



**Open Report on behalf of Glen Garrod,  
Executive Director - Adult Care and Community Wellbeing**

Report to:	<b>Adults and Community Wellbeing Scrutiny Committee</b>
Date:	<b>06 September 2023</b>
Subject:	<b>Day Services Update</b>

**Summary:**

This report is to provide an update to the Adults and Community Wellbeing Scrutiny Committee on progress in delivering the ambitions outlined in the In-House Day Services plan, ' [Living Life to the Full](#) 'Living Life to the Full' summarises the strategic direction and confirms priority actions for the development of the service up to 31 March 2024. The Service Plan aligns with the Corporate Plan, making an important contribution to its overall vision for Lincolnshire.

**Actions Required:**

The Adults and Community Wellbeing Scrutiny Committee are asked to note the contents of this report.

**1. Background**

The Adults and Community Wellbeing Scrutiny Committee previously endorsed the In-House Day Opportunities plan "Living Life to the Full". The Committee requested regular updates in relation to achieving the ambitions set out within the plan. This report provides the most recent update on progress:

Places we can be proud of

Capital Investment - Ancaster Day Centre

The refurbishment and modernisation of key care, hygiene, and reception areas within Ancaster Day Centre is progressing well. The project will provide modernised WC's and a hygiene suite, a care corridor with enhanced functionality and a completely remodelled reception area for service users and their families. These changes will the service to operate more effectively and to contribute to an improved quality experience for people using the facilities and to make the building more suited to community use.

Phase 1, which are the outlined internal developments started in late July with an October completion expected. There was a short period of closure required by the service, but the

service continued to operate from Pheasantry, a Lincoln St Francis School site, during this time. People that use the service and their families were supported through this short disruption.

Phase 2 of this project is also beginning feasibility review. Phase 2 will seek to make external improvements which will create more community integration and gain more outside space for people using the service. Corporate Property colleagues are working closely with the Day Service to understand the options available.

#### Repairs and Maintenance

Corporate Property and Day Services managers have agreed access and training to Concerto and an escalation process to ensure that outstanding repairs and maintenance is completed and actioned quickly.

#### Service Structure Modernisation

Committee were advised that a restructure was underway within the service, that the consultation period had been concluded and an implementation plan for the new structure has been completed. The new structure was implemented on 01 January 2023.

The reorganisation of the staffing structure and the consultation prompted significant engagement across the county from staff within the service and their recognised trade unions. Lincolnshire is a large rural county and so involving everyone in the process was complex, however substantial efforts were made to ensure opportunity for maximum engagement in the consultation process for all concerned. The views and opinions expressed by staff were welcomed, valued and carefully considered.

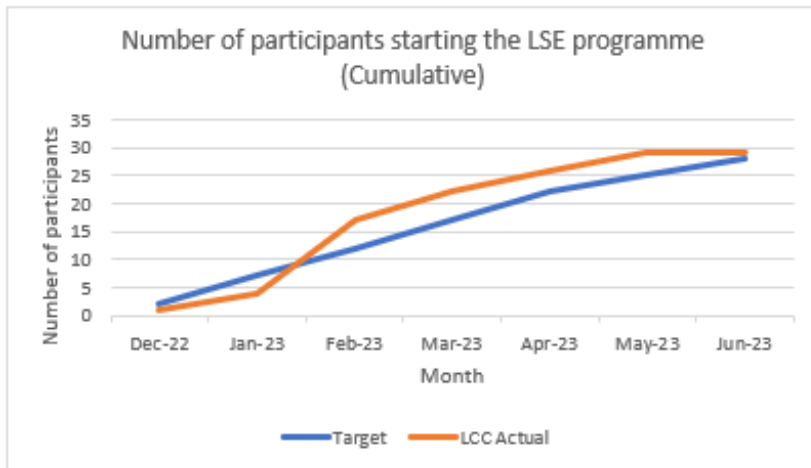
The changes to the former Day Opportunities, now Day Services, staffing structure were introduced to ensure the service is best placed to meet the services exciting and ambitious aims. This structure has been operating successfully for 6 months with positive impact for the service.

#### Local Support Employment (LSE)

The Local Supported Employment (LSE) initiative is a DWP funded programme aimed to support adults with Learning Disabilities and/or Autism, to move into employment and to help them maintain that employment.

The 3 job coaches, in place since January 2023, have had some excellent success. Audit by DWP in July resulted in positive feedback specifically citing the budget and staff time, "system looks robust to track all staff time and expenditure to LSE specific activity".

The graph below shows performance is as expected and has already resulted in 4 individuals finding paid employment. This is reported by DWP to be performing better than other local authorities participating in the project.



### Volunteering and Employability

The Quad recently celebrated its first anniversary and was favourably mentioned by CQC following their recent visit. Day Services colleagues and people who support the service provided excellent catering throughout.

Building off the back of the success of The Quad, the Day Service is incredibly proud to have re-opened the café at the Lincolnshire Life Museum providing further community benefit and opportunities for people that use the service. Louth Day Centre is now running the local kiosk, Spout Yard Park Kiosk, within the community and providing catering and the service maintains the garden areas too.

Boston Scott House has benefited greatly from a vehicle and driver being available to through Transport Connect Ltd, the Council's Teckal transport company. The Day Service has been able to expand their offer with the autonomy to travel between different sites and venues. Opportunities they access due to having transport include; volunteering at a farm and at a horse centre, maintaining an allotment, being able to attend events out of regular hours and promotion of microenterprise by selling concrete items at fairs.

### Transport

Day Services have agreed the following with Transport Services Group (TSG) to address transport issues raised by several stakeholders:

- Dedicated capacity of TSG operational staff member.
- Dedicated capacity of Fieldwork Team Manager for training and guidance for operator staff i.e. securing wheelchairs and understanding requirements of drivers and passenger assistant.
- Dedicated capacity of Fleet Team Manager for guidance for vehicle arrangements.
- To ensure expectations of drivers and PAs as well as vehicle related maintenance and management are met by providers.

TSG in conjunction with Day Service are reviewing the existing contracted routes to identify any potential efficiencies including; aligning days of attendance, reviewing times of attendance and passenger information accuracy.

A positive development which has become available through TSG is access to their Independent Travel Training Team. Travel training is a short-term, intensive instruction designed to teach people with disabilities how to travel safely and independently on public transportation. TSG have agreed the dedicated capacity of a Travel Options Officer for travel training.

Ancaster Day Centre has already identified individuals that could benefit from this training. This may potentially remove their need for bespoke transport but also, evidence from the program which was run for education transport for several years shows, that travel training can; increase independence and self-confidence, improved social skills and provide greater access to opportunities.

A pilot is intended to take place later in 2023 which would provide transport to and from the Day Service having a vehicle available throughout the day. Costs for these arrangements would be offset by replacing expensive transport that is provided to allow people to access community activities.

#### No Smoking Sites

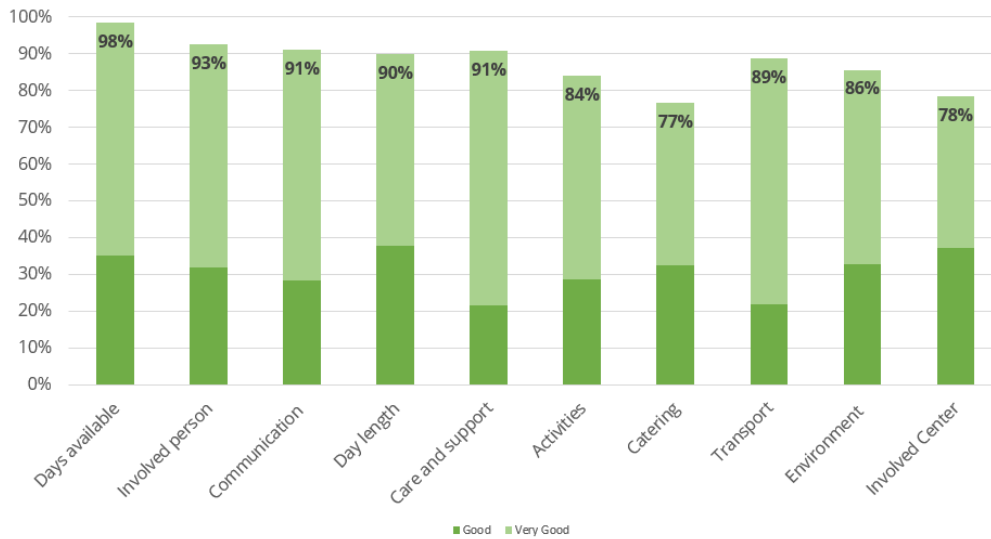
The day service has a role to play in promoting healthy lifestyles and supporting where possible good health outcomes for service users. Small changes to locations of smoking shelters to make them less accessible has already reduced the amount of onsite smoking. It is anticipated making all sites no smoking will nudge behaviour change towards further reduced smoking.

#### Forging new and more active partnerships with Families

An ambition for the service is to forge new and more active partnership with families and people we support by establishing a partnership group in each area. In Louth a regular parent and carers forum takes place every 3 months. There is great involvement with parents and carers in the ongoing development of the service and they feel that they have a voice. Parents and carers are now involved in interview for new staff and have had the opportunity feedback on annual health checks and the self-assessment referral form. The service is also making use of staff, parents and carers skills and talents skills and experience to provide additional activities within the centre.

There has been a survey with carers of people who use the Day Service in April and May 2023. There was a 75% response rate with the following feedback and overall 88% of carers found the service to be Good or Very Good

### Family Carer experience of the Day Service May 2023: Good or Very Good

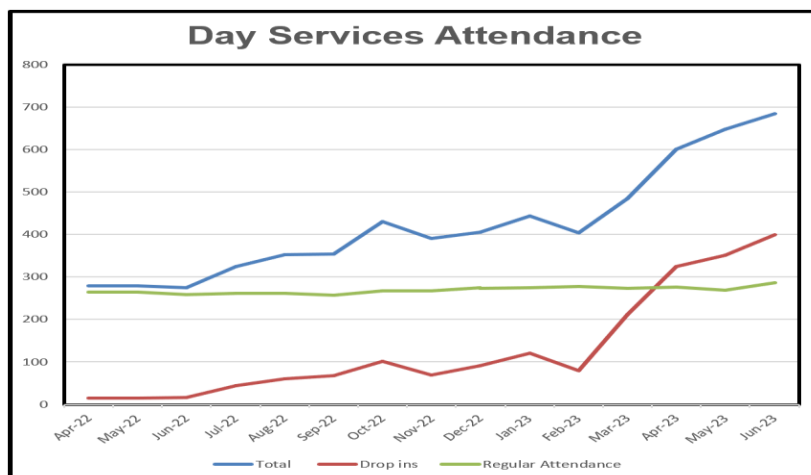


Voiceability, an independent self-advocacy support group, have undertaken a series of workshops around the county to gather feedback from people who use the services, and the service is looking forward to receiving their findings from them.

### Drop-In Sessions

The Day Services have been running successful drop-in activities which enhance what's available locally. Aimed at supporting and promoting community wellbeing and connections and to combat isolation the sessions are open to all, older people & others.

Drop-in visits are proving to be a sought-after activity with around 400 drop-ins in June 2023. The service is using the drop-in activity to bolster support for individuals with dementia with support from partner agencies.



Louth Day Services has been carrying out person-centred planning (PCP) reviews and people with complex needs have been given a voice and opportunity to be involved in their own reviews. A great example is a non-verbal individual having their family and support group contributing to their review and being enabled to contribute through voice-recording of people that care from him, his parents, and using props and sensory and

tactile mechanisms including recording of his facial expression and reactions to develop a person-centred plan. PCP’s reviews will take place with everyone using the service and these will be individualised, in the approach taken, to ensure that they are able to contribute.

**2. Conclusion**

The Day Service is continuing to deliver on all aspects of the Service Plan with multiple projects taking place across every site and strategically. There is a real positive energy around these developments with partners and agencies working more closely with the Day Service in all aspects of provision.

These developments are to ensure a person-centred, strength-based approach is taken and these updates outlines the process and changes that the service has undertaken to deliver on this ambition.

**3. Consultation**

**a) Risks and Impact Analysis**

N/A

**4. Appendices**

These are listed below and attached at the back of the report	
Appendix A	Presentation to Adults and Community Wellbeing Scrutiny Committee

**5. Background Papers**

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
Adults and Community Wellbeing Scrutiny Committee Report	<a href="#">Agenda for Adults and Community Wellbeing Scrutiny Committee on Wednesday, 30th November, 2022, 10.00 am (modern.gov.co.uk)</a>

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