

Introduction

Day Opportunities have always, and will always be, an important part of the support we offer for people with eligible support needs in Pembrokeshire.

A Day Opportunity is a term used to describe a broad range of daytime activities that people can access and get involved in. We currently have a range of Day Opportunities available within the County.



Pembrokeshire County Council Day Centres provide Day Care Services for Adults with Learning Disabilities and Older People.



Some people take up employment opportunities and work experience at Norman Industries.



Some people choose to have Day Services and get help from carers or support workers to go to things in the community.



Some people choose to have a Direct Payment to pay for their own personal assistant to help them to do the things they want to do.



There are also lots of independent and commissioned providers that offer day services, supported employment opportunities, volunteering opportunities and activities



Community Connectors help lots of people to find out about groups and clubs in the community that people might want to go to.

We want to make sure that we have a way of delivering Day Opportunities that is right for everyone. This is why we are taking time to co-produce a new model with service users, carers, service providers and staff. The good work we have done with people across Pembrokeshire so far has helped us to create a proposal around a new model for delivering Day Opportunities, and we have already tested this model out with 3 working groups. We are now sharing this proposed new model with all people in Pembrokeshire and we would really like to hear from you if you would like to share your views.

You can get involved and share your views by:

- **Completing and returning the questionnaire at the back of this paper**
- **Completing feedback forms and posting them into post-boxes at local day centres**
- **Attending one of the drop-in events we will be holding across the County**
- **Feeding back to us using our social media channels (FB Link & Twitter Link)**

What are the goals we aim to achieve?

Building on what you told us in the development of the Strategy for People with Learning Disabilities 2017-22, the Ageing Well in Pembrokeshire Strategy 2016 and the Pembrokeshire Carers Strategy 2015-2020, there are a number of goals that we aim to achieve through this exciting project. These goals include:

- A model of delivering day opportunities that enables people to achieve their own individual outcomes and aspirations
- Improved quality of facilities and services for customers, their families and carers
- Improved access to activities and community services
- Improved community resourcefulness
- More choice –a wider range of day opportunities that are meaningful to people
- Value for money for the Council and our citizens
- Services that are fit for the future

What have we done so far?

In line with the principles of the Social Services and Wellbeing Act (Wales) 2014 and the Future Generations Act (Wales) 2015, we are taking a co-productive approach to this project.

To date there has been positive involvement and engagement with people who currently access Day Opportunities and people who may use Day Opportunities in the future; families, carers, day opportunities providers and day centre staff. Engagement has been particularly strong with people who attend services provided by Pembrokeshire County Council.

13 co-production events were held across the County during the month of February 2019 and these were held in day centres, social activity centres and a range of community venues. Events were held both during the day and in the evening, and the Project Group have used the Council's website and social media channels to ensure the widest possible participation.

234 individuals attended the events in total, of which 30 attendees were parents and/or carers. Events were fully accessible and were supported by the Speech and Language Team which helped us to ensure that all participants were able to have their voices heard through the engagement techniques that were used.

What have we talked to people about?

During the co-production events in February 2019 we have asked people the following 3 questions:

- What is working well?
- What isn't working quite so well?
- What can we do together to make things better for the future?

People shared ideas at the co-production events and we talked about a number of options together, asking each other questions about how these options might help us to achieve our goals.

What are we proposing?

From discussions at the events and talking to people about what is important to them, and by listening to what people have told us, we know that there are things that we can do differently and better together to enable people to achieve their own individual outcomes.

We have taken people's stories, views, ideas and aspirations for the future and we have used these to help us shape a proposed new way of working that we think will meet people's needs both now and in the future. It is important that what we propose is sustainable in the future and will enable communities and local social enterprises to thrive.

We are proposing that we work together to create a hub and spoke model for delivering Day Opportunities in Pembrokeshire.

A **hub and spoke model** is a way of working which enables Local Authorities, Local Health Boards, Independent and Voluntary Sector organisations as well as communities, to work together in a way which helps people to access and benefit from a rich range of community-based resources (**spokes**) which are centred around a **hub**.

Hub

A **Hub** is a venue which provides a single point of access for a range of social care, health and information needs, where services for those with an assessed need are provided, as well as a range of activities supported by the voluntary sector and the local community, for people with both an assessed and non-assessed needs.

Description

- These hubs will provide access to **specialist care and support** and will also **empower and enable individuals to become more engaged and connected to community-based opportunities**.
- These hubs could provide access to **specialist support for people who have learning, physical and sensory disabilities or Dementia**. They could house sensory facilities, and complementary health services such as speech and language, and therapies such as physiotherapy and occupational therapy could be accessed all from the same building.
- Hubs could be an **information centre for people, and people could access information on all aspects of their care and support, financial and benefits advice and support for carers**. Information on opportunities within local communities could also be provided by the hub. Hubs could be used for drop-in sessions from a wide range of organisations and local services.
- **Community groups could also make use of the buildings to run activities or events** that those who access the hub could join in with. Access to local communities could also be facilitated from the hub itself.

An example of a Hub

Pembrokeshire County Council Social Activity Centres (SACs) are offering a 'Hub and Spoke' style service in some areas of current service provision. One example is the 'hub' – the SAC facilitates support and transport for people to attend sports activities at local leisure centres – the 'spoke' element of the model. The Let's Get Active sessions are open to anyone with a disability and present an opportunity to meet other people in the local community. The sessions were initially set up and supported by the Council's Sports and Development Officer with leisure centre staff taking ongoing responsibility for running the sessions.

Spokes

Linked to the Hubs will be **Spokes** creating links to thriving community activities and opportunities outside of the hub. These activities will be accessed by both people with assessed needs (with support where required) and non-assessed needs, reducing the requirement for travel whilst ensuring benefit from the rich resources already in our communities. Development of the Spokes will be supported by the Local Authority through Community Connectors working with partners in the community.

An example of a Spoke

Lee Davies Day Centre for Older People & Living Memory Group organised by Narberth and Whitland Rotary Club

Every other Thursday everyone at Lee Davies Day Centre joins the Living Memory Group. The Living Memory Group is a 'drop in session' for people in the Narberth community who have become socially isolated and lonely as a result of various health conditions. This group is well attended and brings together people living in the Narberth area.

These sessions are an opportunity to meet with old friends or connect with new ones. Sometimes there's singing or craft activities, or a chance for a chat, there's always tea and coffee. The sessions include therapy pets, seated exercises, the local school visit the group once a month for joint activities and the group plan trips and lunches out occasionally.

The map below shows all of the existing known community assets across Pembrokeshire, which includes community facilities, voluntary and community services, day opportunity providers, care homes and health assets. As you can see there is already a wealth of facilities and services out there, which does not even take into account all of the informal activities that go on in our communities.



What we are proposing?

We are proposing two options

Option 1)

Up to 4 hubs shared across all customer groups supported by a number of spokes

Having undertaken analysis of areas of Pembrokeshire where there is the most demand for services to support those with assessed needs, and taking into account areas which have the best transport links and access, we are proposing up to 4 hubs in the following areas: Pembroke Dock, Tenby, Haverfordwest and Crymych. If these areas are agreed the Council would still need to consider appropriate venues for the hubs, taking into account capacity, access and investment required to make them 'fit for purpose'.

Option 2)

2 hubs one located in the North and one in the South of Pembrokeshire supported by a number of spokes

In addition:

- **We will work to create stronger links with Ceredigion and Carmarthenshire** to reduce travel requirements for people living in rural North West of the County by supporting and enabling access to cross-county opportunities.
- There will be a **focus on innovative and creative use of Direct Payments** for individuals who do not want the Council to commission services on their behalf. People will be encouraged and empowered to make their own choices and

arrangements by being supported to try new things, such as pooling Direct Payments with others to create whole new opportunities and co-operatives.

- There will be close working with **Community Connectors and Community Catalysts** to ensure ongoing development of opportunities in coastal areas/communities in Pembrokeshire and in other areas where opportunities arise.

Proposed New Model for Delivering Day Opportunities Questionnaire.

1. **Do you like the idea of expanding the hub and spoke model across Pembrokeshire?** (please tick only one)

☐ Yes

☐ No

2. **What changes to the hub and spoke model would you like to see?**

3. **Which is your preferred option?** (please tick only one)

a. Option A – up to 4 hubs with supporting spokes ☐

b. Option B – two hubs one situated North and one in the South of the County supported by spokes ☐

Please tell us why you prefer this option?

4. **What do you think would work well in relation to the supporting spokes?**

5. What do you think would not work so well in relation to supporting spokes?
6. Please use this space to put forward any alternative options.
7. What ideas do you have around making better use of Council and community resources?
8. What have you seen or experienced that works well in other places?

About you

Are you a: (please tick all that apply)

- ☐ Customer
- ☐ Parent
- ☐ Carer
- ☐ Service Provider
- ☐ Support Worker/Staff Member
- ☐ Advocate
- ☐ Other

Other, please specify _____

How old are you?

- ☐ 16 or under
- ☐ 17-24
- ☐ 25-64
- ☐ 65-74
- ☐ 75+
- ☐ Prefer not to say

Are you: (please tick only one)

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

Do you have a physical disability? (please tick only one)

- ☐ Yes
- ☐ No

Do you have a learning disability? (please tick only one)

- ☐ Yes
- ☐ No

Where do you live?

Do you / the person you care for, currently attend day opportunities / a day centre in Pembrokeshire? (please tick only one)

- ☐ Yes
- ☐ No

Which day opportunities or day centres do you go to at the moment?.....
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