

25 April 2022**Agenda Item: 4****REPORT OF THE SERVICE DIRECTOR, LIVING WELL COMMUNITY
SERVICES****DAY OPPORTUNITIES STRATEGY 2022-2027****Purpose of the Report**

1. Day Opportunities are one of a range of community services available to people with care and support needs and are used by a range of people including adults over 65, people with physical disabilities, people with learning disabilities, autism and mental ill health. Over 1300 people access these services and it accounts for approximately 6.9% of the net Adult Social Care budget in 22/23. The report sets out a vision for Day Opportunities including how Adult Social Care will support and enable people to live the lives they want. This is based on the recent public consultation findings which are summarised within the report. Committee is asked to approve the final version of the Day Opportunities Strategy, attached as **Appendix 1**, and subsequent implementation of the strategy.

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. This sits alongside a range of community services including Homecare, Care, Support and Enablement and internally the Maximising Independence Services which can offer a short-term enablement service for people to gain skills and I works which can provide longer term support to gain skills for employment.
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. The strategy sets out how people can be supported to access the support and activities they need to achieve the outcomes and lives they want.

4. COVID-19 has had a serious impact on the lives of people who use social care services and their carers. Disabled people, for example, more often indicated that coronavirus had affected their health than non-disabled people (35% for disabled people, compared with 12% for non-disabled people).¹ Already marginalised people have been more excluded from society due to their vulnerabilities, and this has led to both incredible resilience from carers and the informal support of their communities around them, but also hardship for those overwhelmed by the pandemic, with associated impacts on people's mental and physical health.
5. COVID-19 stimulated some different services and offers such as digital technology, small scale local community responses and more personalised individual solutions such as those delivered by Personal Assistants, which were welcomed by some who continue to benefit from the new-found flexibility, friendships, and support. The strategy builds on this, looking to increase access to a wider variety of opportunities in local communities.
6. The pandemic provided a backdrop to the work undertaken over the past two years to look at the day opportunities offer and to hear what people in Nottinghamshire want from services and from Adult Social Care more widely, to help them achieve their outcomes and the lives they want to lead. This culminated in a public consultation which ran from 4th October to 31st December 2021.

Background

7. Day Services make up most day opportunities at present and currently benefit approximately 1,300 residents. Services are delivered directly by the Council as well as independent organisations. The total budget for Day Opportunities in 2022/23 is £15.9m per annum.
8. The current day service offer is well valued by people and their carers but is predominantly building based 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 Care Support and Enablement. The new approach for day opportunities will expand on this, going beyond commissioned services, moving away from an historic emphasis on deficits or needs and in line with the Care Act 2014 '*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*'.
9. The new offer will also be in line with the Association of Directors of Adult Social Services (ADASS) paper, Adult Social Care - Presenting a Better Future in July 2020, which identified the need for government and local authorities to think very differently and transformationally about the future of social care. '*For too long care has been built around organisations and buildings such as hospitals, day care centres and care homes. The future must be about what works for us as individuals and our families, with a whole series of local organisations working together to organise care and support that enables us to work, stay independent at home, and be as engaged in our communities as we want*'. With

^[1] [Coronavirus and the social impacts on disabled people in Great Britain](#), Office for National Statistics, February 2021

this in mind, the strategy considers day opportunities in the widest sense in addition to the use of day services.

10. This approach reflects 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'. The Strategy is also in line with the [Nottinghamshire Plan](#), in particular ambition 1, helping people live healthier and more independent lives.

Consultation

11. During the past two years a number of engagement and co-production activities have taken place, meaning that in total the Council heard from over 1,700 people who use services and their carers. Comments from people locally during the initial engagement included:



This involvement of people who are directly impacted by services led to the content of the draft strategy which has now been consulted upon.

12. To encourage people to comment on the proposals contained within the draft strategy a series of posts were placed on social media weekly throughout the consultation period. Provider services (internal and commissioned) were also asked to highlight the consultation to people who use their services and their families and, where applicable, support them to complete the consultation questionnaire. In addition, focus groups were held within some day service settings and a further group of experts by experience who have supported with the strategy development were again consulted. Efforts were made to reach out to groups including the Deaf community and services supporting those from Black and Minority Ethnic Communities.
13. In total 208 people responded to the consultation. Whilst fewer people responded to this than in earlier stages of the engagement, it does equate to 14% of those who currently access day service provision against a statistically significant response rate of 10%. Many people who had already been involved throughout the process, contributing to early engagement exercises and the development of the draft strategy for example, also reflected they had nothing further to add and therefore did not take part in the final exercise.
14. The focus of the public consultation was on the impacts to those responding. Most respondents were positive about the changes, with all areas consulted on receiving a majority of 'strongly agree' or 'agree' responses. Some concerns were raised by individuals around the cost of community activities, for example, going to the gym and factoring

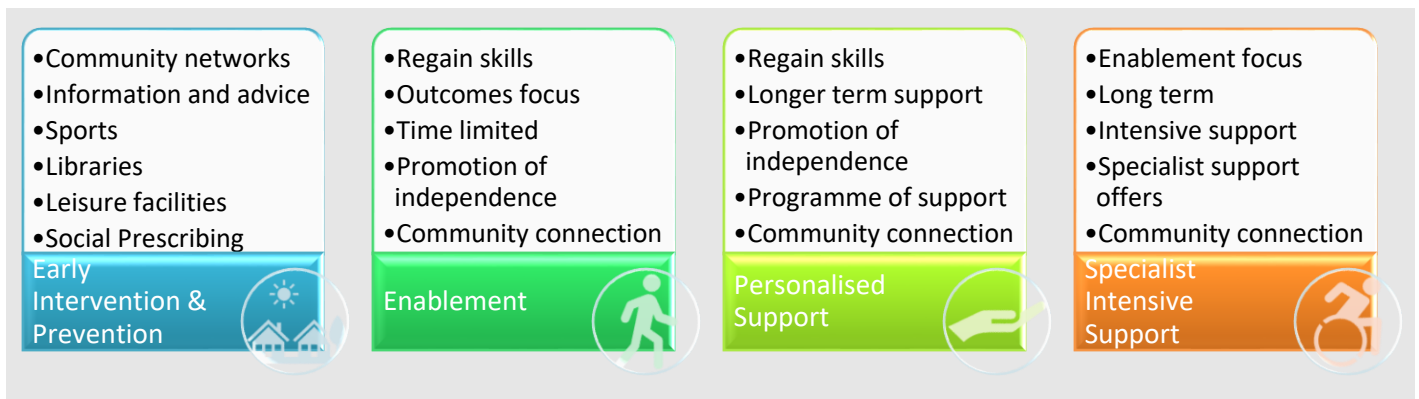
transport costs in addition to the cost of the activity. Other concerns included whether they would be able to return to day services if their chosen option failed to meet their expectations. The strategy implementation approach will address these issues under the personalised planning approach including considering the use of Direct Payments, the affordability of alternative options, and flexible trial periods are available to people to give them the confidence to try new things. The strategy development has been built upon the views of those who use services and their carers so the feedback can be seen within the strategy document itself to reflect the evolution of the approach taken.

15. The strategy sees a move away from a predominantly service-based approach to meeting needs, with a shift in focus to a more personalised approach. This will address concerns raised during the consultation over things such as cost of activities, safety and pace of change as the implementation will be supported through the department's strength-based reviews, ensuring support is tailored to meet an individual's outcomes in the most appropriate way.
16. The strategy responds to the user and carer feedback by providing access to a broader range of opportunities for people to support the aspirations that people have, to be a part of their community. Some of these developments will take time but the strategy sets out a direction of travel for the department to move towards along with people, communities and providers of services.

The Vision

17. The strategy sets out a vision for an inclusive society where mainstream leisure and employment support is accessible to people who access care and support and that with the support of Shared Lives and Personal Assistants, they can access this how they want, when they want. The vision of moving towards more personalised approaches should be done 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 ordinary lives.
18. 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.
19. The regaining and developing of new skills, as well as the promotion of independence and wellbeing are identified as essential elements within the vision. People benefiting from day opportunities will have different levels of need and this might change over time as people's needs increase due to age or illness or as people gain independence. Therefore, there will be 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 support to meet their needs most effectively, but the aspiration will remain that everyone

should be able to access their communities if they choose to. The four levels of support are:



20. The strategy also reflects that internally delivered Direct Services will develop in response. 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 provision in line with the increasing shift to the community
- development of a Service Level Agreement for in-house provision.

21. The strategy considers the needs of carers, reflecting the role day opportunities have in supporting carers. Whole family approaches and enabling carers to continue their role are key aspirations of the strategy. In setting out a vision of ordinary lives where people can access mainstream services in their own community, the strategy supports the strengths-based approach the department is taking to working with people. In addition, feedback from the day opportunities engagement in relation to the impacts on carers have been fed directly into the new Carer Strategy to ensure those links are made.

Next Steps

22. The implementation actions set out what the Council will do to embed the strategy, whether through commissioning intentions such as procurement activity and market and community development, or changes to the culture through new processes and personalised approaches. An overview of these can be seen at **Appendix 2** with more detailed commissioning plans to be developed. These plans will be further informed by the work being undertaken by the Governance and Ethics Committee to inform value for money considerations.

23. Access to alternative options is reliant on people being supported using Strength Based Approaches to establish what outcomes they want to achieve and how best to do that, taking into account current support available and the strengths of the individual. Operational staff are starting to work in this way, and this will continue as teams begin to move on from the pandemic pressures.

24. Future implementation will continue to be co-produced with users, carers and broader stakeholders by working with individuals and groups to identify, create and evaluate any alternatives. This will ensure that the services or activities meet the needs of those who will use them.

Other Options Considered

25. Continuing service provision as it is currently commissioned and provided is the other option considered.

Reason/s for Recommendation/s

26. The proposed model and implementation of the strategy will enable the department to ensure that services can support people to promote their independence and build fulfilling lives and that the Council is making best use of its resources.

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 (covering both internal and externally provided services) is £15.9m per annum. Future developments will be made within that budget envelope as people's Personal Budgets will move with them where they choose an alternative option.

Public Sector Equality Duty implications

29. An Equality Impact Assessment has been undertaken for this work.

Implications for Service Users

30. Service user views have been sought throughout the process and the final strategy reflects these. Any change to services will be in response to individual service user reviews and will lead to personalised responses.

RECOMMENDATION/S

- 1) That Committee approves the Day Opportunities Strategy, attached as **Appendix 1**, and its subsequent implementation.

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Constitutional Comments (LW 29/03/22)

31. Adult Social Care and Public Health Committee is the appropriate body to consider the content of the report.

Financial Comments (DLM 23/03/22)

32. The approved budget for 2022/23 is comprised of £6.14m for External Day Services and £9.80m for Internal Day Services. This excludes the Day Services Fleet and other associated transport costs.
33. Any alternative options required will need to be costed as they are developed to ensure they are contained within this budget envelope and so not to impact the overall budget required.

Background Papers and Published Documents

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.

Equality Impact Assessment

Electoral Division(s) and Member(s) Affected

All.

ASCPH800