

7th January 2013**Agenda Item: 13****REPORT OF SERVICE DIRECTOR, PERSONAL CARE AND SUPPORT
YOUNGER ADULTS****DAY SERVICES MODERNISATION PROGRAMME****Purpose of the Report**

1. The purpose of the report is to update the Committee on the day services modernisation programme and to seek approval to a variation to the date of the annual 2-week service closure period, an extension to a number of posts due to be disestablished in April 2013, and the commencement of a consultation on the transfer the day service catering staff to the Catering and Facilities Management service.

Information and Advice

2. Committee received a report in October 2012 outlining progress with the day services modernisation programme identifying works completed and further works to progress. Within this report Members agreed that further consideration should take place in respect to the day service catering functions with the support of the County Council Catering and Facilities management service, with a further report to Members to identify a recommended future direction for this service.
3. Since that report, further progress has been made toward the completion of the modernisation programme, and in particular there has been further building refurbishments completed on Moorlands in Bingham, Balderton in Newark and Sherwood and Worksop in Bassetlaw.
4. However, works remain to be completed on the Beeston day service site, the Ashfield day services site and the Ollerton site. It has now been identified that there are structural building issues causing delays to the Ashfield site and additional unanticipated works to the utilities provision in Ashfield and Ollerton which may incur additional cost and time to the programme. The cost of these works can be met from the contingency within the programme. However this will fully utilise remaining contingency funding. It is anticipated that the Ollerton and Beeston refurbishment will go beyond the current programme completion target with an expected delivery date of February 2013, whilst the Ashfield site building works should be completed by the end of January 2013, the utilities supply may not be fully installed until the spring of 2013.

5. The works to the Rushcliffe site will go beyond the programme date of April 2013 due to the building works to the school on the same site.
6. It was agreed by Full Council in June 2011 that the Council would commission and provide day services for 50 weeks per year (excepting Christmas and New Year), as part of the Day Service Modernisation Programme. Any additional needs of service users at these times were to be met through community care and respite budgets. The Christmas and New Year closure was chosen because day service attendance has always been lower during the festive period.
7. This proposal was implemented in 2012/13; Nottinghamshire County Council day services closed from Monday 23rd December 2012 and re-opened again on Monday 7th January 2013.
8. Having implemented this closure period during 2012/13, Committee are asked to agree that the closure period can change in future, from the Christmas and New Year period. It is requested that each District can set the closure period by local agreement.
9. It has been recognised that the most vulnerable and socially isolated people can find the Christmas and New Year period particularly problematic, both for physical and emotional reasons and due to cold weather. Day services provide a welcoming and warm environment, with freshly cooked food available and expert support available from staff who know people well and where Festive celebrations can be enjoyed in company with others. Day Services provide a Safeguarding function for all clients, so if someone does not attend as expected, staff will take steps to find out the reason and alert the community team if there is a problem.
10. To minimise problems due to isolation and service closure, Day Service staff spoke to clients and carers in October and November 2012, to ensure that people had sufficient notice of the planned closure to make other arrangements for support from informal carers. Where informal support was not going to be available, client details were passed on to the relevant assessment teams so that alternative service could be put in place. In total, people referred for additional support due to social isolation or vulnerability were:
 - 26 older people
 - 18 people with physical disabilities
 - 8 people with mental health issues.

Broxtowe day services also ran 3 sessions for any day service clients with mental health issues who wanted support during the period.

All clients have been advised of the Golden Number, in case of problems.

11. A consultation has been carried out by day service management, to find out when service users, families and staff would prefer day services to be closed for 2 weeks. The majority of service users, carers and staff prefer to have the closure during the summer, although there are differences between the different Districts. It is, therefore, recommended to members that the two week closure period should be agreed by local decision to meet the needs of the local service in consultation with the people who use the service and their carers.
12. As noted in the previous report to Members, the Day Service Modernisation Programme has resulted in a staff restructure within Nottinghamshire County Council day services. This was

approved by Delegated Authority (DDR No. AH/2012/00013) in February 2012. The first phase of the restructure resulted in there being 24 fte Day Service Leader posts from April 2012, which will reduce to 19 fte Day Service Leader posts from April 2013. A temporary Service Manager post was created to support the Group Manager during the period of the project; this post is due to cease in April 2013.

13. Committee are asked to approve that the number of Team Manager posts (Band D) is maintained at 5 fte from April 2013 and reduced to 3 fte posts from 1st October 2013, and that the temporary Service Manager post (Band E) is extended to 30th September 2013, to ensure that the day services are sufficiently settled and controlled before final management reduction takes place. This extra time is needed because the implementation of the day service refurbishment programme has taken longer than originally expected. The refurbishment works will still complete within the required timescale of April 2013 but in both the South and North localities, works are currently forecast to finish in late February 2013 (at the Beeston and Ollerton sites) and the services need between 3-6 months to move back into the new buildings and settle down into their new configuration. Policies and procedures (such as risk assessments) will need to be reviewed in the light of the changes and may need to be rewritten. Alongside the extension of the management posts the service would also require the extension of two business support posts which are due to end in April 2013 to maintained for a further six month period until 30th September 2013, to provide essential administration services to support the service as it settles into the new pattern of work.
14. It is further proposed that the Day Service Modernisation Project Manager post will be extended for a further twelve months to complete the overall project objectives including the market testing exercise agreed by Members to be deferred until the next financial year, continued work on transport and external service commissioning and any future procurement exercise requirements.
15. As agreed by Members in October 2012, discussions have taken place with the County Council Catering and Facilities management team to determine the best way to provide catering services within the day centres. The enabling of these staff into the new day service structure is currently planned for implementation by the end of March 2013.
16. Committee are now asked to approve a formal consultation on the transfer of the enabled day service catering staff, associated catering budgets and income lines from Day Services to Catering and Facilities, on a permanent basis. It is proposed that the transfer should take place in the new financial year following formal consultation with staff. This will enable the Catering and Facilities team to carry out a full review of day service catering, involving the staff fully in the process, in order to establish future operating practice and areas for greater service efficiency. This review will outline what changes are necessary to realise the saving from the catering service, required for the Day Service Modernisation programme. This transfer (should it be agreed) will also enable the catering staff to benefit from professional catering management oversight and controls into the future, and will ensure that the day service catering remodelling can be implemented in a consistent manner, based on best practice and the experience gained by Catering and Facilities from managing school catering and County Council catering venues. If the service review identifies that other efficiencies are possible, appropriate consultation will be carried out with the affected staff and unions.

Other Options Considered

17. As there is only minority support to continue with a Christmas and New Year closure, with the majority of people favouring local determination, therefore alternative options are not considered to be appropriate. All services will ensure that service users and carers are given full advance notice of any changes to service closure periods.
18. There is no alternative option proposed to provide sufficient management and administrative support to the Day Services over the April - September 2013 period, to ensure that services are sufficiently robust and settled before further management reduction.
19. The alternative options for reviewing and implementing the catering service remodelling are to a) put the current service out to tender and b) Catering and Facilities to provide an advisory role rather than taking on the management of the service. Option a) is not recommended at this point, since the advice from Procurement is that inefficiencies should be maximised and a clear service specification should be in place, before a service is tendered out. Both of these tasks need completing. Option b) is not recommended as the service considers that it will not be sufficient to ensure a consistency of practice across the centres and will require significant time from Day Service Team Managers, who currently manage the catering staff, to implement any recommended changes.

Reason/s for Recommendation/s

20. Members are asked to approve the recommendations to a) minimise the disruption and inconvenience to service users, carers and staff caused by the 2 week closure, b) to ensure the successful completion of the NCC day service refurbishment programme and c) to ensure the most efficient implementation of day service catering re-modelling.

Statutory and Policy Implications

21. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

22. A change from closing for 2 weeks at Christmas and New Year will mean that the most vulnerable and socially isolated day service clients are not without a service at a difficult time of year, reliant on other temporary solutions for the support and service that they need to stay safe and well at home. The change will also relieve carers of additional caring responsibility during the festive period, if they want to continue to have a break from caring.
23. Continued management support during April to September 2013 will ensure that service users receive a robust and well-managed day service programme over the transition period, as they move back into improved day service facilities and the service settles down into the new configuration of buildings and other arrangements.

24. There will be a consistent quality expectation and standards developed for all catering provision in day services, which will benefit all service users. Improved provision may mean that more service users decide to buy food and drinks from the service.

Financial Implications

25. The total cost of the extensions to management posts is £78,000 (including on-costs). These costs can be met from the Day Service Modernisation Project fund (budget code 102193).

26. The total cost of extending the Business Support Assistant posts is £21,320 (including on-costs). These costs will be met from the Business Support North Budgets

27. The total cost of extending the Project Manager post and the Property Officer is £44,000. These costs can be met from the Day Service Modernisation Project fund (budget code 102193).

RECOMMENDATION/S

It is recommended that the Adult Social Care and Health Committee:

- a) authorise Day Services to set the period of the 2-week closure by local agreement with service users, carers and staff on an annual basis.
- b) approve the amendment of the day service staff restructure as follows:
 - i) 5 fte (185 hours) Team Managers, Pay Band D, scp 42-47 (£35,430 - £39,855 pro rata per annum) be extended from 1st April 2013 to 30th September 2013 and the post continue to be allocated approved car user status.
 - ii) 3 fte (111 hours) Team Managers, Pay Band D, scp 42-47 (£35,430 - £39,855 pro rata per annum) are in post from 1st October 2013 and the post continue to be allocated approved car user status.
 - iii) 2 fte (74 hours) temporary Business Support Assistant posts, Grade 3, scp 14-18 (£15,725 - £17,161 per annum pro rata) be extended from 1st April 2013 to 30th September 2013.
 - iv) 1 fte (37 hours) temporary Service Manager (Day Services), Pay Band E, scp 47-52 (£39,855 - £44,276 per annum pro rata) be extended from 1st April 2013 to 30th September 2013 and the post continue to be allocated approved car user status.
- c) The following temporary posts in Business Change be extended as follows:
 - i) 1 fte (37 hours) temporary Project Manager, Pay Band E, scp 47-52 (£39,855 - £44,276 per annum) be extended from 1st August 2013 until 31st August 2014 and the post continue to be allocated approved car user status
- d) Approve the consultation on the transfer of all day service catering staff and associated catering budgets to the Catering and Facilities Team.

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Constitutional Comments (LMc 17/12/2012)

28. The Adult Social Care and Health Committee has delegated authority to approve the recommendations in the report.

Financial Comments (TMR 13/12/2012)

29. The financial implications are as contained in the report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- a. [Day Services Modernisation Report to Full County Council](#) – 30th June 2011.
- b. Delegated Decision No. AH/2012/00013 Changes to Day Services Staffing Establishments.

Electoral Division(s) and Member(s) Affected

All.

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