



**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: Jessica Daniel - Democratic Services Officer (07385 401877)

YOU ARE SUMMONED to a hybrid meeting of the **COMMUNITY SERVICES SCRUTINY COMMITTEE** to be held on **MONDAY, 20TH MARCH, 2023** 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 March 2023 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 Committee work programmes to ensure outcome-based topics are identified. For any scrutiny research requirements please contact scrutiny@rctcbc.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 approve as an accurate record the minutes of the virtual meeting of the Community Services Scrutiny Committee held on the 30th January 2023.

5 - 12

3. CONSULTATION LINKS

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

REPORT OF THE INTERIM DIRECTOR OF SOCIAL SERVICES

4. LEARNING DISABILITY DAY SERVICES OFFER

To provide Members of the Community Services Scrutiny Committee with an update on the engagement and co-production activity undertaken in the development of a new draft Day Services operating model and Strategy for people with a learning disability in Rhondda Cynon Taf.

13 - 66

5. CHAIR'S REVIEW AND CLOSE

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

6. URGENT BUSINESS

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 Community Services Scrutiny Committee (County Borough Councillor J Bonetto and County Borough Councillor G E Williams respectively)

County Borough Councillors:

Councillor S Bradwick, Councillor R Davis, Councillor A J Ellis, Councillor D Evans, Councillor A Fox, Councillor H Gronow, Councillor N H Morgan, Councillor D Owen-Jones, Councillor D Parkin, Councillor A Roberts, Councillor G Stacey and Councillor T Williams



RHONDDA CYNON TAF COUNCIL COMMUNITY SERVICES SCRUTINY COMMITTEE
Minutes of the Virtual meeting of the Community Services Scrutiny Committee held on Monday, 30
January 2023 at 5.00 pm

This meeting was recorded, details of which can be accessed [here](#)

**County Borough Councillors – The following Community Services Scrutiny Committee
Councillors were present:-**

Councillor J Bonetto (Chair)

Councillor G E Williams	Councillor S Bradwick
Councillor R Davis	Councillor A J Ellis
Councillor D Evans	Councillor A Fox
Councillor H Gronow	Councillor N H Morgan
Councillor D Owen-Jones	Councillor D Parkin
Councillor A Roberts	Councillor T Williams

Officers in attendance:-

Ms L Davies, Director, Public Health, Protection and Community Services
Mr C Hanagan, Service Director of Democratic Services & Communication
Mrs T Watson, Senior Democratic and Scrutiny Officer
Mr G Black, Community Safety and Strategic Partnerships Manager
C Emery, Interim Head Of Community Safety and Community Housing
Mr P Nicholls, Service Director, Legal Services
Ms C O'Neill, Strategic Arts & Culture Manager

County Borough Councillors in attendance:-

Councillor B Harris

Apologies for absence

Councillor G Stacey

28 APOLOGIES FOR ABSENCE

Apologies of absence were received from County Borough Councillor G Stacey.

29 DECLARATION OF INTEREST

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

30 MINUTES

It was **RESOLVED** to approve the minutes of the 28th November 2022 as an accurate reflection of the meeting.

31 CONSULTATION LINKS

Members acknowledged the information provided through the consultation links in respect of open consultations, Welsh Government consultations and those matters being consulted upon by the local authority.

32 SUPPORT TO REFUGEES, UKRAINE NATIONALS AND ASYLUM SEEKERS IN RCT

The Director of Public Health, Protection & Community Service began by advising Members that the work cut across a number of teams, within Public Health, Protection, and Community Services with a number of the Refugee Programmes having been in place for a number of years. Members were informed that the purpose of bringing the report before Scrutiny, was for Members to consider how the Service had responded and continue to respond in terms of both the Wellbeing and support aspect for Refugees and those fleeing wars as well as considering how that aligned with the Services housing responsibilities. The Director of Public Health, Protection & Community Service highlighted to Members that this was a long report, and she would talk Members through as well as Members hearing from an Afghan refugee, Mr Osmani. The Director of Public Health, Protection & Community Service then took Members through the key points in the report, before pausing for questions from Members.

A Member stated that he wholeheartedly supported everything that had been said but felt this was the tip of the iceberg and said he would like to know how many properties Clearsprings Ready Homes (Clearsprings) had already provided and if possible, for Members to be given that information. The Member felt it would be useful to arrange a working party on this matter.

The Service Director, Democratic Services and Communications explained that it would be more appropriate, if there was a need for there to be a working party on this particular matter, this would be taken forward through the discussions of Chairs and Vice Chairs, in the Overview and Scrutiny Committee.

A Member supported the work being done 100% but felt it would be helpful if Members on either side of a ward could be told when refugees/Ukraine Nationals/asylum seekers were placed, as he had been told by residents, rather than being told directly, in respect of the Welcome Centre.

The Director of Public Health, Protection & Community explained that Clearsprings Ready Homes looked for properties from the private rented sector, so there was no impact on the social housing waiting list. Home Office guidance, in terms of engagement, and ability to consult was very restricted, and concerns had been expressed about the ability to engage and share that information. Where properties were proposed, initial feedback was given from a police perspective and community cohesion perspective and generally those conversations were positive. Clearsprings Ready Homes were under an imperative to secure properties and local Member views were fed back, and they were made aware of those conversations, but the Home Office didn't allow local Members to veto properties, so it was a very delicate negotiations between Officers and Clearsprings. In terms of the Members comment about the Welcome Centre, they were some very sensitive issues being managed when that premises were being opened and it was very difficult to get the balance right, in terms of information, but the Director of Public Health, Protection &

Community would take on board the feedback, of how difficult that made it for local Members.

The Community Safety and Strategic Partnerships Service Manager explained with regard to the question on numbers, Clearsprings had sourced a total of 29 properties, with 9 of those properties subsequently discarded by Clearsprings over location concerns, and currently only 2 other properties were occupied by asylum seekers, throughout RCT at the moment.

A Member stated that asylum seekers were probably going to be the most vulnerable of all and had very little access to resources and in respect of community cohesion, was what was being done, in terms of a strategy, involvement of the voluntary sector and whether there was a role for councillors, particularly where tensions might arise.

The Director of Public Health, Protection & Community explained that there was a community cohesion strategy and there were active dedicated community cohesion Officers and particular approaches to addressing community cohesion issues. In terms of the voluntary sector, this was very active in the community cohesion groups and were integral in driving community cohesion approaches generally and the Director of Public Health, Protection & Community explained that the Service could reflect on whether the strategy needed to be strengthened, particularly in relation to this cohort, to make sure it was as strong as it could be.

The Community Safety and Strategic Partnerships Service Manager explained that under the contract Clearsprings had with the Home Office, they had to provide a wrap around service whilst the asylum application was going through, which could take up to a number of years, so had to keep involved with that family. The Local Authority had also been quite proactive by linking in with Clearsprings with from day one to ensure the local authority was also in a position to provide that wrap around, either from a community and safety perspective, from the community cohesion team but also the resettlement team were involved, so there was plenty of support for asylum seekers. No funding was received for the wrap around service, so this was on top of all the other work.

A Member asked if the local authority supported asylum seekers or refugees, from other areas where there was no schemes set up. E.g., not from Ukraine, Afghanistan or Syria. The Member also asked if there was a mechanism for supporting asylum seekers, if they wanted to settle back in their own country.

The Director of Public Health, Protection & Community explained the report referred to particular re-settlement schemes which were aligned to a particular geographical location or particular conflicts, and had government funding and pathways, but the people being supported by Clearsprings, could be from anywhere in the world. She continued that for all the people in the UK and RCT, the task was to understand their needs and try and resettle them here. If any of those individuals in time found they did want to go back to their country, that decision was respected but there was a limit of what could then be done to support them. What was often seen was people wanting to settle elsewhere in the UK, and there was a process to support individuals and link up with local authorities and support networks, across the UK, to make sure the resettlement journey continued successfully.

The Community Development Service Manager explained in relation to the Ukraine resettlement that a number of Ukrainian residents had returned home, for a variety of reasons including medical reasons, to keep their families together, etc., and she highlighted that all the Ukrainian people spoken to, would prefer to go home.

A Member highlighted that 800 asylum seekers were expected to come into the area and asked how this would be done in a comfortable and respectable way.

The Director of Public Health, Protection & Community explained that this was the plan that was being written by the Wales Strategic Migration Partnership (WSMP), in collaboration with the 22 local authorities, is trying to describe what equitable dispersal could look like. She continued that this was not a RCT scheme, but a Home Office scheme and Clearsprings were accountable to the Home Office, which placed the local authority in a position to negotiate, build relationships with Clearsprings and try and influence properties that they are choosing. The local authority was doing its best to work with WG, the WLGA, etc., to describe how dispersal happens. The Director of Public Health, Protection & Community shared Members concerns about the numbers, but it was recognition that thousands of people arrived in the UK, as a nation of sanctuary and there was a legal and humanitarian obligation to try and meet those needs and grant asylum to those genuine cases.

A Member asked what age group, the unaccompanied young people were, coming across.

The Director of Public Health, Protection & Community confirmed that these were unaccompanied children, who were under 18 years of age, and why they fell under the remit of Children's services, as they had very specific safeguarding and support requirements.

A Member referred to the mention of Clearsprings and the Home Office and the impact they had, and asked what sort of checks, governance and scrutiny Clearsprings carried out, when selecting properties.

The Director of Public Health, Protection & Community explained that Clearsprings would be aware of what the legal requirements are in Wales, and renting home standards, and their contract with the Home Office is to ensure properties are fit and suitable for them to enter into, sometimes long contracts, with landlords, so they had to be of a minimum standard. With many of the other properties, particular properties sourced outside the social rented sector, environmental health officers or housing solutions officer, do the checks for the Ukraine hosted schemes, so there was standards across those, but the Clearsprings relationship is different but they are ultimately renting properties and placing people so they had to exercise their own due diligence, but we have met with them and explained our very specific HMO licensing requirements.

The Community Safety and Strategic Partnerships Manager explained that checks were made by Clearspring and then the local authority received the details of the address. He explained there maybe a number of individuals as asylum seekers, therefore probably more appropriate, for a HMO, so we the local authority would do the checks then to ensure the appropriate licence was in place, but Clearsprings did the initial checks and sourced the properties.

A Member enquired in respect of Welcome centre A, which was due to close at

the end of March and obviously if there are families who are still at Welcome centre A, is there any further support we would give them at that time, if that centre does close.

The Director of Public Health, Protection & Community explained that working in partnership with WG, and the Welcome Centre A, was set up on their behalf, there was an exit plan, with the housing team assessing peoples needs, with a number wishing to live outside RCT and this was being supported. If by the end of March, there wasn't move on accommodation for them, they would continue to be supported by WG and move into another Welcome Centre arrangement, in another local authority area.

Members then heard from Mr Osmani, who shared his experience as an Afghan refugee, coming to Wales.

The Chair and Members thanked Mr Osmani for sharing his experience and wished himself and his family a happy and peaceful future.

A Member acknowledged the harrowing impact of Mr Osmani's experience and the experiences of refugees and asked whether Officers were supported in their work.

The Community Development Service Manager explained that the Service was not just responding to the trauma that was affecting those that were arriving, particularly from the Ukraine, but had made sure everyone within that staff team had been trained in terms of responding to trauma. So, they had trauma informed practice training from Cwm Taf Morgannwg, from specialist advisors who have dealt with that within areas of extreme conflict, as well as access to the occupational health counselling that was available. There was also a dedicated counsellor staff team, for that 1 2 1 support, ready to be on site, if required.

The Head of Community Safety and Community added that her department covered a wide variety of vulnerable client groups, so all staff were trauma informed. Staff are also encouraged to talk about situations, to share experiences as a team and specialist teams e.g., housing solutions team, have access to specialist clinical supervision, on a 1 2 1 basis. Staff are also encourage to pick up on any Council resources available.

The Chair concluded by thanking the team, from herself and all Councillors, for everything they were doing and would continue to do.

Following scrutinization of the significant actions being taken to support and welcome people re-settling in RCT by the Council, partners and stakeholders, by the Committee, it was **RESOLVED** to note the increasing numbers of refugees, Ukrainian nationals and asylum seekers being resettled in RCT and consider the emerging housing, support and financial demands this presented.

33 **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL HOUSING ALLOCATION SCHEME 2018**

The Head of Community Safety and Community began by advising Members that this was another very long report, which provided the Committee with an overview of the Rhondda Cynon Taf (RCT) Housing Allocation Scheme and gave the Committee an opportunity to understand how the policy worked, and to

what extent the policy helped the Council and its partners to meet the housing needs of people in RCT. The report also provided the Committee with an overview of the arrangements the Council has with local registered social landlords for the allocation and letting of social housing in the Borough, as well as highlighting the impact of pressures on the operation of the policy and current challenges and how these are being addressed. The Head of Community Safety and Community then summarised some of the key areas in the report, before pausing for questions from Members.

A Member noted the lack of availability of 3 or 4 bed housing raising the concerns of having mixed sharing in properties of 1 or 2 bed occupancy. The Member also raised concern regarding anti-social behaviour issues relating to sheltered accommodation and the age ranges that are currently housed here.

The Director of Public Health, Protection & Community explained that the Allocations Policy is being reviewed and this report highlights particular aspects of the policy that need specific review. The Director of Public Health, Protection & Community confirmed that the full details of the policy will be reported to Committee for scrutiny by Members in due course.

A Member questioned the banding system and if there were opportunities for the resulting band to be challenged.

The Head of Community Safety and Community confirmed the right to challenge and appeal the banding decision.

A Member stated their concerns regarding the opportunity for Local Members to be involved in the review process and provide an in-depth analysis of the issues faced on a local basis.

A Member questioned if there were figures available for voids.

The Director of Public Health, Protection & Community explained to Members that the Local Housing Market Assessment (HMA) had recently been reported to Cabinet. Members were advised this informs Local Development Plan and Social Housing Grant Investment programmes. Members were informed that a future report could be provided to Committee to explain how developments are identified and how the Social Housing Grants programme / private programmes discharge their responsibilities. The Director of Public Health, Protection & Community also explained that the HMA takes account of homelessness and data from the common housing register to try and forward plan for emerging housing need and informs future policy. Members were informed that a consequence of last HMA is the result of single person accommodation developments emerging in local areas. The Director of Public Health, Protection & Community explained the aim of the local authority is to try to secure mixed developments, but the current overwhelming need is for single person accommodation. The Director of Public Health, Protection & Community acknowledged the difficulties this can place on a local basis but advised the developments consider need across county borough. Members were also advised of the legal requirements that bound the policy, meaning difficult circumstances can arise requiring the balance of needs is met.

The Head of Community Safety and Community confirmed that to their knowledge there are currently no empty properties that can be currently let expanding on the issues of the standards of empty properties.

Following scrutinization of the actions being taken in respect of the proposed review of the RCTCBC Housing Allocation Scheme and timeline for completion of the review by the Council and RSL partners it was **RESOLVED** to note the current high demand for social housing and service pressures for the Common Housing Register.

34 INFORMATION REPORTS

Members were advised of the report that was reported for information and were reminded if they had any queries in relation to this report, they should contact the Scrutiny mailbox.

35 CHAIR'S REVIEW AND CLOSE

The Chair thanked Officers for the very comprehensive and challenging reports that had been presented and thanked Members for their questions and attendance and Officers for their input and reminded Members that the next meeting of this Committee would be held on 27th February 2023, at 5pm.

36 URGENT BUSINESS

None

This meeting closed at 6.51 pm

**Councillor J Bonetto
Chair.**

This page is intentionally left blank

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2022/23**

**COMMUNITY SERVICES SCRUTINY
COMMITTEE**

20TH MARCH 2023

**REPORT OF THE INTERIM DIRECTOR OF
SOCIAL SERVICES**

Agenda Item No. 4

**LEARNING DISABILITY DAY
SERVICES OFFER**

Author: Alex Beckham, Head of Service for Learning Disability, Mental Health, and Substance Misuse

1. PURPOSE OF THE REPORT

1.1 This report has been prepared to provide the Community Services Scrutiny Committee with an update on the engagement and co-production activity undertaken in the development of a new draft Day Services operating model and Strategy for people with a learning disability in Rhondda Cynon Taf.

2. RECOMMENDATIONS

It is recommended that the Community Services Scrutiny Committee:

- 2.1 acknowledges the information provided in the report and the presentation attached;
- 2.2 scrutinises and comments on the engagement and co-production activity undertaken in the development of a new draft Learning Day Services operating model and Strategy.
- 2.3 undertake pre-scrutiny of the strategy when it is available.

3. REASONS FOR RECOMMENDATIONS

3.1 To provide the Community Services Scrutiny Committee with an update on the engagement and co-production of a new draft Day Services operation model and strategy for people with a learning disability.

4. BACKGROUND

4.1 At its meeting on 20th July 2021, Cabinet considered a report on the Council's Learning Disability Day Service Offer. A copy of the Cabinet report is attached for information at Appendix 1.

4.2 The report provided key information, including feedback from engagement activity already undertaken by Cwm Taf People First, which evidences the need to transform the Council's Day Service Offer for people with a learning disability. This information included:

- 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 numbers of people supported in groups 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.

4.3 As a result, 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 Service 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

4.4 Through the work of Learning Disability Transformation Programme established during the Covid Pandemic, the need to focus on what the Council's Day Service does well has been identified in ongoing engagement activity, i.e. focusing upon specialist support for those with complex need. Having embraced the opportunities presented by the Covid Pandemic, this has allowed the Council to consider how it reshapes and redesigns its Day Service offer and operating model to focus on specific groups of people with higher support needs and complexities, including autism. This preferred option has started to develop in a smaller area and will be key proposed change in how we deliver services moving forward,

coupled with supporting the development of the wider market to support those who not require specialist support.

4.5 A key focus of Learning Disability Transformation Programme is the commitment to working in partnership with other key stakeholders and with people with a learning disability, their families and carers to support the delivery of people's identified outcomes through co-production. This has included the implementation and 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 (RCT Transformers)

4.6 Whilst the focus to date has been in respect of a review of Council's Day Services offer, there is a need to review the Council's wide care and support offer for people with a learning disability.

4.7 In November 2020, Cwm Taf People First started working on their "My Day My Way" project, in response to the Covid Pandemic and this work highlighted that people were ready for a change of support during their day:

"87% of people with a learning disability engaged in the project indicated that they would like to change something about their day as things move out of lockdown and back to some form of normality"

4.8 Spending time with family and friends were key priorities identified by people and whilst some of them advised that they wished to return to day services to see their friends', others advised that the break from traditional day services allowed them to consider alternatives such as volunteering or working opportunities.

4.9 Building upon the engagement work of People First, the Council continued with the "My day My Way" theme and started a new engagement process, as agreed by Cabinet, which ran from August 2021 to November 2021. The new engagement process involved young people aged 16+ and adults with learning disabilities, their parents/carers, and a range of other key stakeholders, including care staff, Health, commissioned and Third Sector providers, and members of the RCT Transformers.

4.10 On 20th September 2021, the Health and Wellbeing Scrutiny Committee were provided with the opportunity to contribute to the engagement process and development of a new draft Learning Day Services operating model and Strategy.

4.11 In total, there were 858 responses received during the engagement process.

- 4.12 Listening to the views of people with learning disabilities and their parents/carers through the various events and surveys on what is good, what is missing and what could be done to improve the Council's offer further reinforced the need to change. Some examples of what people were telling us are shown below:

"I'd like to get out of the house more and get involved in more groups. I like to take lots of opportunities and to try new things. I'd like to meet and get to know more people from different walks of life. I like to make friends and arrange to go out for meals with them. I'd like to try some woodwork."

"More organised group activities in my local area for me and my friends to take part in"

"Finding the right job to suit my interest and skills, interview support, job searching support"

"Meet new people to build more friendships so I have a wider circle of people to socialise with"

- 4.13 Examples of other issues raised, include:

- A lack of social situations outside of day centre and daytime opportunities meant people with a learning disability can sometimes find it difficult to maintain friendships and relationships outside of these times.
- Parents, carers, and staff feel that more accessible situations would mean people with learning disabilities could build friendships and relationships outside of daytime provision
- Parents and carers feel they would like more activities and opportunities for the person they care for which involves more socialising in the community, to meet people and build relationships (social or romantic).

- 4.14 Staff were actively involved in the "My Day My Way" engagement process and they are best placed to deliver its outcomes. We were able to learn about their ideas which offered sustainable and effective support for people with learning disabilities. Furthermore staff are supportive of the programme and wish to achieve change for the people they support to achieve their potential and outcomes, as identified below

"My aspirations as a staff member would be to work together to provide a more community-based service rather than sat in day centres under stimulated."

"My idea of how the service should be is where each and every individual has control and choice in what happens in their lives."

“I think the transformation programme is well overdue and needed for individuals, the old ways of working are not suitable for today’s lifestyles.”

- 4.15 The feedback received from the engagement process will inform the day services offer that people really want, resulting in more community opportunities and help to promote independence and social inclusion. The outcomes from the engagement process re-enforced the need for change, to offer better outcomes and opportunities for people enabling them to have more choice, control and autonomy.
- 4.16 Following the engagement process a series of workshops and activities were held during July and August 2022, for people involved in the engagement process to share their thoughts on the themes, and to give ideas on how the Council’s Day Services operating model and Strategy could look for Rhondda Cynon Taf in the future.
- 4.17 The draft co-produced Day Services operating model is broken into three distance areas as shown below:

Proposed Model of Daytime Opportunities:



- 4.18 The Council’s draft Day Service operating model will be supported by a new Draft Learning Disability Strategy that sets out the Council’s priorities for people with a learning disability and support the way in which we commission services for the future.

Draft Strategy



- 4.19 In line with Cabinet’s decision at its meeting on 20th July 2021, the draft co-produced Day Services operating model and Strategy for people with a learning disability will be presented to Cabinet for consideration and, subject to Cabinet approval, formal public consultation.
- 4.20 A full summary of the Learning Disability Transformation Programme and the engagement and coproduction activity undertaken to date to inform the development of a draft Day Services operating model and Strategy for people with a learning disability is included at Appendix 2 and will be presented at the Scrutiny Committee meeting on 20th March 2023.

5. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

- 5.1 There are no equality and diversity or socio-economic implications arising directly from this report. However, an Equality Impact Assessment will be completed and included in the report to Cabinet for consideration prior to any future decision being made to the Council’s Day Services offer for people with a learning disability.

6. WELSH LANGUAGE IMPLICATIONS

- 6.1 There are no Welsh Language implications arising directly from this report. However, a Welsh Language Impact Assessment will be completed and included in the report to Cabinet for consideration prior to any future

decision being made to the Council's Day Services offer for people with a learning disability.

7. CONSULTATION / INVOLVEMENT

- 7.1 Engagement activity undertaken as part of our co-production approach is outlined within the report.

8. FINANCIAL IMPLICATION(S)

- 8.1 There are no financial implications arising directly from this report.

9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 9.1 There are no legal implications arising directly from this report.
- 9.2 The co-production of a new Day Services offer 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.

10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT

- 10.1 There are no legal implications arising directly from this report.
- 10.2 The co-production of a new Day Services offer for people with a learning disability 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.

This page is intentionally left blank

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

20TH 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 2nd 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 16th 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

20TH 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 – 3rd December 2020
Cabinet – 21st November 2017

Officer to contact: Neil Elliott, Director of Adult Services

This page is intentionally left blank

Learning Disability Transformation Programme- (My Day, My Way)

Scrutiny Presentation



The Vision

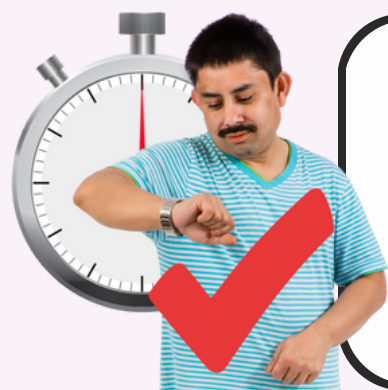
The work of the Transformation Programme builds upon the Cwm Taf Statement of Strategic Intent.



Modern services that promotes independence.



Helpful and useful services.



Quick and responsive support to prevent crisis.



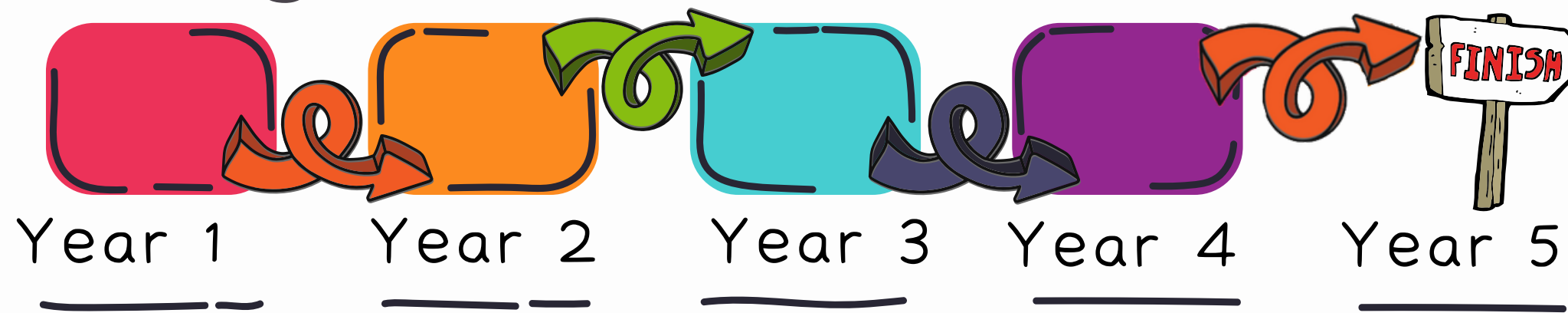
Person-centred outcomes including well-being and choice.

Mission Statement

The Learning Disability transformation programme will ensure that people aged 16 yrs + with a learning disability, or a learning disability plus autism, will have greater equity, improved life opportunities, health and well-being outcomes and greater choice across their lifetime

About the Programme

● 3-5 year Transformation Programme



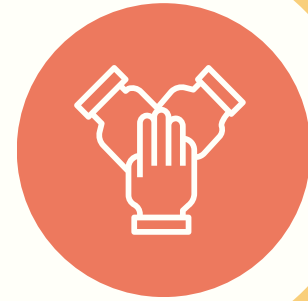
● Who is involved?

- Partnership Board
- RCT Transformers
- Virtual Transformation Team
- Workstream Leadership Groups



Workstreams

01 Coproduction



02 Governance and Leadership



03 Communication



04 Commissioning



05 Health and Well-Being



06 Workforce and Culture



07 Finance



08 Transition



What influences us?



Social Services
And Wellbeing Act
(Wales) 2014



Wellbeing of
Future Generations
Act 2016



Learning Disability-
Improving Lives
Programme



Additional Learning
Needs Act



Rebalancing Care
and Support -
White Paper



'Don't Hold Back'

Where We Started...



How it was Received



CELEBRATING!

Positivity

Some organisations quickly embraced the offer for greater involvement.

Uncertainty

Others wondered if their role would change if we now wanted to reach more people to hear their voices.

"Suspicious Minds"

Others were suspicious about our intention and whether it would undermine their position in local partnership arrangements.

Reflection

Learning together and reflecting on the process of change openly, helped build stronger relationships.



SUSPICIOUS

What did we do?

Learning Sets

- Facilitated by IPC
- Opportunity to learn together on how to embed current thinking and models into daily decision-making
- Supported assessors to develop a tool kit to move forward
- Learning sets were then commissioned for daytime opportunities and independent living service managers.

Stakeholder Engagement

The Transformation Team engaged with a wide range of services and stakeholders to ensure the aims of its engagement helped inform the work of the Transformation Programme and reflected regional strategies and plans.

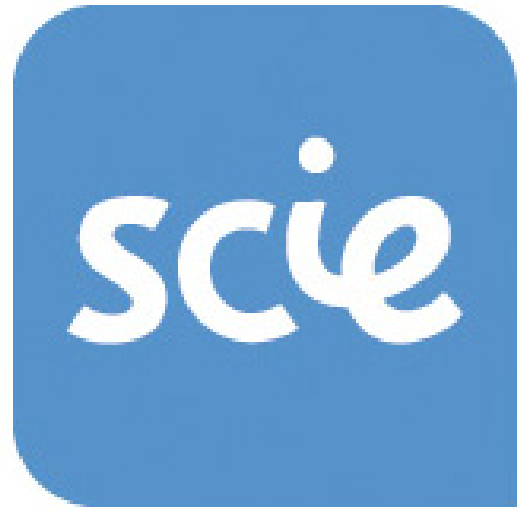
Coproduction



Co-production is about developing more equal partnerships between people who use services, carers and professionals

Co-production is at the heart of the Learning Disability Transformation Programme

We focus on co-production where it makes the greatest difference to people's lives- by drawing in on the experiences and views of those who use our services across Rhondda Cynon Taff as well as parents, carers, and staff in the sector.



social care institute for excellence

The Social Care Institute for Excellence recognised the work of the Learning Disability Transformation Programme as an excellent example of Coproduction:

Page 49

The screenshot shows the SCIE website's navigation menu on the left, with 'Examples of co-pro' selected. The main content area features the article 'Co-producing improved design and delivery in Rhondda Cynon Taf'. The article text states: 'The RCT Learning Disability Transformation Programme is a project within Rhondda Cynon Taf Council. It is aimed at changing and improving the way learning disability and autism services are designed and delivered within the county. The project has a Project Board with representatives from all key local stakeholders, which is led by a learning-disabled person. The Board oversees the work of the various workstreams within the project, one of which is solely focussed on ensuring co-production is embedded throughout the project. The workstreams all have representation from various council departments, third sector organisations, private sector organisations, interest groups and people with...' A 'News' sidebar on the right lists 'Co-production week from 4 July 2022' and 'Driving the train: The impact of co-production'.

Co-producing improved design and delivery in Rhondda Cynon Taf- SCIE Article

The screenshot shows a podcast player interface. The title is 'Podcast: What is Co-production? With Rhondda Cynon Taf County Borough Council'. It includes a play button, a progress bar, and a 'Write a comment' field. The SCIE logo and the Rhondda Cynon Taf Council logo are visible. The podcast is categorized under '# Learning' and was posted '1 month ago'. It has 72 plays, 7 likes, and 1 share.

What is Co-production? With Rhondda Cynon Taf County Borough Council- SCIE Podcast

Changing the Conversation

"No decision about me without me"

What do people want to achieve?

focusing on outcomes

Resilience vs Reliance
moving away from the local authority always being the answer

Strengths based conversations

focusing on what people can do not what they can't

Positive risk taking

moving away from a culture of risk averse

Improving Daytime Opportunities Offer

As part of phase 1 of the programme, RCTCBC looked at improving their daytime opportunities offer which would meet the needs and aspirations of people with a learning disability and their families and carers.



July 2021



Aug-Nov 2021



Dec 2021-
Jun 2022



Coming Soon

Dewch i
siarad RhCT
Let's talk
RCT

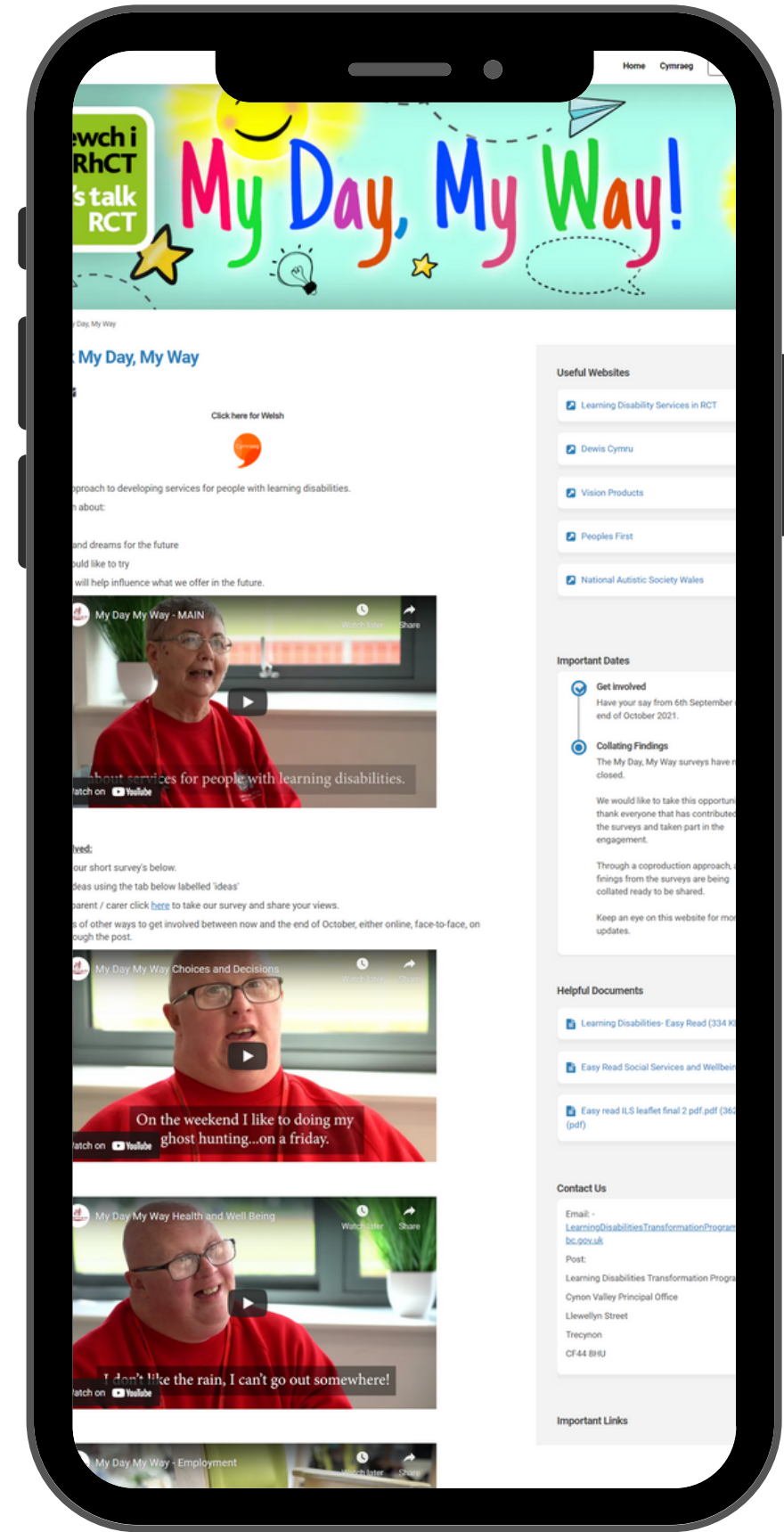


In August 2021, RCTCBC adapted People's First 'My Day My Way' project to find out how people would like to spend their days, evenings and weekends.

Through Coproduction it listened to the views of individuals, staff and their carers.

There were a total of 858 responses.





Accessible Videos were created by people with a lived experience to promote the Engagement & a Easy-Read Website was developed

What People are Telling Us

Quotes from Individuals with a Learning Disability:



- I'd like to get out of the house more and get involved in more groups. I like to take lots of opportunities and to try new things. I'd like to meet and get to know more people from different walks of life. I like to make friends and arrange to go out for meals with them. I'd like to try some woodwork.
- I would like to go swimming more often. I would like to join a walking club so I meet new people and get to see more places. I would enjoy going on organized trips more or activity days. I would like to be part of a pub quiz team or darts/pool team. I would enjoy going out for meals with friends more often. I like dancing and singing so would very much enjoy a disco and Karaoke.
- Finding the right job to suit my interest and skills, interview support, job searching support
- Taster sessions with support to begin with. As I'm very shy until I get to know people.
- Get money for the work I do.



- I am perfectly capable of traveling on my own to places that I know. I have completed the travel training course with RCT and I travel alone by bus when I work in Gadlys Day Centre and Aberaman Embroidery Unit. I would need company and support to travel places I've not been before
- I'm fully mobile but have a severe learning disability and autism and am non-verbal so without the help of my parents or carer I could not access transport.
- Meet new people to build more friendships so I have a wider circle of people to socialise with
- More organised group activities in my local area for me and my friends to take part in.
- Have a girlfriend, paid job- security
- To go out for the day anywhere if you have transport. Go to Porthcawl
- Yoga, seeing family, see horses, shopping, swimming. doing puzzles, don't want to go back to centre



What People are Telling Us

Quotes from Parents/Carers:



- Activities not just physical but sensory and mentally stimulating as well.
- Lack of any plans for people who have severe learning disability, would like him to have access to appropriate activities and opportunities
- She would like to volunteer and be able to work in any environment where she meets the general public within her capabilities
- All activities should underpin 'choice' and help the individual have a voice wherever possible

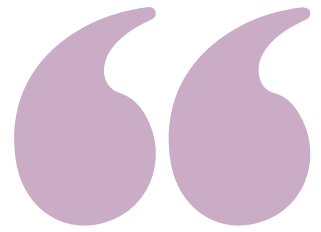


- We don't have transport to get to evening activities
- I'd like to have a project that is built around the interests of my child
- Our lives are interwoven, and it is difficult for my child to find that independence he needs.
- Social workers need to be better informed - I was once told that nothing would be done until something happens to me!



What People are Telling Us

Quotes from Staff in the Sector:

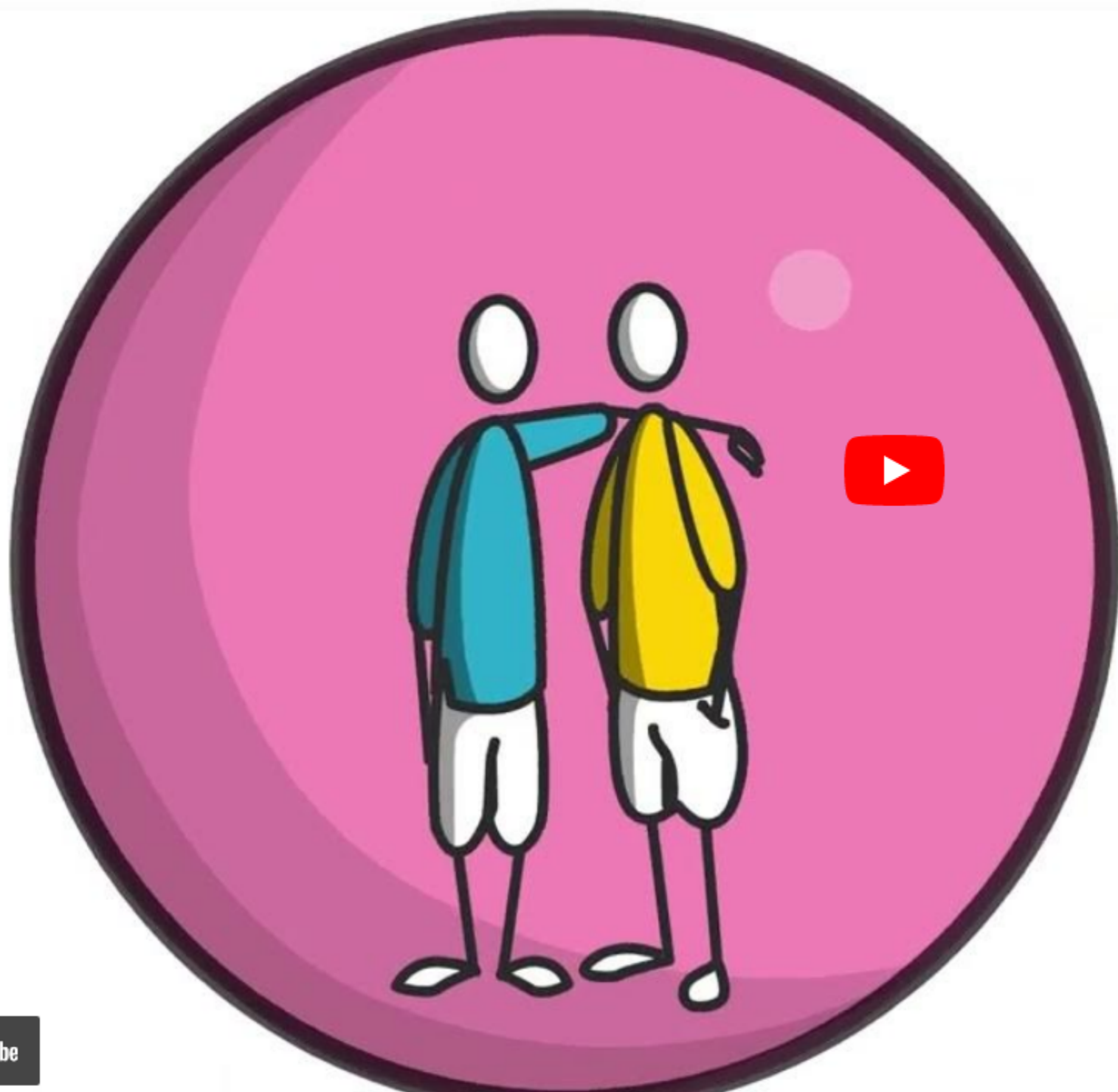


- My idea of how the service should be is where each and every individual has control and choice in what happens in their lives.
- My aspirations as a staff member would be to work together to provide a more community-based service rather than sat in day centres under stimulated
- I don't really have any major concerns regarding the transformation programme as a staff member, I actually think this is well overdue and is a positive step forward for learning disability services.
- To promote, develop, nurture new initiatives, through all media of work, to open up positive opportunities, and to look for positive engagement between all. To be aware that change can be a challenge to some, and to be supportive and to be given support. To mainstream some services, not one service for all, and be given the opportunity to explore new ways of working.
- co-production of individuals should always be paramount.



- We need to hear everyone's voice, including pmla.
- I believe technology could be used to help more individuals to do more for themselves.
- We must ensure these changes have a positive impact on the lives of people with learning disabilities.
- I think the transformation programme is well overdue and needed for individuals, the old ways of working are not suitable for today's lifestyles.
- Not enough training for complex needs, we need communication tools and equipment etc.
- People leading on their own services
- More community opportunities more training/volunteering/workplace opportunities.





Watch on YouTube

Myday Myway - YouTube



Day Opportunities Strategy

Throughout July-August 2022 workshops and activities were held for everyone to share their thoughts on the themes, and to give ideas on how Day Opportunities should look for RCT in the future.

This helped to form the proposed strategy and model of daytime opportunities.

NEXT ➔



Recommendations

Proposed Strategy:

Develop flexible services that meet the needs of those who use them, including during evenings and weekends.



Support people to build friendships & relationships and avoid social isolation.



Skills development- provide suitable support for people to learn new skills to improve their independence.



Ensure people feel safe whilst maintaining their own health & wellbeing.



Provide support that enables the person to access a range of opportunities in the wider, and their own, community.



Develop an information sharing gateway that enables people to access information on services and support.



Provide suitable support for people to gain meaningful paid employment or volunteering.



Provide support to help people make decisions and choices around their accommodation options, including their care and support.



**Key
Priorities**



Proposed Model of Daytime Opportunities:

Community and Employment

- Community networks
- Family and friend networks
- Social Enterprises
- Skill Development
- Travel Support Options
- Training Options

Maximising Community Connections

- Evening and weekend/ sport and leisure activities
- Building relationships
- Accessible information
- Promote independence
- Health & wellbeing in a safe community
- Outcome & enablement focus
- Community connection

Council's Offer

- Outcomes focus
- Enablement focus
- Meeting complex needs
- Specialist service
- High care and support e.g., PMLD
- Partnership approach with Health
- Community connection
- Regular review

Useful Links

[My Day My Way Video](#)



SCAN ME

[Orange Wallet Scheme](#)



SCAN ME

[SCIE Podcast - What is Coproduction with RCT](#)



SCAN ME

[My Day, My Way Website](#)



SCAN ME

Thank
you!