

Open Report on behalf of Justin Hackney, Assistant Director, Specialist Adult Services

Report to:	Adult Scrutiny Committee
Date:	22 January 2016
Subject:	Review of In-House Day Services

Summary:

The following report updates the Adults Scrutiny Committee on the review of In-house Day Services.

Actions Required:

The Adults Scrutiny Committee is invited to note that a review of In-house Day Services has been completed and the recommendations for further improvement have been made.

1. Background

Over the last few years the Council has explored transferring the remaining In-house Services to a number of external providers, but following a thorough process of due diligence and risk assessment it concluded that it would be more beneficial to retain these services In-house.

However, on making this decision it was agreed that we should carry out a review of the service recognising that some of the building stock used to provide the service was not ideal and it was also agreed that we review the quality and sustainability of the service to ensure we have a fit for purpose service for the future.

The team reviewing the service visited all the Day Centres to consider the quality of the buildings, meet with service users and carers and to talk with staff. Condition surveys were completed on each of the buildings, as well as an analysis of staff hours, the number of people attending each centre and activities offered at each centre.

2. Summary of Recommendations

Following this work the Project Team have made a number of recommendations to Councillor Mrs P A Bradwell, the Deputy Leader of the Council and Executive Councillor for Adult Care, Children's Services and Health Services and Glen

Garrod, the Director of Adult Social Services (DASS), who have delegated decision making responsibility in relation to further modernisation of the In-house Day Services. These Recommendations are summarised below along with an overview for each area.

Fuller details of the property review are provided at Appendix A.

Area	District	Centre Name	Proposal
East	Boston	Scott House (Boston)	Retain and make capital improvement
East	Boston	Bosscat (Boston)	Merge with Scott House
East	Boston	Field Street (Boston)	Merge with Scott House
East	Boston	Kirton Day Centre (Kirton)	Merge with Scott House
East	East Lindsey	The Wong (Horncastle)	Retain
East	East Lindsey	Warwick Rd (Louth)	Merge into one new building in Louth area if suitable alternative can be located.
East	East Lindsey	Ramsgate (Louth)	Merge into one new building in Louth area if suitable alternative can be located.
East	East Lindsey	Wellington Road (Mablethorpe)	Retain
East	East Lindsey	Algitha Road (Skegness)	Retain
East	East Lindsey	Drummond Road (Skegness)	Merge with Algitha Road
West	Lincoln	Ancaster Day Centre	Retain and make capital improvement
West	West Lindsey	Hastings Centre (Gainsborough)	Retain
West	West Lindsey	Old Health clinic (Market Rasen)	Relocate to alternative building in Market Rasen if suitable alternative can be located.
South West	North Kesteven	42b Northgate, North Road (Sleaford)	Retain and make capital improvement
South West	South Kesteven	St John's (Grantham)	Relocate to alternative building in Grantham if suitable alternative can be located.
South	South Holland	Chappell Centre (Spalding)	Retain and make capital improvement
South	Stamford	Stamford Day Centre	Retain

2.1 Boston Day Centres

Three of the centres in the Boston area are leased from private landlords, Bosscat, Field Street and Kirton Day Centre. All three of these premises are rented premises and do not offer a good standard of accommodation to deliver day services from.

The Council owns the fourth Centre Scott House. This building is generally in good condition. It has very good access and parking. It also has easy access to the community and Boston town centre. It is large enough to provide Day Services for all existing service users in the Boston area. It is recommended that better use is made of the Scott House premises and all day services are moved to this site.

2.2 Horncastle Day Centre

Day Services are delivered from The Wong. The building is owned by the Council and minor capital works have been completed.

2.3 Louth Day Centres

Day Services are presently delivered from two sites in Louth and these buildings are leased. It is recommended that we look for a new building to deliver day services from in Louth

2.4 Mablethorpe Day Centre

The Day Centre in Mablethorpe provides an adequate service and Day Services will continue from this site.

2.5 Skegness Day Centres

There are two Day Centres in Skegness, Drummond Road and Alghitha Road Day centres. It is recommended that we move all Day Services in Skegness to Alghitha Road. This building is owned by the Council and has ample space to facilitate the amalgamation of the services on one site.

2.6 Lincoln Day Centre

Day Services in Lincoln are delivered from the Ancaster Day Centre. This building is owned by the Council.

2.7 Gainsborough Day Centre

Day Services are delivered from the Hastings Day Centre. This building is owned by the Council.

2.8 Market Rasen Day Centre

Day Services in Market Rasen are delivered from the Health Clinic and the building is owned by the NHS. The quality of the services could be improved if more suitable accommodation could be found.

2.9 Sleaford Day Centre

Day Services in Sleaford are delivered from 42A Northgate Sleaford, this building is owned by the Council.

2.10 Grantham Day Centre

Day Services are operated from a leased building. It is recommended that we continue to operate from the existing premises, but look to find more suitable accommodation.

2.11 Spalding Day Centre

Day Services in Spalding are delivered from the Chappell Centre and it is recommended that this service continues from these premises

2.12 Stamford Day Centre

There is one centre in Stamford and the building is owned by the Council. It is recommended that the services continue to be delivered from these premises

3. Conclusion

The review of In-house Day Services has identified opportunities to improve the quality of Day Service buildings, increase the variety of day opportunities provided, improve value for money and longer term sustainability of the services.

Feedback on the review and consultations that have been completed have been very positive. Service users, carers and Day Centre employees now have a clear understanding of the outcome of the review and will continue to have access to locally based Day Service provision.

The net effect of the changes underway will result in 12 strategically located Day Service facilities that would be retained by the Council as a direct service on a financially sustainable platform and with improvement to façade and facilities.

4. Consultation

a) Policy Proofing Actions Required

N/A

5. Appendices

The following is attached at the end of this report

Appendix A	Outlines full details of the Property Review
------------	--

6. Background Papers

Report to Executive 6 March 2012	Democratic Services
-------------------------------------	---------------------

This report was written by Justin Hackney and Barbara Simpson, who can be contacted on 01522 554259 or by email Justin.Hackney@Lincolnshire.gov.uk

Details of the Day Services Property Review

This Appendix provides further detail on the Recommendations based on different geographic locations in the county.

Boston Day Centres

Three of the Day Centre buildings in the Boston area were leased from private landlords: Bosscat, Field Street and Kirton Day Centre. The Council owns the building that the fourth centre, Scott House, is operated from. By making better use of the Scott House building, the Council could terminate the leases on the other three Boston Day Services and avoid paying lease costs to the private landlords. In addition, other running cost budgets could be reduced and with staff all operating from one site there is more opportunity to develop daytime opportunities within the community in addition to the centre itself.

The Bosscat Building is a very large one dating back to the old days of Social Education Centres. There is old equipment that has not been maintained and some of this equipment has been isolated because of Health and Safety risks. The building does not have easy access to the town centre and over recent years, the number of people choosing to attend the centre has fallen to very low numbers. For continued use of the building it would be necessary to renegotiate a long term lease with the landlord which is likely to be expensive.

The Field Street Building is a portacabin in a builder's yard in the town centre. Access to the building is not straight forward and there are some potential Health and Safety risks to service users with the builder's yard being small and vehicles often having to make reversing manoeuvres to exit the yard. The day opportunities are normally provided in the community with service users using the portacabin as a base to drop off bags and have sandwiches and is used for some day activities particularly when the weather is inclement. The Field Street Building is not big enough to be used to provide services to all existing in-house day service users in the Boston area.

The Kirton Building is a small ground floor flat located in a residential area, with poor access to the town centre and wider community. The Kirton centre is not big enough to be used to provide services to all existing in-house day service users in the Boston area.

Scott House is a building owned by the Council and generally in good condition. It has very good access and parking. It also has easy access to the community and Boston town centre. It is large enough to provide Day Services for all existing In-house Day Service users in the Boston area if the four centres were to be amalgamated.

For the above reasons it has been recommended that the In-house day services in Boston should be amalgamated and operated from the Scott House building but also offering day opportunities for the people who use the centre in the community. The leases on the other three privately leased buildings would be terminated and individual transition plans would be completed in order to facilitate a smooth change.

A 30 day consultation with service users and carers has been completed in relation to these proposals. This included writing to service users as well as hosting two consultation events at Scott House for service users and their carers. Whilst it was not a requirement to consult with Day Services employees in relation to these proposals, the Project Team did still meet with them to explain the proposals and seek their views. The response to the proposals and consultation has been positive. A report is now being prepared to allow the Executive Member to make a formal decision on the proposal.

Horncastle Day Centre

The remaining In-house Day Centre in Horncastle, the Wong, has already been amalgamated with the former Horncastle Holmeleigh Day Centre. The Wong Building is owned by the Council and some minor capital works have already been completed to allow Day Service users to utilise rooms upstairs within the building as well as the rooms downstairs. Individual transitions plans were completed for service users who formerly attended the Holmeleigh Building. The amalgamation has been successful in improving the sustainability of Day Services in the Horncastle area. The Project Team have recommended retaining the Wong Day Centre Building and to continue providing in-house day opportunities from it.

Louth Day Centres

The two In-house Day Centres in Louth are provided from buildings leased from private landlords. They are relatively expensive leases both based on industrial estates. The buildings reflect an industrial façade, but are relatively practical with one building hosting some specialist equipment, owned by the Council, including hoists for service users. Access to the buildings is reasonable.

It is considered that whilst the Day Services are reasonable, the quality of provision could be improved if the right building could be located. The Project Team have proposed that the Council should seek to amalgamate the In-house Day Services in Louth to one site, but on the basis that a suitable alternative building could be identified that would improve the quality of provision but also offering improved value for money to the Council and the taxpayer.

The Project Team have provisionally identified a potential property that may meet these criteria and the Council's Property Team are in the process of considering the property and developing a value for money options appraisal in terms of the Council potentially purchasing the property.

Whilst the Project Team have confirmed the outcome of the review to service users, carers and Day Service staff in Louth, it would be necessary to formally consult with service users and their carers should it be agreed that the purchasing of the identified property and the termination of the private leases on the existing buildings be a preferred option.

Day Services will continue to operate from both buildings in Louth at this time pending the potential identification of an alternative base.

Mablethorpe Day Centre

The Day Centre in Mablethorpe is adequate and it was considered that it would not be practical for existing service users to use the day centres in Louth or Skegness as alternatives. For this reason, it has been recommended and agreed that the existing Day Service building will be retained and In-house Day Services will continue to operate in Mablethorpe. This has been communicated to service users, carers and the Day Services staff in Mablethorpe.

Skegness Day Centres

One of the two day centre buildings in Skegness is Drummond Road Day Centre and it is leased from a private landlord. It is the smaller of the two Day Centre buildings and would not be of adequate size to allow an amalgamation of the two Day Centres onto one site.

The second building, the Alghitha Road Day Centre, is owned by the County Council and has ample space to facilitate the amalgamation of Day Services on one site. This would allow Adult Care to make savings on the lease costs of the other building as well as other savings from associated utility costs. With the location of Day Services employees on one site, there would be increased opportunity to support a wider range of activities including day time activities in the community.

Drummond Road was a former shop; it is a narrow building, near to Skegness Town Centre, and close to Alghitha Road. It comprises two small lounges, a partial kitchen and a toilet. The facility is mostly used as a drop-in. Service users either go to Alghitha Road for lunch and/or to join with some activities, otherwise they are out and about in the community. It has limited natural light. There are ten service users who are relatively able. They do occasionally use the building base for activities; however, in the main they access activities and events in the community.

Due to the staffing numbers at Alghitha Road, it is not unusual for the staff from Drummond Road to be required to work at Alghitha Road and so both staff and service users relocate to the larger facility already.

A 30 day consultation with service users and carers has been completed in relation to these proposals. This included writing to service users as well as hosting two consultation events at Scott House for service users and their carers. Whilst it was not a requirement to consult with Day Services employees in relation to these proposals, the Project Team did still meet with them to explain the proposals and seek their views. The response to the proposals and consultation has been positive. A report is now being prepared to allow the Executive Member to make a formal decision on the proposal.

Lincoln Day Centre

There is one In-house Day Centre in Lincoln which is Ancaster Day Centre. The Ancaster Building is owned by the County Council, but there are some day activities also provided off site in a café within the Lincolnshire Museum of Lincolnshire Life

which are overseen by the Day Services employees at Ancaster Day Centre. Ancaster currently hosts over 20% of all In-house day service users in Lincolnshire. The building is very large and has arguably been underutilised in terms of its full potential. It has good access and parking as well as easy access to the town centre and the wider community. It is in need of some repairs to the roof and aesthetically it is looking tired and in need of some internal redecorations and some new equipment to support day time activities.

The Day Services review has recommended that Ancaster Day centre is retained and some capital improvement investment is made to improve the building and facilities. It is the intention to involve service users, carers and the Day Centre employees in helping to plan the building improvements and decorations and to choose the new day opportunities equipment. The Project Team have confirmed this to service users their carer's and the day service employees and the feedback has been very positive.

Gainsborough Day Centre

There is one remaining In-house Day Centre in Gainsborough which is the Hastings Day Centre. The building is owned by the Council and is of a reasonable standard with no need for capital improvements. The Day Centre has already been merged with a former Day Centre in the Gainsborough area.

Following the review of the In-house day services, it has been recommended that the Hastings Day Centre is retained and In-house Day Services continue to operate in Gainsborough. service users, their carer's and the Day Centre employees have been informed of this and feedback has been well received.

Market Rasen Day Centre

There is one In-house Day Centre in Market Rasen which is operated from the Health Clinic and part of a building owned by the NHS. The Day Centre building is reasonable, but it is felt that the quality of the Day Services and Value for Money for the Council could potentially be improved if a suitable alternative building could be identified. The Council's Property Team are looking into potential alternative options, but at this point no suitable alternative building has been identified.

On completion of the review, it has been recommended that In-house Day Opportunities should be retained in the Market Rasen area and operated from the existing Day Centre building. However, if a suitable alternative building is located that offers improved value for money and opportunities for further improvement to Day Services offered then this should be considered. service users, Carers and Day Services staff have been informed of the outcome of the review. If an alternative building is located it may be necessary to consult on relocation.

Sleaford Day Centre

There is one In-house Day Centre in Sleaford which is operated from a building owned by the County Council, 42a Northgate, Sleaford. The building is reasonable,

but some minor aesthetic improvements to the front of the building would make the Day Centre more attractive.

The review of Day Services has recommended that the Day Service is retained and continues to operate from the existing building, but with some minor capital improvement work. It is the intention to involve service users, carers and the Day Centre employees in helping to plan the building improvements and decorations and to choose the new day opportunities equipment. The Project Team have confirmed this to service users, their carer's and the Day Service employees and the feedback has been very positive.

Grantham Day Centre

There is one In-house Day Centre in Grantham operated from a building leased from a private landlord. The building is over three stories with quite small rooms. There is a lift. The building feels old, depressed, downstairs has no natural light and is damp. The middle room with the entrance is small with some tables and chairs and limited kitchen area, with a toilet that opens into the kitchen area. The building also has shared access with another organisation that uses the other half of the building via a staircase.

The carpets are in a very poor state; there has not been any decorating for years. There is limited office space upstairs that is not private, and there is also a large activity room. Whilst they were given new blinds, and some of the window frames were replaced, they were not painted.

Service users engage in a range of activities at the centre including arts and crafts, There are a mixed group of needs, many of whom access a range of activities in the community. Plans for each service user are organised daily.

It is felt that the quality of the Day Services and Value for Money for the Council could potentially be improved if a suitable alternative building could be identified. The Council's Property Team are looking into potential alternative options, but at this point no suitable alternative building has been identified.

On completion of the review, it has been recommended that In-house Day Opportunities should be retained in the Grantham area and operated from the existing Day Centre building. However, if a suitable alternative building is located that offers improved value for money and opportunities for further improvement to day services offered then this should be considered. Service users, carers and Day Services staff have been informed of the outcome of the review. If an alternative building is located it may be necessary to consult on relocation.

Spalding Day Centre

There is one In-house Day Centre in Spalding which is operated from the Chappell Centre, Spalding. The Chappell Centre Building is owned by the County Council. It is a relatively large building with other Adult Care and Children's Services Assessment and Care Management Team co-located within the building.

The building is suitable but would benefit from some partitioning which would separate the Assessment and Care Management accommodation from the Day Centre. This would mean the Day Service had improved privacy for service users. Some follow up re-decoration would also be necessary. The Centre has good access and parking

The Day Services review has recommended that Chappell Centre Day Centre is retained and some capital improvement investment is made to improve the building and facilities. It is the intention to involve service users, carers and the Day Centre employees in helping to plan the building improvements and decorations. The Project Team have confirmed this to service users, their carer's and the day service employees and the feedback has been very positive. There has been no need to consult on this.

Stamford Day Centre

There is one Day Centre in Stamford which is predominately used by people aged 65 and over. The Day Service building is owned by the Council and is of a reasonable standard.

It has been recommended and agreed that the existing Day Service building will be retained and in-house day services will continue to operate in Stamford. This has been communicated to service users, carers and the day services staff in Stamford.