also commended the service for the work that has been done especially with the area that he resides and thanked Barod Service provider for all their hard work and looks forward to working with them in the future.

Members requested information regarding a single point of contact number for future reference which would help in Members signposting residents to the correct areas for help and support. Officers provided detailed information to the Committee.

A Member asked a question regarding the figures within the table and asked for clarity on lower number of referrals during 2017. Officers explained that during

this point there had been a transfer from a National data base to a single point of contact data base where by there is now a more streamlined and there had been a of service and referrals are tracked in one place and the clients journey progression is followed.

Members put questions forward in relation to various scenarios, Members wanted clarity on the type of service user the County Borough along with age profile. It was explained that the main substance of misuse referrals is alcohol at 65% and in terms of age range it showed to be 35- 45 year old. Over 50's services have been brought in to deal with the long term effects of drug misuse. In respect of areas of concern regarding police response the Overview and Scrutiny Committee sitting as the Crime and Disorder Committee would deal with many of these issues.

Members were reminded that if Members had any specific questions relating to their ward Officers would be able to address these issues out side of the meeting.

After further discussion Members **RESOLVED** to

- Acknowledge the content of the report
- Receive data in respect of service use profile.

## 29 Homeless Strategy 2018/2022 Progress Report

The Temporary Head of Community Safety and Community Housing provided Members with an update on the progress made by the Housing Service in relation to the RCTCBC Homelessness Strategy 2018 – 2022 and the Action Plan supporting the Strategy.

Members were reminded that the Housing (Wales) Act 2014 to effect on 27<sup>th</sup> April and placed a number of duties on local authorities in respect of the homeless which included:

- Provision of advice and assistance to anyone threatened with homelessness;
- Provide appropriate help and support to any homeless person to help secure a suitable home;
- New powers to local authorities to discharge their homelessness duty into private rented sector.

Officers explained that Rhondda Cynon Taf Homeless Strategy and Action Plan 2018 – 2022 sets out its vision for RCT where homelessness is prevented and where it does occur, people are supposed to secure accommodation and support as part the objectives set out below:

- Preventing homelessness and repeat homelessness from occurring , wherever possible , therefore reducing homelessness;
- Ensuring the appropriate support and accommodation is available to meet needs of homeless and potentially homeless people ;and
- Ensuring people with housing support needs have these fully assessed and have access to services to help sustain independent living.

Members acknowledge that over the last year the Covid 19 pandemic triggered no immediate overall increase in homelessness applications. Officers confirmed that most individuals who presented as homeless required interim accommodation which triggered a surge in Bed and Breakfast placements.

The Head of Service highlighted that single people aged 25 and over accounted for 70% of all homelessness applications and placements in bed and breakfast accommodation in RCT. The main reason seems to be breakdown of relationships with family and friends.

The Committee were informed that due to unprecedented demands, we have experienced a 29% increase in the use of bed and breakfast accommodation in 2020/21 with 701 households placed in 2019/20 and 659 as at 1/03/21. The Officer continued to highlight that Storm Dennis and the pandemic has had a significant impact on the service which has increase demand for both temporary and permanent accommodation.

Officers provided Members of the Health and Wellbeing Committee with an overview of the progress made against each objective set out in the strategy, and highlighting some of the projects and initiatives that the authority has in place going forward.

In conclusion the Temporary Head of Community Safety and Community Housing stated that the impact of the key policies such as raising the LHA and suspending evictions have had some impact on preventing homelessness . Despite this progress, the pandemic has further exposed the severe shortages of affordable homes.

The Officer continued and explained that post lockdown we are expected to see an increase in the level of homelessness which will be particularly relevant to people being evicted from private rented sector and an increase in newly unemployed people being made homeless because of the pandemic.

Member continued to acknowledge the work that is being undertaken to address the effects and will continue to consider the work being done by the service to address any up and coming issues.

Members thanked Officers for a very informative report and put forward their questions and observations.

Members wanted to express gratitude to the services for work that had been carried out within his area and was pleased to see the forward planning that has been put in place by the service.

Members raised concerns relating the lack of 1 bedroom accommodation which is a challenge put forward their views.

A Member commented that it was pleasing to see the use of the Housing First project and wanted clarity of any gaps in the service which needs to be filled. The Director explained that

Officer explained that this had been an interesting year and we know there is a lack of 1 bedroom accommodation however this year the challenge has been the enormity of complex needs clients coming through the doors and sometimes

housing in the sense is not always the right model. Members were provided with an example of the services available.

After further discussion and questions Members **RESOLVED** to

- Acknowledge the content of the report;
- Monitor the work of the Service over the next 12 Months ;
- Receive an updating report at a future meeting.

**30 Chair's Review and Close**

The Chair thanked Members for a very interesting debate and brought the meeting to a close.

**This meeting closed at 6.05pm**

**CLLR R. YEO  
CHAIR.**

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**RHONDDA CYNON TAF COUNCIL HEALTH AND WELLBEING SCRUTINY COMMITTEE**  
Minutes of the meeting of the Health and Wellbeing Scrutiny Committee held on Monday, 19 July  
2021 at 5.00 pm .

**County Borough Councillors - Health and Wellbeing Scrutiny Committee Members in attendance:-**

Councillor R Yeo (Chair)

Councillor S Evans	Councillor L De Vet
Councillor J Davies	Councillor M Forey
Councillor M Griffiths	Councillor P Howe
Councillor G Jones	Councillor S Powderhill
Councillor A Roberts	Councillor G Stacey
Councillor J Williams	Councillor S Trask

**Officers in attendance:-**

Mr P Mee, Group Director Community & Children's Services  
Mr C Hanagan, Service Director of Democratic Services & Communication  
Mr A Wilkins, Director of Legal Services  
Ms A Lloyd, Service Director, Children's Services

**1 Welcome & Apologies**

The Chair took the opportunity to welcome Members and Officers to the first meeting of the Health & Wellbeing Scrutiny Committee for the Municipal Year 2021/2022.

The Chair also thanked Members who had previously sat on the Committee for their time and input into the previous year's work and wished them well in the future.

**2 Declaration of Interest**

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

**3 Consultation Links**

The Chair referenced the consultation links, which were available through the RCT Scrutiny website. Members were reminded that information is provided in respect of relevant consultations for consideration by the Committee which are

circulated on a monthly basis. Member **RESOLVED** to note the information contained.

#### **4 The Health and Wellbeing Scrutiny Committee Draft Work Programme 2021/ 2022**

The Service Director Democratic Services and Communications presented Members of the Health & Wellbeing Scrutiny Committee with a Draft Work Programme for the 2021/2022 Municipal Year.

Members were reminded that the Scrutiny Work Programmes have a reduced number of meetings for this Municipal Year to allow for the work to be timetabled with the best use of resources available and will allow for a more flexible approach to recognise the needs of emerging priorities and provide opportunities for Working Groups and training when required.

Member discussed the Work Programme and after further consideration **RESOLVED** to

- Agree the Health and Wellbeing Scrutiny Work Programme for the Municipal Year
- Agree to review the Work Programme at regular intervals to ensure the items identified for inclusion are relevant and that any additional referrals are incorporated.

#### **5 The Director of Social Services Draft Annual Report**

The Group Director Community and Children's Services explained to Members that the Social Services and Wellbeing (Wales) Act 2014 in Part 8 A Code of Practice states that the Directors of Social Service must prepare and publish an annual report about the exercise of the Local Authority's social services functions and that this report must be published as soon as reasonably practicable after the end of the financial year.

The Group Director along with the Director of Children's Service with aid of a Power –Point presentation presented Members with some of the key priorities for both Adult and Children's Services:

- Overview of performance;
- Response to the Coved -19 pandemic;
- Impact on staff, Carers, adult in needing support, etc.
- How are people Shaping our services;
- What did we plan to do in 2020- 21
- Key Quality measurers;
- Complaint and Compliments;
- Welsh Language
- Promoting and improving the wellbeing of people we help.
- Key Priorities for 2021/ 2022

The Chair thanked the Group Director Community and Children's Services for a very comprehensive report and presentation and opened up the meeting for Members questions and observations.

Members thanked the Group Director, Officers and staff and volunteers across Rhondda Cynon Taf for all their hard work and commitment over the last 18 months. A Member asked what impact has been had on the Stay Well @ Home Service during the pandemic and where are we now.

In response the Group Director explained that Stay Well @ Home Service has two aspects, "Stay Well@ Home1" which is focused the hospital discharge and has worked well throughout the pandemic. "Stay Well @ Home 2" link to enhancing the single point of access and extending access out of hours services. Some of this project had to be put on hold during the height of the pandemic and is slowly being reintroduced however it is too early to say the result of the project, we will bring information back in the future. Other projects had been put on hold also such as the mobile response unit.

A Member commented on the work of the carers and stated that the work has been exceptional and they have gone above and beyond the Member gave an example of the work that has been carried out by carers. The Member also wanted to highlight that the Members helpline has proved an excellent service during this time.

In respect of Adult Safeguard there had been 7% increase in referrals is this due to a better referral process, the Member continued and raised concerns in relation to the financial pressures on the service and wanted to know what plans are in place to deal with these pressure with our increasing elderly population.

In response the Group Director explained that in relation to safeguarding figure he did not have the information to hand but explained that there is a great awareness and this is a contributing factor. With regards to the financial pressures the Group Director explained that there is some serious work to be done especially around preventative measures and early intervention.

Members put forward further questions and observation relating to the report especially that of work carried out in respect of Covid – 19 and wanted clarity in respect of the high numbers of constituents having covid and wanted to understand what work was being done with partners in Health to try and address the situation.

After further questions Members RESOLVED to:

- Acknowledge the content of the Report
- The Group Direct Community and Children's Services consider Member's comments when completing his final report before it is presented to Cabinet.

## **6 Care Inspectorate Wales (CIW) - Assurance Check 2021**

The Group Director Community and Children's Services explained to Members of the Health and Wellbeing Committee that back in March 2020 CIW suspended its routine programme of inspections in response to the Covid – 19 pandemic to enable local authorities to focus their attention on responding to the challenging

circumstances of the pandemic. He continued to explain that in September 2020 a revised programme of assurance checks were recommended.

The Group Director continued to explain that the Council has received a summary of findings of the assurance check undertaken on the 24<sup>th</sup> to 26<sup>th</sup> May 2021. Members were informed that the assurance check considered safety and well-being of people who use or may need to use services, the safety of services the access and the safety and wellbeing of people working in the service, which key lines of enquiry were focused on the four principles of the Social Services and Well-being (Wales) Act 2014.

Members were pleased to see that the findings letter identified many strengths across the Services and put forward questions and observation relating to recruitment and retention along with wanting clarity on how the services can work to reduce waiting times.

Members RESOLVED to acknowledge the report and agreed to consider the action plan in its September's meeting in discussion with the Cabinet Member for Adult Services.

## **7 Chair's Review and Close**

The Chair thanked Members and Officers for their input to this evening's meeting and explained that he is looking forward to carrying out in - depth work with the Committee over the next 12 months.

## **8 URGENT ITEMS**

**This meeting closed at 6.25 pm**

**CLLR R. YEO  
CHAIR.**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL  
MUNICIPAL YEAR 2021/22**

**HEALTH & WELLBEING SCRUTINY  
COMMITTEE**

**20<sup>TH</sup> SEPTEMBER 2021**

**REPORT OF THE GROUP DIRECTOR,  
COMMUNITY & CHILDREN'S SERVICES**

**Agenda Item No. 4**

**LEARNING DISABILITY DAY  
SERVICES OFFER**

**Author: Neil Elliott, Director of Adult Services**

**1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to provide Members of the Health and Wellbeing Scrutiny Committee with the opportunity to contribute to the wider engagement and co-production approach of a new Learning Disability Day Services Strategy for Rhondda Cynon Taf.

**2. RECOMMENDATIONS**

It is recommended that Members:

- 2.1 Note the information provided in this report and the attached appendix and scrutinises its contents
- 2.2 Consider how they can be involved in the wider engagement and co-production of the new Learning Day Services Strategy.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 To provide Members of the Health and Wellbeing Scrutiny Committee with the opportunity to contribute to the wider engagement and co-production of a new strategy.

**4. BACKGROUND**

- 4.1 At the meeting of Cabinet on 20<sup>th</sup> July 2021, Members considered a report on the Council's Learning Disability Day Service Offer. The report provided key information evidencing the need to transform the Council's Day Service Offer for people with a learning disability in order to:

- respond to the engagement feedback from people who use services and their families and carers as to what they would like day services to look like and deliver now and in the future
- meet the current and future increasing need and complexity of the people we support and develop sustainable opportunities for them
- meet the expectations from people we support and their families and carers for more outcome based opportunities focused on individual progression and achievement that promotes independence not dependence
- recognise people's abilities, not disabilities, and that everyone with a learning disability can make a positive contribution to the community in which they live
- improve the delivery of the day service offer, including the current day centre buildings in the most efficient and cost effective way
- response to the impact of Covid-19
- meet the requirements of the Social Services Wellbeing (Wales) Act 2014 and other national and local strategic priorities

4.2 Following consideration of key information and issues provided in the Cabinet, including the feedback from the engagement activity already undertaken over the last twelve months, Cabinet agreed:

- the on-going engagement with people with a learning disability, their families and carers, staff and partners and the proposals to co-produce a new day opportunities strategy to transform the Council's current day services offer and future service provision in Rhondda Cynon Taf
- to receive a further report that presents the co-produced draft Day Services strategy for people with a learning disability for approval prior to formal public consultation
- to Treforest Day Centre remaining temporarily closed and for arrangements to continue to be made to support people registered at Treforest Day Centre and their families and carers to meet their assessed need.

4.3 A copy of the Cabinet report is attached for information at Appendix 1.

4.4 The intention will be to engage with a wider group of people that have a learning disability and their families and carers, including those who do not use services at present, or who are less frequent users and young people in school to ensure that these groups can contribute to the shaping of current and future day service offers. This work will define what is important to people in living a meaningful and inclusive life in Rhondda Cynon Taf, including of day and evening opportunities and support.

- 4.5 These engagement events and activities will be carried out over the Summer and Autumn, along with engagement work with other key stakeholders. This engagement activity will inform the development of a new co-produced Day Services Strategy, which Cabinet will receive for approval prior to formal public consultation.

## **5. EQUALITY AND DIVERSITY IMPLICATIONS**

- 5.1 An Equality Impact Assessment will be completed as part of the co-production approach and will be included in the report to Cabinet for consideration prior to any future decision being made to change the Council's Day Services offer for people with a learning disability.

## **6. CONSULTATION/INVOLVEMENT**

- 6.1 The ongoing engagement with people with a learning disability, their families and carers, staff, partners and other key stakeholders, including Council's Health and Wellbeing Scrutiny Committee will inform the co-production of the new Day Services Strategy.

## **7. FINANCIAL IMPLICATION(S)**

- 7.1 There are no financial implications associated with this report.

## **8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 8.1 The co-production of a new Day Services Strategy that meets the current and future assessed needs of people with learning disability and their families and carers allows the Council to meet its statutory duties as set out in the Social Services and Wellbeing (Wales) Act 2014.

## **9. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT**

- 9.1 The co-production of a new Day Services Strategy supports the Council's People corporate priority - promoting independence and positive lives for everyone. It also contributes to the following wellbeing goals, namely: a Wales of cohesive communities, a healthier Wales and more equal Wales and due regard has been made to the five ways of working, as contained within the Wellbeing of Future Generations (Wales) Act 2015.

## **10. CONCLUSION**

- 10.1 In order to achieve the level of transformation required and ensure the Council's Day Service offer meets the aspirations of current and future people with a learning disability and their families and carers, Cabinet have

agreed a wider engagement and co-production approach to develop a new Day Services Strategy, which Cabinet will receive for approval to prior enter to formal public consultation.

- 10.2 The Cabinet decision provides an important opportunity for people with a learning disability, their families and carers, and other key stakeholders, including members of the Health and Wellbeing Scrutiny Committee to contribute to the engagement and co-production of a new Day Services Strategy for people with a learning disability.



**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**20<sup>TH</sup> JULY 2021**

**LEARNING DISABILITY DAY SERVICE OFFER**

**REPORT OF THE GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES, IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR G HOPKINS**

**AUTHOR: Neil Elliott, Director of Adult Services**

**1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to consider key information and issues relating to the Council's current day service offer for people with a learning disability and seek Cabinet's approval to continue on-going engagement with people with a learning disability, their families and carers, staff and partners and co-produce a new day opportunities strategy to transform the Council's current day service offer and future service provision.

**2. RECOMMENDATIONS**

It is recommended that Cabinet:

- 2.1 Considers the information provided in this report, including the summary of key observations and feedback from the engagement undertaken as part of the implementation of the new Learning Disability Transformation Programme.
- 2.2 Subject to 2.1 above, approves the on-going engagement with people with a learning disability, their families and carers, staff and partners and the proposals to co-produce a new day opportunities strategy to transform the Council's current day services offer and future service provision in Rhondda Cynon Taf as set out in Section 9 of the report.
- 2.3 Subject to 2.2 above, agrees to receive a further report that presents the co-produced draft day opportunities strategy for people with a learning disability for approval prior to formal public consultation.
- 2.4 Subject to 2.2 above, approves to Treforest Day Centre remaining temporarily closed and for arrangements to continue to be made to support people registered at Treforest Day Centre and their families and carers to meet their assessed need as set out in paragraph 7.21 of the report.

### 3. **REASONS FOR RECOMMENDATIONS**

- 3.1 Whilst over recent years there has been some positive progress in relation to the Council's current day service offer to people with a learning disability, the Council has not yet to respond sufficiently to national and local strategic priorities and drivers for change. The current day service offer is predominantly building based and follows a traditional "day centre" maintenance model that provides services for adults with a learning disability with limited scope to offer choice and control and raise aspiration for people - a more innovative and diverse response is required.
- 3.2 At present Covid-19 has impacted on the ability of day services to operate some of the existing building based day services due to the requirements for social distancing and this could have longer term implications. It is important Adult Services take on board any learning and good practice from during the pandemic to help shape the future day services offer.
- 3.3 With this mind, it is recommended to continue ongoing engagement with people with a learning disability, their families and carers, staff and partners and co-produce a new day opportunities strategy to transform the Council's current day services offer for people with a learning disability and ensure that services, both in the short and long term, are arranged and delivered in a way that achieves the best possible individual outcomes for people and make the best use of Council resources. It is recommended that Cabinet receive a new co-produced draft day opportunities strategy for approval prior to formal public consultation.
- 3.4 It is not currently possible to provide a day service at Treforest Day Centre due to the serious flooding and damage in February 2020 and remaining temporarily closed will allow for further evaluation to be undertaken when the proposed draft day opportunities strategy is reported back to Cabinet for approval.

### 4. **BACKGROUND**

#### **Local Strategic Context**

- 4.1 The **Cwm Taf Joint Statement of Strategic Intent for Children, Young People and Adults with Learning Disabilities (including autism and complex needs) and their families** approved by the Cabinet in November 2017 sets out the local regional strategic outcomes that set out and enable people with a learning disability to have greater equitable access to their communities and realise an 'Ordinary Life' that was meaningful to them and adopts the following key messages:
- Maximising the use of universal services
  - Increased early intervention, prevention, information, advice and assistance
  - Building community support and developing people's independence
  - Sustaining people in their own homes
  - Enabling people to live full lives and achieve their potential
  - Keeping people safe
  - Making best use of our resource

4.2 The introduction of the Statement of Strategic Intent initially raised the profile of learning disabilities, however, work undertaken at the time took place in isolation with limited targeted work to understand how this aligned and impacted upon existing current offers and resources in place in any detail. As a consequence, a pro-active and positive piece of work in ‘making the Strategic Intent personal’ took place in 2019 and facilitated people with a learning disability of all ages, with their families and providers to attend co-production events that focused on establishing ‘what is important to you’. As a result of this work, people with a learning disability and their families clearly communicated their 3 top key priority outcomes that are important for them which were:

- Having Good Health
- Having the right place to live
- Accessing opportunities that is meaningful to them including skills development, training and getting a job that they want.

4.3 However, due to a number of reasons, and in particular the impact of the Covid-19 pandemic on local service provision and resources there has been a delay progressing these three priority outcomes.

4.4 Notwithstanding the challenges that the Covid-19 pandemic has caused and will continue to do in the future, the Council’s Adult Services have recognised the need to modernise and improve its day services offer so that people can access the right support at the right time, in the most resource efficient way possible and thereby enabling all people with a learning disability to have the best opportunity for a meaningful life with equity, respect and improved wellbeing is more important than ever.

### **Learning Disability Transformation Programme**

4.5 In order to progress the modernisation of the Council’s care and support offer a **Learning Disability Transformation ‘Improving the offer’ Programme** was established during the Covid-19 pandemic. A key focus is the commitment to working in partnership with other key stakeholders and with people with a learning disability and their families and carers to refocus on the delivery of the Statement of Strategic Intent and support the delivery of people’s identified outcomes through co-production. This includes the development of:

- a Multi-Agency Transformation Partnership “Governance” Board to be joint chaired by an individual with a learning disability and the Director of Adult Services, and
- a Citizens Panel to engage with the wider learning disability community.

4.6 The work of the Learning Disability Transformation Programme has been informed to date from evidence gained from the following review activity:

- current care and support offer commissioned by the Council, including the identification of gaps and observations from which projects and activity can be developed from

- user of services and family and carer views, experiences and outcomes
- user of services and carers views of their experience of the management of Covid-19, including the opportunities and challenges in meeting need.

4.7 A brief summary of some of the key observations in relation to the above activity, and in particular to the Council's current day service offer is provided below:

- The current offer appears to be service focused and based on the existing services available, including where the person lives with less focus on the specific aspirations and outcomes of the individual
- There is a sense of a lack of progression for people with a learning disability and a sense of risk aversion and a culture of paternalism that can impact the opportunities for people and their family progression
- Whilst there have been efforts to transform the Council's day service offer this has been challenging and slower than anticipated - it has also been in isolation from the rest of the health and social care system
- Within the Council's Day Service, the current high use of people accessing group work will often translate to a lower focus on individual skills development and progression – there is also a need to be mindful of repetitive processes that can result in fatigue and time wasting for the person and duplication of resources for the organisations concerned.
- There is a need to focus on what the Council's Day Service does well and how it fits with the wider market and needs of the population - embracing the opportunities presented by Covid-19 to reshape and redesign day services to focus on specific groups of people with higher support needs and complexities, including autism.

4.8 Further detail in relation to the engagement with people with a learning disability and family and carers is provided Section 7 below. From the feedback received to date it is clear that it is not only the Council's day service offer for people with a learning disability that requires transformation. As people with a learning disability access a range of other specific services, including supported living, residential care, short breaks and community support services, many of which are also rooted in traditional approaches rather than supporting the best practice principles of prevention and progression, it is clear that the Council will need to look at how it can improve and refocus its care and support offer for people with a learning disability in order to meet people's needs currently and for the future.

4.9 The findings and feedback from this transformation programme will provide an evidence base to inform the development of a coordinated and sustainable delivery plan that will bring together future activity to transform the Council's care and support offer and improve the outcomes for people with a learning disability. This work will be reported to Cabinet, where relevant, for consideration and decision in due course.

## **5. EQUALITY AND DIVERSITY IMPLICATIONS/SOCIO-ECONOMIC DUTY**

- 5.1 When making decisions on strategic and policy matters, Cabinet must have regard to the Council's public sector equality duties under the Equality Act 2010, namely: Public Sector Equality Duty and Socio-Economic Duty. The Council's Equality Impact Assessment (EqIA) process ensures that due regard is paid to these duties.
- 5.2 An EqIA pre-screening exercise has been completed reviewing the impact of the recommendations made in Section 2 above. Whilst there are some temporary changes to the provision for current people supported by Adult Services, the focus will continue to be on meeting assessed care and support needs through existing and, if relevant, new care and support provision so impact will be minimalised.
- 5.3 If Cabinet agree to the recommendations in Section 2 of this report, a full EqIA will be completed evaluating any impact of the proposed co-produced new day opportunities strategy and this will be included in the subsequent report to Cabinet for consideration prior to any future decision being made to change the Council's day service offer for people with a learning disability.

## **6. WELSH LANGUAGE IMPLICATIONS**

- 6.1 There are no immediate Welsh Language implications relating the proposals within this report. The Council will ensure compliance with Welsh Language Standards if a consultation process is initiated in relation to the proposals outlined within this report. All recommended proposals if implemented will comply with Welsh Government's "More Than Just Words" Strategic Framework in Health and Social Care.

## **7. COUNCIL'S DAY SERVICE OFFER FOR PEOPLE WITH A LEARNING DISABILITY**

- 7.1 The provision of day services is a key offer in the provision of care and support for people with a learning disability that should help them to have a fulfilling life, provide the opportunity to take part in various interests and activities, make friends, develop relationships, gain new skills, and enable them to make a positive contribution to the community in which they live. Day services should also provide support to carers by means of creating respite so that they can pursue their own interests outside of their caring role.
- 7.2 The Council's current day service offer is well valued by people who access it and their families and carers. However, as already reported, it is predominantly building based and follows a traditional "day centre" maintenance model that provides services for adults with a learning disability rather than a progressive person centred community based model of support which supports and encourages choice and control for people through opportunities to engage in meaningful community activity.

- 7.3 Research shows that in the majority of other local authorities, there has been a significant shift from the reliance on building based day services towards more personalised community based day opportunities in settings such as workplaces, colleges, sports centres and local community hubs. This has been supported by investment in the independent and third sector to create partnerships and an employment first type approach.
- 7.4 Best practice shows that having a job is likely to significantly improve the life chances and independence of people with a learning disability, offering independence and choice over future outcomes. Therefore, the Council's day service offer should reflect a move towards this approach and to support better outcomes for people accessing Adult Services - a key aspect of living an ordinary life is employment.
- 7.5 In order to move away from a predominantly building based service approach to meeting needs, a shift in focus is required to a personal, community assets and place-based approach which bring people and places together, through a range of methods, to support people to live ordinary lives

#### **Current Day Services Offer**

- 7.6 The Council's Day Service for people with a learning disability provides daytime activities, primarily in day centres and in some community and work-based facilities. It currently supports around 355 adults with a learning disability and their families and carers with a range of different support needs from those individuals requiring minimal support through to individuals with complex behavioural support needs and a profound and multiple learning disability.
- 7.7 The majority of the people supported by the Council's Day Service have complex behavioural support needs and profound and multiple learning disability. People attend the Council's Day Service either on a full time or a part time basis dependent on historically arrangements along with individual needs. Some individuals attend more than one service during the week.
- 7.8 Because of changes to people's expectations over recent years, more younger adults are choosing to access community based services and older adults are choosing to "retire" from attending day centres and staying at their home. As a consequence, attendances at the Council's Day Service have been decreasing and despite there being a growing demand on adult social care services, the demand for day service support is not expected to grow. However, levels of complexity and need is getting higher.
- 7.9 The age profile of current day service users is increasing - the majority have been attending for over 10 years and the most of these live at home with parents, many of whom are themselves approaching or past retirement age. Because of the original purpose of the Council's day centres the expectation of many existing people and their families and carers relates to attending a day centre each weekday. The Council's Day Services are valued by the majority of people who use them and by their families and carers as valuable respite, which supports them to continue in their caring role.

- 7.10 The Council's Day Service is often seen as a 'safe place' for people; hence people tend to remain in current services for long periods of time, sometimes for significant periods of their lives. As a result, the Council's Day Service provision encourages dependency over time as opposed to promoting resilience and independence - rarely do adults with a learning disability move on to other forms of provision.
- 7.11 The Council's current day services offer is often just seen as a solution and the person fits the service, rather than service responding to a person's needs and desired outcomes. Social care reviews do not always take place in a timely way and therefore sometimes do not consider a person's strengths, skills, and interests. Any change to the Council's current day service offer will require a move away from merely providing services and one-size-fits-all solutions and instead will need more innovative, flexible, community based solutions, which build aspiration for people at any age.
- 7.12 Across Rhondda Cynon Taf, there are a number of different day service activities available to people with a learning disability with a range of different support needs, which are delivered across 3 large day centres and 11 small community day centres and worked based sites, including those commissioned externally.
- 7.13 Two of the large day centres (Treforest and Llwynypia) were originally designed as 'adult training centres'. The third (Gadlys) is a former residential care home. These centres are dated buildings, and their size and age mean that they are expensive to heat and have significant repair and maintenance costs. They were designed and built at least 25 years ago to fulfil very different purpose from the ones they do today. Whilst the quality of the care by staff is good, they generally have an institutional and somewhat unwelcoming appearance. Over the years the style of service has changed significantly, and the buildings need modernisation to meet the needs of the people currently, and those in the future, using the service with significantly higher support needs. Whilst the buildings have received some refurbishment over the years to meet the increasing needs of people, they do not meet the standards that are found in more modern facilities.
- 7.14 The majority of the small centres, with the exemption of Abercynon Day Centre are community centres where rooms are hired to provide a day service and, as a result, there are some limitations within the service provided from a building perspective. Some other facilities are used to provide alternative community and work based projects, for example Cwm Cycling and Maesyffynnon Garden Centre, which offers activities around its market gardening facilities.
- 7.15 People with less complex needs sometimes use the buildings as a base and may attend other community based activities. However, the current day services offer to people with more complex needs and those with a profound and multiple learning disability is primarily building based and follows a traditional day centre model which, due to the numbers of people attending, have staffing ratios that do not facilitate a greater community presence and participation for this group.

- 7.16 The majority of day service provision operate over 5 days a week, 9:00 am until 4:00 pm Monday to Friday. People using the service will normally attend from 9:30 am to 10:00 am until 3:00 pm to 3:30 pm; this structure is largely inflexible and relates to the availability of arranged transport which the majority of clients use. There may be the potential to make services available outside these hours to include evenings and weekends, although the demand for such services is not known.
- 7.17 Many local authorities have reduced their directly provided resources and grown the external market offer; however, the majority of this Council's Day Services are run directly by the Council and only some are commissioned externally from the third and independent sector. Over the past two years, Adult Services have worked with our commissioned supported living providers to develop and shape the independent market for day services support to ensure a variety of different offers to meet people needs. However, the offer remains underdeveloped and underutilised and there is need to stimulate a wider care and support market to develop a range of opportunities for people with a learning disability to participate in, instead of attending day centres.
- 7.18 Rhondda Cynon Taf is ranked as the 2<sup>nd</sup> highest spender on day care support for adults aged under 65 with a learning disability – this is almost exclusively in-house day service provision.
- 7.19 Direct Payments provide people with greater choice and control to purchase the support which best meets their needs, e.g., by employing personal assistants, people can choose to be supported to access community groups and education classes rather than attend traditional day services. However, Direct Payments remain underutilised, with people preferring to use day service provision or request additional support to remain at home, including supported living accommodation rather than continue to use building based day services. As already mentioned, the independent market is also underdeveloped to offer different support options for people to purchase the support which best meet their needs.

### **Treforest Day Centre**

- 7.20 Prior to the start of the Covid-19 pandemic, Members will be aware that in February 2020, Treforest Day Centre was seriously flooded and damaged during Storm Dennis and immediate action taken to temporarily close and make the centre safe, pending further inspection and assessment of the damage. At the time everyone who used Treforest Day Centre were assessed based on need and risk and some people offered alternative support at an alternative centre or at their home with their family or within their supported accommodation.
- 7.21 Because of the significant refurbishment needed to return Treforest Day Centre to a safe, yet minimum standard of fitness, due to the serious flooding and limitations of the centre and the ongoing requirement of guidance to mitigate the impact of the Covid-19 pandemic, it is not currently possible to provide a day service at the Treforest. Therefore, in the short term it is proposed that:



- Treforest Day Centre continues to remain temporarily closed to allow for further evaluation to be undertaken when the proposed draft day opportunities strategy is reported back to Cabinet for approval.
- Adult Services continue to work with people and their families and carers who are registered at Treforest Day Centre to support them to utilise different methods of achieving what matters to them while the day centre remains closed.
- Adult Services and, where applicable, commissioned providers and Direct Payments are used to provide outreach home based support, whilst supporting people to enhance their day opportunities, where safe to do so.

### **Covid-19 Response**

- 7.22 All practice and priorities changed for the Council, Adult Services and its commissioned providers shortly after in March 2020 as a result of the Covid-19 pandemic.
- 7.23 Due to the vulnerability of people attending the Council's Day Services there has been a need to be vigilant to the risk of continuing service provision so that it is safe in terms of sufficient staffing resource and compliant with Welsh Government social distancing and infection control guidance.
- 7.24 Despite the vast majority of local authorities closing their day service provision, the Council has maintained a prioritised service for those people assessed as critical due to their own needs or crisis situations. This prioritised day service provision has been in place throughout the pandemic. However, due to easing of Covid-19 cases and restrictions and increased demand for care and support, the Council has continued to make available additional day service capacity to prioritise supporting adults and their families and carers based on need and risk.
- 7.25 Covid-19 restrictions have meant that the Council's Day Service hasn't been able to offer as many places as they could prior to the pandemic and it has tried, under often very difficult circumstances, to work with people, their families and carers confirm support arrangements.
- 7.26 Currently, the Council's Day Services are supporting around 210 adults with a learning disability with a range of different support needs at its Centres compared to around 355 prior to the Covid-19 pandemic. Plans are in place to reopen more day service provision as Covid-19 cases ease.
- 7.27 Through the pandemic, staff have continued, where possible based on need and risk to provide welfare checks and stayed in touch with people and their families and carers. Some people have also received additional targeted outreach home support and Direct Payments to meet their needs. The Council will continue to work closely with people and their families and carers to find solutions to best support their eligible needs and what matter to them.

## 8. **ENGAGEMENT ACTIVITY**

### **People First**

- 8.1 In late July 2020, Officers, via a workshop arranged by Cwm Taf People First, engaged with a small cohort of individuals who use the Council's Day Service and other day time opportunities along with families and carers from the Grapevine to learn from their experiences throughout lockdown and consider more fully formed options for the future delivery of day services. Further engagement with people with a learning disability and service providers was arranged by People First in early October 2020. A summary of the engagement feedback relating in particular to day services is below:
- need for people and their families to be involved is vital to co-produce future strategy developments and service transformation going forward
  - more easy read information, as well as visual aids, is needed
  - most people wished to return to day services, including employment and volunteering opportunities, when it is safe to do so
  - some people said that day services provided them more autonomy and improved their self-esteem and said that being out in local communities as their most enjoyable pastime and one of the things they missed most
  - some people would like to try an alternative activity to day centre attendance
  - respite for carers provided by the Council's Day Service is important and some families and carers have struggled during the pandemic due to reduce levels of provision
  - Covid-19 have impacted on people's friendships and relationships and opportunities for these to be maintained are extremely important to people
  - accessible transport has been an issue (for a long time) for many people
  - more use of Direct Payments to provide greater opportunity for people to use as an alternative to day services and allow people to participate in activities in the wider community and spend more time with friends
- 8.2 In addition to the above, People First launched their My Day My Way Phase 1 Report on 16<sup>th</sup> May 2021. The My Day My Way project is set up to collect and use the experiences and thoughts of people with a learning disability to challenge, hold account and lead future service development of daytime services in the hope of creating a more meaningful and purposeful life for them. Through the Phase 1 activities People First spoke to 60 people with a learning disability across the Cwm Taf Morgannwg Region as experts by experience. The report contains their experiences, thoughts, hopes and dreams through a range of engagement tools and innovative analysis to highlight trends, patterns and recommendations for the future. It is important that Adult Services use this engagement feedback to co-produce current and future day service offers.

## **Learning Disability Transformation Programme**

8.3 During Autumn 2020, as part of the development of the Learning Disability Transformation Programme it was decided to engage with Adult Services social work and care staff and its commissioned providers to explore and draw out their perspectives on how people with a learning disability move through certain pathways and current service offers. A summary of some of key observations in relation to day services is provided below:

- staff are a constant in people's lives and know them really well
- specialist autism day services are held in high esteem by people and families and carers and demand for places in these settings outstrips supply
- there is a growing range of online activities and support that are addressing social isolation and helping people develop new skills as alternative to going into day services
- there are lots of building assets and some great projects
- Day Services enables people to stay living at home with families
- Supported Living Providers would like the opportunity to assist in the wider modernisation of day services by providing alternatives such as using pooled Direct Payments
- there is a lack of choice around day support and some people spend a long time travelling to and from their day centres
- opportunity to refocus the Council's Day Services on people with more severe and profound learning and physical disabilities as part of a network of respite support for family and carers
- people are not encouraged to move on and may use services for years longer than is necessary, including employment and volunteering
- there is a need to begin conversations around employment and volunteer options at a younger age.

8.4 In addition, further engagement with a small cohort of people with a learning disability and their family and carers was also completed. A summary of some of the key engagement feedback specific to day services is provided below.

- some good initiatives to support people through the pandemic, but most people are bored and lonely and are longing for work, learning and leisure opportunities and being able to reconnect with loved ones and friends
- need for clear communication about both short-term availability and the long-term future of day services
- need for a wider range of day services and activities with a focus on life skills
- need to support to more people with learning disabilities to think about employment and volunteering opportunities

- most people said that they enjoyed day services and were really missing their friends and their activities – more support needed to maintain the friendships they have built up through day services

## **9. KEY ISSUES FOR CONSIDERATION AND PROPOSALS FOR DAY SERVICE TRANSFORMATION**

9.1 The initial analysis and findings from the transformation programme, including the Council's response to Covid-19 and, in particular, the feedback received through the engagement activity undertaken to date, as summarised above, identifies the need to transform the Council's current day services offer for people with a learning disability and create a new offer in order to meet current and future assessed need in the most efficient and cost-effective way that promotes independence, social inclusion and positive outcomes for people with a learning disability and their families and carers. From the work already taken place this is likely to require:

- improved assessment and care and support planning, delivering strength based, person-centred creative plans that drive change by better identifying positive outcomes rather than focusing on a referral to services
- greater focus on a wider approach to promoting independence, rather than solely looking at building-based day services. This will mean reviewing the persons journey more holistically and not solely focusing on one set of services. In order to move away from a predominantly service-based approach, a broader scope is required which incorporates assets which support a meaningful day
- work to address barriers to accessing community facilities, both in terms of physical environment and of changing attitudes to people with learning disabilities, encouraging a more inclusive approach
- challenging limitations imposed, either overtly or inadvertently, by traditional service models, including staffing, use of buildings, transport arrangements and a reliance on group activities
- far greater use of mainstream community options ensuring access to the wide range of opportunities Rhondda Cynon Taf has to offer in order to maximise inclusion, friendships and relationships and to address the concerns over the lives of people with learning disabilities being determined by the availability of services staff
- creative use of resources, particularly staffing based around shared interests of people supported, rather than around location and level of need
- a fundamental change of approach in services towards work, volunteering and contributing to the community, which underpin the key principles of prevention and progression and enabling people to be as independent as possible in their own communities by focusing on their strengths

- maximising the opportunity to use Direct Payments to access support or activities of the person's choice
  - reviewing the need for existing day centres and look to maximise the use of retained buildings and resources. It is recognised that long-term building-based provision will most likely provide the best service for those with the most complex needs, whilst for some individuals, short-term enablement and skills development may support a move into a more community-based environment. Day centres themselves can be assets, providing a base for multiple activities with in-reach and outreach to the local community
  - given the lasting impact of Covid-19, any new day services offer will need to be future-proofed as far as possible, to ensure that provision can be flexible in meeting need in a range of different ways as well as meeting any expected future demand on services.
- 9.2 In order to achieve the above level of transformation required and ensure the new day service offer meets the aspirations of current and future people with a learning disability and their families and carers, it is proposed that a co-production approach is taken.
- 9.3 The intention will be to engage with a wider group of people that have a learning disability and their families and carers, including those who do not use services at present, or who are less frequent users and young people in school to ensure that these groups can contribute to the shaping of current and future day service offers. This work will define what is important to people in living a meaningful and inclusive life in Rhondda Cynon Taf, including of day and evening opportunities and support.
- 9.4 It is proposed that these engagement events and activities will be carried out over the Summer, along with engagement work with other key stakeholders. This engagement will inform the development of a proposed new co-produced day opportunities strategy, which Cabinet will receive for approval prior to formal public consultation.
- 9.5 The aim of the co-produced strategy is to provide a clear set of principles for day opportunities and the components that will need to be in place to support people with care and support needs to have a good and meaningful day. The proposed strategy will have a clear set of actions which will set out the way investment in services needs to change over time and how services would be developed and grown to meet the outcomes of the strategy. It will also importantly provide the co-produced ambition that will influence and drive the pace of change needed across day services for people with a learning disability, leading to a sustainable and diverse range of care and support providers, continuously improving quality and choice, and delivering better, innovative and cost-effective outcomes that promote the wellbeing and independence of people who need care and support.
- 9.6 In addition to the above proposals, Adults Services will continue to undertake operational service delivery improvements already underway and identified

through to the ongoing co-production process being embedded as part of the Learning Disability Transformation Programme. For example, currently this would include continuing to:

- work closely with Colleges, Adult Education and training providers to link workplace training with classroom training to ensure people are equipped to be work ready
- develop an employment pathway inclusive of the different employment support offer available
- encourage people to choose a Direct Payment in order to make their own arrangements for day opportunities and access more community resources with friends and others with a shared interest
- work with Adult Service Commissioners to work with the market in the development of progressive, strength and outcome-based commissioning models
- deliver service improvements identified during the covid restrictions, such as improvements to online digital solutions

9.7 Any changes to the Council's current day services offer will be subject to active engagement and co-production with people with a learning disability and their families and carers. This will take into account all relevant national policies and drivers for change, be informed, where relevant, by examples of best practice and be co-produced. It is also very important that the Council work with people with a learning disability and their families and carers progress at a reasonable and supportive pace to ensure that future service offers, and support are firstly what people need, and secondly, they really work and are cost-effective

## **10. CONSULTATION/INVOLVEMENT**

10.1 Engagement has already commenced as described in Section 6 above and this has provided a better understanding of what people with a learning disability and their families and carers want from services and support for the future. However, wider on-going engagement with people with a learning disability, their families and carers, staff and partners is recommended in order to co-produce the proposed new day opportunities strategy to transform the Council's current day service offer and future service provision, which is recommended to be reported back to Cabinet for approval prior to enter public consultation.

## **11. FINANCIAL IMPLICATIONS**

11.1 The proposals set out in this report have the primary focus of delivering improved individual outcomes for people with a learning disability and their families and carers. Whilst the financial implications are a secondary consideration, future proposals to transform the Council's current day service offer should provide more cost-effective solutions and these will be explored,

subject to agreement of the recommendations in Section 2 above, in more detail in the subsequent report to Cabinet.

## **12. LEGAL IMPLICATIONS AND LEGISLATION CONSIDERED**

- 12.1 There is a public law duty to publicly consult with people affected by proposals resulting in changes to current and future provision of services. Where consultation is undertaken it should be done when proposals are at a formative stage; give sufficient reasons for any proposal so that respondents can make an informed response and allow adequate time for consideration and response. Cabinet would then be required to give consideration to the outcome of the consultation process prior to any decision(s) being made on any proposals.
- 12.2 Any future provision of services would need to be considered in accordance with the Social Services and Wellbeing (Wales) Act 2014. Local Authorities have a general duty under the Act to promote wellbeing. This duty applies when considering decisions in respect of an individual but also when considering broader strategic issues that do not relate to an individual. In doing so, the overall purpose is to produce a sustainable and diverse range of care and support services to deliver better, innovative and cost-effective services and support and promote the wellbeing of every person, and their carer, with the need of care and support. The recommendations made in Section 2 above aim to deliver the highest standards of care and support and is consistent with the above duty.
- 12.3 In addition, the Act and the accompanying Part 4 of the Code of Practice sets out that where an Authority has carried out an assessment which has revealed that the person has needs for care and support then the local authority must decide if those needs meet the eligibility criteria, and if they do, it must meet those needs either by commissioning services from independent organisation or by providing the service directly. The Council's Day Service forms part of this provision. The recommendations put forward in this report will allow the Council to ensure that going forward Rhondda Cynon Taf can meet all eligible needs.

## **13. LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT**

- 13.1 This report supports two of the Council's corporate priorities, namely:
- People - promoting independence and positive lives for everyone; and
  - Living within our means - where services are delivered efficiently to achieve value for money for the taxpayer.
- 13.2 The proposals in this report would allow the Council to meet the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Wellbeing of Future Generations (Wales) Act 2015. By providing a model of care that meets the needs of people with a learning disability and their families/carers, including those with more complex needs that is sustainable and increases focus on service offered, which promote choice, wellbeing and independence, the

wellbeing goals of a Wales of cohesive communities, a healthier Wales and more equal Wales are supported.

13.3 Due regard has also been made to the five ways of working, included in the Wellbeing of Future Generations (Wales) Act 2015. The following is a summary to show how the five ways of working to achieve the wellbeing goals have been considered in this report:

- **Long Term** – social services is demand led and there is a requirement to meet the needs of people in the longer term and, because of rising demographics and increasing complexity, the transformation of services continues to be a priority as we seek to achieve long term sustainable change to our care and support offer.

The Council's commitment to developing daytime opportunities represents a focus on the long-term wellbeing of individuals using the service and also the sustainability of social care by supporting carers and reducing demand on alternative care and support at home.

- **Prevention** – the report highlights proposals to reduce reliance on traditional services and move to a model focussing on the need to develop more progressive community based services aimed at reducing loneliness and enhancing wellbeing through more volunteering and paid employment opportunities.
- **Integration** – the implementation of the proposal requires the Council to work with partners, particularly within Health to ensure the service offer and future service delivery of care and support for people with a learning disability meets their assessed needs.
- **Collaboration** – the models of care and support and proposals outlined in this report have and will be developed with current and new partner organisations, including third sector organisations and wider communities.
- **Involvement** – the key stakeholders are the people with a learning disability and their families and carers who use social care. There has already been engagement with people in the development of service proposals and models outlined in this report. If these proposals are agreed by Cabinet, then further involvement will be undertaken to ensure that all stakeholders have an opportunity to shape care and support provision to ensure benefits and wellbeing opportunities are maximised.

13.4 In addition to the above, there are a number of other national priorities, which will help influence the transformation of day services for people with a learning disability, including:

- The **Statement of Policy and Practice for Adults with Learning Disability published by Welsh Government in 2007** describes the vision, key principles, and outcomes that the Welsh Assembly Government



believes are desirable - this is Welsh Government's latest guidance, and it is still relevant today.

- The **Welsh Government Learning Disability - Improving Lives Programme** communicates an ambition to create a society across Wales that has a desire for change and 'Prosperity for All' improving the opportunities and life outcomes for all people with a learning disability aligning to key equality and human rights principles.
- The **Additional Learning Needs and Education Tribunal (ALNET) Act 2018** and its associated statutory **ALN Code** will bring transformational change to the way local authorities in Wales make statutory provision to meet the needs of learners with Special Educational Needs (SEN)/Additional Learning Needs (ALN) over a new extended age range of 0 to 25 years. The change in legislation will have clear implications for adult and education services to work collaboratively to ensure that, where appropriate, young people have access to further education and training opportunities in addition to any other social care needs they may have.

#### **14. CONCLUSION**

- 14.1 The need to improve adult social care services is a key priority for Rhondda Cynon Taf and without transforming the way that services are provided, it would not be possible to meet people's changing expectations and needs within the resources available.
- 14.2 This report provides key information evidencing the need to transform the Council's day service offer for people with a learning disability in order to:
- respond to the engagement feedback from people who use services and their families and carers as to what they would like day services to look like and deliver now and in the future
  - meet the current and future increasing need and complexity of the people we support and develop sustainable opportunities for them
  - meet the expectations from people we support and their families and carers for more outcome based opportunities focused on individual progression and achievement that promotes independence not dependence
  - recognise people's abilities, not disabilities, and that everyone with a learning disability can make a positive contribution to the community in which they live
  - improve the delivery of the day service offer, including the current day centre buildings in the most efficient and cost effective way
  - response to the impact of Covid-19

- meet the requirements of the Social Services Wellbeing (Wales) Act 2014 and other national and local strategic priorities

14.3 In order to achieve the above level of transformation required and ensure the new day service offer meets the aspirations of current and future people with a learning disability and their families and carers, it is proposed that a co-production approach is taken and wider engagement is undertaken with people with a learning disability, their families and carers, staff and partners to develop a new day opportunities strategy, which Cabinet will receive for approval to prior enter to formal public consultation.



**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**20<sup>TH</sup> JULY 2021**

**LEARNING DISABILITY DAY SERVICE OFFER**

**REPORT OF THE GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES, IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR G HOPKINS**

**Background Papers:**

Cabinet – 3<sup>rd</sup> December 2020

Cabinet – 21<sup>st</sup> November 2017

Officer to contact: Neil Elliott, Director of Adult Services

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