

Date: Monday, 9 February 2015

Time: 10.00 am

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire,
SY2 6ND

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HEALTH AND ADULT SOCIAL CARE SCRUTINY COMMITTEE

TO FOLLOW REPORT (S)

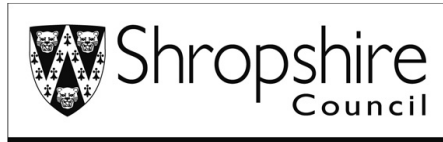
7 **Day Services Update (Pages 1 - 30)**

To consider current day service opportunities – successes and challenges to date, and comment on outstanding action needed. A report is *to follow* from the Head of Social Care Efficiency & Improvement.

Maggie Allan from Bradbury Day Care Centre has been invited to the meeting to talk about the Centre following a Provider Change and answer any questions.

Members who have visited Avalon Day Opportunities in Oswestry and met with Service Users who have experienced change will report on their findings and Healthwatch will also provide information on service user satisfaction.

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<u>Committee and Date</u>	<u>Item</u>
Health and Social Care Scrutiny Committee	
9 February 2015	<u>Public</u>

Transformation of Day Services in Shropshire

Responsible Officer Ruth Houghton. Head of Social Care: Improvement and Efficiency

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1. Summary

- 1.1 To provide an update on the changes made to Council's in house provided day services during the period 2012 – 2015 and to report on the outcomes for service users who were previously supported by the Council in day services.

2. Background

- 2.1 During the period 2012 – 2015 a number of changes have been made to in-house Council provided traditional day care services.
- 2.2 This report provides an update on the changes that have occurred to date and the difference that this has had on outcomes for service users.
- 2.3 Since 2012 a transformation team within Adult Social Care Services has responded to developing personalisation and choice for individuals. The transformation of day services has been based on the principle of people being in ordinary places doing things that most members of the community would be doing and taking a full and valued part in society. This includes:
- Meeting local people, developing friendships and connections and a sense of belonging.
 - Undertaking activities that have a purpose.
 - Working, volunteering, education, training, leisure activities, arts and hobbies.
 - Less reliance on buildings based services and more personalised opportunities in the community.
 - More independent travel.

2.4 As in-house services have developed, these principles have been adopted. Almost without exception people who spend less time in day centres and more time using community resources report they are happier and appear more confident. This report provides examples of the alternative community based activities that individuals are participating in.

3. Recommendations

A That Members review and comment on the changes made to date.

B That Members review and comment on the different outcomes for individuals.

C That Members discuss and consider how community based services in their local areas can be further developed to enhance the community offer across Shropshire.

4. Risk Assessment and Opportunities Appraisal

4.1 As each day service has been reviewed and transformed an Equalities Impact Needs Assessment (EINA) is undertaken.

REPORT

5. This report will describe the changes made to day services in each of the 3 areas, (North, South and Central) of the county.

5.1 North Shropshire

5.1.1 North Shropshire has a number of day services for both older people and for people with a learning disability.

5.1.2 For adults with a learning disability there are traditional buildings based day opportunity services and employment and training focused services. These are described in the tables below.

Table 1: North Shropshire: Employment Based Day Services

Centre	Client Group	
Greenacres, Baschurch	Learning Disability	An employment based day service for adults with a learning disability. This service is agricultural based with a small amount of retail activity. Greenacres currently operate a stall at Shirehall each Wednesday. It is envisaged that this type of retail activity will develop further in conjunction with a skills based training and qualification offer. This service is currently the subject of a procurement process to identify an alternative provider.
Corner Patch, Oswestry	Learning Disability	An employment based day service for adults with a learning disability. This

		service is based in a town centre retail shop selling high quality fabric and craft products.
Maesbury Metals, Oswestry	Learning Disability	An employment based day service for adults with a learning disability. The service produces high quality metal work products. The future of this service is being explored through a staff 'right to provide' bid.

Table 2: North Shropshire: Day Services

Centre	Client Group	
Bradbury Day Centre, Whitchurch	Older People	This service is no longer provided by Shropshire Council. The Council worked with and supported the Bradbury Trustees to appoint a new provider for the Bradbury Day Centre. The Trustees appointed an established Domiciliary care agency (North Shropshire Home Care) as the new provider who have established a new charitable organisation the Bradbury Day Centre Trust. The Trust have maintained day care provision and are developing and promoting a range of services and activities, mainly, but not exclusively for older people. These activities also support the prevention agenda. The Council purchases a small number of day care places and people may purchase services using their personal budget if eligible for local authority funded care or use their own resources. The Council supported the service change through a community asset transfer of the centre mini bus. The Trust have maintained and developed relationships with the Senior Citizens Forum who continue to provide a service from the centre at weekends.
Avalon, Oswestry	Learning Disability	The centre at Avalon has been refurbished which has include an extension providing an additional room and improvements to the care room, other exiting rooms and flooring. The refurbishment took place between April to August 2014 and during this time attendees were supported at Lorne Street.

		<p>The Centre reopened in August 2014 and at the same time the more independent users joined Community groups which had been developed over the summer.</p> <p>Avalon has been subject to a competitive procurement exercise to identify a new provider. Unfortunately despite significant initial interest no bids were received. The Council is currently seeking the views of potential providers to identify what, if any, the barriers are to the transfer of in house provided services such as Avalon.</p>
Lorne Street, Oswestry	Learning Disability	<p>This centre closed in August 2014 and service users are now supported in the local community and at Avalon. (See above).</p>
The Meres, Ellesmere	Learning Disability	<p>The Meres is based on the ground floor of the former cottage hospital which is now a community building with a small community nursing home based on the first floor..</p> <p>The Council is considering how, and who is best to provide and develop services, at this premise which is a valuable part of the community.</p> <p>Building on the approach taken at Whitchurch eh Council has had some very early initial discussions with the Trustees and facilitated a Trustee visit to the Mayfair Community Centre in Church Stretton. The Manager on site has encouraged the involvement of local volunteers in the service and users of the day service have developed a small café area which is open to the public. There is lots of potential at this site to develop the base into a vibrant community resource and this is an area of focus for 2015.</p>
Wayfarers at the Raven, Market Drayton	Learning Disability	<p>Wayfarers is a day opportunity service based in The Raven. The Raven is a PFI building with some limitations on flexibility of use. Notwithstanding this individuals are supported to access community based activities and on site have taken over the running of the small café. The café is open to the public each morning and provides a real opportunity for individuals to develop both catering and customer service skills. As this small enterprise</p>

		develops there is the opportunity to offer vocational qualifications in both catering and retail.
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5.2 Individuals have wherever possible been supported to access community based activities and resources. Examples of this in the North include:

Fordhall Farm - Land based skills training at a community farm near Market Drayton. (See appendix D)

Conservation work with countryside rangers at countryside sites in Shropshire.

Community Groups and activities in Oswestry include:

- Allotment and gardening
- Walking group, based from the community training room
- Bowling and Zumba sessions with lunch at The Venue. (The Venue is a leisure centre connected to a football team in Oswestry which offers gym, bowling, fitness and café facilities).
- It is also proposed to use the Venue for “shop and cook” activities and film club.

Over time it is envisaged that these will develop further and that other new and additional opportunities will also arise.

5.3 Central Area

Table 3: Central: Day Services

Centre	Client Group	
Abbots Wood	Learning Disability	Abbots Wood is a day opportunity service based in Shrewsbury. Abbots Wood is a PFI building with some limitations on flexibility of use. However individuals are supported to access community based activities such as Walking for Health, accessing the Sports Village, a community gardening group which includes gardening at the Severn Hospice, photography and on site, Makachat (communication using signing) Zumba, craft activities, interactive storytelling, IT and physiotherapy.
Aquamira	Learning Disability	Aquamira provides day time activities for adults with profound and multiple disabilities. The service includes a hydrotherapy pool which is also hired out to other groups. Aquamira has been subject to a recent procurement process which generated interest from a number of Providers. Unfortunately it has not been possible to award the contract

		yet due to higher than budget costs submitted by interested providers.
Hartleys	Closed	Individuals are supported to access the community activities described in 5.3.1 below and/or access services at Albert Road and Abbots Wood.
Sabrina Court	Closed	Individuals are supported to access the community activities described in 5.3.1 below and/or access services at Albert Road and Abbots Wood.
Albert Road	Learning Disability	<p>Albert Road is a day opportunities service based in North Shrewsbury in premises leased from Mencap.</p> <p>Typical activities on site include holistic therapy, women and men's groups, Makachat, cooking, IT, music, Yoga, Zumba and in the community; Travel training, walking for health, birdwatching, horse-riding and activities at the sports village.</p> <p>Albert Road, with Aquamira, has been subject to a recent procurement process to identify an alternative provider which generated interest from a number of Providers. Unfortunately it has not been possible to award the contract yet due to higher than budget costs submitted by interested providers.</p>

5.3.1 The Central area has seen the development of a number of community based resources specifically for adults with a learning disability. These include:

The Windfall project is a small Community Interest company that has been formed in Shrewsbury with 2 aims. To make good quality preserves and chutneys using local ingredients wherever possible and to provide work based training and support to people with a learning disability including experience of working in a professional kitchen, basic food safety skills and retail experience. The service is located in the community centre at Meole Brace Church and a wide range of quality products are produced. (See Appendix C).

Clix Club, based at Louise House and The Lantern community centres in Shrewsbury supports people with a learning disability to use computers safely to follow interests and gain skills that could be used in some form of future employment.

Time to Listen group at Louise House supports older people with a learning disability to meet in a community building and reminisce, use talking books, meet friends and take gentle exercise.

Universal community based activities such as Walking for Health has seen a regular group of individuals at Abbots Wood link with adjacent supported living accommodation and regularly sees over 10 people enjoying regular exercise as a group.

People from Shrewsbury day services join volunteers and countryside rangers at Shropshire Wildlife Trust and Shropshire Council countryside managed sites across the county.

5.4 South Shropshire

Table 4: South Shropshire: Day Services

Centre	Client Group	
Helena Lane, Ludlow	Learning Disability / Older People	<p>Helens Lane is a day opportunity service for adults with learning disabilities and a day centre for older people based in Ludlow. Helena Lane is a PFI building with some limitations on flexibility of use, however this has not prevented some initial community work to stimulate and enhance the use of the building.</p> <p>The centre has a number of meeting rooms that are available for hire. To support the room hire offer adults with learning disabilities offer a refreshment service and also get involved with Chefettes, small group cooking activity at the centre.</p> <p>The small steering group of interested community stakeholders is exploring how the centre can evolve into a vibrant community resource and become the nucleus of a wider range of community activities. As a result of this initial work a dementia cafe has been established, the first monthly session was in November 2014 and the service has continued with over 20 people attending each time. This service has started up through a willingness of volunteers from Hands Together Ludlow, Healthy Friendships and Council care staff at Helena Lane offering a meal, activity and care for people with dementia thus enabling their carers to have a break.</p>
Innage Lane, Bridgnorth	Learning Disability	Innage lane is a day centre in Bridgnorth supporting 25 adults with a learning disability, some of whom also attend Oak Farm.

		The focus is on craft based activities, cooking and gardening. They produce high quality cards, jewelry and other products which they sell at local markets.
Church Stretton day services based at Mayfair	Learning Disability	<p>Church Stretton day services provided by Shropshire Council are based in the Mayfair Community Centre. Within Mayfair they use cooking facilities, IT suite, join Zumba and exercise groups. In the community they use leisure facilities, walking for health groups and attend work placements. There is also a small outreach group based in Bishop's Castle where they use the local community and IT suite. We are also investigating the use of an allotment.</p> <p>The Council is currently exploring with Mayfair how these services may be enhanced and further developed</p>

Table 5: South Shropshire: Employment Focused Day Services

Centre	Client Group	
Oak Farm	Learning Disability	<p>Oak Farm is in the process of being transferred to a Community Land Trust, completion of the transfer is scheduled for 2Nd March 2015. The CLT transfer is an opportunity to further enhance and develop the current agricultural and therapeutic services at Oak Farm as both a community asset and the service for adult with learning disabilities. This will be an area of focus during 2015 and it is hoped that an outcome will be an offer of vocational qualifications based on the activities undertaken at the farm</p>

6. Future Commissioning Intentions

- 6.1 As the Council moves towards becoming a commissioning Council opportunities are being identified and explored for all in-house provision to transfer an alternative provider. This may be independent or Voluntary and Community Sector (VCS) providers or alternatively existing staff through successful "right to provide" projects.

- 6.2 There is an opportunity for community based resources to develop further to ensure a viable and sustainable alternative to traditional day time activities. The challenge for both the Council and local communities going forward is to develop and stimulate a diversified market with “an offer” or “a product” for individuals to access and purchase with their direct payment or personal budgets. Examples of what has been achieved so far are illustrated in Appendix C.
- 6.3 Local communities, local businesses and providers have a role in this with main stream employment still an aspiration for many disabled adults. Developing and enhancing the use of existing community resources such as village halls, community venues and other resources can contribute to their long term viability and sustainability thus benefitting the wider community as well.
- 6.4 The development of community based alternatives to traditional building based services has been supported by the **Safe Places** initiative. Safe places provides a location(s) in local communities where people who feel distressed or vulnerable whist out and about can go for help. The scheme developed with West Mercia Police is expanding across market towns in Shropshire. (See Appendix A)
- 6.5 For some people a barrier to accessing the community, even just to go shopping, can be the lack of appropriate personal care facilities. In Shrewsbury this has been recognised with the first “Changing Places” scheme in Shropshire. Changing places is a facility where disabled adults can manage their personal care needs in an appropriate facility (See appendix B).

7. Conclusions

- 7.1 The transformation of day services has been incremental which has resulted in some buildings no longer being required. The outcomes though outcomes are sustainable alternative options that enable vulnerable and disabled adults to participate in main stream community based activities.
- 7.3 The further development of community based resources and activities including the widening of existing universal offers to vulnerable people will enable a wider and more diverse offer both for current users of services and also for future users.

List of Background Papers

(This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Cabinet Member (Portfolio Holder)

Councillor Lee Chapman

Local Member

All – this is a Countywide matter

Appendices

Appendix A - Safe Places

Appendix B – Changing Places

Appendix C – Montage of photos

Appendix D – Fordhall Community Land Initiative

Safe Shropshire

What is Safe Shropshire?

A community led initiative supported by West Mercia Police, Mencap, Shropshire Council, Taking Part, OSCA Citizen Advocacy, Shropshire Disability Network, Shropshire Voluntary and Community Sector Assembly was launched on Thursday 4th July 2013 at the Guildhall Shrewsbury.

So what is this really all about and how can you help by becoming a Safe Place and/or promoting this among your colleagues, family and friends?

Hate Crime



- Vulnerable people in the community are often victims of crime
- As many as 9 out of 10 have had a hate crime committed against them
- Many suffer on a regular basis
- A lot of these crimes take place in public places around our towns and communities.

Can you help?



- Working with West Mercia Police we have now launched '**Safe Places**' in Shropshire to support vulnerable people in our towns and communities. It has started in Shrewsbury Town Centre and Church Stretton. In June 2014 we launched in Oswestry & this was followed by a day in October signing up places in Market Drayton. In November 2014 we brought Whitchurch into the scheme by signing up several businesses. We hope January 2015 will see us at Bridgnorth & have a list of other places to sign up as the year goes on. We continue to receive further enquiries from other areas asking how they can also role this scheme out.

What are Safe Places?

'**Safe Places**' are a *short term* safe place for vulnerable people who feel threatened.

How do they work?

- Shops businesses and public buildings sign up to the project.

- Staff are briefed in what to do if someone needs help (see below).
- The premises that sign up are provided with a sticker symbol that goes in a visible place in the window.
- The scheme is supported by West Mercia Police. Local Police Community Support Officers are aware of where local Safe Places are.
- People using the 'Safe Places' Project are given a card by the organisations involved which has the same Safe Places symbol as the window sticker. They add details of people to contact if help is needed. Cards can also be obtained from hatecrime@shropshire-disability.net or ann.shaw@westmercia.pnn.police.uk
- If the person feels threatened or has a crime committed against them while they are out in the community they can come into any 'Safe Places' premises to ask for support.

What to do if someone comes in to your premises and shows you a Safe Places card:

- Offer support, for example: somewhere to sit and calm down; help to phone a family member to come and pick them up or help to phone the police non-emergency number 101 to report concerns or seek advice
- In an emergency call 999 to speak to the police
- All the people using the service will have relevant phone numbers with them

How to Report Hate Crime?

Don't report Hate Crime to Us, please use 101 for non-emergency and 999 in case of an emergency. However, if you feel you can't report it yourself, then send an email to us at: hatecrime@shropshire-disability.net so that we can act appropriately.

Click the links below to see lists of Safe Places in Shropshire:

[Safe Places Telford](#)

[Safe Place Shrewsbury](#)

[Safe Places Church Stretton](#)

[Safe-Place-Oswestry](#)

[Safe-Places-Market Drayton](#)

[Safe-Places-Whitchurch](#)

You may also find this link useful <http://www.telford.gov.uk/safeplaces>

Libraries in Shropshire which are Safe Places:

Church Stretton

Ellesmere

Market Drayton

Gobowen

Oakengates

Oswestry

Shawbury

Whitchurch

Wem

You can also find information and links to resources here:

www.report-it.org.uk

[Safe Places Newsletter, October 2014](#)



The Wrekin
Housing Trust



Butcher Row Toilets



The Butcher Row toilets include the county's first publicly funded disabled changing places. The male toilets closed in 2010. The female toilets were then closed last spring.

The new facility contains male, female and disabled facilities, along with a baby changing area, all at ground level.

Around £50k has been spent on providing Shropshire's first publicly-funded changing place catering for people who cannot use standard accessible toilets.

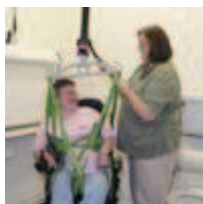
What are Changing Places Toilets?

Standard disabled toilets do not meet the needs of all people with a disability – or their carers.

People with profound and multiple learning disabilities, as well as other serious impairments such as spinal injuries, muscular dystrophy, multiple sclerosis or an acquired brain injury, often need extra facilities to allow them to use the toilets comfortably.

Changing Places toilets are different to standard disabled toilets with extra features and more space to meet these needs.

Each Changing Places toilet provides:



The right equipment

- a height adjustable adult-sized changing bench
- a tracking hoist system, or mobile hoist if this is not possible.



Enough space

- adequate space in the changing area for the disabled person and up to two carers
- a centrally placed toilet with room either side for the carers
- a screen or curtain to allow the disabled person and carer some privacy.



A safe and clean environment

- wide tear off paper roll to cover the bench
- a large waste bin for disposable pads
- a non-slip floor.



The Fordhall Community Land Initiative Ltd.

Fordhall Farm

Market Drayton

Shropshire, TF9 3PS

project@fordhallfarm.com

www.fordhallfarm.com.

12th January 2015

NEWS FROM THE FORDHALL COMMUNITY LAND INITIATIVE.

Care farming comes to Fordhall

After months of negotiations with Shropshire Council, Fordhall Organic Farm, the community owned farm on the outskirts of Market Drayton, is happy to welcome a group of four adults with learning difficulties who now attend the farm's community garden on a weekly basis.

The care farming project based at the farm provides support for the group to build their confidence, self-esteem and their connections with our wider community.

Community gardener and leader of the project at the farm says "we hope this is an enjoyable, productive and stimulating environment, enabling these young adults to participate in a variety of activities and events at the farm."

"Cooking is an activity which the group appear to enjoy and over the last month they have made chutney using fruit and vegetables grown organically on the farm and locally. Our farm chef, Nicola Shuttleworth, has been serving up the chutney in Arthur's Farm Kitchen, which the group have found extremely rewarding."

Gardening is something the project did regularly when it worked with the Wayfarers over the last three years. The project was previously funded through the Big Lottery Local Food fund, but when funding came to an end in March 2014, the project had to become financially sustainable to continue on. Since then the team at Fordhall have been working hard to secure contracts with Shropshire Council to provide a valuable facility for some of their service users. All came to fruition late last year and the project is now forging ahead.

Bex said "Cooking over an open fire, enjoying a shared communal meal with the smell of wood smoke in the air is a real treat! We recently made a home grown stew - as well as the usual onions and pumpkin, we added bolotti beans which our volunteers had grown over the summer and then dried. Revived with an overnight soak in water, they added a lovely touch to the delicious stew. We also now have a fabulous cedar wood green house in the garden, donated by a long-term supporter, and put up by volunteers at the last volunteer weekend. Already on sunny days, it is the place to be – warm and out of the wind."

"We are very grateful to be working with the Shropshire Council and these wonderfully gifted adults. I find it an extremely rewarding project to work on and I look forward to it expanding and growing over the coming years."

ENDS

www.fordhallfarm.com

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History of Fordhall Farm

Charlotte and Ben Hollins have lived at Fordhall their entire lives. Their late father, Arthur Hollins, stopped putting chemicals on the land at Fordhall after the Second World War when he realised the benefits of working in harmony with nature and all that it provides for free.

Arthur Hollins not only had a keen affection for nature, but he was also one of the first in the country to produce and sell yoghurts. These were delivered all over the UK, from large department stores to the small markets of Edinburgh.

However, the farm has only ever been tenanted by the family and was in danger of being lost to development.

Charlotte and Ben Hollins, at only 29 and 26 years of age, have built up a thriving business from a run down farm, and have recently created the Fordhall Community Land Initiative.

They knew they were facing eviction, and recognised that as young farmers, it would be impossible to achieve a mortgage and be able to make repayments simply from the farm income. This is precisely the reason why so many young farmers are steered away from the industry, but Charlotte and Ben were not deterred, in fact they were determined to make it work.

By working with the local and wider community and from thousands of people simply offering time and skills, the society was formed and funds were raised. This society is one of the first structures of its kind in England and needed to raise £800,000 by July 1st 2006 to save the land. After which it will have been placed on the open market and sold for development.

It achieved this by selling non-profit making shares in the farm for £50. Each share makes the shareholder part owner of Fordhall Farm forever and entitles them to a vote within the society at the Annual General Meeting.

The vision is that Fordhall as a community owned educational and functional asset will actively promote sustainable farming and healthy living through reconnection and access. The land is now leased to the Hollins family providing affordable and accessible farmland for new and young entrants to farming.

Working with the Fordhall Community Land Initiative Board and hundreds of volunteers this project is both exciting and inspiring.

The tea room and restaurant are run by the Fordhall Community Land Initiative as a social enterprise, where profits are reinvested into the societies education work.

The new renovation includes classrooms and office space.

The farm shop and butchery are run by the tenant farmer, Ben Hollins.

Charlotte Hollins manages the trust, Fordhall Community Land Initiative that owns the farm.

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Sports Village - Tuesdays



Conservation



Time to Listen



Windfall Project



Windfall Project



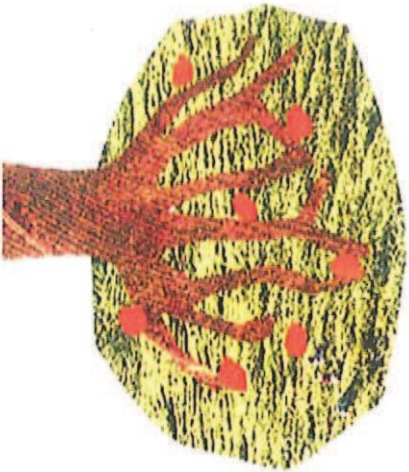
The Windfall Project

The Windfall Project is a small Community Interest Company that has been formed with two aims:

- to make good quality, tasty, innovative preserves and chutneys using, wherever possible, local ingredients
- to provide work-based training and support to adults with learning disabilities

Our products are delicious and made in a sustainable way. Our chutneys, jams and jellies are made using, where possible, fruit grown in Shropshire. We also try to compost pretty much everything!

While making jams and chutneys in the kitchen we hope to offer a place where people with learning disabilities can come as part of their journey to employment and receive on the job training. It is anticipated that this will be paid for from their personal budgets.



What we can offer

- We are a small project who can offer personal training programmes, within the remit of the project, built around an individual's needs.
- We work with small groups of up to four individuals in any one session. This creates a friendly, supportive atmosphere to work and learn in.
- At the end of an individual's time at the project, wherever possible it is hoped that we will be able to signpost people into other paid or voluntary work, using the skills they have learned at The Windfall Project.

Aims of the Project

Every person who attends The Windfall Project will receive a portfolio with a record of work undertaken, skills learnt, and achievements made.

At the end of their time participants will have:-

1. experience of working in a professional kitchen;
2. learnt basic food safety skills;
3. spent time on a market stall: dealing with the general public, and handling money.

Timescale

A person attending training at The Windfall Project will come once a week from 9.30 am – 2.30 pm.

Attendance at The Windfall Project can be for as long as is useful. For individuals to gain the most from their training, a minimum period of six months is recommended. All participants will receive a six monthly review.

Anybody who is working in a supporting role on The Windfall Project, in either a paid or voluntary capacity, has undergone a police check and adheres to our Safeguarding Vulnerable Adults Policy.

Costs

A session (9.30 – 2.30) will cost £35.00.

For more information please contact:
Rachel Woods

Email: Thewindfallproject@gmail.com

Website: www.thewindfallproject.wordpress.com
Tel 07963083317



Helping Hands Gardening Group



Dog Walking

**Dog Walking Group
Grinshill Animal Rescue Centre**





Clix Club at Louise House