

21 April 2022

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**Re- Shaping of Service Offer Across Goscote All Age Hub.
Linked to Meaningful Day Opportunities Cabinet Decision, December 2021**

Ward(s): All

Portfolios: Councillor Keir Pedley

1. Aim

To keep Social Care and Health Overview and Scrutiny Overview Committee informed of what the scope, purpose and progress of the meaningful day opportunities agenda has been and in particular the outcomes around the re alignment of the council's internal resource and ongoing developments around the wider meaningful day opportunities themes moving forward.

2. Recommendations

That committee members have opportunity to question or make comment about the content of the report and make any observations they wish.

3. Report detail – know

Consultation for meaningful day opportunities went live in October 2021. This was to seek the views of external and internal stakeholders who had an interest in the topic and wanted to contribute to the consultation and suggest things that were important to them when considering the future shape of meaningful day activities across Walsall for the future.

The formal consultation was in relation to the external marketplace and the wider opportunities that people consider when living locally to Walsall, how they get around the Borough, what is important to them day to day to engage in and what may reduce or impede their ability to connect in the local community.

The responses came mainly from people who directly use day services and support or, in the main, from parents and carers of people who use services and support across Walsall.

Providers of day opportunities and support to citizens across Walsall were also part of the formal consultation, as were younger people, their representatives and Providers across the SEND(Special Educational Needs) agendas, as it is

important that we futureproof our proposals, to include the emerging populations across Walsall. It is important to ensure that the proposals for adult service users are also fit for purpose for children and that together they both promote an all-age approach when considering current and future ways of working and serving local people.

Alongside the wider consultation exercise, there was formal consultation that took place with the stakeholders who use existing council run services at Goscote Centre, Goscote Lane, Walsall. This was to ensure all customers using the internal day care facility at Goscote, had sufficient opportunities to understand and be prepared for the wider consultation opportunities

Goscote still delivers outcomes to a range of people from the age of 14, who also may have needs around disabilities, mental health, needs linked to Autism, young people in care, adults who require support to maximise independence and also needs when they are reaching milestones in life that requires input and support to safely live differently.

It is recognised that for the past three years, Goscote has been moving away from the traditional model of day opportunities to that which delivers a flexible and adaptable model of support focussing on the needs of any person referred into the service from the age of 14 plus. The focus has been to promote independence by using the resource to support people with a range of opportunities that are not specifically linked to a five day, day centre placement.

In 2018, there were approximately 110 adults with a learning disability that used the Goscote centre for traditional day services.

Over the past three years, the internal service has been gradually evolving into an all-age model which now supports approximately 15 people who continue to use the internal day service for traditional day care.

The remainder of the individuals have either moved on to direct payments to support their social care needs, moved into alternative commissioned services across the borough including supported living, residential care or private day care opportunities using their direct payments.

Some have continued to receive their care and support via the internal service called "Shared Lives". Some people have exited the social care services completely as through statutory assessment and review, their needs no longer require Adult Social Care support. Some people have been able to move into employment.

Alongside the formal consultation seeking stakeholders' views about what the future in Walsall could look like with regards to meaningful day opportunities, formal consultation also took place in December 2021, with a view to developing a much more seamless response to the needs of the population.

The model internally, continues to develop around an all-age approach and following consultation with the workforce, it was agreed to continue with the developments and with the intention to reduce the number of 'handoffs' for customers and to ensure that there continues to be a drive internally on promoting

independence and focussing on time limited support for people rather than the assumption that a service was for life.

The internal consultation for the workforce led to a proposal to merge all roles and functions across all service areas within Goscote, to promote one management team, generic roles across all service areas and the seamless delivery of support and outcomes to all customers, regardless of what they were referred into the service for.

In addition to Day Opportunities, Shared Lives, employment and time limited enablement/outreach, the consultation also focussed on lessons learned from COVID.

The internal services played a significant role during COVID and had organised themselves differently to manage the increased demands placed on them during the pandemic.

The internal consultation also took on board those lessons learned and considered what more could be added to the potential new model that could continue to support the wider Directorate and council as provider of last resort, when focussing on the new model.

The internal and external consultations were also used to shape and form a part of the transformation agenda.

Internally, the reshape of the in-house service delivery at Goscote, would also be aspiring to deliver improved outcomes for people alongside financial savings for 2022/2023.

4. *Financial information*

By re-aligning the resources at Goscote, it means the service can continue to deliver a more flexible approach to all ages, supporting young people into adulthood, whilst continuing to support adults across the whole of the internal services functions, not only limited to day care.

The service saved £191k in one-off savings in 2021/22, from saved resources/vacancies.

The formal process to realign resources and preparation for the new delivery model from April 1st 2023, will also secure an additional £482k secured against £500k for 2022/23.

Alongside this, there are further opportunities across the Adult Social Care Directorate, to deliver improved outcomes, as part of the Continuous Improvement Plan (CiP).

5. *Reducing Inequalities*

The opportunities that the realignment has given, have been to both service users and the workforce. The former traditional model of service delivery focussed very much on traditional five day care. This model very much restricts the Council from utilising its resources differently and thereby reducing opportunities for needs to be met in the future.

By continuing to reshape the internal resource, it has enabled more work to be undertaken that will assist people to prepare for adulthood, as well as enabling adults to continue to explore more opportunities outside of a traditional day care setting, thus maximising choice, control and independence.

The Goscote building is now fully furnished and operating in a way that promotes 'blended working' for its wider workforce and visiting professionals. Children and adults assessment and care management teams are also based on site which continues to promote closer working relationships as part of the all-age approach and improved outcomes across both Directorates when preparing people for adulthood.

People who are no longer eligible to attend services or receive support via Goscote, do have a number of alternative options and choices via the external provider marketplace.

All internal workforce staff were part of the formal consultation and regular discussions have taken place since 2018 in relation to the ongoing changes that have taken place as a part of development of an all-age model at Goscote.

All staff had an option to remain in the workplace as part of the changes, consider other internal council vacancies or to exit as part of redundancy opportunities. No staff were in a compulsory redundancy situation.

6. *Decide*

Not applicable.

7. *Respond*

The Directorate will continue to communicate and work closely with internal partners and stakeholders to ensure all of the learning from recent consultation feed into all initiatives that promote ongoing improvements to deliver meaningful day opportunities whilst delivering transformational changes.

8. *Review*

The progress of the new aligned model will continue to be monitored and reviewed. There are quality auditing processes that are being introduced into the new model and this will then feed into the Directorate's Quality and Safety Board for scrutiny, advice and support

Background papers

None

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