

Appendix 1

Day opportunities and community provision in Haringey – Conclusions and recommendations of Overview and Scrutiny Committee, and responses

Overall comments on the report				
The Council recognises the importance of access to a wide range of day opportunities in the community for disabled and older people, to meet their identified needs and outcomes.				
Recommendation	Response (Agreed / Not agreed / Partially agreed)	Who and when	Current Progress, October 2019	
Mental health				
1	In developing proposals to transform the site at Canning Crescent to support people with mental health problems, commissioners should consider what lessons could be learned from the model of mental health adopted by Mosaic Clubhouse in Lambeth	Agreed	Tim Miller, Lead Commissioner for Mental Health October 2019	This recommendation is timely as commissioners are keen for the Canning Crescent provision both to be built on the voice of the user and to reflect best practice across London and beyond. Co-design work with users and other stakeholders is already underway as is research into similar models of community-based support elsewhere. The Cabinet Member for Adults and Health has recently visited Mosaic and is also interested in this model.
Former day centres being brought back into use				
2	Of the three former day centres proposed to be brought back into use: One should be used to expand capacity to support service users by	Partially agreed	Charlotte Pomery October 2019 Through the Day Opportunities	There are proposals for each of the three former day centres to be brought back into use as follows: a. One is being developed to offer specialist learning disabilities/autism day opportunities and support b. One is being developed to offer an autism hub focused on autistic people without a learning disability and employment

	<p>providing specialist dementia support in the east of the borough</p> <p>One should be used to expand capacity to support service users by providing specialist learning disabilities/autism support</p> <p>One should be used to expand capacity to support a broader range of service users with physical disabilities and other conditions</p>		<p>Working Group of the Adult Social Care Redesign Group</p>	<p>support to a range of disabled and older people</p> <p>c. One is being developed as supported living for people with complex needs including behaviour that challenges rather than as day provision, because of its location and the wider need in the borough</p> <p>There are proposals to develop the provision of specialist dementia support in the East of the borough.</p> <p>These proposals are being led through the Day Opportunities Working Group of the Adult Social Care Redesign Group</p>
3	<p>The spaces provided by the re-opened centres should be used as part of a wider community offer, including after 4 o'clock when day centre service users are not using them, in order to generate income and provide an additional community resource</p>	<p>Agreed</p>	<p>Georgie Jones-Conaghan, Lead Commissioner for Learning Disabilities and Autism</p>	<p>The staffing for the repurposed day provision at Waltheof Gardens includes a Resources Manager to ensure use of the buildings is optimised throughout the week, including evenings and weekends, to offer a wider community resource and to generate income as appropriate.</p> <p>These proposals are being led through the Day Opportunities Working Group of the Adult Social Care Redesign Group</p>
4	<p>That the capital allocation provided to bring the former day centres back into use must be sufficient to ensure that they are fit</p>	<p>Agreed</p>	<p>Georgie Jones-Conaghan, Lead Commissioner for Learning Disabilities and Autism</p>	<p>The importance of the physical design and condition of the buildings and wider site is not underestimated and work is underway to ensure these support the wider offer.</p> <p>These proposals are being led through the Day Opportunities Working Group of the Adult Social Care Redesign Group</p>

	for purpose, that they be suitably adapted to meet the needs of specific type of service users and that all service users, carers and providers will have confidence that they are suitable high quality spaces to use			
5	That commissioners should report to the Adults and Health Scrutiny Panel on an annual basis about progress at the new day centres to enable the Panel to monitor the quality of service delivery and value for money that is being achieved	Agreed	Charlotte Pomery, Assistant Director Commissioning Annually	An annual report will be brought forward to Adults and Health Scrutiny Panel providing an update on the delivery of the day opportunities offer at Waltheof Gardens These proposals are being led through the Day Opportunities Working Group of the Adult Social Care Redesign Group
Council-owned community buildings				
6	To provide more support to service providers on how they can demonstrate social value in order to benefit from rent reductions from Haringey Council, including by allocating each applicant with a named officer tasked with providing guidance on how to navigate this	Noted for inclusion in the Community Buildings Review	Charlotte Pomery, Assistant Director Commissioning	A review of the offer from the Council as landlord to community organisations is currently underway and will be reported in due course, this recommendation has been noted for inclusion in the wider review.

	process and helping them to understand what actions are required to deliver the Council's social value objectives			
7	To give the reduction of social isolation strong consideration in the assessment of eligibility for rent discounts for Council-owned community buildings	Agreed	Charlotte Pomery, Assistant Director Commissioning	Social isolation is already included and considered, as it falls within the Health and Wellbeing domain of the Social Value Framework
Transport				
8	To emphasise the lack of strong east to west transport links and the strength of feeling about the need for accessible and reliable transport needs to be taken into account when determining which services should be provided at the three ex-day centres in order to ensure that more service users can access support in their part of the borough	Agreed	Georgie Jones-Conaghan, Lead Commissioner Learning Disabilities and Autism	<p>Ensuring access to any provision is a core element of its design and development and is being taken into account in both the offer to be made from each provision and the identification of users to be supported there.</p> <p>These proposals are being led through the Day Opportunities Working Group of the Adult Social Care Redesign Group</p>
9	To ensure that part of the funding offer for day opportunities needs to include transport as this	Agreed	Georgie Jones-Conaghan, Lead Commissioner Learning	Assessing travel needs and ensuring the requisite support is in place to enable users to travel to those provisions which will meet their needs is already a core part of the assessment and provision process.

	is a high level need which is essential to enable accessibility. Proposed transport arrangements should always be included in the written information provided to service users after an assessment (see recommendations 13 & 14). Senior officers should have oversight of the written information given to service users around the different transport offers and how they will be assessed.		Disabilities and Autism Ongoing	
Access to information				
10	To redesign the Haricare website page to ensure that information is presented in a way that is accessible and user-friendly.	Partially Agreed	Ngozi Anuforo, Head of Strategic Commissioning Early Help and Culture	There has been considerable development, based on engagement with users, carers and wider stakeholders, on Haricare leading to a series of ongoing improvements in design and functionality. These will continue to ensure that high quality, up to date information is presented in the most accessible way
11	To provide guidance on adult social care provision in the Borough, including clear information about the pathways to services in	Partially agreed	John Everson, Assistant Director Adult Social Care	As part of the work of the wider Adult Social Care Redesign Group, consideration will be given to how information about adult social care provision is best presented and whether a printed booklet can remain up to date and relevant. The current thinking is that the expanded co-ordinator offer, described

	a printed booklet, based on a similar format to that of the Preparing for Adulthood Pathway Guide, which could be made available in a range of community settings and distributed by front-line staff including social workers, GPs and other primary care staff and Local Area Coordinators.			<p>below, might form a stronger basis for an improved information offer given it will always be more up to date and responsive to individual needs. The issues are always about relevance and accuracy.</p> <p>In addition, Bridge Renewal Trust has developed a comprehensive asset map for the borough, with deep dives into specific wards. And Haringey Over 50s Group has also recently produced a number of directories to provide information.</p>
12	To expand the use of Local Area Coordinators and/or Dementia Care Navigators in Haringey to improve access to information about day opportunities and community care provision, particularly for people who are more socially isolated.	Agreed	Charlotte Pomery, Assistant Director Commissioning	<p>The expansion of our network of community based co-ordinators has already got underway and includes:</p> <ul style="list-style-type: none"> • 4 more Local Area Co-ordinators bringing the number up to 6 in total • A Reach and Connect offer for all residents over 50 • Social prescribing resources for each of the 8 Primary Care Networks • Expanded Connected Communities offer, now operating across the borough • Dementia care navigators still in place <p>The workers operating across these services are aware of each other and will meet regularly through an Engagement Forum to ensure best exchange of information and intelligence about the full range of community provision.</p>
Assessments				
13	To check and verify that all individuals that are assessed by Haringey Council under the Care	Agreed	Chris Atherton, Principal Social Worker	This forms part of the ongoing quality assurance function within Adult Social Care which is monitored through regular audit, listening to the voice of users and carers and continuous professional development for staff.

	Act are all receiving a written copy of their assessment.			
14	To establish a secure online portal to enable service users and carers (as well as Social Workers) to have easier and faster access to all assessment and review documents in order to a better understanding of any changes to the Service User's care plan. Enable Service Users and Carers to be able to comment directly via this portal with the Social Worker who undertook the assessment in relation to any queries around the care plan. This would allow changes in care to be tracked and rational behind any changes to be explained.	Noted for inclusion in the specification of requirements for a care management system	John Everson, Assistant Director Adult Social Care	There is an opportunity, in the recommissioning of the Council's care management system currently underway, to specify requirements with regard to ensuring users and carers, as well as practitioners, have access to assessment and review documents as a matter of practice. This recommendation will be fed into this wider piece of work to ensure it can be responded to fully.
Contracts				
15	To provide further information to the Adults & Health Scrutiny Panel throughout the course of	Agreed, subject to the Council's policy	Farzad Fazilat, Head of Quality Assurance and Brokerage	Information as requested, subject to any commercial confidentiality, will form part of the annual update report to Adults and Health Scrutiny Panel agreed above.

	<p>the ongoing refresh of day opportunities about the payment levels being made to service providers and to ensure that service providers are paid at a sufficient rate to enable them to pay their staff at or above the level of the London Living Wage.</p>	<p>position and the need for commercial confidentiality</p>		<p>Haringey Council has signed up to the Ethical Care Charter and is a LLW Accredited organisation, commitments which it is delivering in a planned way within a sustainability and affordability framework.</p>
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