

September 2021 Response to A&H Scrutiny Panel Recommendations on Day Opportunities

	Recommendation	Response (Oct 2019)	Who and when	Progress update September 2021
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 - 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.	Tim Miller, Lead Commissioner for Mental Health October 2019	Works have started on site. Recently had neighbour engagement event with another one to be held in a few months' time. Service model co-production ongoing between providers and with service users.
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 providing specialist dementia support in the east of the borough One should be used to expand capacity to support service users by providing specialist learning disabilities/autism support One should be used to expand capacity to support a broader	PARTIALLY AGREED - 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 support to a range of disabled and older people 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	Charlotte Pomery October 2019 Through the Day Opportunities Working Group of the Adult Social Care Redesign Group	Programme delivery on track. The Chad Gordon Autism Campus at 20A&B Waltheof Gardens N17 was launched on 12 th August 2021. The site comprises two new services: Haringey Opportunities Project (HOP), a 'PBS' service for adults with learning disabilities and autism, and #ActuallyHaringey (#AH) adults with autism non-LD. Centre 404 are commissioned to provide care and support for the HOP under the PBS framework. The service has referrals

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	range of service users with physical disabilities and other conditions	<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>		<p>coming in and we are looking at around 30 service users.</p> <p>Ermine Road is the Council's inhouse Learning Disabilities day service.</p> <p>We are moving forward with developing supported living for people with complex needs including behaviour that challenges at the third former day centre site. We have secured Council and NHS funding to develop the setting for young people with a range of complex needs as they enter adulthood.</p>
3	The spaces provided by the re-opened centres should be used as part of a wider community offer, including after 4pm when day centre service users are not using them, in order to generate income and provide an additional community resource.	<p>AGREED - 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>	Tim Miller	<p>It is very much part of our planning that services should be available as part of a wider community offer.</p> <p>As an example, #actuallyharingey has developed a flexible and blended model through lockdowns to extend access and will be looking to generate wider community access now the centre is launched and open.</p> <p>Funding from partners including the NHS and the Big Lottery are incorporated into services.</p>

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				Canning Crescent will offer an evening and weekend programme of crisis support and a public-facing café, generating income as part of ensuring the service is embedded in a wider community offer.
4	That the capital allocation provided to bring the former day centres back into use must be sufficient to ensure that they are fit 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.	<p>AGREED - 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>	Tim Miller	<p>All capital bids have been carefully developed with operational leads and supported by coproduction with users and carers to ensure facilities will meet people's needs and provide quality environments.</p> <p>Works are overseen by Major Projects and/or Corporate Landlord colleagues to ensure expertise in development delivery.</p>

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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.	<p>AGREED - 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.</p> <p>These proposals are being led through the Day Opportunities Working Group of the Adult Social Care Redesign Group.</p>	<p>Charlotte Pomery, Assistant Director Commissioning</p> <p>Annually</p>	This will be brought forward in due course once the first year of operations has been reached at each of the newly develop day provisions.
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 process and helping them to understand what actions are required to deliver the Council's social value objectives.	<p>NOTED FOR INCLUSION IN THE COMMUNITY BUILDINGS REVIEW - 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.</p>	<p>Charlotte Pomery, Assistant Director Commissioning</p> <p>This work sits between Margaret Gallagher (data and insight) and Poppy Thomas' (VCS Coordinator) teams.</p>	<p>In development as part of the Council's Community Building approach which sits within the wider Voluntary and Community Sector Strategy and the Community Framework.</p> <p>Both evidencing and more importantly delivering social value are key priorities for us in this area of work.</p>

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7	To give the reduction of social isolation strong consideration in the assessment of eligibility for rent discounts for Council-owned community buildings	AGREED - Social isolation is already included and considered, as it falls within the Health and Wellbeing domain of the Social Value Framework.	Charlotte Pomery, Assistant Director Commissioning	As previous update.
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 - 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. These proposals are being led through the Day Opportunities Working Group of the Adult Social Care Redesign Group.	Tim Miller	As agreed, ensuring access to the services is part of the core offer as appropriate, users are being supported to access these services according to their individual needs. We are further developing our localities approach across the borough, which seeks to ensure that residents are able to access a range of interventions in their local area to meet their needs and build on their strengths.

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9	To ensure that part of the funding offer for day opportunities needs to include transport as this 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.	AGREED - 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.	Laura Crouch Service Manager- Community provisions and Day opportunities	<p>Assessing individuals' travel needs and offering help to access the service if it is required is already a core part of the assessment and provision.</p> <p>Each Opportunity will have its own transport offer, we would always discuss this during the review stage and assess if an offer can be made by the service. However allocation to an already resourced mode of transport will depend on multiple factors- capacity, postcode, time to take to and from, persons ability to be in a crowded enclosed space for periods of up to 90 minutes, physically requirements of access. In most cases we will ask:</p> <ol style="list-style-type: none"> 1. Can the person use normative transport measures either with family or a carer 2. Can the family/carer utilise a prescribed vehicle 3. Can we provide suitable transport 4. If not we will work with the social worker and family to find an alternative, taxi etc? <p>If we can provide transport we will then do a Risk Assessment for that individual to ensure their transport can be managed safely.</p> <p>We don't tend to advertise our transport offer and go on a case-by-case basis.</p>

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10	To redesign the Haricare website page to ensure that information is presented in a way that is accessible and user-friendly.	PARTIALLY AGREED - 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.	Ngozi Anuforo, Head of Strategic Commissioning Early Help and Culture	The Covid-19 Pandemic has had a significant impact on our information and communication functions in the Council. We have made significant progress in reaching all residents in the borough through an increased emphasis on translation and on different media for communication, as well as through Community Champions who are able to relay public health messages in direct and accessible ways. In light of this, we are reviewing our approach to Haricare and how information is shared through our webpages.
11	To provide guidance on adult social care provision in the Borough, including clear information about the pathways to services in 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.	PARTIALLY AGREED - 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 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.	Jeni Plummer Acting AD ASC	We are testing out this approach through the development of the Ageing Well Guide, which has been developed with local residents: https://www.haringey.gov.uk/ageing-well-haringey

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		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.		
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.	<p>AGREED - 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>	Charlotte Pomery, Assistant Director Commissioning	<p>6 Local Area Coordinators in post and an expanded Connected Communities team offering support across the borough.</p> <p>NavNet: a staff led Engagement Forum is operating well and facilitating the building of professional relationships and networks and sharing of information.</p>

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13	To check and verify that all individuals that are assessed by Haringey Council under the Care Act are all receiving a written copy of their assessment.	AGREED - 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.	Chris Atherton, Principal Social Worker	Yes, as previous update.
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 SPECIFICAITON OF REQUIREMENTS FOR A CARE MANAGEMENT SYSTEM - 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.	Jeni Plummer , Acting Assistant Director Adult Social Care	The new care management system has now been procured and work is just getting underway to implement it across the Council. A comprehensive implementation programme is being developed to steer the implementation.

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15	To provide further information to the Adults & Health Scrutiny Panel throughout the course of 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>AGREED, SUBJECT TO THE COUNCIL'S POLICY POSITION AND THE NEED FOR COMMERCIAL CONFIDENTIALITY - 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> <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>	Farzad Fazilat, Head of Quality Assurance and Brokerage	As per the 2019 update, we will include this information in the Annual Report. We are committed to payment of the London Living Wage across all care provisions in the borough.