

<b>Report for:</b>	<b>Adult and Health Scrutiny Panel</b> 29 June 2015	<b>Item Number:</b>	
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<b>Title:</b>	<b>The principles and methodology that will support the consultation and co-production process for proposed changes to adult care services</b>
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<b>Report Authorised by:</b>	<b>Beverley Tarka, Interim Director of Adult Social Services</b>
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<b>Lead Officer:</b>	<b>Anne Carswell, Interim Programme Manager</b>
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<b>Ward(s) affected:</b> All	<b>Report for Key/Non Key Decisions:</b> Non Key Decision
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**1. Describe the issue under consideration**

- 1.1 In February 2015 Cabinet and Full Council agreed the Corporate Plan and the Medium Term Financial Strategy (MTFS).
- 1.2 These documents included high level proposals for changes to Adult Social Care.
- 1.3 Throughout the consultation on the MTFS, service users, carers and stakeholders were advised that consultation on detailed proposals would take place following the agreement of the financial envelope within the MTFS.
- 1.4 A commitment was also given to working with service users and stakeholders to co produce new delivery models.
- 1.5 This paper informs Members of the principles and methodology that will support the consultation and co-production processes.



## **2. Cabinet Member introduction**

- 2.1 Throughout the MTFS consultation period when I met with service users and carers, I was clear with them that, if the MTFS was agreed, we would come back to them to consult on any detailed proposals.
- 2.2 Cabinet received a report seeking agreement to consult on 16<sup>th</sup> June 2015. The consultation process will commence on 29<sup>th</sup> June 2015 and continue until 29<sup>th</sup> September 2015 reporting back to Cabinet in November 2015.
- 2.3 I have also publicly stated my commitment to engage and co-produce new delivery models which are high quality and outcome focussed. It is critical that we empower and enable service users to participate and co-design these new delivery models. As such, I restate our commitment to the provision of independent advocacy to support service users.
- 2.4 We have set aside £20k for independent advocacy to help support individuals and carers to understand the proposals and to inform us of their wishes and feelings. We have also agreed that we will have independent facilitators to work together with service users, carers and stakeholders to design new models of support going forward.
- 2.5 User and carer views are central to what we do and we have taken every care to ensure their involvement in this process.

## **3. Recommendations**

- 3.1 It is recommended that:

Panel notes the principles and methodology and provide comment on those to inform the process.

## **4. Alternative options considered**

- 4.1 There is a legal obligation to consult on major service change, and good practice would suggest in any case that we would want to fully involve the users of our services in any service change. There is no requirement to co produce.
- 4.2 The alternative option would be for officers to develop new delivery models without the views of service users being taken into consideration.

## **5. Background information**

- 5.1 Consultation on the MTFS and Corporate Plan took place between 17/12/2014 and 18/01/2015. While the MTFS contained high level proposals, this consultation process was not focused on any detailed specific proposals which could impact on services.
- 5.2 During the 'Medium Term Financial Strategy and Corporate Plan' consultation period, Adult Social Services engaged extensively with Service Users, carers and



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care providers; providing both written and verbal information; commissioning independent advocates to assist service users in understanding the proposals and gathering feedback to inform the consultation. Five engagement sessions were held within the community to hear firsthand the concerns of potentially affected residents and to respond to any queries. This resulted in the removal of £5.7 million of proposed savings, set against care packages.

- 5.3 The role of this forthcoming consultation would be to (1) explain in detail specific proposals and the likely impact on the service offer and (2) seek views and understand the concerns on how to shape and implement the services for the future.

## **6. Consultation**

### **6.1 The consultation proposes:**

- a. To increase the Councils capacity to deliver re-ablement and intermediate care services by:
  - i. The closure of Osborne Grove Nursing Home and change of use to intermediate care service or to continue with the current provision at Osborne Grove, but through an external provider and to include a re-ablement care service
  - ii. The closure of The Haven day centre and change of use to a community re-ablement service delivered by an external provider; and
  - iii. Changing the delivery of the Councils in-house Re-ablement Service to an external provider
- b. To increase the Councils capacity to provide Supported Living Accommodation and Shared Lives schemes by:
  - i. The closure of Linden Road Residential Care Home; and
  - ii. Changing the delivery of the Councils in-house Share Lives Service to an external social enterprise provider
- c. To increase flexibility and availability of services within the borough by:
  - i. The closure of Roundways, Birbeck Road and Always day centres for adults with a learning disability;
  - ii. Delivering a new model of day opportunities for adults with a learning disability from Ermine Road Day Centre, through social enterprise
  - iii. The closure of The Grange Day Centre and delivery of dementia day services from the Haynes through a social enterprise model



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- 6.2 Through the consultation we will stress 3 core commitments:
- a. Our commitment to meet our statutory responsibilities to continue to provide services that meet the assessed needs of adults
  - b. Our commitment to safeguard adults at risk
  - c. Our commitment to work with service users and their families and carers in the design of services
- 6.3 Independent advocacy will be supplied to people who use the affected services, to ensure that they are able to fully take part in the consultation process. It is anticipated at this stage, that the advocates will spend at least 30 hours directly liaising with people who currently use services during the early to mid stages of the consultation and beyond the consultation to identify the services that will deliver the best outcomes to the individuals who use these services.
- 6.4 Workshops and feedback sessions will be available for users of the affected services, as well as their carers. These sessions will be made available within the affected day centres and residential homes across the borough to ensure accessibility to all key stakeholders.
- 6.5 Demographic details of the workshop attendees and respondents of the consultation will be sort and examined to confirm accessibility and target further workshops as necessary.
- 6.6 The other routes for people to have their say is:
- Online – completing the questionnaire at [www.haringey.gov.uk](http://www.haringey.gov.uk)
  - By email to [Priority2enquiries@haringey.gov.uk](mailto:Priority2enquiries@haringey.gov.uk)
  - By Post
- 7. Co-Production**
- 7.1 The design of high quality, outcome focussed and sustainable new delivery models is critical. It is also critical that we empower and enable service users to participate and co design.
- 7.2 Independent facilitation will support service users and carers in the co design of new models for Older People dementia day opportunities, Learning disability day opportunities and alternative support for Linden residents.
- 7.3 The co-production principles that have been set out are:
- Improving outcomes for residents;
  - Transparency about parameters;
  - Respect for others' perspectives;



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- Ability to test ideas and thinking;
- Trust and understanding;
- Space to acknowledge the challenge of working differently;
- Advocacy for users;
- Willingness to think through ideas and change our minds, within the parameters; and
- Steadfast adherence to the values and principles of Corporate Plan – e.g. building capacity and resilience, prevention and early intervention, promoting independence, fairness and equity, partnership working, value for money, customer focused.

7.4 Co-production must have a service user focus, identifying the outcomes people want to achieve and how they want to access support to meet these outcomes with a focus on personal budgets.

7.5 In designing new models there have to be parameters to work within. The parameters are as follows:

- Must be delivered within financial envelope;
- Should be community activity based as much as possible;
- For younger adults in particular employment, education, leisure – inclusive community activities as far as possible for all service user groups;
- Quality assurance has to be integral with suitably skilled and trained staff;
- Any service or support has to be based on assessed need ( this includes any assessed need for transport);
- It is recognised there is a need for buildings based provision as a support for those with complex needs – for LD assumption is day opportunities will be provided from Ermine Road; for dementia services the assumption is the services will be provided from the Haynes; and
- The future model needs to include continuous engagement of service users and carers.

7.6 A report of the co-production activity and outcomes will be provided as an appendix to the November Cabinet report.

## **8. Comments of the Chief Finance Officer and financial implications**

8.1 There are no financial implications directly arising from this report. All costs of consultation and co-production activity will be funded from within existing resources.

## **9. Assistant Director of Corporate Governance Comments and legal implications**

9.1 There is a common law duty on the Council to consult with service users, carers, providers, employees and other stakeholders that are likely to be affected by the proposals. The consultation must take place at a time when the proposals, as with the recommendations, are still at their formative stages. The Council must provide the consultees with sufficient information to enable them properly to understand the proposals being consulted upon and to express a view in relation to it. The information must be clear, concise, accurate and must not be misleading. The



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consultees must be given adequate time to consider the proposals and to respond. The Council must give genuine and conscientious consideration to the responses received from the consultees before making its final decision on the proposals.

### **10. Equalities and Community Cohesion Comments**

- 10.1 The proposals to transform the way services are delivered are as a direct result of the need to deliver services equitably. We are acutely aware that Adult Social Services serves a vulnerable community; a significant proportion of whom have a protected characteristic as defined in the Equality Act 2010. Equality Impact Assessments were undertaken as part of the proposals for the MTFS, see <http://www.haringey.gov.uk/council-and-democracy/about-council/equalities/equality-impact-assessments/equality-impact-assessments-december-2014>, these continue to be reviewed, updated and monitored to ensure no policy, projects or plans discriminates against any disadvantaged or vulnerable people.

### **11. Head of Procurement Comments**

- 11.1 N/A.

### **12. Policy Implication**

- 12.1 The outcome of the consultation will lead to further decisions by Cabinet, which may have policy implications. These will be included in any future reports to Cabinet.

### **13. Reasons for Decision**

- 13.1 N/A.

### **14. Use of Appendices**

- 14.1 N/A.

### **15. Local Government (Access to Information) Act 1985**

- 15.1 N/A.