

13th March 2023

Agenda Item: 4

REPORT OF THE CABINET MEMBER ADULT SOCIAL CARE AND PUBLIC HEALTH

NOTTINGHAMSHIRE DAY OPPORTUNITIES STRATEGY IMPLEMENTATION 2022-2027

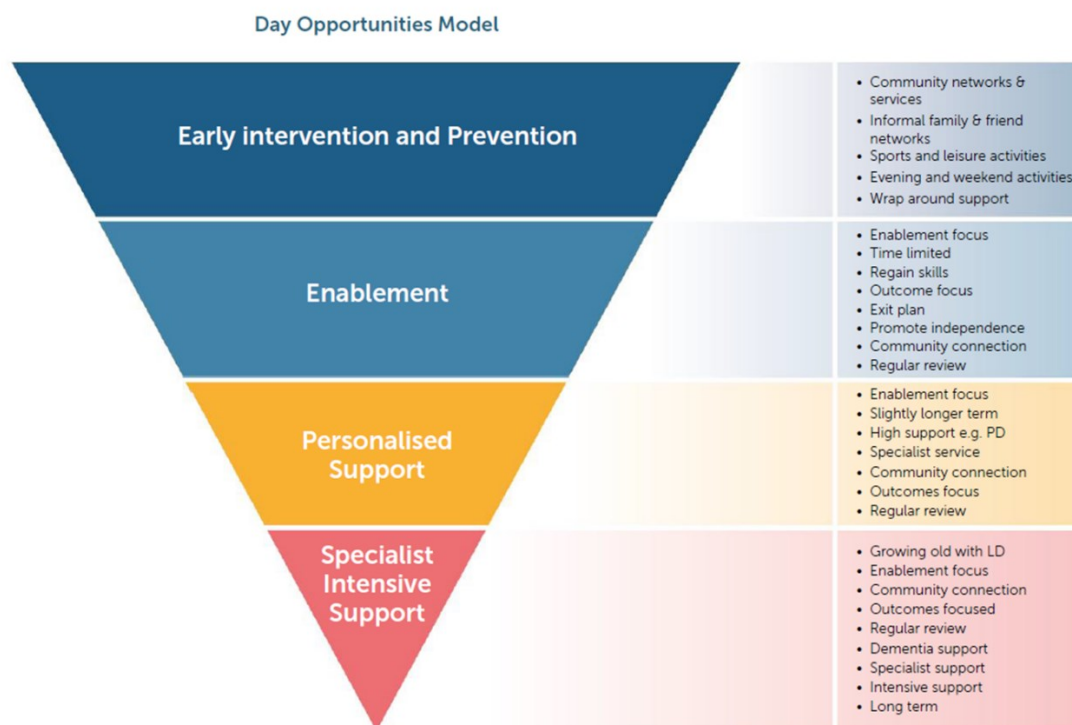
Purpose of the Report

1. The report provides an update on the progression and implementation of the Day Opportunities Strategy 2022-2027, highlighting progress against the identified commissioning intentions which underpin the strategic vision to bring people and places together, through a range of methods, to support people to live fulfilling lives.

Information

2. Day Opportunities are services and community activities that help people to have a fulfilling life, enable development of new skills, pursue interests, make friends, gain relationships, and peer support, and make a positive contribution to the community. Employment support and building work readiness skills are part of the broad spectrum of opportunities that the Council would expect to have in place for people to access.
3. Adults with care and support needs face particular barriers and challenges to participating in community life and activities. They face greater inequalities and harassment and have less access to services and employment. Nottinghamshire County Council aims to help reduce these inequalities by supporting adults to live as independently as they can, build resilience and skills, enjoy good standards of health and wellbeing, and have access to mainstream services and activities within their local communities.
4. In April 2022, the Council introduced a new five-year Day Opportunities Strategy (2022-27), setting out a future vision for an inclusive society where mainstream leisure and employment support is accessible to people who access care and support. The strategy describes moving towards more personalised approaches which can be achieved in conjunction with the community assets and services where people live, which bring people and places together, through a range of methods, to support people to live the lives they want.

5. The strategy proposes that there are four levels of support in acknowledgement that some people require a relatively short period of support to realise their aspirations whereas others may need longer term specialist intensive support. It is anticipated that those who require lower levels of support will primarily access opportunities within their communities. Those requiring more specialist provision or higher levels of support may continue to require building-based services to support their needs most effectively, but the aspiration will remain that everyone should be able to access their communities if they choose to.



Background

6. Day Services make up the majority of day opportunities at present and currently benefit approximately 1,400 residents in Nottinghamshire with a range of support needs including older people, people with physical disability, learning disability, dementia, autism, and mental health difficulties. Services are delivered directly by the Council as well as independent organisations. The total budget for day services is £18.4m per annum.
7. The day service offer is well valued by people and their carers and is predominantly delivered in building-based services, sometimes with limited scope to offer a full range of choices and to raise alternative aspirations for people. Some services are provided through a range of other mechanisms including Personal Assistants, Shared Lives, and outreach support. The approach for day opportunities intends to expand on this and go beyond commissioned services, moving away from an historic emphasis on deficits or needs and instead 'consider the person's own strengths and capabilities, and what support might be available from their wider support network or within the community to help' (Care Act 2014).
8. This is reflected in Nottinghamshire's Adult Social Care Strategy which sets out the Council's commitment to 'promote people's independence and wellbeing by building new relationships between formal social care, health, housing, and the support that already exists in families and their local communities'.

9. The Council conducted a range of engagement and co-production activities to develop the strategy, hearing from over 1,500 people who use services and their carers. This involvement of people who are directly impacted by services helped shape the strategy and future commissioning intentions.

Outcomes and quality of life measures

10. A range of outcomes have been identified which align to the successful implementation of the Day Opportunities Strategy. Whilst these may vary from person to person based on their own individual strengths and aspirations, anticipated outcomes for people include:
- Maintain or develop independence
 - Enhanced social inclusion
 - Increased wellbeing including positive physical and mental health
 - Achievement of life goals
 - Increased access to employment, voluntary and education opportunities.
11. The day opportunity model sets out a vision to enable people to access support at the right time, using personalised approaches which focus on goals and outcomes. This approach will support people to develop independence and connections in their local community, reducing the need for long term reliance on care services to lead fulfilled and healthy lives.
12. The Council has worked with people who use services and independent providers to develop a revised monitoring and evaluation process for day opportunity provider services. Over time, this will enable the Council to better understand the impact, and importantly the outcomes, which are achieved within day opportunity service provision.

Market development progress against commissioning intentions:

13. The Council has developed an implementation plan to help embed the principles, vision, and outcomes of the Day Opportunities Strategy. The table below summarises progress against key commissioning activity, with further detail subsequently listed below.

Reference	Activity	Progress	
a.	New commissioning process for day opportunities	Complete	Tender published in January 2023
b.	New contracts for external providers	Ongoing	Expected summer 2023
c.	Revised monitoring and evaluation	Ongoing	Will align with new contracts from summer 2023
d.	Evaluation of short term funded pilot projects	Ongoing	April 2023
e.	Access to information and advice	Ongoing	<i>Elements will align with new contracts from summer 2023</i>
f.	Employment support	Ongoing	<i>Summer 2023</i>
g.	Specialist support	Ongoing	April 2023

- a) **A new commissioning process for day opportunities** – the Council published a formal tender exercise in January 2023 to commission a new Framework Agreement for

external Day Opportunities, replacing the previous commissioning process. The Framework Agreement sets out a vision to maximise opportunities for providers to deliver responsive, flexible, and creative services that help people to have a fulfilling life, enable development of new skills, pursue interests, make friends, gain relationships, and make a positive contribution to the community.

- b) **New contracts for external providers** – under the revised Framework Agreement, new service specifications and contracts will be introduced from summer 2023. The shift in focus will see patterns of investment change gradually over time; as more people choose community-based options, a greater number of people receive short-term enablement and reablement offers and people find alternatives within their local communities. Funding will move accordingly to ensure those services are available to meet people’s chosen options, with alternatives being commissioned or developed in response to demand.
- c) **Revised evaluation and monitoring** – a revised monitoring and evaluation process has been developed for day opportunity provider services, shaping our understanding of the impact and outcomes which are achieved in day opportunity service provision. This information may be used to support contract review discussions with independent providers, recognising areas of good practice and learning, whilst also highlighting potential quality concerns where outcomes are not consistently understood or met.
- d) **Evaluation of short term funded pilot projects** – the Council commissioned two separate six-month pilot projects to extend our understanding of potential new ways of working. A key aspect of this learning is the move away from traditional models of building-based support, exploring how community asset-based, sports and evening and weekend opportunities can be widely embedded within the day opportunity pathway.
- e) **Access to information and advice** – the Day Opportunities Strategy sets out a vision to give individuals greater choice and control in how they access opportunities within their local community. The Council is reviewing the information and advice available to individuals to support their decision, which include accurate and up to date information published on the NottsHelpYourself website. A booklet of day opportunities, listed by district, is in development and will be available from summer 2023 aligning to the introduction of new specifications and contracts.
- f) **Employment support** – development of skills, confidence, and meaningful access to employment is detailed as a key objective within the Day Opportunities Strategy. A working group is considering the breadth of activities and employment support available in Nottinghamshire, reviewing the role of day opportunities and service providers to influence access to employment for adults with support needs.
- g) **Specialist support** – the Council with key partners which include the Integrated Care Board (ICB), and Notts Healthcare Trust (NHT) are currently reviewing the specialist ‘community wrap around’ offer available in Nottingham and Nottinghamshire, considering additional service or pathway support required to enable people to receive timely specialist support. As part of this review, the role of day opportunities within the wider crisis response and specialist respite services is being reviewed.

Internal service developments

14. To support the implementation of the vision outlined in the Day Opportunities Strategy, a new service offer will be developed for day services delivered directly by the Council which potentially reduces the capacity of Council provided services, in line with the shift to community provision, but which has a clearer focus, better outcomes for people and delivers savings to the budget. This will include:
 - The provision of day services for those with complex needs
 - Working with others to support people through enablement/reablement to gain independence including accessing employment and community support
 - Continuing to provide support to those already utilising day services as appropriate
 - Reviewing capacity in line with the increasing shift to the community
 - Development of a Service Level Agreement for in-house provision.
15. During the Covid pandemic, the number of people attending Council provided day services reduced, as people sought or were supported to access other community-based services, during the period when service capacity was greatly reduced. Occupancy has not returned to pre-Covid levels and is about 30% lower than in 2020. This has provided an opportunity to take a different approach, whilst ensuring that those with the highest level of need are suitably supported.
16. The new service offer will be based on the four levels of support set out in the Day Opportunities Strategy, with the following intentions (subject to consultation):

Early intervention and Prevention

17. Services will work with local leisure, education, and voluntary sector resources, seeking to either bring those services in to add to the range of activities on offer or support people to use local resources outside.
18. There is also an intention to provide carer support hubs in all day service buildings to act as carer information points with carer support service clinics taking place on a scheduled basis.

Enablement

19. Services will have a clear programme of activity that supports people to develop their independence skills, with input from the Maximising Independence Service and Occupational Therapists to support people to achieve their full potential.
20. Services will support people to access mainstream or supported activities and networks, relevant to their interests with a greater use of technology to increase independence and grow social networks.
21. The Employment Hub at Brooke Farm will maintain good links with iWorks, Futures, Jobcentre Plus and other employment support providers to increase the range of training and move on employment opportunities.

Personalised Support

22. Every individual accessing the service will have a personalised support plan that sets out either an enabling or therapeutic pathway, with short or medium-term outcomes, underpinned by an appropriate range of activities and support.

Specialist Intensive Support

23. Specialist Dementia and Autism support will be developed in some locations which have appropriate environments and highly trained and enhanced levels of staffing to support people effectively.
24. In line with the intended outcomes of the Day Opportunities strategy, the proposed change to how we deliver services will help to ensure that people receive personalised support that:
 - improves health and wellbeing,
 - maximises independence,
 - connects them to their local communities,
 - increases opportunities to access employment, voluntary work, and further education,
 - provides specialist support where needed,
 - supports carers,
 - reduces long term reliance on care services.
25. The development plan will be co-produced with people who use the Council's services and their families and will be subject to the usual consultation requirements. Co-production, consultation and staff engagement will commence in April 2023 with the expectation that the new model will be fully implemented by the end of March 2026.

Next Steps:

26. The Council will continue to progress the strategy implementation plan, commencing the co-production and consultation work for internal services, and continue to implement the wider commissioning intentions for externally commissioned services.

Statutory and Policy Implications

27. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

28. The 2022/2023 budget for Day Opportunities is £18.4m per annum, which is broken down as £12.5m internal and £5.9m external. Future developments will be made within that budget envelope as people's Personal Budgets will move with them where they choose an alternative option.

Human Resources Implications

29. At this stage of the work there are no identified Human Resource implications, but this will be assessed as the project progresses.

Public Sector Equality Duty Implications

30. An Equality Impact Assessment has been undertaken for this work and updated/refreshed at different stages of the project.

RECOMMENDATION/S

That:

- 1) Members note and comment on the ongoing activity in relation to the Day Opportunities Strategy implementation.
- 2) Members agree any future reporting requirements to the Select Committee.

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For any enquiries about this report please contact:

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Constitutional Comments (GMG 17/02/23)

31. This report falls within the remit of the Committee under its terms of reference for consideration.

Financial Comments (DLM 22/02/23)

32. The budget for Day Opportunities is stated in **paragraph 21**. Any alternative services developed must be met from within this budget envelope.

Background Papers and Published Documents

33. 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.
- Nottinghamshire Day Opportunities Strategy 2022-2027
[nottinghamshirecountycouncil-dayopportunitiesstrategy2022-2027.pdf](#)
 - Supporting Adults in Nottinghamshire - Our Adult Social Care Strategy
[adult-social-care-strategy.pdf \(nottinghamshire.gov.uk\)](#)

Electoral Division(s) and Member(s) Affected

All.