

CABINET

Wednesday, 24 March 2021 at 5.30 p.m.

Mayor and Lead Members response letter to the OSC call in on 'Revised approach to day support in adult social care'

The meeting is open to the public to attend.

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**5 .2 Any Unrestricted Decisions "Called in" by the
Overview & Scrutiny Committee**
(Under provisions of Section 30, Rule 59 of the
Constitution).

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Cllr James King
Chair of the Overview and Scrutiny Committee
Sent via email to James.King@towerhamlets.gov.uk

Executive Mayor's Office

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30 March 2021

Dear Cllr King

Thank you for your committee's report on the call-in of the 'Revised approach to day support in adult social care' decision.

With Covid-19 disrupting our day support services over the past year, the question of how we could work to ensure the provision service users return to is as strong as possible is one which we have put significant time and thought into. While we have had to look to make savings as a result of our ongoing challenging financial position, the need to provide a high-quality day support service for adults in need has been our overriding driver.

Many of the proposals set out in the report had undergone extensive consultation and co-production with service users and their families and we remain committed to continuing that approach as we introduce the new model. As a result of this process we are confident that the new model will result in positive outcomes for service users including a focused specialist dementia provision at Russia Lane and a new community support hub which will provide a safe and inclusive space for service users to access a vibrant range of activities which they have told us through the co-production and consultation process are important to them.

While change in these types of service is often difficult and can cause anxiety among service users, the original cabinet report sets out in great detail the work which has been done to mitigate this uncertainty, to ensure a robust and high quality offer is provided and to explain the plans in place to support current service users, all of whom have been accessing services very differently over the pandemic, to transition into the new model when lockdown is lifted.

Delaying the introduction of the new model would mean service users continuing to face uncertainty and change once they return to the provisions once lockdown is lifted. To minimise this disruption it is planned that service users will be given targeted support to access these new services as soon as possible after lockdown is lifted. While there will undoubtedly be iterative changes as we learn ways we can improve the new provision, it is right that we seek to minimise disruption by supporting them to move straight into the new setup rather than facing a further period of unsettling change later.

While we have chosen to reconfirm the original decision, there are positive proposals put forward by the committee about how we might enhance the implementation of the new model.

The Committee proposes increased co-production with the service users of Pritchard's Road service users. We welcome this recommendation and this is something we fully plan to do as we develop the

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shape of the new services and the range and types of activities provided through the new community hub, not just with Pritchard's Road users but all our current cohort of service users.

We have also asked officers to share any previous reviews and savings proposals available relating to Day Opportunities Centres however if there is specific information the committee is looking for then please inform us and we will do our best to provide it. We will also provide information the council has about the impact of the proposed changes to existing activities/services at Sonali Gardens, though as the agreed proposal will actually result in the expansion of services at Sonali Gardens and we hope the Committee will agree this is a positive outcome.

The safety of our staff and residents rightly remains our top priority and as such we agree with the Committee's recommendation relating to Government guidelines on the reopening of day care centres. As you would expect we will ensure all relevant government guidance is carefully followed as we move to reopening day centres. We are confident we will be able to reopen services in a Covid-Secure manner, if for any reason that was not possible, we would not ask staff or service users to attend settings and would continue to run services as they are currently.

With relation to the committee's final recommendation, we agree that once the revised service is reopened and the current service users are transitioned to the new provisions we should undertake a robust promotional campaign to highlight the opportunities for residents. We have asked officers to prepare a briefing for O&S on current pathways into these services. The Committee will also note the planned launch of the new Information, Advice and Guidance service on the 1st July which will provide additional support for residents to understand the options and services available to them.

More broadly, the Council Budget meeting has already heard that the Executive plan to bring forward a proposal to establish a one off Covid Recovery Fund made up of projects and funding opportunities to help our community to recover and thrive after the pandemic. While this will not be able to replace ongoing funding commitments, we are actively considering what options there are to supplement the current plans with additional projects to identify and support residents who may have developed greater needs over the Covid period whether directly or as a result of the knock on effects such as greater isolation and loneliness. We expect that any such projects will supplement the changes set out in the day services report and may also help to signpost towards these permanent services.

We want to thank you again for your Committee's consideration and response to the call in.

Yours sincerely,



Mayor John Biggs
Executive Mayor of Tower Hamlets



Cllr Rachel Blake
Deputy Mayor for Adults, Health and Wellbeing