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County Hall
Rhadyr
Usk
NP15 1GA

Monday, 10 July 2023

Notice of meeting:

People Scrutiny Committee

Tuesday, 18th July, 2023 at 10.00 am

The Council Chamber, County Hall, Rhadyr, Usk, NP15 1GA with remote attendance

Please note that a pre meeting will be held 30 minutes prior to the start of the meeting for members of the committee.

AGENDA

Item No	Item	Pages
1.	Election of Chair.	
2.	Appointment of Vice-Chair.	
3.	Apologies for Absence.	
4.	Declarations of Interest.	
5.	Public Open Forum. Scrutiny Committee Public Open Forum ~ Guidance Our Scrutiny Committee meetings are live streamed and a link to the live stream will be available on the meeting page of the Monmouthshire County Council website If you would like to share your thoughts on any proposals being discussed by Scrutiny Committees, you can submit your representation in advance via this form <ul style="list-style-type: none">• Please share your views by uploading a video or audio file (maximum of 4 minutes) or;• Please submit a written representation (via Microsoft Word, maximum of 500 words) You will need to register for a My Monmouthshire account in order to submit the representation or use your log in, if you have registered previously. The deadline for submitting representations to the Council is 5pm three clear	

working days in advance of the meeting.

If representations received exceed 30 minutes, a selection of these based on theme will be shared at the Scrutiny Committee meeting. All representations received will be made available to councillors prior to the meeting.

If you would like to attend one of our meetings to speak under the Public Open Forum at the meeting, you will need to give three working days' notice by contacting Scrutiny@monmouthshire.gov.uk.

The amount of time afforded to each member of the public to speak is at the chair's discretion, but to enable us to accommodate multiple speakers, we ask that contributions be no longer than 3 minutes.

If you would like to suggest future topics for scrutiny by one of our Scrutiny Committees, please do so by emailing Scrutiny@monmouthshire.gov.uk

6.	Outcome of the Review into My Day My Life. To scrutinise the findings of the review, the feedback from the consultation process, making recommendations to Cabinet.	1 - 88
7.	People Scrutiny Forward Work Programme.	89 - 92
8.	Council and Cabinet Work Programme.	93 - 102
9.	To approve the minutes of the previous meeting held on 18th April 2023.	103 - 110
10.	Next Meeting: Wednesday 19th July 2023 at 10.00am.	

Paul Matthews

Chief Executive

MONMOUTHSHIRE COUNTY COUNCIL
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillor Fay Bromfield, Llangybi Fawr;, Welsh Conservative Party
County Councillor John Crook, Magor East with Undy;, Welsh Labour/Llafur Cymru
County Councillor Christopher Edwards, St. Kingsmark;, Welsh Conservative Party
County Councillor Simon Howarth, Llanelly Hill;, Independent Group
County Councillor Penny Jones, Raglan;, Welsh Conservative Party
County Councillor Maureen Powell, Pen Y Fal;, Welsh Conservative Party
County Councillor Sue Riley, Bulwark and Thornwell;, Welsh Labour/Llafur Cymru
County Councillor Maria Stevens, Severn;, Welsh Labour/Llafur Cymru
County Councillor Jackie Strong, Caldicot Cross;, Welsh Labour/Llafur Cymru
County Councillor Rachel Buckler, Devauden;, Welsh Conservative Party

Public Information

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A copy of this agenda and relevant reports can be made available to members of the public attending a meeting by requesting a copy from Democratic Services on 01633 644219. Please note that we must receive 24 hours notice prior to the meeting in order to provide you with a hard copy of this agenda.

Welsh Language

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

Our purpose

Building Sustainable and Resilient Communities

Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

Our Values

Openness. We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

Fairness. We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

Flexibility. We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Teamwork. We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

Monmouthshire Scrutiny Question Guide

Role of the Pre-meeting	
<ol style="list-style-type: none"> 1. Why is the Committee scrutinising this? (background, key issues) 2. What is the Committee's role and what outcome do Members want to achieve? 3. Is there sufficient information to achieve this? If not, who could provide this? <p>- Agree the order of questioning and which Members will lead - Agree questions for officers and questions for the Cabinet Member</p>	
Questions for the Meeting	
<p><u>Scrutinising Performance</u></p> <ol style="list-style-type: none"> 1. How does performance compare with previous years? Is it better/worse? Why? 2. How does performance compare with other councils/other service providers? Is it better/worse? Why? 3. How does performance compare with set targets? Is it better/worse? Why? 4. How were performance targets set? Are they challenging enough/realistic? 5. How do service users/the public/partners view the performance of the service? 6. Have there been any recent audit and inspections? What were the findings? 7. How does the service contribute to the achievement of corporate objectives? 8. Is improvement/decline in performance linked to an increase/reduction in resource? What capacity is there to improve? 	<p><u>Scrutinising Policy</u></p> <ol style="list-style-type: none"> 1. Who does the policy affect ~ directly and indirectly? Who will benefit most/least? 2. What is the view of service users/stakeholders? What consultation has been undertaken? Did the consultation process comply with the Gunning Principles? Do stakeholders believe it will achieve the desired outcome? 3. What is the view of the community as a whole - the 'taxpayer' perspective? 4. What methods were used to consult with stakeholders? Did the process enable all those with a stake to have their say? 5. What practice and options have been considered in developing/reviewing this policy? What evidence is there to inform what works? Does the policy relate to an area where there is a lack of published research or other evidence? 6. Does the policy relate to an area where there are known inequalities? 7. Does this policy align to our corporate objectives, as defined in our corporate plan? Does it adhere to our Welsh Language Standards? 8. Have all relevant sustainable development, equalities and safeguarding implications

9. been taken into consideration? For example, what are the procedures that need to be in place to protect children?
- 10.
11. How much will this cost to implement and what funding source has been identified?
- 12.
13. How will performance of the policy be measured and the impact evaluated

General Questions:

Empowering Communities

- How are we involving local communities and empowering them to design and deliver services to suit local need?
- Do we have regular discussions with communities about service priorities and what level of service the council can afford to provide in the future?
- Is the service working with citizens to explain the role of different partners in delivering the service, and managing expectations?
- Is there a framework and proportionate process in place for collective performance assessment, including from a citizen's perspective, and do you have accountability arrangements to support this?
- Has an Equality Impact Assessment been carried out? If so, can the Leader and Cabinet/Senior Officers provide members with copies and a detailed explanation of the EQIA conducted in respect of these proposals?
- Can the Leader and Cabinet/Senior Officers assure members that these proposals comply with Equality and Human Rights legislation? Do the proposals comply with the Local Authority's Strategic Equality Plan?

Service Demands

- How will policy and legislative change affect how the council operates?
- Have we considered the demographics of our council and how this will impact on service delivery and funding in the future?
- Have you identified and considered the long-term trends that might affect your service area, what impact these trends could have on your service/your service could have on these trends, and what is being done in response?

Financial Planning

- Do we have robust medium and long-term financial plans in place?
- Are we linking budgets to plans and outcomes and reporting effectively on these?

Making savings and generating income

- Do we have the right structures in place to ensure that our efficiency, improvement and transformational approaches are working together to maximise savings?
- How are we maximising income?
- Have we compared other council's policies to maximise income and fully considered the implications on service users?
- Do we have a workforce plan that takes into account capacity, costs, and skills of the

actual versus desired workforce?

Questions to ask within a year of the decision:

- Were the intended outcomes of the proposal achieved or were there other results?
- Were the impacts confined to the group you initially thought would be affected i.e. older people, or were others affected e.g. people with disabilities, parents with young children?
- Is the decision still the right decision or do adjustments need to be made?

Questions for the Committee to conclude...

Do we have the necessary information to form conclusions/make recommendations to the executive, council, other partners? If not, do we need to:

- (i) Investigate the issue in more detail?
- (ii) Obtain further information from other witnesses – Executive Member, independent expert, members of the local community, service users, regulatory bodies...

Agree further actions to be undertaken within a timescale/future monitoring report...

**SUBJECT: IMPLEMENTATION OF THE MY DAY, MY LIFE REVIEW
RECOMMENDATIONS**

MEETING: PEOPLE SCRUTINY COMMITTEE

DATE: 18th July 2023

DIVISION/WARDS AFFECTED: ALL

1. PURPOSE:

To present the findings of the My Day My Life Service review, the public feedback received and the implementation plan for consideration by the People Scrutiny Committee.

2. RECOMMENDATIONS:

That the People Scrutiny Committee considers the findings of the Practice Solution's review, the review recommendations, public feedback received and the implementation plan, and offers views to the Executive.

That the People Scrutiny Committee notes that it is the Cabinet Member's intention to recommend to Cabinet that the recommendations from the Practice Solution review report should be accepted in full.

3. BACKGROUND:

- 3.1 My Day, My Life is a strength-based approach which enables people with a learning disability to develop and pursue their individual aspirations within every day, community settings supported by their own networks. This approach has been in place since 2014. It has resulted in a move away from traditional buildings-based only day service to more bespoke individual opportunities, with a mix of support within the community and within My Day My Life buildings.
- 3.2 The onset of the Covid-19 pandemic led to the temporary closure of all My Day, My Life hub buildings and the service moved to a fully flexible, person focused and community-based support service. As we came out of the pandemic, a reduction in the number of people receiving support and surplus staffing levels in the north and central areas meant there was a need to review the service and determine its future direction of travel.
- 3.3 A review was undertaken between November 2022 - March 2023 by Practice Solutions Ltd, an independent organisation with experience and expertise in services for people with learning disabilities. An independent review was chosen to provide an impartial assessment and to maximise the engagement of people using the service. The review is grounded in the key principles of voice and control, prevention and early intervention, well-being and co-production set out by the Social Services and Well-being (Wales) Act 2014. The final review

report was produced in March 2023. It contains recommendations to the council for the future for the My Day My Life service and how it should be delivered (See Appendix 1).

- 3.4 In accordance with the Social Services and Well-being (Wales) Act 2014, any person with a care and support need has a right to an assessment based on their need and the assessment undertaken should be proportionate to the request and/or the presenting need. Assessments are the mechanism by which people receive appropriate care and support based on their identified needs and their personal outcomes. People eligible for support from the My Day My Day service will each have had an assessment to identify the most appropriate approach to address their individual circumstances.
- 3.5 When the review began there was 11 people in the north of the county and 11 in the central of the county eligible to receive My Day My Life services, following an assessment of need,
- 3.6 The My Day My Life service in the south is delivered via a contract with Mencap. A review of the service is planned from September 2023. It will be undertaken by SCH officers in the Commissioning Team and the Community Learning Disability Team.

4. THE VISION FOR THE FUTURE OF MY DAY MY LIFE

4.1 The review recommendations have allowed us to develop an initial future vision for the development of MDML, which will be shaped on the way through the direct involvement of people who use the service.

Vision for the future

- 4.2 The future service will be a mix of community-based activity together with access to a MDML 'home base' one in Monmouth and one in Abergavenny. People will be supported to take part in a range of opportunities and activities which are designed around their own interests. Making and maintaining friendships and social connections will be a central tenet.
- 4.3 The review report concludes the service needs to return to its core My Day My Life principles, restoring the positive aspects of the service and positively responding to the concern raised amongst participants, families, and colleagues as part of the review. This will be achieved through the steps set out in the implementation plan (Appendix 3). The My Day My Life principles as shown below will be at the core of the service.
- 4.4 We will re-invigorate and refocus the service, so it focuses upon supporting people to take part in community activities and is genuinely more person-centred. We will expand opportunities available to people with learning disabilities and support their participation in meaningful activities centred around personal goals and development.



There will be opportunities for individuals to experience a fulfilled life by joining in community activity. Decisions will be citizen-led.

This is about real participation in activity, not observing or low level access such as talking to someone. This is about becoming a genuine and active participant in life with the ability to make a contribution.

Wherever possible, people are supported into mainstream, rather than disability specific opportunities within the community.

People are offered individual and bespoke support to access opportunities. This is about working with people's strengths not needs.

People are encouraged to develop in the activities in which they participate and become increasingly independent.

There will be active and continuous engagement with the people who love and care for the individual most.

Serious effort will be invested to guarantee a significant community response.

- 4.5 We will support people to take part in opportunities either on a 1:1 basis or as part of a group of My Day My Life service recipients, depending on their needs and aspirations. Individual opportunities could include going to the gym, visiting the cinema, attending community classes or groups. Group activities will be arranged such as, attending Growing Spaces, Touch Trust sessions and other group activities.
- 4.6 There will be a My Day My Life base in both Monmouth and Abergavenny which will be a space for both the people receiving support and colleagues working in the service.
- 4.7 The bases will offer a dedicated space for people receiving My Day My Life, with facilities appropriate to their needs including accessible toilets and changing beds. The bases will be used to hold group activities or events such as sensory sessions, social groups, or coffee mornings etc. In addition to the service bases and the activities offered within them, people will continue to take part in community/mainstream activities, in other community buildings, as they chose within their local area.

- 4.8 The bases will be used in a fluid way to respond to the needs and aspirations of the people supported. Some days the bases may have people in them and other days not, depending on what people have planned for their day. The bases will be a safe space where people using the service can go when their planned community activities change, or circumstances prevent them from taking part as previously planned. Most people are supported to take part in community opportunities by a My Day My Life support worker who would be able to support them in the bases when the need arises.
- 4.9 A key message within the review report from those receiving the service and their families was the importance of having a base/space which was safe and “felt like home”. The service bases will be safe and a “home”.
- 4.10 Colleagues of the My Day My Life service have found the last 3 years challenging with the provision of only a community-based service. The future service bases will offer a base for the My Day My Life teams, somewhere where records and IT equipment will be located, and colleagues can congregate when appropriate. Colleagues will still spend a large proportion of their working time in the community supporting people in their various pursuits but will have the comfort and confidence of a building base.

5. CURRENT ARRANGEMENTS

- 5.1 People have continued to receive My Day My Life services since the temporary closure of the buildings in 2020 and while the review has been undertaken. People are taking part in a variety of individual and group activities. Appendix 4 provides an overview of the type of activities people receiving the service are doing and a selection of individual pen pictures are shown in Appendix 5. As we move forward with the implementation plan there is scope to further enhance and expand the community opportunities available.
- 5.2 The review identified areas which needed attention before a formal decision could be sought for implementation of the recommendations including:
- greater social contact with friends/groups
 - increased access to community activities
 - access to buildings and appropriate toilet facilities
 - service documentation and access to IT

In response we have put in place some interim arrangements as detailed below.

- 5.3 The service has increased the number of group and social contact opportunities it provides. In addition to current weekly group activities, we are planning social get togethers/activities in the coming weeks such as a weekly evening social group.
- 5.4 People and My Day My Life colleagues are accessing a range of community buildings and people are taking part in activities in various community locations in Monmouth and Abergavenny, including Abergavenny and Monmouth leisure centre, Bridges Community Centre, Mardy Park, The Melville Theatre and Danceblast studios.

5.5 People and colleagues can call in to both Monnow Vale Health and Social facility and Mardy Park should they need a base or a place to go when plans change. IT equipment and service documentation is within the buildings. They have access to accessible toilet facilities in all the buildings listed above and specialist changing bed facilities are available to them at Abergavenny and Monmouth Leisure Centres and Bridges Centre in Monmouth.

6. KEY ISSUES – THE REVIEW

Methodology

- 6.1 The review provides a comprehensive assessment of the current service and sets out a vision for its future direction with recommendations for the future. A copy of the full report is attached to this report as Appendix 1.
- 6.2 The review's focus was on seeking the views of people who receive My Day My Life and their families about what they like about the service and what they think could be done better. The review is rooted in co-producing with the people who receive the service a set of recommendations for the future operation of the service.
- 6.3 Participants invited to take part in the review were people and families currently receiving the service, young people who may use the service in the future, people previously joined in My Day My Life activities/buildings, colleagues from the service team, wider SCH officers and community organisations. Total participants are listed below:
- 22 people receiving the service.
 - 6 young people who may use the service in the future.
 - 12 people who used to join in some My Day My Life activities though not formally receiving the service.
 - 22 My Day My Life colleagues.
- 6.4 The overall participation level from all people (excluding colleagues) was 57%. All 40 people were contacted directly by the reviewers and 23 chose to take part in the review.
- 6.5 The reviewers used a variety of methods to engage with potential participants including telephone calls, easy read letters, surveys and other materials, workshops using visual aids and creative forms of expression, and individual meetings:
- 15/22 (68%) of the people receiving My Day My Life services participated in the review.
 - 33% of young people who may use the service in the future were represented by family members and participated in the review.
 - 33% of people who used to join in activities at My Day My Life centres completed surveys.
 - 17 out of the 19 My Day My Life colleagues took part in the review. (89%).
- 6.6 All participants contributed to producing and agreeing the final report. People were invited to offer their comments on the draft recommendations, which were then finalised within the final report. A copy of the final report was shared with all people receiving the service.

Review Conclusions

- 6.7 The report concludes that when the council initially moved away from providing traditional day services, it was challenging for both staff, participants and families. However, it stated everyone responded well to the challenges involved and with positive results. People spoke about a time when the My Day My Life service was offering a good variety of individual and group activities and support; individuals had moved towards greater independence.
- 6.8 It goes on to state that over time and especially with the impact of Covid-19, the service drifted away from its original principles. It found a lot of concern amongst participants, families and employees, as well as uncertainty and a lack of clear direction. People and their families have been affected badly by the drift and the ongoing closure of buildings. All this is partly a consequence of the need to find ways of responding to unprecedented change for people, communities, and public services such as local authorities.
- 6.9 The reviewers state the council will need to take steps that will restore and develop the positive aspects of the My Day My Life service. This will require a commitment to making timely plans and decisions, providing positive leadership and implementing practical changes. The programme of reform should be developed in full partnership with people receiving the service, their families, staff and stakeholders.
- 6.10 The new service model must fit within a wider strategic offer for people with learning disabilities in Monmouthshire, which focuses upon supporting people to take part in community activities and helping services to become genuinely more person-centred.
- 6.11 The evidence from the review is that a return to the core My Day My Life principles would win widespread support and make a major contribution to improving the opportunities available to people with learning disabilities and support their participation in meaningful activities centred around personal goals and development.

Review Recommendations

- 6.12 The report makes 10 recommendations for the future development of the service which are listed below, more detailed information is available in Appendix 1:
1. The council will need to take steps to restore and develop the positive aspects of the My Day My Life service.
 2. The My Day My Life service should return to the principles it set out at the start.
 3. The council should consider the range of opportunities and activities that will be made available to participants in the service.
 4. The service should adopt more flexible working hours.
 5. The service needs to have stable, compassionate and person-centred leadership.
 6. The programme will have a clear process to document what is happening.
 7. The service should have safe and accessible buildings.
 8. People and families should be meaningfully involved in making changes.
 9. Monmouthshire should think about all learning disability services.
 10. There should be a map of all the services in Monmouthshire.

7. PUBLIC CONSULTATION

- 7.1 The review report was published on the Council website, inviting comments from the public between 6th – 28th April 2023 via an online questionnaire and an easy read PDF version.
- 7.2 In total 24 responses were received to the online public consultation; no easy read returns were received. A full analysis of the responses is set out within Appendix 2.
- 7.3 The public consultation respondents self-identified as follows:
- 50% of respondents were members of the public,
 - 17% family members of people who have, currently use or may use the service in the future,
 - 13% are previous employees,
 - 8% are people who have joined in on My Day, My Life Activities previously,
 - 4% are people who currently use My Day, My Life services,
 - 4% are people who may use the service in the future.
- 7.4 There was overall support for the recommendations:
- between 88% - 96% of respondents either agreeing or somewhat agreeing with each of the 10 recommendations.
 - 3 recommendations received no disagree or somewhat disagree responses.
 - 7 recommendations received between 4% - 8% responses which either disagreed or somewhat disagreed.
- 7.5 Respondents were also able to provide narrative comments and more general feedback. Appendix 2 provides a summary of the questionnaire responses and feedback received. The narrative comments have been collated into themes, which are listed below:
- A variety of activities needs for people; a mix between community and hub- based activities.
 - Tudor Street should be re-opened.
 - The need for accessible community buildings for the wider population.
 - People with learning disabilities need time with friends.
 - The need for skills training including independence and work skills.
 - The need to provide appropriate support and buildings for people with complex learning disabilities.
 - The need for My Day My Life to have a centre/base.
 - The need for appropriately skilled staff and managers.
 - The need to involve people who receive services and their families in planning and developing the service.
 - The need for better accessibility of all Monmouthshire buildings.
 - More support for carers.

8. IMPLEMENTING THE RECOMMENDATIONS

- 8.1 A comprehensive implementation plan has been developed in response to the recommendations.

- 8.2 The 10 recommendations are both wide ranging and detailed, implementing these will require significant effort and time. A key message within the report is the need for the Council to ensure that the future service is developed in a co-produced way with the people who receive it, with meaningful and active involvement.
- 8.3 A proposed implementation plan has been produced (a summary of which is in Appendix 3) which sets out in detail the actions and timescales for the delivery of the recommendations. Subject to approval the next step will be to engage with people receiving the service, their families, My Day My Life colleagues and community organisations to work together to begin the implementation. The estimated timescale for completing the implementation of the recommendations is March 2024.

Future service buildings

- 8.4 Recommendation 7 is the service should have safe and accessible buildings. This is a significant aspect; preparatory work has begun to scope out the criteria for the future service buildings and identify potential sites/buildings in advance of a cabinet decision.
- 8.5 The review report contains feedback from people receiving the service, their families, colleagues and others setting out what is wanted from a future building/service hub. This feedback has been used to develop a provisional set of criteria, which will be shared and finalised with key stakeholders, especially those using the service through the implementation involvement process.
- 8.6 During the review, participants suggested a number of community buildings which might be suitable to host future service bases. This list of bases has been brought together with other potential buildings. An initial assessment has been undertaken by officers from the Council's Estates and SCH departments to compile a short list of potential properties. An initial options appraisal and feasibility assessment has been undertaken (Appendix 6)
- 8.7 The 1st and 2nd stage feasibility assessments have identified a short list of 3 buildings in both Abergavenny and Monmouth which are the strongest options for a future service base in each of the locations. We are awaiting confirmation from all the buildings not owned by MCC that suitable space can be made available and the likely costs. The shortlist is shown below:

Abergavenny:

- Abergavenny Community Centre
- Melville Theatre
- Tudor Street

Monmouth:

- Bridges Centre
- Monnowvale Health and Social Care facility
- Overmonnow Family Learning Centre

- 8.8 The next stage is to seek the views of people receiving the service, their families and My Day My Life colleagues on the short list and arrive at the best possible option for a service base in both Monmouth and Abergavenny. An initial workshop is planned with people and families in August to undertake this.
- 8.9 The service bases will offer a sense of belonging for people and the team as well as an environment where activities and opportunities can be held. The bases will always be in addition to people joining in community activities in other community buildings and locations.

9. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):

- 9.1 An Integrated Impact Assessment has been undertaken and is attached as Appendix 7.
- 9.2 A summary from Section 8 of the Integrated Impact Assessment identifying the significant positive and negative impacts is detailed below.

Positive Impact

The independent review recommendations and the implementation plan will enable us to build and strengthen the service for the future. The review has been produced with full collaboration with stakeholders including people receiving the service and their families. Participation levels were high and included those with the most complex of needs. The equality, diversity and inclusion needs of people was understood as part of the review and informed the development of the recommendations for the future of the service. The review was based on the established values and principles of My Day, My Life to enable people with a learning disability to develop and pursue their individual aspirations within every day, community settings supported by their own networks. The recommendations for the future will support in the creation of connected, prosperous and resilient communities, whilst ensuring collaborative and inclusive practice.

Negative Impacts

It is possible that the implementation of some of the recommendations may create anxiety and uncertainty for people receiving the service, their families and the staff team due to it signalling change. The recommendations developing a more flexible service which may have an impact on the size and terms of conditions of the current establishment include also may identify the need for a smaller or different staff team, which could impact on the primarily female staffing team.

10. EVALUATION CRITERIA

- 10.1 The implementation of the review recommendation will be evaluated in the following ways:
- Progress against the implementation plan and timescales - reports to SCH DMT at 3 and 6 months.
 - Evaluation of progress after 12 months.

10.2 The following evaluation criteria will used:

- People receiving the service and their families have been participants in co-producing the implementation plan.
- People receiving the service have opportunities to experience a fulfilled life by joining in community activities and opportunities.
- People receiving the service have a service base which feels like home and to which they belong.
- People have greater participation in their community and wherever possible, people are supported into mainstream, rather than disability specific opportunities within the community. A genuine and active participant in life with the ability to make a contribution.
- A new service is in place which is flexible and meets people's needs with an appropriate staffing structure.
- The principles of My Day My Life have been re-embedded and people are receiving a person-centred support.

11. REASONS:

11.1 The review provides a comprehensive assessment of the current service and sets out a vision for its future direction with recommendations for how this can be achieved.

11.2 The development of the My Day Life service as set out in the recommendations will ensure that the service returns to its core My Day My Life principles, restores the positive aspects of the service which were in place previously and positively responds to the concern amongst participants, families, and employees.

11.3 A re-invigorated and refocussed service is needed which focuses on supporting people to take part in community activities and helping services to become genuinely more person-centred. This will improve the opportunities people with learning disabilities have and their participation in meaningful activities centred around personal goals and development.

11.4 Implementation of the recommendations will result in a modernised service which has the right ethos and values, is fit for the future, and delivers high quality support.

12. RESOURCE IMPLICATIONS:

12.1 The majority of the costs associated with the implementation of the recommendation will be met from within the My Day My Life service budget, with the potential exception of:

- Any capital costs relating to works required to ensure the future service bases are accessible and fit for purpose.
- Potential redundancy costs arising from the redesign and restructure.

13. CONSULTEES:

Jane Rodgers - Chief Officer, Social Care & Health

Jenny Jenkins – Head of Adult Services

Nicholas Keyse - Acting Head of Landlord Services

14. BACKGROUND PAPERS:

- Appendix 1 Practice Solutions Review of My Day My Life Report
- Appendix 2 Summary of Public Consultation
- Appendix 3 Implementation Plan Summary
- Appendix 4 Weekly Activities
- Appendix 5 Pen Pictures
- Appendix 6 Buildings Feasibility Report
- Appendix 7 Integrated Impact Assessment

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My Day My Life Service Review

Report produced for Monmouthshire County Council

Authors: Ainsley Bladon, Becky Holmes & Mark John-Williams

Practice Solutions Ltd
March 2023

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1. Introduction

Monmouthshire County Council asked Practice Solutions Ltd. to undertake an independent review of the My Day My Life service, which provides day support for people in North and Central Monmouthshire (Abergavenny and Monmouth areas).

The review is grounded in the key principles of voice and control, prevention and early intervention, well-being and co-production set out by the Social Services and Well-being (Wales) Act 2014.

This report is about what we did and what people told us. It also includes recommendations to the council about the future for the My Day My Life service and how it should be delivered.

What is in this report?

- A history of the service.
- What people told us.
- Recommendations about what the council should do next.

What did we do?

We read reports and documents that told us about the history of the service.

We met with the council to understand more about the My Day My Life service. The council gave us a list of all the people who might want to talk with us about their views, experiences and opinions.

It was agreed that we would contact people from different groups.

- People who use the My Day My Life service now and their families.
- People who used the activity centres before Covid.
- People who might use the service in the future.
- People who work for the service now.
- Other people who work in the council and know about the service.
- People who have jobs at other community agencies that work with the service.

Between December 2022 and February 2023, we talked to people in different ways so that there were no barriers to getting fully involved in the review.

- Meeting with people who use the service and their families in person. to talk about what they feel and think about the service. We visited Abergavenny and Monmouth on six different days.
- Holding two workshops to understand more about participants, including what they like to do and what is important to them.
- Meeting with staff in person and on the computer (using video conferencing) to understand their thoughts and views.
- Asking people who used to drop into the service to complete a survey and share their experiences.
- Hearing from families about young people who might use the service in future so that we know more about their interests and hopes for the future.

We used various ways to communicate.

- Sending easy read and picture photo symbol invitations and inviting participants to bring along someone close to them if they wished.
- Using visual aids and creative forms of expression.
- Asking participants to bring photos and items that show what is important to them, working with chart paper, markers, and sticky notes.
- Having shared conversations about what and who is important in individual lives through person-centred and simple community mapping tools.

The council has asked us to make recommendations about what further action is needed. Once we had looked at all the evidence and considered what would be most helpful, we sent our list of recommendations to all the people we had spoken to, as well as those who did not speak to us during the engagement period. This was to make sure that they agreed with the recommendations in this report.

We then finished writing our independent report. It will be given to the council which may ask other people for their opinions before deciding what to do next.

Who took part – participants in My Day My Life

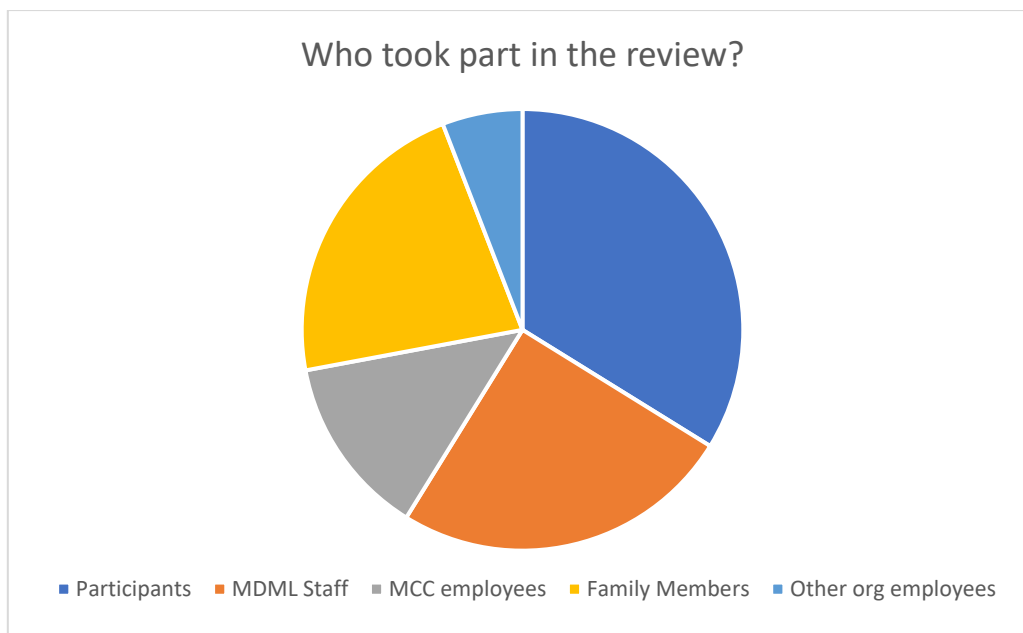
We spoke to:

- 4 out of 12 people who used to drop into the centres completed surveys
- 2 people who used to participate in My Day My Life attended in person events with their siblings.
- 6 out of 11 current participants in Abergavenny attended in person events
- 9 out of 11 current participants in Monmouthshire took part. 6 attended in person events, 2 people were represented by family members and 1 person gave comments by phone
- 2 out of 6 people of transition age were represented by family members

Overall, out of the 41 people we contacted, 23 chose to take part in the review (56%)

Current participants were the highest attendees, at 68% attendance rate

We also spoke to family members, community organisation employees, and other Monmouthshire County Council staff such as social workers and managers. More detail can be found in the table below



Participants	Family Members	Employees of MDML	Other Monmouthshire Council employees	Community Organisation employees
23 out of 40 contacted participants took part in the review	15	17	9	4

What happened next?

The council has asked us to make recommendations about what further action is needed. Once we had looked at all the evidence and considered what would be most helpful, we sent our list of recommendations to all the people we had spoken to during the engagement period, as well as those who did not speak to us. This was to make sure that they agreed with the recommendations in this report.

We then finished writing our independent report. It will be given to the council which may ask other people for their opinions before deciding what to do next.

2. The history of the My Day My Life Service in North and Central Monmouthshire

How the My Day My Life service started

We learned a lot about the service.

Before 2014, the council had a day centre. People visited a building between 10am and 3pm Monday to Friday and they did different activities together. Mostly, all the participants did the same activities.

In 2014, the council decided to do things differently. This meant using a person-centred approach with decisions about which activities to do and where, based on people's strengths and what matters to them. The principles of the new service are set out in the box below.

There will be opportunities for individuals to experience a fulfilled life by joining in community activity. Decisions will be citizen-led.

This is about real participation in activity, not observing or low-level access such as talking to someone. This is about becoming a genuine and active participant in life with the ability to make a contribution.

Wherever possible, people are supported into mainstream rather than disability specific opportunities within the community.

People are offered individual and bespoke support to access opportunities. This is about working with people's strengths, not needs.

People are encouraged to develop in the activities in which they participate and become increasingly independent.

There will be active and continuous engagement with the people who love and care for the individual most.

Serious effort will be invested to guarantee a significant community response.

There will be a need for a base (Hub) within the community where people are able to go for peer support and which acts as safety net.

The new way of doing things meant that people still did some activities in buildings, but they also went out more into their communities.

Participants were able to choose the way they spent their day - doing things that were most important and meaningful to them with the help of a support worker where necessary.

People were able to enjoy activities at a range of community venues, such as Dance Blast, gardening, and running a community café. There were also My Day My Life hubs, which had on-site pastimes like art and pottery.

This was a big change for everyone. Staff received training to help with the new way of working and the council had advice from an expert in person-centred planning to make sure it got things right.

The service was looking to introduce a six-steps approach.

- 1) Ask permission.
- 2) Meet with those who are important.
- 3) Ask different questions (like 'what matters to you' / 'what is your best life').
- 4) Look at complementary and supplementary solutions (making connections and building relationships).
- 5) Make it happen.
- 6) Review / reflect.

Moving forward with a completely new way of working has been a long journey for participants and their families and staff members alike. The service began operating social enterprises like a print shop and café, which gave participants valuable job skills, alongside a range of social, health and wellbeing and expressive activities.

A service review in 2019 highlighted that, while the new service philosophy had created these new opportunities, it also presented challenges.

By March 2020, everyone had moved away from a traditional day service, with some success in helping people become more independent. The range of new activities included touch trust, yoga, and tea dances. The Abergavenny hub was closed two days a week, and the two Monmouth hubs had combined, as more people accessed mainstream community activities.

During the Covid-19 pandemic (2020-2022)

With the onset of national Covid-19 pandemic restrictions from March 2020, all public buildings needed to close temporarily.

During this time, people were offered individual support on a priority basis. Those living in supported accommodation received a service in their home. Because of restrictions, people were mostly going out for walks or for coffee when the shops were open. All over Wales, people were not allowed to meet. Some staff members and participants were shielding. During the pandemic, many newer staff were redeployed or moved to other jobs.

This meant that the usual My Day My Life service was very different for a long period of time.

After the Covid-19 pandemic (2022-2023)

The council decided that people living in supported housing should continue receiving support from staff at their home, who could take them out rather than having a different support worker through My Day My Life. These individuals were not included in the review.

Far fewer people are now using the service. As of June 2022, over 50% fewer people were involved than before the pandemic. For this reason, there are now too many employees and most are working a few hours each week. Some staff are also working in the Individual Support Service (ISS), which has more participants.

When the restrictions were lifted, the buildings remained temporarily closed while the council considered next steps. It commissioned this review.

Community activities have started again, although not all of them re-opened after Covid-19.

Other things to know.

There are other services for people with learning disabilities in North and Central Monmouthshire. These include:

- **The Individual Support Service:** This is much like My Day My Life. It helps people with their short-term goals, like being more independent and doing things like taking the bus or learning to cook. People meet with a support worker and work together to achieve these goals. The main difference is that My Day My Life is a longer-term service and the Individual Support Service has many more participants.
- **My Mates:** This is a social group run by the council that arranges activities which people can attend independently or with their support worker. The goal is making friendships and close personal relationships. It has won a Social Care Wales award for innovation.
- **Community organisations:** There is a range of organisations and charities available for individuals with learning disabilities such as People First, Growing Space, Dance Blast, the Bridges Centre, and employment agencies. Some are sponsored by the council and others are independent.
- **Direct Payments:** Under this scheme, people receive money from social services to employ their own support privately from whoever they choose.
- **Supported Living:** This is housing for people with learning disabilities, with the focus on being as independent as possible.

3. What people told us: My Day My Life participants

Practice Solutions contacted 40 individuals by phone and letters were sent regarding events. Over half of current participants in the My Day My Life service chose to meet with us, to talk in person. Four people were represented by parents because they were not available on activity days.

Of those who could not participate, this was usually because they were unwell or very busy during the Christmas period. We held additional events and workshops in January and February to better understand what people wanted from the service.

After the engagement activities, we then sent emails or easy read letters to all participants (even those who couldn't make the in-person meetings). Our draft recommendations were shared with them, giving everyone a final chance to comment about whether or not they agreed with our suggestions.

'My Day My Life' Engagement Workshops

Within the workshops we wanted to create opportunities for more informal conversation, moving away from an interview situation. This enabled us to get to know people in a more relaxed way. Because 'My Day My life' tries to be a person-centred and community-focused service, we decided to use similar approaches in the workshops.

We focused on 3 themes:

- What are your passions and interests and what do people like and admire about you? (Based on the 'one page profile' approach)
- What is your community? What are the important places and faces in your life? We used a 'community mapping' poster to record people's responses.
- What does a good life and service look like for you? What would you like to see?

In this way, we were able to have a positive, engaging and meaningful session, where we got to know the people who use the service and learned about what makes them tick, what works for them and what is important to them.

- In total, 15/22 current participants took part in the review (68%).
- 6 out of 11 current participants in Abergavenny (55%) met with us in person.
- 9 out of 11 current participants in Monmouthshire (82%) met with us in person and one person provided comments by telephone.
- We also spoke with 2 families of young adults who are in transition.
- We had 4 surveys returned from people who used to drop into the service, out of 12 that we'd written to. We also spoke to 2 previous participants in the programme who accompanied siblings.

Previous My Day My Life participants

We provided a survey to some of the previous My Day My Life participants who used to drop in at the day centres. 4 out of 12 people completed the surveys. Here is what they said.

What did you like most about MDML?

- It was a safe place to be
- the other people that went and the activities
- I liked doing my artwork, and socialising with my friends
- Very good time in the hub

What were your favourite activities?

Using the computer, Drumming, Glass Painting, Art, Office activities, Radio, Drawing, Socialising with friends, community Cafe

I felt I was filling my day with worthwhile activities.

What would you like to be happening at MDML in the future?

- If the My Day My Life re-opened, I could continue seeing my friends and doing my artwork
- Going back to how it was before
- I would like MDML to continue, for I really appreciated the support
- More activities and days out

What did you not like about MDML?

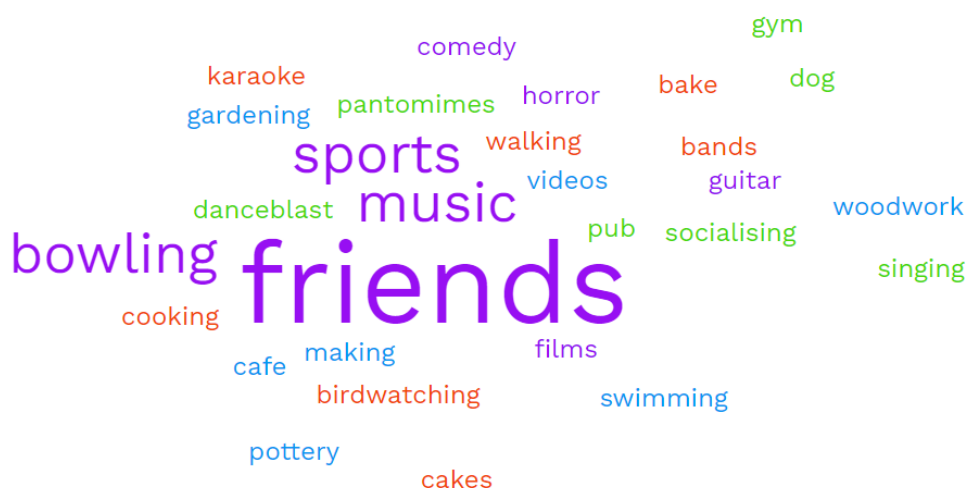
- 3 people stated that there was nothing they did not like
- They stopped some of my favourite activities but they moaned when we went on the computers

I was really satisfied with the service it provided.

Current My Day My Life participants.

Experiences of the service

People taking part in the My Day My Life service have many different interests! Here are some they shared with us:



Participants spoke about all the activities they have enjoyed while using the My Day My Life service. These included job skills like running a print shop and café, doing pottery, attending events, taking part in social activities with their friends, going to the theatre, creating a fashion show, pursuing hobbies and going to the cinema or bowling .

Participants expressed disappointment with the range of activities currently available. They spoke about missing their friends who used to do gardening and other group activities with them. They also described the loss of job skills activities which are no longer running.

The impact of Covid-19

The impact of restrictions during the pandemic and building closures has been considerable. Participants spoke about missing their friends and feeling lonely during this period. While the situation was not avoidable, many had hoped to get back to their routines following the lifting of restrictions and they feel dismayed that buildings have not re-opened and many activities are not available.

One participant said they were taken off the service list because they did not want to do the activities on offer, even though their review noted that the only reason for their preferred activities not happening was the restrictions in place. Another person said no one called and that made them feel sad.

What people did not like so much about the My Day My Life service

There were areas where some people wished things could be different.

One person spoke about feeling upset when they tried to see their friend who lives in supported accommodation after the pandemic but the friend was not allowed out - the support worker in the housing scheme was not available).

Some people expressed concern about the costs of taking part in the new service model as participants pay for their own activities of choice.

One participant commented that “management do not listen to you and never return your calls.”

Future vision

In our workshops, participants created murals showing activities in their town as well as describing what good looks like.

We should all attend the meetings about My Day My Life as the changes affect us.



Here are some of the ideas.

- Schools and colleges should know about the service.
- There should be meaningful work for individuals like the craft studio we used to have.
- There should be group activities as well as individual ones.
- The public should be able to come in, look at the arts and crafts and go to the café.
- It should be in the middle of town.
- It should be clear what the service is.
- There should be some kind of transport.
- There should be a place where people can interact.
- A good service would include arts and crafts.
- All the services should link better.
- Communication should be better.
- There should be a service map that shows what services are available, to whom and where.
- Participants should be involved in working with the council to design services together.

Participants asked to have access to building(s) that can have a number of functions, including:

- being a meeting place.
- having somewhere to practice skills.
- knowing there is somewhere to go that is safe and accessible.

What was most important was to have a range of activities and outings / events that are meaningful and stimulating and that promote socialising with others.

Participants felt a mix of time out in groups or individually as well as accessing indoor activities was important - some in community venues and some in designated My Day My Life venues.

Young people who may access the My Day My Life service in future.

The transition experience

For young people aged 16-18 who have a learning disability, support is provided to help them make the transition from children services to adult services. This includes having a social worker who helps the young person decide their next steps, whether this is further education, employment or moving towards independent or supported living.

Some young people may choose to access the My Day My Life service or the Individual Support Service. The families we spoke to were unsure about what the My Day My Life service involves, having not received information about it from the council.

Future vision

For young people, there were different ideas about which activities to do. Families told us they would not wish to access a traditional day centre model, and they would probably be more interested in evening and weekend activities with people of the same age (especially if they are continuing with studies or working).

Families indicated it would be useful to spend more time talking to transition-age young people about the different options, so that they can make informed decisions. Themes they considered important were employment or activities oriented towards life skill development - like work experience in catering, charity work, work with animals and learning more about how to manage money, stay in good health and about rights.

Some examples of the activities for those aged 18-25 taking place in the community include outdoor and wildlife activities, camping, climbing and canoeing. These are quite different to the activities currently taking place within the My Day My Life service and they should be considered when thinking about what younger participants might want.

It should be someone's job to tell you what's available and to connect everything up. I mostly find things out by looking online and talking to people but never hear from the council.

Families of younger people noted that transport can be an issue, particularly when parents work during the day and have use of the car.

Communication was felt to be very important – families were not sure what was available.

There was some anxiety about what comes next for young people making the transition to adult services. Families we spoke to were unclear what that would mean. One family member noted that their respite was cancelled suddenly as their child had turned 18. They did not find out until the respite home called and told them the day before her last session. This came as a real shock.

4. What people told us: family members

15 family members took part in the review. Some met with us in person and others attended workshops with My Day My Life participants.

After we had agreed the recommendations, we shared them with family members who spoke to us on their own, to make sure we had captured their views correctly.

Experiences of the My Day My Life service

Families strongly supported about the idea of individual goals and support for participants, and finding meaningful activities to do.

Some families said that having only a couple of hours a week is not sufficient. It does not enable the participant or families to have healthy time apart from one another and outside the house.

Families feel that, since the pandemic, the service has not returned to how it was before and that the quality of the service is not as good.

Some families had concerns about how they would afford to keep paying for activities, given the cost-of-living crisis.

The impact of Covid-19

Family members maintained that things had been very difficult since the pandemic and the changes made to the My Day My Life service. There had been a lack of communication from the council about what was happening and big adjustments had to be made when hours and support had been cut during and after the pandemic.

One person noted that, during the pandemic, their family received 3 phone calls over 2 years. One participant was offered a zoom course / walk around town but did not want this. While acknowledging that restrictions prevented 'business as usual', participants felt annoyed and frustrated.

There were few opportunities available in the community. Staff often had to adapt and provide more urgent support like shopping for essentials. Some families said that they felt abandoned during this period.

Many parents felt that activities have been less meaningful since the end of the pandemic, with limited variety available. Hours of support are much shorter since 1:1 replaced the day centre model of service.

Some families felt that potentially enjoyable opportunities could not be made available because of staff reluctance to take part. One parent commented that 'the staff refuse to take my child anywhere as they find them difficult'.

Since the pandemic, families have been feeling let down by lack of access to buildings. 'My son does not like just walking around the park every week, that is his only time out of the house sometimes and he misses his friends'.

Future vision

Family members agreed that a mixture of 1:1 and more group / social activities is needed, both to maximise independence and to support personal growth and development.

Families felt that there should be a specific building for the service but participants should also go out and enjoy community life. Buildings should be able to accommodate care needs such as blending food and toileting as currently this is a barrier to being away from home.

Families regarded integrating with the community as important. It enables people to learn how to speak normally to individuals with disabilities. Not everyone understands that you need to talk to the person in the wheelchair rather than to a staff member who is with them. This can be changed by having local fun events and activities that everyone can do together.

Buildings

My Day My Life has used many different buildings over the years. We asked review participants which buildings they like the best. There were a lot of suggestions!



Shire Hall
Bridges Centre, Drybridge House
Park Street Abergavenny
Monmouth hub / library
St Thomas Church Hall
Tudor Street
Local village halls
Rockfield Community Centre
Mardi Park
Over Monnow

Family members told us what is most important in any building that the council chooses to use.

- A place to feel safe and 'like I belong'.
- A place that is 'our own'.
- Appropriate toilet facilities with changing places.
- Different spaces for activities like a kitchen and garden.
- Located where all the action is in the town centre, not out of the way.
- Outdoor space for BBQs and activities.
- A meeting place for participants but also used by community / the public.
- Somewhere with a sensory room.
- A balance of communal areas and quiet spaces.

5. What people told us: Employees in the service

We wrote to staff and contacted them by email / letter to invite them to take part.

We spoke to staff during 6 'in person' days and online over several days.

We then sent emails or letters to all staff sharing our draft recommendations, to give everyone a chance to comment.

- 6 Monmouth staff took part in conversations – 5 chose to take part by phone or video call and 1 in person.
9 Abergavenny staff took part in conversations – 8 opted to take part in person, and 1 by phone.
2 service managers were involved.

Experiences of working for the My Day My Life service

Most staff working for My Day My Life are part-time. Some are semi-retired or work just a few hours a week. Since the end of the pandemic, there have been fewer participants and extra staff. Most staff said that they are happy with their existing hours and they would not want to change them by working after hours or on weekends. Some people felt that new hours would be acceptable.

We asked staff about the shift away from the traditional day service model to 1:1 support and a brand new way of working. This had been a difficult transition for some of those who had worked in a day centre for a very long time. However, employees spoke positively about the changes. They described how each person had a review when the new service model was introduced and some new activities were identified, such as cooking and seaside visits. Activities that used to involve everyone (such as aromatherapy and arts and crafts) were enjoyable but not everyone in the group wanted to do them. Staff felt that it was a positive move to introduce a more mixed approach. Older participants generally found the transition to support work more challenging than the younger ones did, partly because they saw activities as more of a way to pass the time than something more meaningful.

When asked what it was like work for the service, staff had a number of positive comments.

- Staff spoke warmly about their relationships with participants and many had worked with the council for many years. They value the time they spend with individuals and feel they are making a positive difference in that person's life.
- Staff felt positive about the changed model that had been introduced and thought that it was time to move forward with the My Day My Life approach.
- Staff enjoyed facilitating activities.

There were some aspects of the work they would change.

- Since the pandemic, regular team meetings and supervision had not taken place, or were hard to attend as many people only work some days each week.
- Planning new activities is difficult because sometimes staff are only assigned participants a day or two beforehand.
- Lone working and not being connected to a team can be isolating and demotivating.

Staff reported that they are feeling anxious about the future. There are fewer participants and not enough hours. They worry that they might lose their jobs.

Employee well-being will be very important going forward. Clear, positive and compassionate leadership must be in place to make changes. It is important that leaders create a culture of team working and provide training and development opportunities for individual staff with appropriate supervision and support.

Person-centred planning

Person centred means putting the person at the centre of planning their own services. And making sure their wants, needs and values guide decision



Staff members embraced the concept of person-centred planning. However, they have found it quite difficult to put into practice, for various reasons.

- There is no clear process in place for care planning - e.g., plans are not documented and many staff members do not have access to computers or email addresses, to communicate with the social work team.
- Case notes do not record activities and so it is difficult to chart progress towards goals or even share information about which activities an individual enjoys. This means that new staff members have no records that would enable them to be aware of an individual's likes and needs or any concerns.
- Because they work part-time, staff members felt there were not enough opportunities for planning.
- The approach has been quite ad hoc, asking a person on the day what they want to do. Some staff members shared their perception that, because of their vulnerabilities, many participants will just say yes to whatever is suggested even if it is not something they enjoy or find meaningful.

I can tell at a glance how the people I work with are feeling because we have worked together for such a long time.

Risk assessment.

Staff members advised us that they do not undertake risk assessments. Some of them said this was not necessary because it is important that participants are enabled to take positive risks. Another staff member noted that, if there was a particular risk for a person or if they were injured, then an assessment should be done.

It is essential that risk assessment forms a proactive part of care planning for all participants, to identify any potential issues. All staff members should be aware of an individual's risk factors when planning activities, with easy access to pertinent information such as physical health conditions. This does not mean that any activities with risk should be avoided but it does ensure that informed decisions can be taken and mitigation strategies can be put in place to reduce risk where it exists. For example, without being able to access the computer, how would a staff member know about a life-threatening food allergy when taking someone out for a meal? This issue must be addressed as a matter of urgency.

Social workers do complete care plans for each individual but My Day My Life staff reported that, for the most part, they are not involved in this process. A referral for the service is received and the staff are then assigned to participants.

The impact of Covid-19

The pandemic was a tough time for employees and participants. Some members of staff had to shield because of health conditions and others were redeployed to support critical activities relating to the pandemic. A few staff members spoke about how the lack of structure and routine was challenging. They reflected on how difficult it was for people they supported when they were unable to enjoy the usual activities. In particular, staff members were conscious of the impact on participants of not seeing friends.

Staff members reported that, since Covid-19, fewer activities have been available. However, a brief review of community activities in North and Central Monmouthshire showed that there is a wide range of potential activities in place. Evidence for this was available from advertised activities online, leaflets in community hubs and public spaces, posters advertising events, and from speaking with community partners.

Staff members note that the increased cost-of-living has been prohibitive for many people. They identified potential barriers to getting access to activities.

- Inclement weather.
- Transport restrictions – some employees do not drive and not all participants have access to a wheelchair-friendly car. Abergavenny staff have access to a pool car but this is not the case in Monmouth.
- Staff are not always comfortable doing some activities because of their health limitations or inability to swim.
- There is no activity schedule or central place to learn about what is happening locally.

There did seem to be some confusion among staff members about access criteria to My Mates and whether participants can attend an activity without a support worker.

The review made clear that there is not a consistent effort made to identify new opportunities. Staff in the service are not regularly engaging with community partners in developing person-centred, bespoke activities based on individual needs and wishes.

Future vision

No staff members wanted to return to the traditional day centre model. All expressed a desire to have a mixed model, combining buildings-based and outreach support work.

From an employee perspective, benefits to having bespoke buildings include:

- participants seeing friends and having a meeting space;
- somewhere to hold holiday and special events;

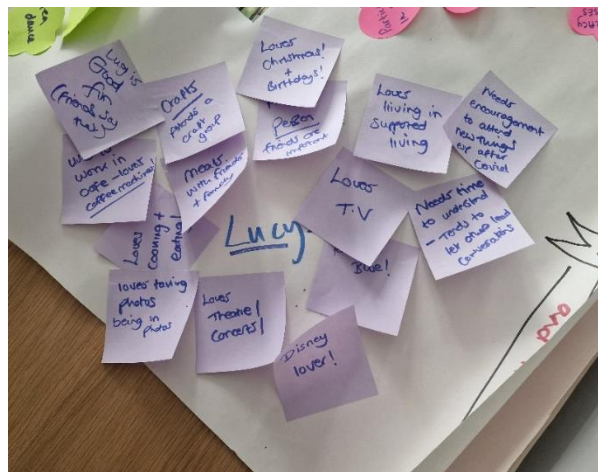
- having storage for equipment needed for activities;
- access to appropriate toileting / care facilities.

Employees would like more assistance in identifying local activities and opportunities. They liked the idea of having an activities coordinator who could help them cater not just for individual needs but also for group activities.

Most employees supported in principle the idea of extending service hours, up to 7 days per week and in the evening. However, this is not currently reflected in the terms and conditions in employee contracts and it would require a review of individual circumstances. Many did not wish their own contracted hours to be changed.

Staff noted that the council already has a good transport policy in place whereby families are responsible for transport to activities, in line with ideas about independent living. However, they thought it would be helpful to have a vehicle available with good wheelchair access when going with a group to other places, especially those further away.

It felt emotional to reunite at our Christmas meal recently as so many had not seen each other for a long time



6. What people told us: other council employees and community organisations

We spoke with a range of other council employees associated with the service, including social workers and programme leads. We also asked 4 community organisation employees for their views.

Other Council Employees	Social Workers	Community Organisation Staff
5	4	4

Experiences of the service

Council employees felt that the service has gone off course since the pandemic. Many noted that participants used to really enjoy employment skills activities and also that the things people used to do seemed more purposeful. All felt more could be done to make use of activities that are available.

Some people felt that the transition to a more person-centred approach had been difficult for some staff in the My Day My Life service.

Council employees felt that there should be better communication between services and that positive leadership would help to bring together staff from across a range of services.

Impact of Covid-19

Council employees noted that, since the pandemic, there is limited evidence of participants meeting up with others. Most activities continue to centre on using local parks or cafés or going for walks, rather than the more novel activities seen when the service first developed. Some staff have expressed reluctance to undertake new activities like swimming or trampolining. This has limited the ability of the service to fulfil the needs of those who wish to take part in these pursuits. It was noted that some staff in the service have good ideas for novel activities which would be fun as a group - such as adaptive sailing, paddle boarding at the reservoir or going to shows out of town. Because of 1:1 allocated time slots and staff availability, in practice these types of activities were not taking place.

Council employees expressed concern that, if they are not invited to develop their own ideas using appropriate person-centred planning, some participants will just say 'yes' to most suggestions.

Social workers have stopped referring people to the My Day My Life service because they feel the Individual Support Service has more to offer now and that the two are very similar. They feel employees in the Individual Support Service are more willing to do a wider range of activities.

Time moves on but people don't always move with it.

Future vision

In common with other people we spoke to, everyone was in favour of having buildings and also doing individual and group activities out in the community. They felt there is a need to 'think outside the box' and find creative new ideas. The staffing model should have flexible hours and clear job descriptions. The service should consider roles such as activities coordinator, day centre manager, and outreach manager. Each employee should have responsibility for some of these functions.

Employees in the council felt that MDML staff should be offered more training and support. Social workers indicated that having a better understanding of positive behavioural support approaches would help support workers in their jobs and to help them feel more confident in different situations.

Many employees noted concerns about the lack of recording and planning. They thought it essential that employees of My Day My Life document their time spent with individuals and that they record individual progress, concerns or issues.

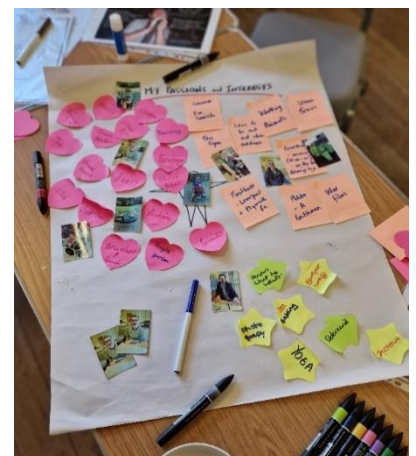
Social work teams and My Day MY Life staff should work more closely together to do care planning and reviews with individuals and their families.

The programme should be designed with everyone together and include the views of the wider learning disability community such as community organisations and charities as well as the health team (occupational therapists, speech and language therapists and so on). Council employees also felt that more could be done to improve the offer of support to others with neurodevelopmental conditions like autism and Asperger's syndrome, who currently do not have access to this type of person-centred planning.

Community organisations

Community organisation employees felt that, since the pandemic, My Day My Life has lost its way. Participants are taking part in fewer activities and many of the people who used to use the service are now being supported in their accommodation settings and no longer attend community venues as they once did. There is a concern that these individuals may not be enjoying the same opportunities because of staffing pressures.

Staff in community organisations felt that both buildings-based and 1:1 / group support are needed. They hope to continue being involved with My Day My Life participants in future and want to work together with staff from the service.



7. Conclusions

Initially, when the council moved away from providing traditional day services, this was challenging for both staff, participants and families. However, they responded well to the challenges involved, such as working differently and having a new routine. The shift did happen and with positive results. Everyone spoke about a time when the My Day My Life service was offering a good variety of individual and group activities and support.

The programme achieved much in the first few years, including running social enterprise activities. There was evidence that individuals had moved towards greater independence.

Over time and especially with the impact of Covid-19, the service drifted away from its original principles and the number of participants decreased.

Our review found a lot of concern amongst participants, families and employees, as well as uncertainty and a lack of clear direction. The decline in participant numbers appears to be matched by a loss of opportunities and ambition. Participants and their families have been affected badly by this drift and the ongoing closure of buildings. Staff are looking for leadership and a renewed commitment from the council.

All this is partly a consequence of the need to find ways of responding to unprecedented change for people, communities and public services such as local authorities.

The problems have been made worse by the coming together of numerous challenges such as the cost-of-living crisis, resource limitations and the lasting impact of the pandemic. Limited resources are having a serious impact on people's daily lives as well as the availability of support services. Participants, families, and employees are feeling very anxious about the future.

In response, the council will need urgently to take steps that will restore and develop the positive aspects of the My Day My Life service. This will require a commitment to making timely plans and decisions, providing positive leadership and implementing practical changes. The programme of reform should be developed in full partnership with participants, their families, staff and stakeholders.

The new service model must fit within a wider strategic offer for people with learning disabilities in Monmouthshire, which focuses upon supporting people to take part in community activities and helping services to become genuinely more person-centred.

The evidence from our review is that a return to the core My Day My Life principles which were actively pursued prior to the Covid-19 pandemic would win widespread support and make a major contribution to improving the opportunities available to people with learning disabilities and support their participation in meaningful activities centred around personal goals and development.

8. Recommendations and next steps

1. The council will need to take steps to restore and develop the positive aspects of the My Day My Life service.

This will require a commitment to making timely plans and decisions, implementing practical changes, and providing positive leadership. The programme of reform should be developed in full partnership with participants, their families, staff and stakeholders. It must fit within a wider strategy and offer for people with learning disabilities in Monmouthshire, one which focuses upon supporting people to take part in community activities and helping services to become genuinely more person-centred.

2. The My Day My Life service should return to the principles it set out at the start.

The council needs to work with people to put in place and maintain a clear process for person-centred planning. It will be important that My Day My Life staff, social workers and colleagues from other organisations work more closely together. A joint training programme would help to produce a more unified approach.

The process should include having tools that will help people to communicate what they want and need (including easy read, sign language, creative activities, using computers and photo symbols). Families should be involved in these 'what matters to me' conversations but the focus should be on the individual, their goals and strengths.

3. The council should consider the range of opportunities and activities that will be made available to participants in the service.

All staff should be involved in this enterprise but the council may want to consider appointing a full-time, dedicated activities coordinator(s). Their responsibilities would include providing support for ongoing engagement with communities in the work of scoping new opportunities and in preparing regular communications and updates on available activities and events. This will help to support individuals in making choices based on their interests and goals, as well as identifying any gaps where new services may need to be commissioned.

Activities might include:

- Finding paid work
- Volunteering
- Social events and seeing friends
- Sports
- Healthy living
- Community events
- Entertainment
- Travelling out of area for events when needed.
- Being as independent as possible by learning new skills

The activities coordinator could also support staff to develop and maintain relationships with community partners and to explore new ideas creatively with participants. Staff should be supported in making available a wide range of activities.

4. The service should adopt more flexible working hours

The service should be offered in the evenings and on weekends, rather than a traditional 9-5 daytime model. It is essential that staff are involved from the start in considering the implications, especially as it is likely to involve adjustments to employee terms and conditions.

5. The service needs to have stable, compassionate and person-centred leadership.

To make the service as successful as possible, the council should focus on making sure that employees feel supported and productive through:

- Effective communication and regular team meetings in both the Monmouth and Abergavenny areas.
- Regular supervision.
- Training and development opportunities, including person-centred care planning training.
- Creating an environment where staff can get understanding, respect and recognition that they are valued, so that they can reach their full potential and do their best at work.

Refreshed job descriptions and terms and conditions may be needed to reflect this commitment by the council and to protect time for development and support.

6. The programme will have a clear process to document what is happening.

This means that:

- All staff have access to and know how to use a computer.
- Records of each contact are kept and made accessible.
- Risk assessments take place, based on individual needs.
- Employees have immediate access to care plans and can see important information like health conditions and allergies.
- Regular reviews take place with the individual, their family, their social worker, My Day My Life staff and other important people involved in their care and support.

7. The service should have safe and accessible buildings.

Everyone said that the people using the My Day My Life service need to have available to them safe and accessible buildings. While many potential buildings were identified, we heard differing views on whether there should be one fixed building or an option of using rooms in several buildings throughout the week – for example, having a Tuesday cookery workshop and running a café on weekends.

There was concern that, without proper oversight, having spaces could result in a drift back towards more outdated 'day centre' models. It is essential, therefore, that the council engages closely with individual participants and their families in setting up and maintaining the new service model.

Accessible buildings are easy for everyone to get into and around. Whatever their needs are.

The council should seek also to increase the number of public buildings and changing places that are appropriate for individuals who have physical health needs, so that anyone with a physical disability feels able to spend more time out in their communities.

8. People and families should be meaningfully involved in making changes.

Now that we know more about the service and how it is running, the council will need to work very closely with people and families to co-design the new service. Using a co-production approach means people with a learning disability from the wider community should be involved too. The council should engage and consult regularly with everyone who might have a view to understand what they think, and to share ideas and suggestions. The most important voices need to be individuals who have learning disabilities and their families, as they are the ones who will receive the support. This also includes young people who may use the service in future. It means working together with people across the rest of the local authority to understand their views and to put in place a consistent service offer across the county.

9. Monmouthshire should think about all learning disability services

The council should consider how all their different services can work better together. This means thinking about

- Whether the Individual Support Service and My Day My Life should be combined because they are very similar and there are not enough participants in the My Day My Life service.
- How support is offered to people of different ages.
- How people can access different types of support without barriers - for example, attending a My Mates activity, or joining in a special celebration event, or accessing activities from supported accommodation. Many of these options will not have any costs but will increase the range of things people can do.

10. There should be a map of all the services in Monmouthshire

Most people we spoke to said they were unsure about the full range of services and support that the council offers. It would be great to have a map of these and a regular activities calendar, so people know what opportunities are available and how they can access them. This will help the public to understand what is happening and it will improve communication.

Next Steps

This report will now be shared with Monmouthshire County Council for review and action.

Thank You!

The Practice Solutions team would like to thank everyone that took part in this review. We were really pleased with the level of engagement by all involved, and the depth of care everybody showed for ensuring that future Monmouthshire services for individuals with learning disabilities and their families are as great as they can be.

Appendix A: Participant Letter (Workshops)



Mark

Ainsley

Becky

Sherona

JOIN US TO HAVE YOUR SAY ABOUT THE MY DAY MY LIFE PROGRAM!

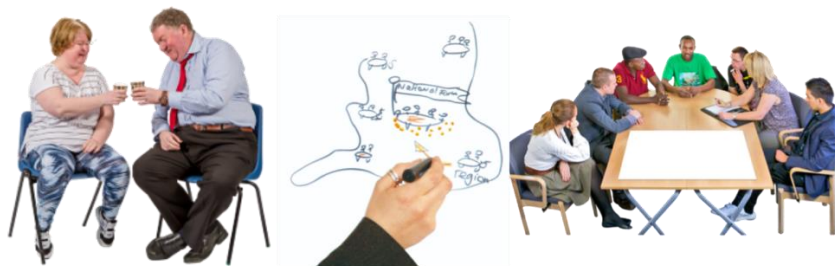
We are talking to people about the *My Day My Life* program.

We want to know more about what's important to you!

We are holding a workshop – there will be creative activities and fun ways to share your ideas and get involved.

There will also be coffee and cake.

Bring along whoever you would like – please also bring small items or photos that represent your interests so we can learn more about you!



WHEN: 12 and 13 January 2023

WHERE:

- **12th January** 1.00pm to 3.30pm at St Michael's Centre, 10a Pen-y-Pound Road, Abergavenny, NP7 5UD
- **13th January** 10.00am to 12.30pm at Bridges, The Ballroom, Drybridge Park, Monmouth, NP25 5AS

HOW: Email the team at [\[email\]](#) to book your spaces.

Practice Solutions is an independent organisation that is working in partnership with Monmouthshire County Council to review the *My Day, My Life Service*. This is so that the council can continue to develop the service and to ensure that it is having the most benefit possible to you. We are writing to you as a participant of the *My Day, My Life* service to see if you would like to share your views with the team.

As well as the workshop above you can also meet with a team member in person, one to one, to share your ideas – let us know if you would like a meeting.

Appendix B: Engagement Dates

We met with participants and their families as well as staff in person at both Abergavenny Town Hall (library) and Monmouth community hub on the following dates in late 2022 and early 2023.

- 6th December
- 15th December
- 20th December
- 12th January
- 13th January
- 6th February

We also met with staff online on several dates between December and February based on individual participant availability.

Appendix C: Sharing Our Findings

We wrote out again to everyone that we had contacted to share with them what we had found after the engagement period ended – this included participants and families, employees and community partners. We shared easy-read version of the recommendations and asked people to let us know about any comments they had. All participants had pre-stamped return envelopes and all employees had emails.

After posting out the draft recommendations in easy read format, 11 people provided additional comments - including 1 additional participant and 1 additional social worker, 2 family members and 4 employees of the council, plus 4 My Day My Life staff members (counted in the numbers above). Everyone was happy with our suggestions overall with no substantive changes made.

SHARING MY IDEAS ABOUT THE SUGGESTIONS (feedback form posted out)

This is what I thought of the suggestions



This is what I liked about the suggestions



This is what I would change about the suggestions



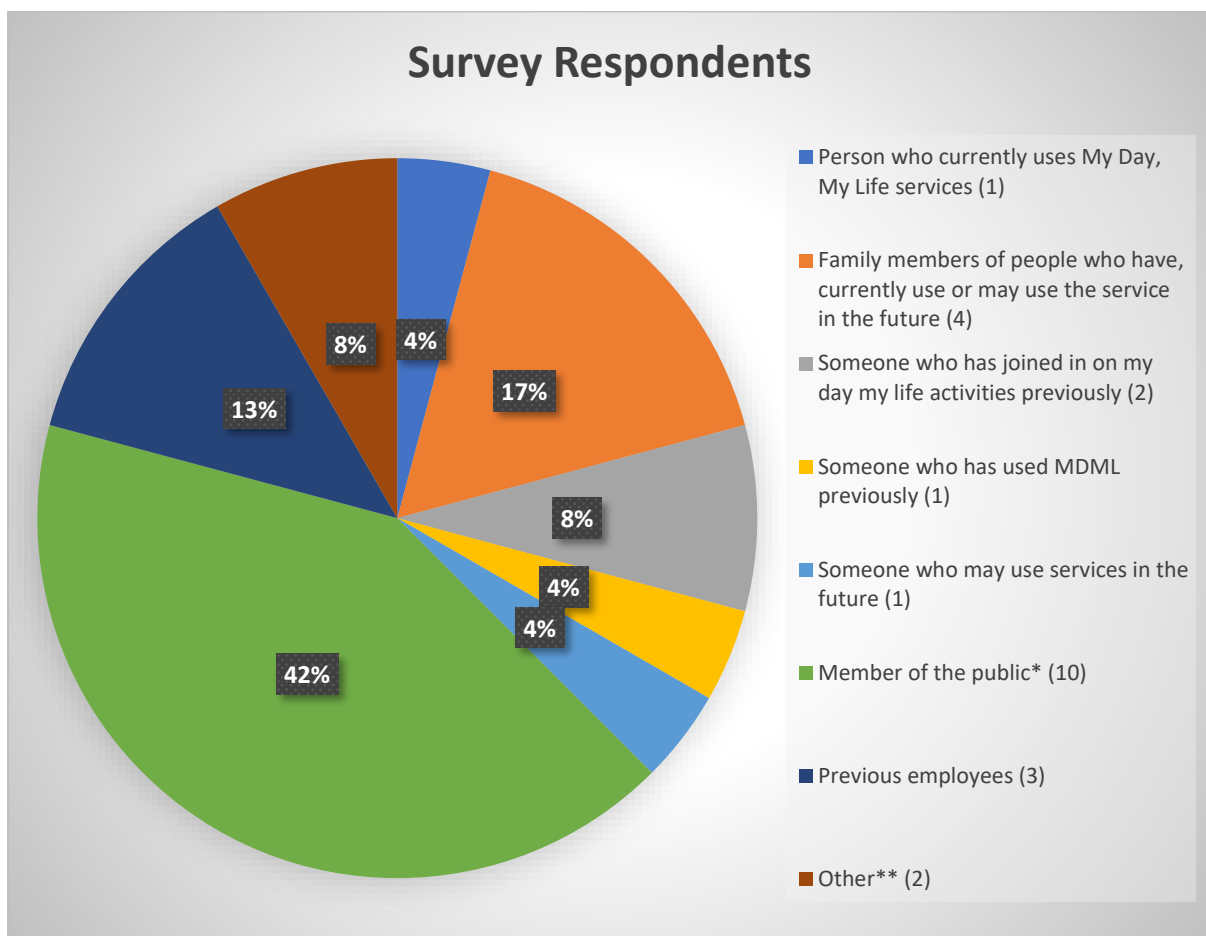
Other ideas I have about My Day My Life



My Day, My Life Final Report Public Consultation

A public consultation ran from the 6th to the 28th April on the recommendations contained in the final My Day, My Life Review Report. The public consultation was held on the My Day, My Life pages of the website and linked from the Tudor Street QA page. Copies of the final report were also shared directly with all individuals who currently receive My Day, My Life Services, and their families, plus those individuals and their families coming through transition.

24 responses were received to the online public consultation on the My Day, My Life Review final report. We received no easy read returns. Respondents were largely from people who do not currently use the service (92%). A full breakdown of respondents can be seen below.

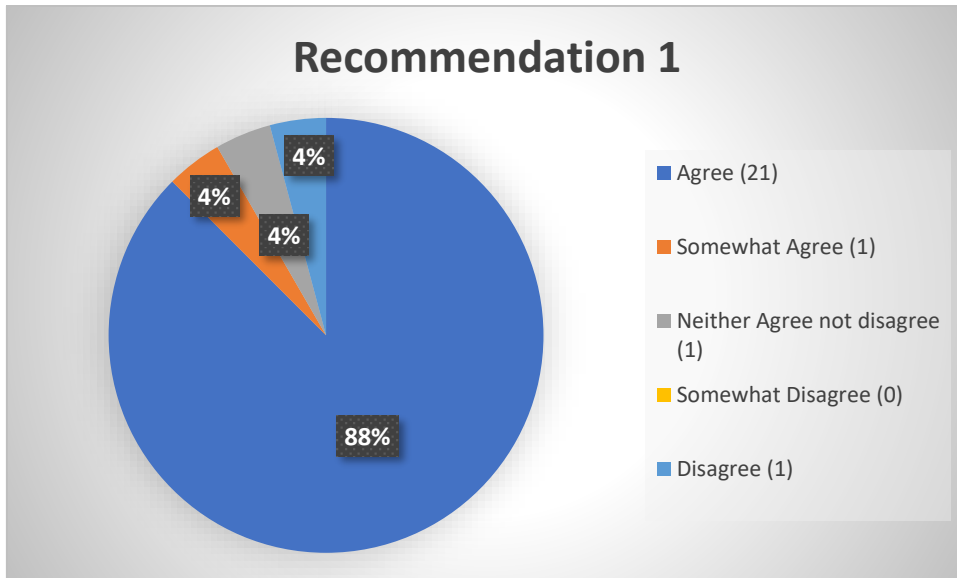


* has not previously received services from My Day, My Life and won't be receiving My Day, My Life Services in the future

Respondents to the survey were given the opportunity to give their views on each of the recommendations and on the report more generally, these responses are summarised below.

Survey Responses

Recommendation 1: The council will need to take steps to restore and develop the positive aspects of the My Day My Life service.

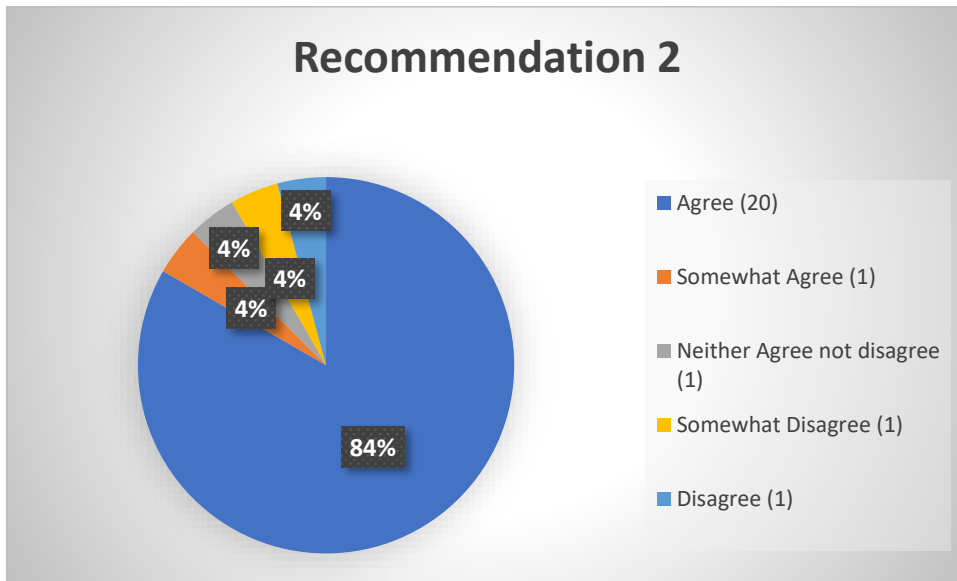


92% (22) of respondents agree or somewhat agree with this recommendation. Individuals who provided written feedback on this recommendation spoke of the need for a choice between hub based and community activities. Respondents spoke of the need for facilitated activities daily, and for a return to some of the opportunities for enterprise activity or work opportunities. There was a clear desire for a safe space for people to meet between activities.

4 of 15 narrative comments specifically related to Tudor Street, and the need for this to reopen as a community hub.

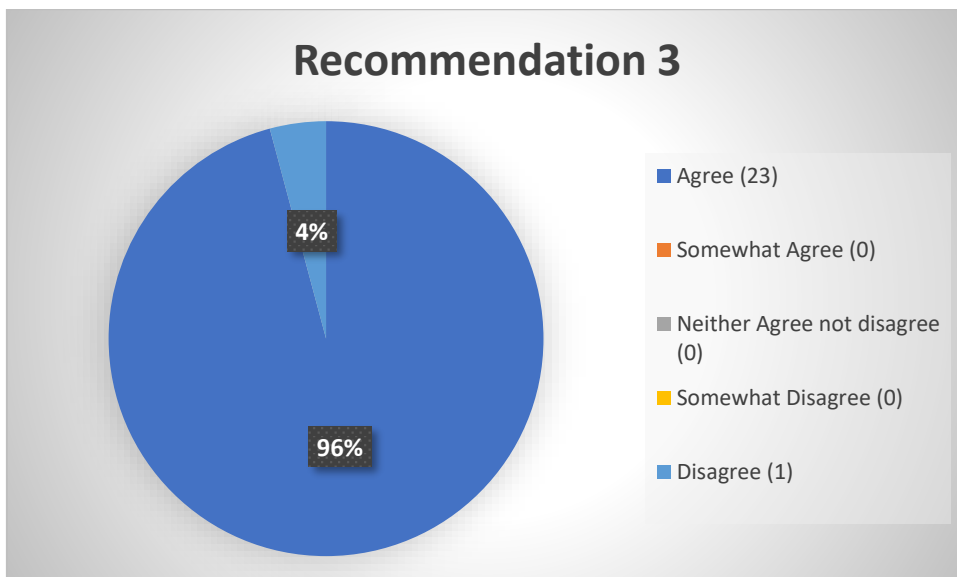
4 of 15 people who provided narrative comments spoke of the need for services that meet a wider group of people and those with more complex disabilities and people with mental health needs. These groups of people are not currently eligible to meet My Day, My Life Services.

Recommendation 2: The My Day My Life service should return to the principles it set out at the start.



Comments on this recommendation were limited and related to opportunities for people to feel part of their community and spend time with friends and develop independence skills. There was a comment about missing going to a base (likely to relate to Tudor Street) and another around the need to review principles, promote service and move to the future.

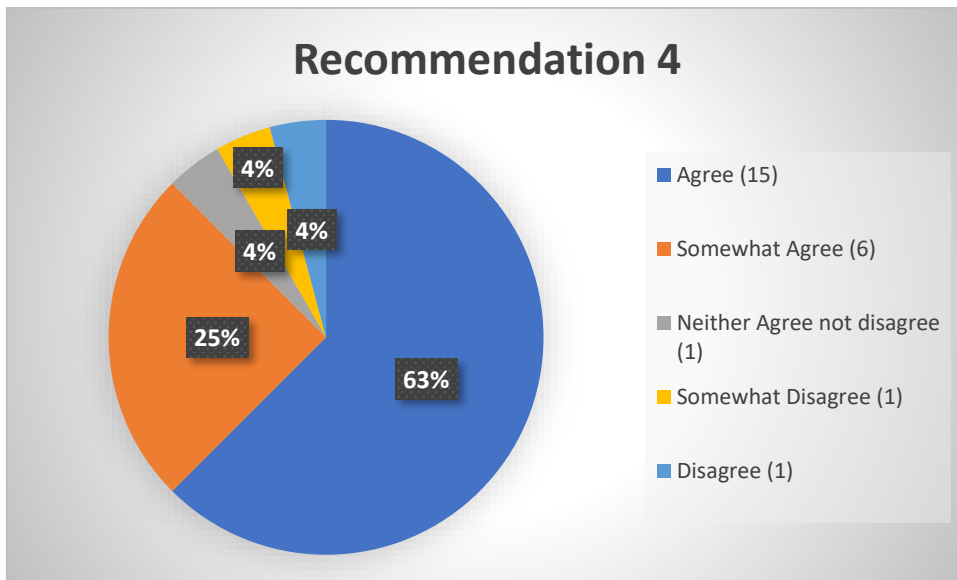
Recommendation 3: The council should consider the range of opportunities and activities that will be made available to participants in the service.



Support for this recommendation was nearly unanimous, with people talking of the need for a variety of activities to be on offer that meet the needs of different people. People spoke of the need for meeting the needs of people of all ages, with opportunities for enterprise and learning life skills. A smaller number suggested the

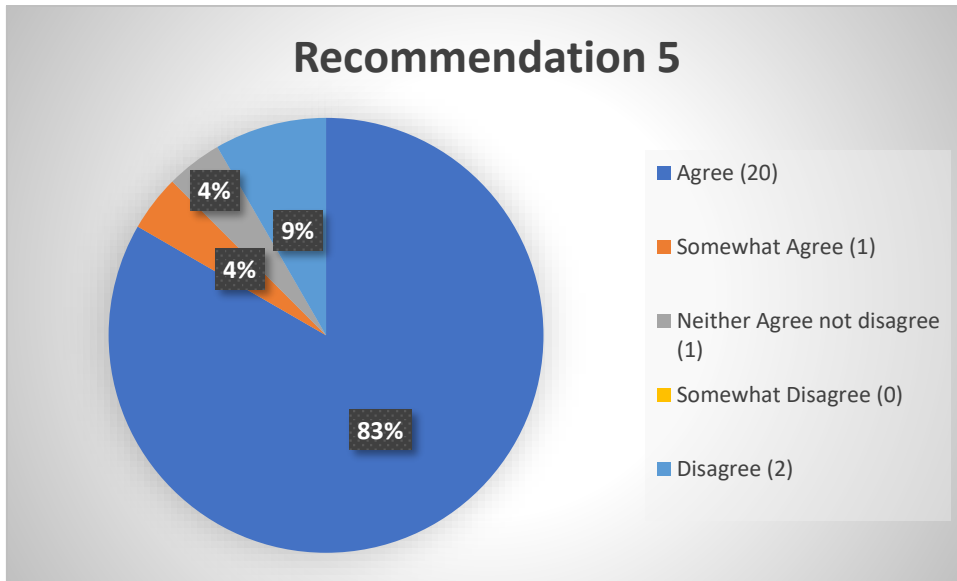
council to review its offer to those who have more complex disabilities and medical needs, to ensure these are catered for and that sensory activities are on offer. A comment was received asking for activities which everyone could join in on, not just those eligible for and receiving the service.

Recommendation 4: The service should adopt more flexible working hours



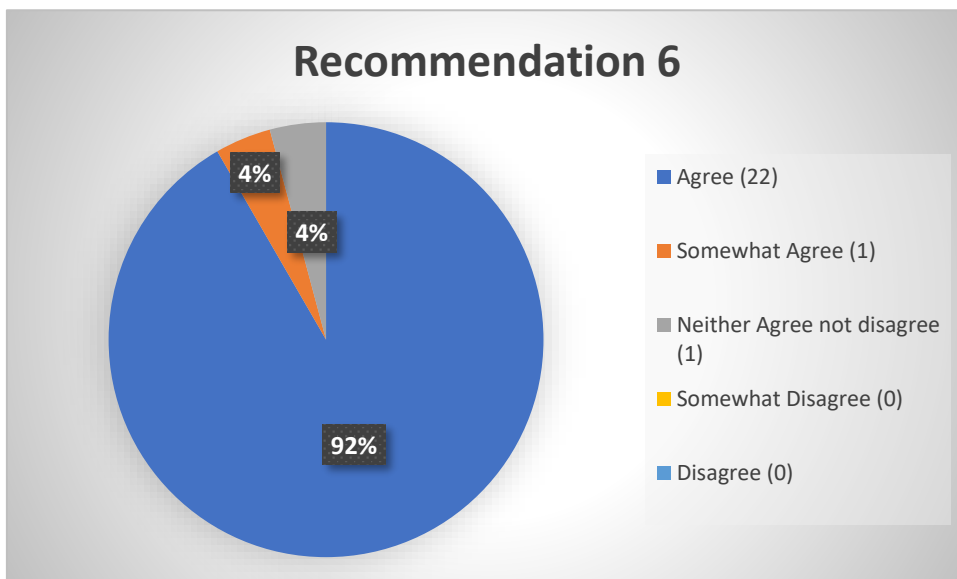
People (in the main) were in support of more flexible hours, with people choosing the times and activities that suited them. A comment was received that highlighted the importance of staff's hours and needs not dictating how people receive the service. Again, a smaller number of people mentioned the need for a centre (one mentioned even in the evenings) where people could go that was safe and warm. There was a smaller number of people who thought the service should remain as it; 9am-3/4pm.

Recommendation 5: The service needs to have stable, compassionate, and person-centred leadership.



Person centred; compassionate leadership was seen as essential for the service. Previous employees felt teamwork was important with opportunities for colleagues to work together. A comment was made for the need for managers to work with individuals who use the service a couple of times a year, to be better able to communicate with the individual who are supported. Another comment highlighted the need for compassionate leadership from people with knowledge of a wider group of people with disabilities.

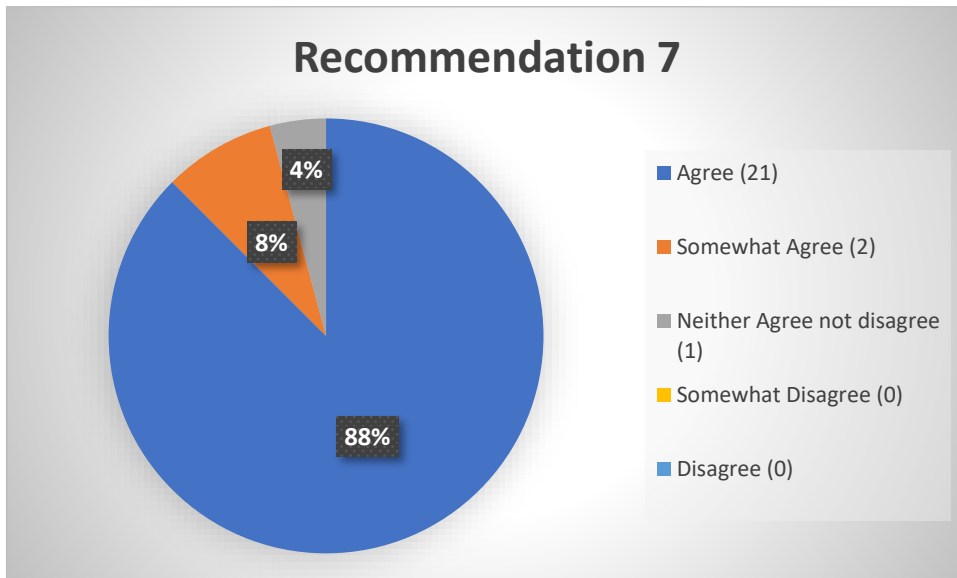
Recommendation 6: The programme will have a clear process to document what is happening



Public comments beyond those who simply stated they agreed and one which stated all plans should be person centred, on this recommendation didn't relate to the report content in the main, with the report speaking about day-to-day care planning and

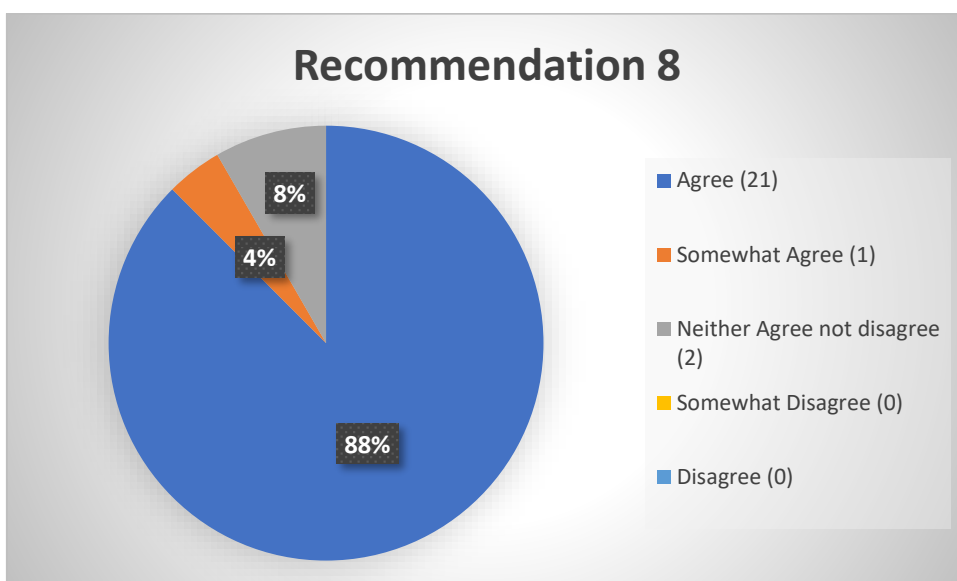
documentation. Consultation respondents focused on the reopening of the hub, and the need for transparent communication with a wider group around the service changes and progress.

Recommendation 7: The service should have safe and accessible buildings.



Respondents spoke of using existing buildings and stated the need to open Tudor Street. Others spoke about the need for toilet facilities, and a space for meaningful activity with others including opportunities to develop life skills and one that is appropriate for users but not above and beyond.

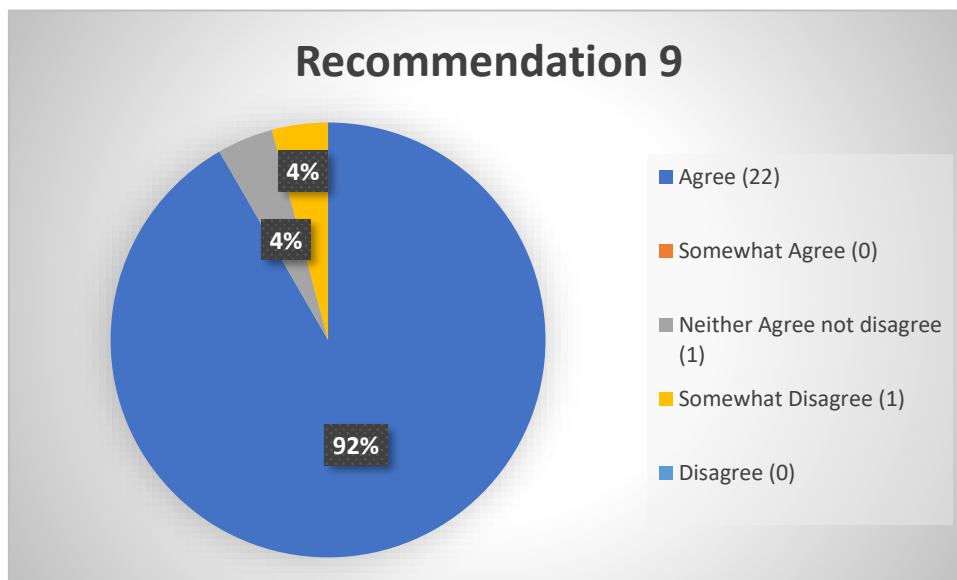
Recommendation 8: People and families should be meaningfully involved in making changes.



Predominantly respondents agreed with this recommendation, and written responses broadly supported this. One comment stated a wider group of disabled people

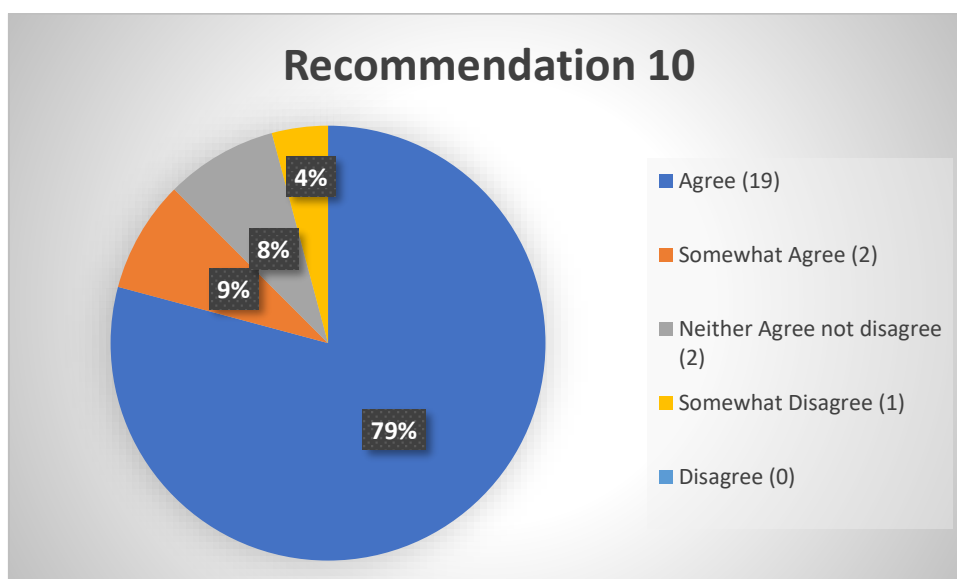
should be involved, another felt the wider community should be and a further comment was made feeling that individuals would not be able to comment due to not understanding legislation. A comment was received stating they should have been involved from the start; given all existing and potential My Day, My Life users were invited to consultation it could be assumed this again relates to the wider population.

Recommendation 9: Monmouthshire should think about all learning disability services



Again, people were generally in agreement with this recommendation. Some people spoke more widely than My Day, My Life about accessibility (or lack of) in wider council and community buildings, the need for improved education and learning opportunities with the right support and an improvement to the transition process. One comment stated the review had demonstrated an extreme lack of provision in Abergavenny.

Recommendation 10: There should be a map of all the services in Monmouthshire



Respondents said this was a great idea and suggested it be shared on Monmouthshire's website and through various private support groups, or at a centre if there was one. A comment stated this should map all provision auditing all public building for accessibility and suggested the council consider the impact of pavement parking. A further comment said better publicity of opportunities would make it clearer what, when and where there was provision.

General Feedback

Respondents were given the opportunity to provide any further comments on the report more generally. 7 comments provided general feedback relating to the re-opening of Tudor Street –highlighting its benefits as a central hub, with accessible facilities including outdoor and indoor space, good transport links and its opportunity for use as a base to the wider community. However, other respondents spoke about the need for choice and variety of opportunity for people, wider accessibility of community buildings and spaces and the need for more engagement and support for carer.

A comment was made, that day services had moved on from people being in one building all day to a more flexible and community-based approach, also stating individuals who use these services don't always know what alternatives are available due to staff, family, and family restrictions.

Five comments were made in relation to the needs of the wider population of people with disabilities, and those who have become physically disabled or have mental health conditions and that a focus on simply My Day, My Life was too small a reach.

Observations

Whilst there is general agreement with the recommendations in the report, many people are keen to use this as an opportunity to engage with the council on wider issues such as: eligibility for services (some of which will be defined by Welsh Government policy), accessibility of all community and council buildings, opportunities for a wider group of people than those currently eligible for My Day, My Life and the need for safe/warm places for people in general who want and need these.

Overarching themes from Narrative

Respondents were able to provide narrative comments against each recommendation as well as being able to make general comments about the report. These can be collated into the following themes:

- A variety of activities needs for people; a mix between community and hub- based activities.
- Tudor Street should be re-opened
- The need for accessible community buildings for the wider population
- People with learning disabilities need time with friends
- The need for skills training including independence and work skills
- The need to provide appropriate support and buildings for people with complex learning disabilities
- The need for MDML to have a centre/base

- The need for appropriately skilled staff and managers
- The need to involve people who receive services and their families in planning and developing the service
- The need for better accessibility of all Monmouthshire buildings
- More support for carers

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My Day, My Life - Implementation Plan Summary June 2023

Strategic Implementation Plan Summary

What	Who	Timescale
Set up Core Project Group	Core Project Group	End April 2023
Stakeholder Mapping	Lead Commissioner - Adult Social Care Services Core Project Group	End May 2023
Stakeholder Engagement	Lead Commissioner - Adult Social Care Services Core Project Group	Ongoing
Finalise Implementation Plan	Service Manager Commissioning and Disability Services, Lead Commissioner - Adult Social Care Services & Team Manager CLDT	April – July 2023
Plan to be presented to People Scrutiny Committee.	Jane Rodgers, Chief Officer, Social Care & Health	18 th July 2023
Implementation Plan to be agreed by cabinet.	Cabinet Member for Social Care, Safeguarding and Accessible Health Services	26 th July 2023
Meet monthly to review progress against implementation plan & ensure effective stakeholder communication is maintained	Core Project Group	April 2023 - ongoing
Agree ongoing communication plan for implementation including developing an effective communication plan for internal stakeholders e.g., MDML staff, people, and their families	Core Project Group	From May 2023 - ongoing
Evaluate success and outcomes of the implementation plan with people receiving MDML services and their families	Core Project Group	July 2023 – August 2024

Practical Implementation Plan Summary

Rec 1: The council will need to take steps to restore and develop the positive aspects of the My Day My Life service.

Rec 2: The My Day My Life service should return to the principles it set out at the start.

What	Who	Timescale
Re-launch and reinvigorate the principles of MDML, ensuring they run throughout all aspects of the service	Core Project Group	May – December 2023
Engage the services of a person-centred planning expert to support in the implementation of this recommendation	Service Manager Commissioning and Disability Services & Lead Commissioner - Adult Social Care Services	July – September 2023
Placing the person at the centre of their lives, recognising them as an individual with their own plans. Ensuring the plan around them supports with these aspirations.	Person Centred Specialist and Core Project Group	January 2024 - onwards
Providing ongoing training for staff around the principles and practice of person-centred planning, to ensure plans are updated and maintained in a way that is consistent with this method.	Person Centred Specialist and Core Project Group	January 2024 - onwards
Ensure a management infrastructure that promotes and maintains person centred practice.	Person Centred Specialist and Core Project Group	January 2024 - onwards
Rec 3: The council should consider the range of opportunities and activities that will be made available to participants in the service.		
What	Who	Timescale
Understand what would be needed to coordinate activities both individually and collectively, working with people receiving services and develop any relevant job role profiles accordingly.	Core Project Group & Service Manager Commissioning and Disability Services	September/October 2023
Ensure activities coordination forms part of all roles within the new service structure.	Core Project Group	October 2023
Embed activities coordination responsibility within the new service structure, driving practice consistent with MDML ethos.	Core Project Group	January 2024 - onwards
Offer a variety of activity opportunities, including support to access paid or voluntary work	Core Project Group	Ongoing

Rec 4: The service should adopt more flexible working hours		
What	Who	Timescale
Understand what hours are needed to meet the needs and wants of current, and near future participants.	Core Project Group CLDT	May – July 2023
Review current staffing arrangements and how they match the future direction of service.	Service Manager Commissioning and Disability Services	April – June 2023
Review roles and team structure and Design future service structure.	Service Manager Commissioning and Disability Services	April – August 2023
Ensure effective communication with people using the service to ensure proposed changes meet their wants and needs and they are kept informed regarding the new service structure.	Core Project Group	May 2023 – ongoing
Start initial informal consultation process with existing staff around proposed new service structure	Service Manager Commissioning and Disability Services	July 2023
Gain approval for new service structure	Jane Rodgers, Chief Officer, Social Care & Health	November 2023
Implement Protection of Employment policy process	Service Manager Commissioning and Disability Services HR	November 2023 – March 2024
Work with new service staff team to reinvigorate the service, provide direction and ensure an enthusiastic staff team.	Core Project Team	January 2024 – onwards (TBC)
Rec 5: The service needs to have stable, compassionate, and person-centred leadership.		
What	Who	Timescale
Clarifying the management team of the future	Core Project Team & Service Manager Commissioning and Disability Services HR	April – March 2024
Work with management team to refocus on service values and to imbed learning from the review.	Service Manager Commissioning and Disability Services	July – Ongoing
Ensure and plan regular supervisions and team meetings for staff.	My Day My Life Implementation Manager and Manager Individual & Day Support Service	Ongoing
Provide ongoing training to support management in their roles	Service Manager Commissioning and Disability Services & Workforce Development Team	Ongoing

Rec 6: The programme will have a clear process to document what is happening.		
What	Who	Timescale
Ensure staff have access to technology for staff	Lead Commissioner - Adult Social Care Services, My Day My Life Implementation Manager & Manager Individual & Day Support Service	May 2023 – January 2024
Implement an electronic record management system; linked into Flo – that is used.	Lead Commissioner - Adult Social Care Services, My Day My Life Implementation Manager & Manager Individual & Day Support Service	January 2024 onwards
Implement a quality assurance process around care files and documents.	My Day My Life Implementation Manager	May 2023 – ongoing
Staff access to Flo and WCCIS (if applicable as CLDT moving to this system).	My Day My Life Implementation Manager	May 2023 - ongoing
Rec 7: The service should have safe and accessible buildings.		
What	Who	Timescale
Undertake initial options appraisal and feasibility assessment of available buildings and venues in both Abergavenny and Monmouth areas which would make suitable hubs. Considering feedback from review such as central to the community, sense of belonging and need for accessible facilities.	Acting Head of Landlord Services, Lead Commissioner - Adult Social Care Services & Service Manager Commissioning and Disability Services	May-June 2023
Consult with people who currently use the MDML service to consider shortlist for both areas and gather their views.	Lead Commissioner - Adult Social Care Services & Service Manager, Team Manager CLDT & Service Manager Commissioning and Disability Services	July/August 2023
Consult with other key stakeholders including staff and Community Learning Disability Team to consider shortlist for both areas and gather views.	Lead Commissioner - Adult Social Care Services & Service Manager, Team Manager CLDT & Service Manager Commissioning and Disability Services	July 2023

Produce a final options appraisal of buildings reflecting on feedback from people who currently use the MDML service.	Acting Head of Landlord Services, Lead Commissioner - Adult Social Care Services & Service Manager Commissioning and Disability Services	August 2023	
Gain formal agreement for final bases	TBC	September 2023	
Work to open a hub in each area as soon as practically possible	Core Project Group	September 2023 - ongoing	
Rec 8: People and families should be meaningfully involved in making changes.			
What	How	Who	Timescale
Ensure all changes and service development work is coproduced with people and families		Core Project Team	May 2023 – ongoing
Rec 9: Monmouthshire should think about all learning disability services			
What	How	Who	Timescale
Consider with individuals who use the service the current model and their views on the new service structure.		Lead Commissioner - Adult Social Care Services	September 2023
Reorganise the ISS and MDML service to create one flexible community-based service if appropriate		Core Project Group	June 2023 – January 2024
Coproducing what that new service looks like with users		Lead Commissioner - Adult Social Care Services	July 2023 - onwards
Consider the future need for Greenfingers.		Team Manager CLDT & Core Project Group	June 2023 – onwards
Work with Supported Living and residential homes who now support previous MDML users in the day to ensure they are delivering MDML principles		Lead Commissioner - Adult Social Care Services and Commissioning Officers	November 2023
Consider any barriers to accessing activities and whether they can be removed.		Lead Commissioner - Adult Social Care Services	October 2023
Rec 10: There should be a map of all the services in Monmouthshire			
What		Who	Timescale
Develop a map of all activities and opportunities in Monmouthshire		My Day My Life Implementation Manager and Commissioning Support Officer & Manager Individual & Day Support Service	October 2023 - onwards

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Typical weekly activities of people receiving MDML support – May 2023

People are involved in a range of different activities and opportunities depending upon their choices and needs. The list below gives examples of the various activities people have been involved in .

- Community activities; bowling, cinema, and meeting friends
- Sensory session
- Mobility activities
- Dance session
- Walking
- Craft group
- Lunch out
- Tea Dance
- Visiting a farm park
- Drama group
- Gym sessions
- Art group
- Gardening group
- Shopping
- Support with household bills, paperwork and appointments
- Meeting up with friends.
- Quiz group
- Joining in People First meetings
- Cooking
- Going to the hairdressers

Pen Picture A

A is a gentleman that lives in a bungalow with support staff available 24 hours. Previous to that he lived at home with his parents.

A has a learning disability and a diagnosis of down syndrome and uses a wheelchair. A makes decisions and choices on a daily basis, he can have memory difficulties and requires prompts such as visual aids, notes, and rotas to support/maintain his independence. It is important to him that he can live an active life and is fully involved in decisions around his life.

He is a very friendly man who is quite easy to get on with and has a wicked sense of humour. He can find it hard to talk to people that he doesn't know very well but enjoys meeting new people.

He has strong links with his family who he sees on a regular basis; his parents who live fairly near and his two sisters. He has a keen interest in sport in particular Rugby, Football and Wrestling.

He enjoys fishing, rugby, wrestling, CD's and DVD's, arts and craft, cinema outings, tennis, shopping, socialising and meals out. He has his own vehicle which his support staff have access to.

He receives My Day My Life support sessions has four times a week. Staff go to his bungalow and then he will decide what activities he wants to participate in. He recently had a new electric wheelchair, so staff have been assisting him to get used to this and going out in the community.

MDML staff support him to do the things which are important to him. He enjoys art and crafts and has done some lovely artwork, especially on canvas which he has given as presents to his family and the nurses that visit him. He has quite a few on display in his home.

He likes to go over to the local community garden and meet with others mostly for the chat and a bit of gardening.

Staff also assist him in preparing his lunch, sometime going to get something up town and then bringing it back to prepare, he also likes to bake, and his cakes are well received.

He likes to go out for coffee and meeting up with others for lunch. He likes to visit his one friend who lives on a farm and visits to see his parents. He also enjoys going to the cinema to see the new films especially superhero ones and enjoys having lunch out.

A enjoys going on holidays and has a special holiday booked for later this year to celebrate a special birthday.

Pen Picture D

D is a gentleman that lives with one of his parents. It is especially important for him to remain living at home. D has a learning disability

D is a very able, sociable, and helpful gentleman and enjoys meeting up with his friends, especially his one friend that lives in another town, approx. 10 miles away. My Day My Life staff arrange with him and his friend to meet up every other week in various locations for lunch and a catch up which is important for both of them.

He is currently supported to go to the gym where he has grown in confidence with using the equipment and enjoys the regular exercise to assist in keeping control of his weight and feeling better in himself. He also likes interacting with the staff who have got to know him there, talking with them about sport and his favourite football team Manchester United.

D enjoys watching rugby wrestling, darts, and snooker on the TV as well as football and MDML staff are working with him to attend one of these events.

D also goes to Mardy Park with My Day My Life support staff once a week to join in a community gardening project, the morning session is participating in craft, woodwork, gardening, he then has lunch with his friends at the café and then goes down into the potting sheds and garden for the afternoon session. The interaction with different friends that D knows and new ones that he has made since attending is important to him.

D goes to community education art class on a Thursday and enjoys assisting with making the tea during the break and making some lovely art pieces which he is very proud of. Support staff from The Individual Support Service support him to attend.

D also enjoys going on supported holidays and it is usually arranged that he goes with his one friend. D always comes back with lots of lovely stories and recently purchased a camera so he can have even more lasting memories of his adventures.

My Day My Life staff have worked with D to purchase items he has identified that he wants, a new television for his bedroom, as he loves watching soaps, clothes to go on holidays and a mobile phone so he is able to call his friends. He requested to go to the barber shop for haircuts and now goes regularly and has the full works which he thoroughly enjoys and the interaction with the barbers.

My Day, My Life Future Service Base Specification

The development of the following criteria has been produced based on the views expressed by people who receive My Day, My Life services, their families and colleagues as part of the review.

Location and Community Inclusivity:

- 1. Located where all the action is in the town centre, not out of the way. (High Weighting)**
- 2. A vibrant and inclusive community space. (High weighting)**
3. A meeting place for people who receive My Day, My Life services but also used by the community.
4. A place where people who receive My Day, My Life services can see friends
5. Somewhere to hold special events

Building Facilities and Accessibility:

- 6. Appropriate toilet facilities and scope for the provision of a changing bed (High weighting)**
- 7. A building which can be safely and appropriately accessed by people being supported (High weighting)**
8. Somewhere with a sensory room or sensory sessions can be held.
9. A balance of communal areas and quiet spaces.
10. Having somewhere to practice skills.
11. Different spaces for activities like a kitchen and garden.
12. Outdoor space for BBQs and activities.
13. Storage for equipment needed for activities.
14. Access to records and IT equipment and systems for staff

A Place To 'Belong'

- 15. A place to feel safe and 'like I belong' (High weighting)**
- 16. A place that is 'our own'. (High weighting)**

Weightings have been applied to key criteria within each of the three themed criteria sections.

Options Appraisal of Potential Buildings As Future My Day My Life Service Bases

An initial options appraisal has been undertaken of buildings in Abergavenny and Monmouth which might be potential service bases for the future. The list includes all buildings identified by people who receive My Day, My Life services, their families, and colleagues as part of the review. Other potential buildings have been included as well.

Each building has been appraised against each of the criteria using a scoring system (see below).

As part of the initial options appraisal, the scores relating to the criteria of 'to a place to belong' and a place that is "our own" is based on the ability of the building to offer dedicated room/s for My Day My Life which would enable people receiving the service and colleagues, to have a place to belong and that is their own. This appraisal will be tested out with the people who receive My Day, My Life services as part of the implementation engagement process and the development of a final options appraisal and proposal.

Abergavenny Buildings

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Score
Abergavenny Community Centre (Park Street)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	□	□	58/66
Tudor Street	✓	✗	✗	✓	✓	✓	□	✓	✓	✓	✓	✓	✓	✓	✓	✓	53/66
Mardy Park	✗	□	□	□	✓	□	✓	✗	✗	✓	✓	✓	□	✓	✗	✗	28/66
Melville Theatre	✓	✓	✓	✓	✓	✓	✓	✓	✓	□	✓	✓	✓	✓	✓	✓	64/66
Well-Being Hub	✓	□	□	✓	✓	□	✓	✓	□	✗	□	✗	✓	✓	□	□	38/66
Abergavenny Hub (Town Hall)	✓	✓	✓	✓	✓	□	✓	✓	□	✗	✗	✗	□	✓	✗	✗	37/66

Monmouth Buildings

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Score
Shire Hall	✓	✗	✗	✗	✓	□	□	✗	✗	✗	✗	✗	□	□	✗	✗	15/66
Bridges Centre	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	□	✗	✓	✓	□	□	53/66
Monmouth Hub (library)	✓	✓	✓	✓	✓	□	✓	✓	□	✗	✗	✗	□	✓	✗	✗	37/66
St Thomas Church Hall	✓	□	□	□	✓	□	✗	□	✗	✗	✓	✓	✗	✗	✗	✗	22/66
Rockfield Community Centre	✗	□	□	□	✓	□	✓	✗	✗	✗	✓	✓	✗	✗	✗	✗	21/66
Over Monnow Family Learning Centre	□	□	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	58/66

Monnow Vale Health and Social Care Facility	▣	✖	✖	✓	▣	✓	✓	✓	▣	✖	✖	✖	✓	✓	✓	✓	40/66
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Scoring Key:
 ✓ - Has this facility or opportunity (3)
 ✖ - does not have this (0)
 ▣ - has it to a certain degree or may be able to in the future (1)
 Please note high weighted criteria will be x 2

DRAFT

Initial Options Appraisal – Stage 1 Service Base Specification

Option	Name of Building	Advantages	Disadvantages	Comments	Stage 1: Assessment
Abergavenny					
1	Abergavenny Community Centre (Park Street)	<ul style="list-style-type: none"> • Good town location and currently a well-used inclusive community resource • Accessible building with an accessible toilet, and potential for changing bed. • Has potential to hold special events • Has outdoor space, kitchen, and a variety of rooms with potential for use 		Need to confirm the potential and possibility of dedicated MDML space.	<ul style="list-style-type: none"> • Overall scored fairly well against criteria – 58/66 • Potential as a future service base to be progressed to stage 2 feasibility assessment
2	Tudor Street	<ul style="list-style-type: none"> • Central location, with space to meet friends and hold special events • Changing bed facilities available • Various separate spaces available • Has a kitchen and garden • Sufficient storage for equipment to access and IT 	<ul style="list-style-type: none"> • Social services facility only • Not used by the community • Building not fully accessible to people who use a wheelchair without assistance. • Not all the garden is accessible to people who use a wheelchair even with assistance. • Size of the building is disproportionately large to the number of people receiving MDML services 		<ul style="list-style-type: none"> • Overall scored fairly well against criteria – 53/66 • Potential as a future service base to be progressed to stage 2 feasibility assessment

3	Mardy Park	<ul style="list-style-type: none"> • Some community spaces and activities available • Accessible toilet • Garden and kitchen area available • Potential for equipment storage and use of IT equipment 	<ul style="list-style-type: none"> • Not located in the town centre • May not provide opportunity for dedicated MDML space • As a health and social care facility it has a lower level of community opportunities. 	As a fully operational health and social care facility there is limited available rooms and storage facilities and unlikely that MDML could have dedicated space.	<ul style="list-style-type: none"> • Overall fairly low score against criteria – 28/66 due to limited community vibrancy and unavailability of MDML dedicated space. • Not to be progressed to phase 2 feasibility assessment
4	Melville Theatre	<ul style="list-style-type: none"> • Good town location and currently a well-used inclusive community resource • Accessible building with an accessible toilet, and potential for changing bed. • Is currently being used by people who receive MDML services to meet friends and do activities • Has potential to hold special events 		Need to confirm the potential and possibility of dedicated MDML space.	<ul style="list-style-type: none"> • Overall scored fairly well against criteria – 64/66 • Potential as a future service base to be progressed to stage 2 feasibility assessment
5	Wellbeing Hub	<ul style="list-style-type: none"> • Central location, with space to meet friends and hold special events • Accessible building with 	<ul style="list-style-type: none"> • No outdoor space • Currently underutilised by the community 	Need to confirm the potential and possibility of dedicated MDML space.	<ul style="list-style-type: none"> • Currently scoring – 38/66 • Need to confirm 15 and 16 before making decision

		<p>an accessible toilet</p> <ul style="list-style-type: none"> • Has potential for community use and vibrancy 			<p>about progression to stage 2</p>
6	Abergavenny Hub (Town Hall)	<ul style="list-style-type: none"> • Good town location and currently a well-used inclusive community resource • Space for special events and to meet friends • Potential for equipment storage and use of IT equipment 	<ul style="list-style-type: none"> • No outdoor space or kitchen • Accessibility to the building is via the lift, this may compromise some people's ability to enter the building without assistance. 	<p>As a fully operational community hub there is limited available rooms and storage facilities and unlikely that MDML could have dedicated space.</p>	<ul style="list-style-type: none"> • Currently scoring – 37/66 • Need to confirm 15 and 16 before making decision about progression to stage 2
Monmouth					
1	Shire Hall	<ul style="list-style-type: none"> • Located in town centre • Somewhere to hold special events • Accessible toilet 	<ul style="list-style-type: none"> • A meeting place where rooms are hired out • No garden, kitchen or areas for skills development • No equipment storage • Accessibility to the building is via the lift, this may compromise some people's ability to enter the building without assistance. 		<ul style="list-style-type: none"> • Overall, low score against criteria – 15/66 due to lack of community vibrancy and unavailability of MDML dedicated space. • Not to be progressed to phase 2 feasibility assessment
2	Bridges Centre	<ul style="list-style-type: none"> • Located near town centre • Somewhere to hold special events • Accessible toilet and changing 	<ul style="list-style-type: none"> • Maybe limited scope for MDML dedicated rooms • No garden or areas for skills development 	<p>Need to confirm the potential and possibility of dedicated MDML space</p>	<ul style="list-style-type: none"> • Overall scored fairly well against criteria – 53/66 • Potential as a future service base to be progressed to stage 2

		<p>bed including ceiling track hoist.</p> <ul style="list-style-type: none"> • People who receive MDML could utilise the community café to meet friends • Vibrant community space 			feasibility assessment
3	Monmouth Hub (library)	<ul style="list-style-type: none"> • Good town location and currently a well-used inclusive community resource • Space for special events and to meet friends • Potential for equipment storage and use of IT equipment 	<ul style="list-style-type: none"> • No outdoor space or kitchen 	As a fully operational community hub there is limited available rooms and storage facilities and unlikely that MDML could have dedicated space.	<ul style="list-style-type: none"> • Overall fairly low score against criteria – 37/66 due to unavailability of MDML dedicated space and no outdoor or kitchen space. • Not to be progressed to phase 2 feasibility assessment
4	St Thomas Church Hall	<ul style="list-style-type: none"> • Space for special events • Town Centre location • Downstairs rooms accessible and accessible toilet • Some community activity • Small garden area 	<ul style="list-style-type: none"> • Only two rooms are accessible and one of these is a large room/hall (60 people) • Bookable space rather than lots of different activities running concurrently. • Unlikely to have space to call our own. 		<ul style="list-style-type: none"> • Overall fairly low score against criteria – 22/66 due to unavailability of MDML dedicated space, inaccessibility of 50% of rooms and limited community use. • Not to be progressed to phase 2 feasibility assessment

5	Rockfield Community Centre	<ul style="list-style-type: none"> • Space for special events • Accessible building and accessible toilet • Some community activity • Access to lots of outdoor space and a kitchen 	<ul style="list-style-type: none"> • A community hall for hire only • Not in the town centre • Unlikely to have space to call our own. 		<ul style="list-style-type: none"> • Overall fairly low score against criteria – 21/66 due to unavailability of MDML dedicated space, community hall only and not in the town centre. • Not to be progressed to phase 2 feasibility assessment
6	Over Monnow Family Learning Centre	<ul style="list-style-type: none"> • Limited community use at the moment. • Located near town centre • Opportunity for people who receive MDML services to meet up, as well as used by the community • Somewhere to hold special events • Accessible building and toilets with potential to create space for changing bed. • Has a kitchen and garden • Sufficient storage for equipment 	<ul style="list-style-type: none"> • Would benefit from more community involvement and opportunities 		<ul style="list-style-type: none"> • Overall scored well against criteria – 58/66 • Potential as a future service base to be progressed to stage 2 feasibility assessment

		to access and IT <ul style="list-style-type: none"> • Number of rooms that could be used for different purposes 			
7	Monnow Vale Health and Social Care Facility	<ul style="list-style-type: none"> • Located near town centre • Accessible toilet • Equipment storage and use of IT equipment available • Rooms can be made available for specific activities 	<ul style="list-style-type: none"> • As a health and social care facility it has a lower level of community opportunities and doesn't have a vibrant community feel. • As a health and social care facility it lacks community vibrance. 		<ul style="list-style-type: none"> • Overall scored fairly well against criteria – 40/66 • Potential as a future service base to be progressed to stage 2 feasibility assessment

Following on from the initial options appraisal of buildings identified by participants in the MDML service review, a short list of buildings has been assessed as potentially feasible based on the criteria outlined through the review. Using the scoring methodology described above a score was allocated to each venue, each service was given a final score and a cut of, of 40 was identified for services to progress to stage 2 – feasibility. Services that were progressed to this phase were also required to have at minimum, a place for people 'to belong', accessibility and potential for changing bed facilities.

The following services were successful in phase 1:

Abergavenny:

- Tudor Street
- Abergavenny Community Centre (Park Street)
- Melville Theatre

Monmouth:

- Bridges Centre
- Over Monnow Family Learning Centre
- Monnow Vale Health and Social Care Facility

Initial Options Appraisal – Stage 2 Feasibility

A provisional assessment of the feasibility of each of the buildings considered within stage 2 has been undertaken using information available to date. Further work is needed to produce a comprehensive and credible feasibility study which will include:

- Site visits
- Exploratory conversation with tenants/building owners to confirm rental and running costs
- Costs of necessary works e.g. refurbishment/redecoration, adaptations to toilets, instillation of changing places and other accessibility works

Op tio n	Name of Building	Availability of MDML Space	Capital Costs	Running Costs	Security of Tenure	Stage 2: Assessment
Abergavenny						
1 Page 70	Abergavenny Community Centre (Park Street)	<ul style="list-style-type: none"> • Potential for dedicated MDML space proportionate to number of people requiring the service 	<ul style="list-style-type: none"> • Potentially provision of some furniture/equipment to personalise space. • Work required to provide a changing bed facility. 	<ul style="list-style-type: none"> • Rental cost to be confirmed. • Contribution to shared costs of running the building 	<ul style="list-style-type: none"> • MCC owned building, leased to Aber Community Centre. 	<p>Initial discussion held with trustees. Supportive in principle but unsure as to whether there is dedicated space within the building.</p> <p>Trustees are considering whether they can make space available.</p> <p>Excellent opportunity for community cohesion and people who use MDML services can access and be involved in a variety of activities and opportunities with the wider community.</p> <p>The costs of running the MDML service from this building would be relatively low as it would only be the rental of one room and a contribution to wider running costs.</p>
2	Tudor Street	<ul style="list-style-type: none"> • Dedicated MDML space excessively 	<ul style="list-style-type: none"> • Installation of access to front 	<ul style="list-style-type: none"> • All running costs funded by 	<ul style="list-style-type: none"> • MCC owned building 	<p>The building has space and the facilities which are needed. However,</p>

		disproportionate to number of people requiring the service	entrance and rear gardens <ul style="list-style-type: none"> • Redecoration and refurbishment work 	MCC as sole operator of the building.		<p>the size of the building is considerably disproportionately higher than the space needed for those people MDML supports.</p> <p>The building is a dedicated social services facility which offers no community inclusion or involvement.</p> <p>The costs of refurbishing and redecorating the building may be considerable, to be confirmed.</p> <p>All running costs are born by MCC.</p>
3 Page 71	Melville Theatre	<ul style="list-style-type: none"> • Dedicated MDML space proportionate to number of people requiring the service 	<ul style="list-style-type: none"> • Potentially provision of some furniture/equipment to personalise space. • Work required to provide a changing bed facility. 	<ul style="list-style-type: none"> • Rental cost to be confirmed. • Contribution to shared costs of running the building 	<ul style="list-style-type: none"> • MCC owned building. Management license to Melville Arts and Community Centre. 	<p>Initial discussion held with trustees. Very supportive in principle and confident that a dedicated MDML space can be provided.</p> <p>This building is currently used regularly by people who use MDML services, and people already access a number of the community activities on offer.</p> <p>Excellent opportunity for further community cohesion and people who use MDML services can access and be involved in a variety of activities and opportunities with the wider community.</p> <p>The costs of running the MDML service from this building would be relatively low as it would only be the</p>

						rental of one room and a contribution to wider running costs.
Monmouth						
1	Bridges Centre	<ul style="list-style-type: none"> Dedicated MDML space proportionate to number of people requiring the service 	<ul style="list-style-type: none"> Potentially provision of some furniture/equipment to personalise space. 	<ul style="list-style-type: none"> Rental cost to be confirmed. Contribution to shared costs of running the building 	<ul style="list-style-type: none"> MCC owned building. Leased to Bridges Community Centre. 	<p>Initial discussion held with Bridges Centre manager. Very supportive in principle and confident that a dedicated MDML space can be provided, need to confirm whether this would be full time.</p> <p>Changing bed facilities already in place, with ceiling track hoist.</p> <p>This building is currently used regularly by some people who use MDML services, and people already access the community activities on offer.</p> <p>Excellent opportunity for further community cohesion and people who use MDML services can access and be involved in a variety of activities and opportunities with the wider community.</p> <p>The costs of running the MDML service from this building would be relatively low as it would only be the rental of one room and a contribution to wider running costs.</p>
2	Over Monnow Family Learning Centre	<ul style="list-style-type: none"> Dedicated MDML space proportionate to number of people 	<ul style="list-style-type: none"> Work to bathrooms to provide space for changing 	<ul style="list-style-type: none"> All running costs funded by MCC as sole 	<ul style="list-style-type: none"> MCC owned building 	<p>The building offers sufficient dedicated MDML space for the people who receive the service.</p>

		requiring the service	bed and hoist facilities.	operator of the building.		<p>There are additional rooms that are surplus to the needs of the service, which are currently used by the Children's Contact Team.</p> <p>A limited number of community activities take place at the centre e.g., Growing Spaces and Monmouth brass band.</p> <p>Work would be needed to generate greater community involvement and inclusion.</p> <p>All running costs are born by MCC.</p>
3 Page 73	Monnow Vale Health and Social Care Facilities.	<ul style="list-style-type: none"> Dedicated MDML space proportionate to number of people requiring the service 	<ul style="list-style-type: none"> Work required to provide a changing bed facility. 	<ul style="list-style-type: none"> Section 33 building owned by health and MCC – shared costs 	<ul style="list-style-type: none"> Section 33 building owned by health and MCC 	<p>Monnow Vale is health and social care facility, the majority of activity within the building is health focused. Community involvement and inclusion is in the main related to health activities or social care activities e.g., older persons day centre.</p> <p>There is a café on site which people who use MDML services sometimes use to meet friends. Two rooms are currently dedicated MDML spaces.</p>

Stage 3

The next stage will involve confirming the detail of each of the areas identified below:

1. Availability of dedicated rooms
2. Running costs
3. Cost of works
4. Engage with people who use the service to identify preferred option.

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Integrated Impact Assessment document

(incorporating Equalities, Future Generations, Welsh Language and Socio Economic Duty)

Name of the Officer; Ceri York

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E-mail: ceriyork@monmouthshire.gov.uk

Please give a brief description of the aims of the proposal

Implementation of the recommendations from the independent review of the My Day, My Life Service.

1. The council will need to take steps to restore and develop the positive aspects of the My Day My Life service.
2. The My Day My Life service should return to the principles it set out at the start.
3. The council should consider the range of opportunities and activities that will be made available to participants in the service.
4. The service should adopt more flexible working hours
5. The service needs to have stable, compassionate and person-centred leadership.
6. The programme will have a clear process to document what is happening.
7. The service should have safe and accessible buildings.
8. People and families should be meaningfully involved in making changes.
9. Monmouthshire should think about all learning disability services
10. There should be a map of all the services in Monmouthshire

Name of Service area

My Day My Life

Adult Social Care

Date: 22nd June 2023

1. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The redesign and restructure of the My Day, My Life Service will ensure that the opportunities and services made available to people will meet their needs, aspirations and wants. In particular, it will ensure the service offers opportunities that are open, accessible and of interest to people of all ages.	Some aging family carers may find changes to services challenging.	The review has ensured all relevant groups of all ages are effectively consulted with to ensure that the direction for the future is based as far as possible on what people want and need. The implementation process brief will ensure the equality, diversity and inclusion needs of the people receiving the service and those potentially using the service in the future are identified and taken in to account when implementing the recommendations.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Disability	<p>The implementation of the My Day, My Life review recommendations will enable us to ensure that there are community opportunities available to people to meet their needs, aspirations and wants. In particular, it will ensure the service offers opportunities that are open, accessible and of interest to people of all abilities. The implementation approach will focus on co-producing through meaningful engagement and involvement with people receiving the service.</p> <p>Future service base buildings will need to be accessible and provide appropriate toilet and changing facilities to meet the needs of people receiving the service, now and in the future.</p>	There are between 1-4 people (number not specified due to data protection) who require changing bed provision.	<p>The review ensured that as far as possible all individuals views were represented and considered, specific consideration was given when shaping the review recommendations and implementation plan to ensure the needs of this group were recognised and met</p> <p>Ensuring the meaningful involvement of people using the service in the review has been crucial. This will continue throughout the implementation phase.</p> <p>The future service base buildings will need to include changing bed and if not currently provided, works will need to be funded and undertaken to ensure appropriate facilities are in place.</p>
Gender reassignment	None identified	None identified	
Marriage or civil partnership	None identified	None identified	
Pregnancy or maternity	None identified	None identified	

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Race	None identified	None identified	
Religion or Belief	None identified	None identified	
Sex	None identified	The majority of people employed at the current service are women. A full redesign and restructure of the service could result in a change in terms and conditions of employment and potentially the reduction in the current number of posts.	<p>My Day My Life colleagues were invited to take part in the review to share their views and ideas for the future. 17/19 team members participated in the review and the development of the final recommendations.</p> <p>All employees will be subject to the Council's Protection of Employment Policy, which will include seeking alternative employment options.</p>
Sexual Orientation	None identified	None	

2. The Socio-economic Duty and Social Justice

The Socio-economic Duty requires public bodies to have due regard to the need to reduce inequalities of outcome which result from socio-economic disadvantage when taking key decisions This duty aligns with our commitment as an authority to Social Justice.

	Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage	Describe any negative impacts your proposal has in respect of people suffering socio economic disadvantage.	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
<p>Socio-economic Duty and Social Justice</p>	<p>My Day, My Life is a strength-based approach that seeks to enable people with a learning disability to develop and pursue their individual aspirations within every day, community settings supported by their own networks. The implementation of the recommendations for the service, will strengthen and widen the opportunities available to people in a way that meets their needs. Therefore, likely to increase and advance equality of opportunity for people with disabilities in Monmouthshire.</p>	<p>None</p>	<p>N/A</p>

3. Policy making and the Welsh language.

How does your proposal impact on the following aspects of the Council's Welsh Language Standards:	Describe the positive impacts of this proposal	Describe the negative impacts of this proposal	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts
<p>Policy Making</p> <p>Effects on the use of the Welsh language,</p> <p>Promoting Welsh language</p> <p>Treating the Welsh language no less favourably</p>	<p>The implementation of the recommendations will take in to account the wants and needs of all people receiving the service. If this identifies the need for more Welsh speaking staff, or Welsh activities or opportunities, action will be taken to address this.</p>	<p>None identified</p>	
<p>Operational</p> <p>Recruitment & Training of workforce</p>	<p>If new posts are created or advertised as a result of the service redesign and restructure, then this will be an opportunity to increase the number of Welsh speakers recruited.</p>	<p>None identified</p>	
<p>Service delivery</p> <p>Use of Welsh language in service delivery</p> <p>Promoting use of the language</p>	<p>Any publicity about, or engagement activity in regard to the implementation of the recommendations will be promoted as available in Welsh if needed.</p>	<p>None identified</p>	

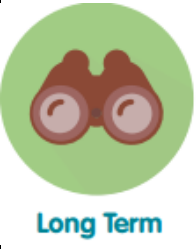
4. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!



Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>Positive: This implementation will enable us to identify and support best use of community-based resources, as well as make best use of the skilled and experienced staff team to support people in their future aspirations.</p> <p>Negative: It is possible the restructure will result in the need for a smaller or different staffing team</p>	<p>Alternative employment options will be sought with SCH and the Council if needed.</p>
<p>A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>None</p>	
<p>A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood</p>	<p>Positive: The implementation will shape the service and make it fit for purpose for the future so that the meets the needs and aspirations of people in Monmouthshire who currently use My Day, My Life and those who may need it in the future are met. It will seek to maximise choice and diversity of opportunity.</p>	
<p>A Wales of cohesive communities Communities are attractive, viable, safe and well connected</p>	<p>Positive: The focus of My Day My Life is on community-based opportunities for people with learning disabilities in Monmouthshire. Supporting people to be well connected to local networks.</p>	
<p>A globally responsible Wales Taking account of impact on global well-being when considering local</p>	<p>None</p>	



Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
social, economic and environmental wellbeing		
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	None	
A more equal Wales People can fulfil their potential no matter what their background or circumstances	Positive: People with a learning disability have more choice and control over how they receive support and live their lives	

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20. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Balancing short term need with long term and planning for the future</p>	The implementation of the recommendations will enable us to future proof the service.	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Working together with other partners to deliver objectives</p>	<p>The recommendations set out a clear framework for the development of the My Day, My Life service in the future. The recommendation has been coproduced with the full collaboration of the people currently receiving the service, those we might support in the future, their families, social workers, and other key stakeholders. Working in partnership to shape the future of day opportunities available in Monmouthshire.</p>	<p>The final review report was published on the Council Website and views sought from the wider public.</p> <p>24 respondents took part in the public consultation and their comments and views have been taken into consideration within the implementation plan.</p>
 <p>Involving those with an interest and seeking their views</p>	<p>The participants in the review were people with learning disabilities currently receiving the service and their families in Monmouthshire, and those who may want to use it in the future. People who used to join in some MDML activities in the past who weren't eligible recipients of the service were also invited to contribute to the review and recommendations development. Colleagues currently working in the service were also participants in the review. Other stakeholders involved include Social Workers, service managers and other internal staff. The recommendations set out a framework for the ongoing development of My Day, My Life ensuring that it continues to meet the needs of people with disabilities in Monmouthshire enabling them to be connected to their local communities and develop and flourish in the lives they choose.</p>	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	N/A	
 <p>Integration</p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	This review and recommendations has provided a thorough understanding of what people with learning disabilities who receive the My Day, My Life service want. This approach maximizes opportunities for independence, choice and control. The future development will continue to have a strong community focus, linking people to other organisations and resources in their local communities.	

6. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	The report has enabled us to understand what works well and doesn't work well about the service currently and to develop plans to improve where needed.	.N/A	
Corporate Parenting	N/A		

7. What evidence and data has informed the development of your proposal?

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The current proposal has been produced as part of the independent review to be carried out My Day, My Life service by Practice Solutions and work to develop the implementation plan. this has been informed by:

- Knowledge and understanding the needs of the people receiving and potentially receiving the service; including their equality, diversity and inclusion needs
- Internal data on service demand
- Internal data on staffing levels
- Feedback from social work teams, staff and individuals who currently access My Day, My Life
- Internal project teams consideration of opportunity and risk
- Ongoing and existing My Day, My Life principles, values and work plan.
- Views of people receiving the service and their families
- Views of colleagues working in the service
- Views from community partners and groups

8. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

Positive Impact

The independent review recommendations and the implementation plan will enable us to build and strengthen the service for the future. The review has been produced with full collaboration with stakeholders including people receiving the service and their families. Participation levels were high and included those with the most complex of needs. The equality, diversity and inclusion needs of people was understood as part of the review and informed

the development of the recommendations for for the future of the service. The review was based on the established values and principles of My Day, My Life to enable people with a learning disability to develop and pursue their individual aspirations within every day, community settings supported by their own networks. The recommendations for the future will support in the creation of connected, prosperous and resilient communities, whilst ensuring collaborative and inclusive practice.

Negative Impacts

It is possible that the implementation of some of the recommendations may create anxiety and uncertainty for people receiving the service, their families and the staff team due to it signaling change. The recommendations developing a more flexible service which may have an impact on the size and terms of conditions of the current establishment include also may identify the need for a smaller or different staff team, which could impact on the primarily female staffing team.

9. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible
Continue to co-produce the implementation of the review recommendations with all people who receive the service and their families. The project brief will be amended to make explicit the requirements relating to understanding and taking account of the equality, diversity and inclusion needs of the people using the service and those potentially using it in the future.	From June 2023	My Day, My Life Core Project Group
Any impact on staffing as a result of the service redesign and restructure will be subject to the Council's Protection of Employment Policy, which will include seeking alternative employment options.	July 2023 onwards	My Day, My Life management team Peoples Services
Evaluate the implementation of the recommendations and the positive impact upon people receiving the service.	July 2024	

10. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1.	Internal SCH decision making	15.05.2023	Additional actions added

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Monmouthshire's Scrutiny Forward Work Programme 2022-23

People Scrutiny Committee				
Meeting Date	Subject	Purpose of Scrutiny	Responsibility	Type of Scrutiny
Monday 26th June 10am	Primary School Catchments	To enable members to shape the direction for future catchments.	Matthew Jones	Scrutiny Workshop
Tuesday 4th July 10am	Gypsy and Travellers Needs Assessment	To discuss progress ahead of a report to People Scrutiny Committee in July.	Ian Bakewell	Scrutiny Workshop
18th July 2023 10am	Scrutiny of the Outcome of the Review into My Day My Life	To scrutinise the findings of the review, the feedback from the consultation process, making recommendations to the Cabinet.	Councillor Ian Chandler Jane Rodgers	Policy Development
19th July 2023 10am	Respite Provision for adults with learning disabilities	To conduct pre-decision scrutiny on proposals relating to Respite Provision.	Jane Rodgers	Pre-decision Scrutiny
	Gypsy and Travellers Needs Assessment	To conduct pre-decision scrutiny on proposals prior to Cabinet decision.	Ian Bakewell	Pre-decision Scrutiny
	Home to School Transport Policy	To conduct pre-decision scrutiny on proposals prior to Cabinet decision.	Deb Hill Howells	Pre-decision Scrutiny
TBC September 2023	County Lines Workshop	To invite the Police and St Giles Trust to a to discuss county lines.	Police St Giles Trust	Member Workshop
5th October 2023	Rapid Housing Transition Plan Delivery	To scrutinise the implementation of the plan, the role of partners, other Council and Registered Social Landlords.	Ian Bakewell Rebecca Cresswell	Policy Delivery
	Revised NEET Reduction Strategy	To scrutinise the revised strategy prior to Cabinet decision.	Hannah Jones Louise Wilce	Policy Development

Monmouthshire's Scrutiny Forward Work Programme 2022-23

People Scrutiny Committee				
Meeting Date	Subject	Purpose of Scrutiny	Responsibility	Type of Scrutiny
	Planning and Provision of School Places	To scrutinise data and projections for pupil places and the impact of future housing development.	Will Mclean	Policy Development
14th November 2023	Safeguarding Performance Report	To scrutinise the performance of the service area.	Jane Rodgers	Performance Monitoring
Joint Scrutiny with Performance and Overview	Chief Officer for Social Care and Health: Annual Report	To conduct pre-decision scrutiny on the report and scrutinise the performance of the service area.	Jane Rodgers	Pre-decision Scrutiny/Performance Monitoring
19th December 2023				
23rd January 2024	Scrutiny of the Budget Proposals	Scrutiny of the budget mandates relating to the committee's remit.	Peter Davies Jonathon Davies Councillor Garrick	Budget Scrutiny
5th March 2024				
16th April 2024				

Monmouthshire's Scrutiny Forward Work Programme 2022-23

People Scrutiny Committee				
Meeting Date	Subject	Purpose of Scrutiny	Responsibility	Type of Scrutiny
To be confirmed	Young Carers Strategy and the Carers Strategy	Pre-decision Scrutiny of the strategies.	Kim Dolphin Councillor Chandler	Pre-decision Scrutiny

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Committee / Decision Maker	Meeting date / Decision due	Report Title	Responsible Cabinet Member	Purpose	Author	Date item added to the planner
Council	01-Jul-25	RLDP for Adoption	Paul Griffiths - Sustainable Economy	To adopt the RLDP following receipt of the Inspector's report, making it the County's Development Plan as defined by S38(6) of the Planning and Compulsory Purchase Act 2004	Mark Hand / Rachel Lewis	23-Aug-22
Council	01-Sep-24	RLDP submission for examination	Paul Griffiths - Sustainable Economy	To endorse the submission of the Deposit RLDP to the Welsh Government for examination by an independent Inspector. By agreeing, Council will be saying it wants this document to be the adopted RLDP for Monmouthshire.	Mark Hand / Rachel Lewis	23-Aug-22
Council	18-Apr-24	RLDP Deposit Plan endorsement for consultation	Paul Griffiths - Sustainable Economy	To endorse the Deposit RLDP for public consultation and engagement.	Mark Hand / Rachel Lewis	5-Jan-23
ICMD	17-Apr-24	Welsh Church Fund Working Group - meeting 4 held on 7th March 2024	Rachel Garrick - Resources		Dave Jarrett	30-Mar-23
Cabinet	10-Apr-24	Adoption of Abergavenny Placemaking Plan	Paul Griffiths - Sustainable Economy	To adopt the Abergavenny Placemaking Plan, co-produced with Abergavenny Town Council, to inform future regeneration priorities and grant bids	Mark Hand / Dan Fordham	3-Oct-22
	06-Mar-24	2023/24 Revenue and Capital Monitoring - Month 9	Rachel Garrick - Resources		Jon Davies	27-Apr-23
Cabinet	18-Jan-24	Adoption of Magor Placemaking Plan	Paul Griffiths - Sustainable Economy	To adopt the Magor with Undy Placemaking Plan, co-produced with Magor with Undy Town Council, to inform future regeneration priorities and grant bids	Mark Hand / Dan Fordham	3-Oct-22
Cabinet	18-Jan-24	Adoption of Monmouth Placemaking Plan	Paul Griffiths - Sustainable Economy	To adopt the Monmouth Placemaking Plan, co-produced with Monmouth Town Council, to inform future regeneration priorities and grant bids	Mark Hand / Dan Fordham	3-Oct-22
Cabinet	10-Jan-24	Monmouthshire Destination Management Plan			Matthew Lewis	10-Feb-22
ICMD	03-Jan-24	Welsh Church Fund Working Group - meeting 3 held on 7th December 2023	Rachel Garrick - Resources		Dave Jarrett	30-Mar-23

Cabinet	13-Dec-23	Local Flood Strategy	Catrin Maby	To adopt the Local Flood Strategy Plan	Mark Hand / Ross Price	4-Oct-22
Cabinet	13-Dec-23	2023/24 Revenue and Capital Monitoring - Month 6	Rachel Garrick - Resources		Jon Davies	27-Apr-23
Cabinet	13-Dec-23	Pavement Café Policy	Paul Griffiths - Sustainable Economy	To adopt the pavement café policy as the basis for making decisions on applications for licences	Mark Hand / Paul Keeble	4-Oct-22
Cabinet	13-Dec-23	Road Safety Strategy	Catrin Maby	To adopt the Road Safety Strategy	Mark Hand / Paul Keeble	4-Oct-22
Council	26-Oct-23	Monmouthshire County Council Self- assessment 2022/23		to seek Council approval of the Self-Assessment report 2022/23 in line with requirements outlined in the Local Government and Elections (Wales) Act 2021 and to ensure that members have a clear and transparent assessment of the	Richard Jones	4-Jul-23
Council	26-Oct-23	RPB Area Plan			Jane Rodgers	4-Jul-23
Council	26-Oct-23	Appointment of Monmouthshire Local Access Forum		To secure the appointment of members to the Monmouthshire Local Access Forum for its next 3 year period.	Matthew Lewis	18-Jan-23
Council	26-Oct-23	RLDP Preferred Strategy consultation report	Paul Griffiths - Sustainable Economy	To endorse the RLDP Preferred Strategy including any proposed changes arising from the public consultation.	Mark Hand / Rachel Lewis	3-Oct-22
ICMD	25-Oct-23	LDP Annual Monitoring Report	Paul Griffiths - Sustainable Economy	To endorse the LDP Annual Monitoring Report for submission to WG	Mark Hand / Rachel Lewis	16-Jan-23
ICMD	25-Oct-23	Planning Annual Performance Report	Paul Griffiths - Sustainable Economy	To endorse the Planning Department Annual Performance Report for submission to WG	Mark Hand / Rachel Lewis	16-Jan-23
Council	23-Oct-23	Appointment of Monmouthshire Local Access Forum		To secure the appointment of members to the Monmouthshire Local Access Forum for its next 3 year period.	Matthew Lewis	18-Jan-23

ICMD	11-Oct-23	Welsh Church Fund Working Group - meeting 2 held on 14th September 2023	Rachel Garrick - Resources		Dave Jarrett	30-Mar-23
Cabinet	11-Oct-23	Local Transport Plan	Catrin Maby	To adopt the Local Transport Plan	Debra Hill-Howells / Christian Schmidt	4-Oct-22
Cabinet	11-Oct-23	Economic Development Strategy		REFRESHING THE MONMOUTHSHIRE BUSINESS GROWTH & ENTERPRISE STRATEGY and action plan in setting the economic ambition for the county and providing a strategic framework that guides future economic	Hannah Jones	9-Jan-23
Cabinet	04-Oct-23	Economic Development Strategy			Deb Hill Howells	16-May-23
Cabinet	04-Oct-23	2023/24 Revenue and Capital Monitoring - Month 4	Rachel Garrick - Resources		Jon Davies	27-Apr-23
Council	21-Sep-23	Financial Strategy			Jon Davies	
Council	14-Sep-23	Standards Committee Annual Report		This report is the first annual report from the Standards Committee to Council as required by the change in law set out in the Local Government and Elections Act 2021. It has to report on the discharge of the Committee's	Matt Phillips	10-Oct-22
Cabinet	06-Sep-23	Proposal to establish a Welsh medium seedling school in Monmouth		Cabinet to consider objection report and make final determination on how to proceed.	Debbie Graves	27-Mar-23
ICMD	16-Aug-23	Highways Traffic Regulation Amendment Order	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - prohibition of driving Pwll Du, Llanelly Hill	Mark Hand	
ICMD	02-Aug-23	Welsh Church Fund Working Group - meeting 1 held on 22nd June 2023	Rachel Garrick - Resources		Dave Jarrett	
ICMD	02-Aug-23	'Highways Traffic Regulation Amendment Order 12		'Agreement to make the traffic order - parking/waiting restrictions at Justins Hill and Wyesham Avenue, Wyesham; Main Road and Castle Way, Portskewett; lane leading to Sugarloaf Llanwenarth car park; and Wonastow	Mark Hand	24-May-23

ICMD	02-Aug-23	Highways Traffic Regulation Amendment Order 10	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - Exception Orders to identify those restricted roads that will remain 30mph in September 2023 instead of defaulting to 20mph	Mark Hand	3-Oct-22
Cabinet	26-Jul-23	Implementation of the My Day My Life review recommendations			Ceri York	
Cabinet	26-Jul-23	•Review of the Respite Opportunities Service			Ceri York	14-Mar-23
Cabinet	26-Jul-23	Month 2 report and budget recovery plan			Jon Davies	8-Jun-23
Cabinet	26-Jul-23	S016 Funding Castle Park and Arch Bishop Rowan Williams Schools.			Cath Saunders	13-Jun-23
Council	20-Jul-23	Gifts & Hospitality Report			Matt Phillips	12-Jun-23
Council	20-Jul-23	Freedom of the Borough Presentation			Joe Skidmore	5-May-23
Council	20-Jul-23	Recruitment of Local Access Forum		To agree arrangements for the recruitment of the Monmouthshire Local Access Forum for the next 3 year period of appointment	Matthew Lewis	21-Jun-23
ICMD	12-Jul-23	Highways Traffic Regulation Amendment Order 10 DEFERRED TO 16TH AUG	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - prohibition of driving Pwll Du, Llanelly Hill	Mark Hand	19-May-23
ICMD	12-Jul-23	transfer the school balances for both Deri View and King Henry VIII School to the new King Henry VIII 3 – 19 School.	Rachel Garrick - Resources	Both King Henry VIII School and Deri View Primary school are closing on 31 st August 2023 and the new King Henry VIII 3 – 19 School will open on 1 st September 2023, under a statutory closure of schools the financial balances transfer to the Local Authority,	Nikki Wellington	4-Apr-23
	05-Jul-23	Reopen Monmouth Cemetery for new burials			Rhian Jackson	

Cabinet	05-Jul-23	RESERVATION OF GRAVE PLOTS		To seek cabinet approval to cease the provision of reserving grave spaces (not incl cremated remains plots) in Llanfoist Cemetery	Rhian Jackson	7-Nov-22
Cabinet	05-Jul-23	2022/23 Revenue and Capital Monitoring - Outturn Report	Rachel Garrick - Resources		Jon Davies	27-Apr-23
ICMD	28-Jun-23	Highway Traffic Regulation Order	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - making permanent the part-time prohibition of driving on Cross Street and Market Street Abergavenny	Mark Hand	6-Jun-23
Council	22-Jun-23	Gwent Public Services Board Well-being plan		To approve the Public Services Board's Well-being Plan that sets out the steps being taken collaboratively by public services to improve wellbeing in Gwent ahead of approval by the Gwent Public Services Board.	Richard Jones	20-Jan-23
Council	22-Jun-23	Chief Officer Children and Young People's Report 2023			Will McLean	14-Feb-23
Cabinet	07-Jun-23	Adoption of Transforming Chepstow Masterplan	Paul Griffiths - Sustainable Economy	To adopt the Transforming Chepstow Masterplan, co-produced with Chepstow Town Council, to inform future regeneration priorities and grant bids	Mark Hand / Dan Fordham	3-Oct-22
Cabinet	07-Jun-23	Transforming Towns Strategic Grant regeneration priorities and LUF3 bid	Paul Griffiths - Sustainable Economy	To agree the priority projects for bids for WG Strategic grant funding to 24/25 and the submission for round 3 of Levelling Up Funding	Mark Hand / Dan Fordham	3-Oct-22
Cabinet	07-Jun-23	Proposal to establish a Welsh medium seedling school in Monmouth		Cabinet to consider the results of the consultation, recommendations and decide whether to publish statutory notices.	Debbie Graves	27-Mar-23
Cabinet	07-Jun-23	Socially Responsible Procurement Strategy	Rachel Garrick - Resources	To endorse the Socially Responsible Procurement Strategy	Scott James	22-Aug-22
ICMD	24-May-23	Highway Traffic Regulation Amendment Order 9	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - including Llantrisant 20mph village lane, 40mph through road, possibly Llantrisant (Usk to Wentwood) 50mph; 20mph Gilwern and surrounding villages	Mark Hand	14-Apr-23
Council	18-May-23	Political Balance Report		The Council is required to review at, or as soon as practicable after, the Council's annual meeting, the representation of different political groups on the bodies to which the Council makes appointments.	Matt Phillips	2-Feb-23

Council	18-May-23	Outside Bodies Report		To appoint representatives to serve on outside	Matt Phillips	2-Feb-23
Council	18-May-23	Appointments to Committees		To appoint committees together with their membership and terms of reference in accordance with the Council's Constitution.	Nicola Perry	2-Feb-23
Council	18-May-23	Constitution update		For the Monitoring Officer to bring proposed amendments and highlight changes made over the previous 12 months	Matt Phillips	2-Feb-23
Council	18-May-23	Corporate Parenting Strategy			Diane Corrister	24-Aug-22
Cabinet	17-May-23	Review of Home to School Transport Policy 24/25.	Martyn Groucutt - Education	The purpose: Is to seek approval to commence consultation on proposed amendments to the Home to School Transport Policy for the academic year 2024/25.	Deb Hill Howells	12-Apr-23
Cabinet	17-May-23	Monnow Street public realm improvements	Paul Griffiths - Sustainable Economy	To agree how we proceed with proposals for Monnow Street public realm following consultation	Mark Hand / Dan Fordham	6-Mar-23
ICMD	10-May-23	Highways Traffic Regulation Amendment Order 9 MOVED TO 24TH MAY	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - including Llantrisant 20mph village lane, 40mph through road, possibly Llantrisant (Usk to Wentwood) 50mph; 20mph Gilwern and surrounding villages	Mark Hand	3-Oct-22
Council	20-Apr-23	Motion for the Rivers and Oceans update		Deferred - new date to be advised	Hazel Clatworthy	10-Jan-23
Council	20-Apr-23	Community and Corporate Plan		To seek approval of a new Community and Corporate Plan that sets the direction for the council and county of Monmouthshire, articulating the authority's purpose and priorities alongside the steps we will take to deliver these, the	Matt Gatehouse	6-Feb-23
ICMD	12-Apr-23	Welsh Church Fund Working Group - meeting 4 held on 9th March 2023	Rachel Garrick - Resources		Dave Jarrett	
Cabinet	05-Apr-23	Rapid Rehousing Transition Plan	Sara Burch - Inclusive and Active Communities	To agree a plan to transition the delivery of homelessness that minimises the use of and the time homeless applicants spend in temporary accommodation	Rebecca Cresswell / Ian Bakewell	24-Jan-23

ICMD	22-Mar-23	Non Domestic Rates application for Hardship Relief - RESTRICTED	Rachel Garrick - Resources		Ruth Donovan	
ICMD	22-Mar-23	Highways Traffic Regulation Amendment Order 8	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - including Monmouth Road, Raglan no right turn onto A40; resi permit parking at Exmouth Place, Chepstow and Ross Road, Abergavenny; 3T weight restriction on Old Wye Bridge Chepstow; waiting	Mark Hand	
Council	09-Mar-23	Pay Policy		To approve the publication of Monmouthshire County Council's Pay Policy, in compliance with the Localism Act."	Sally Thomas	1-Feb-23
Council	09-Mar-23	Council Tax Premiums			Peter Davies	18-Jan-23
Council	09-Mar-23	Capital Strategy & Treasury Strategy			Jon Davies	17-May-22
Council	09-Mar-23	Youth Council			Jade Atkins	7-Dec-22
ICMD	08-Mar-23	Proposed amendment to primary school catchment area – Llandenny Village	Martyn Groucutt - Education		Debbie Graves	10-Jan-23
ICMD	08-Mar-23	Highways Traffic Regulation Amendment Order 8 DEFERRED TO 22 MARCH	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - including Monmouth Road, Raglan no right turn onto A40; resi permit parking at Exmouth Place, Chepstow and Ross Road, Abergavenny; 3T weight restriction on Old Wye Bridge Chepstow; waiting	Mark Hand	
Council	02-Mar-23	Final Budget Sign Off including Council Tax Resolution			Jon Davies	
Cabinet	01-Mar-23	2023/4 Final Revenue and Capital Budget Proposals			Jon Davies	17-May-22
Cabinet	01-Mar-23	2023/4 WCF/Trust Treasury Fund Investments			Dave Jarrett	17-May-22

Cabinet	01-Mar-23	Month 9 budget monitoring report			Jon Davies	6-Feb-23
Cabinet	01-Mar-23	Monmouthshire ECO Flex 'Joint Statement of Intent' and Memorandum of Understanding"			Steve Griffiths	16-Nov-22
Cabinet	01-Feb-23	Tudor Street				9-Jan-23
ICMD	25-Jan-23	Highway Traffic Regulation Amendment Order No 7	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order	Mark Hand	15-Dec-22
ICMD	25-Jan-23	Community Council and Police Precepts - final	Rachel Garrick - Resources		Jon Davies	17-May-22
Council	19-Jan-23	'To determine the name for the new 3-19 School in Abergavenny		'To determine the name for the new 3-19 School in Abergavenny	Cath Saunders	28-Nov-22
Council	19-Jan-23	Council Diary		To confirm the Council Diary 23/24	John Pearson	14-Dec-22
Council	19-Jan-23	Appointments		A report for Council to appoint or ratify a number of appointments to bodies and positions	Matt Phillips	
Council	19-Jan-23	Community and Corporate Plan				
Council	19-Jan-23	Tudor Road Call-In			Nicola Perry	3-Jan-23
Council	19-Jan-23	Council Tax Reduction Scheme			Ruth Donovan	31-May-22

Cabinet	18-Jan-23	Garden Waste			Carl Touhig	21-Dec-22
Cabinet	18-Jan-23	Draft Revenue & Capital Proposals			Jon Davies	
Cabinet	18-Jan-23	Council Tax Premiums Consultation - Long Term Empty Properties and Second Homes			Ruth Donovan	
Cabinet	18-Jan-23	Proposal to establish a Welsh Medium Seedling school in Monmouth		To seek cabinet approval to commence statutory consultation processes to establish a Welsh Medium seedling provision in Monmouth.	Debbie Graves	23-Sep-22
ICMD	11-Jan-23	Clydach Ironworks Enhancement	Sara Burch - Inclusive and Active Communities	To seek approval for the transfer of land associated with the Clydach Ironworks Enhancement Scheme	Matthew Lewis	8-Dec-23
ICMD	11-Jan-23	Welsh Church Fund Working Group			Dave Jarrett	17-May-22
Cabinet						

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Monmouthshire Select Committee Minutes

Meeting of People Scrutiny Committee held at County Hall, Usk - Remote Attendance on Tuesday, 18th April, 2023 at 10.00 am

Councillors Present

County Councillor Sue Riley (Chairman)
County Councillors: Rachel Buckler, John Crook, Christopher Edwards, Jayne McKenna, Maria Stevens, Jackie Strong and Tudor Thomas

Officers in Attendance

Hazel Ilett, Scrutiny Manager
Robert McGowan, Policy and Scrutiny Officer
Diane Corrister, Head of Children's Services
Charlotte Drury, Service Manager - Well-being and Family Support

Also in attendance County Councillors: Tudor Thomas, Cabinet Member for social Care, Safeguarding and Accessible Health Services

APOLOGIES: County Councillors David Jones and Maureen Powell

1. Declarations of Interest

None.

2. Public Open Forum

No Members of the public in attendance.

3. Corporate Parenting Strategy

The Cabinet Member introduced the report and officers discussed the contents in greater detail.

Challenge:

What is the total number of care leavers? Is this about average compared with other authorities? What additional support can be given to these children?

I'm not sure, but can clarify after the meeting (Action: Charlotte Drury), but what I will say is that we do have good outcomes. Our care leavers tend to fall into two distinct groups young people whose abuse trauma and transition through care has not been as reparative as one would hope and a lot of work is done with them in terms of training and support and access to education and later life education. In regard to the number of children who are actually in education in long-term education employment apprenticeships or in universities, we do quite well in relation to our colleagues in Gwent, although we don't have as many care leavers as some of the big authorities.

The most recent children's commissioner report 2021-22 suggests that there is insufficient provision for children with complex needs, which by nature, also has the

potential to negatively impact the young people leaving the care system. I found that a little bit concerning. Has that improved since 2021-22?

If we're talking about the provision of care, when we say complex needs, invariably we're talking of children with significant mental health problems, children with disability or children who have experienced high levels of trauma, whose therapeutic needs and reparative needs are very high, sometimes with difficult behaviours. We're in a difficult place and in fact, that position has got worse, in terms of destabilization of the market, not knowing what the future holds and how the eliminate agenda will progress. Monmouthshire has plans to create their own residential units so that we can take more control and more oversight over the outcomes for young people, but it is a nationwide problem. We have been heavily reliant on independent agencies which is a specific problem in Monmouthshire problem, but in terms of the difficulty of placing children in foster placements generally, we share the same challenge as the rest of Wales and the UK, which is that we don't have enough foster carers and recruiting them is becoming more challenging. and the 'eliminate agenda' hasn't assisted us in this respect. We struggle to find placements for sibling groups, who maybe don't have complex or challenging needs and for younger children, partly due to having an older demographic, with a lot of foster carers retiring and also we don't have younger people coming into the fostering arena because they cannot afford to live here. In some communities in the valleys, foster caring may support people's income, if people have a spare room and thinning they have good parenting skills and like children, but we don't have the same motives here and that is why we have a greater reliance on independent fostering. Independent fostering agencies are now choosing to take English children over Welsh children, because of the 'eliminate agenda' and the risk of losing the placement within the next few years. Welsh Government have a clear position that they will seek to remove profit from children's care by 2027 and when they talk about eliminating profit, what they're talking about is the profit made by private providers, such as private residential homes in Wales and also independent fostering agencies. By 2026 it will be illegal to place a child in an independent residential provision, so there are funds to support the local authorities to create their own residential units and work in cooperation, particularly for the care of children and young people with very complex needs, because an authority like Monmouthshire might only have one or two children in that category.

What are we doing creatively to recruit foster carers?

We are trying to create an environment where every single member of staff becomes a fostering recruitment officer, and as elected members, you have the opportunity to have those conversations with people and encourage them to come and have a conversation with us, as we can look at ways of making it possible. We have explored opportunities to convert annexes to enable a young person to remain within the family until such point they are ready to transition to independence. We have bought bunk beds, looked at converting attics, supported foster carers to move to bigger properties and doing everything we can think of to encourage appropriate people to foster. We are sensitive in how we have those conversations and encourage people to have conversations with us, without giving the indication that anybody can foster. The Corporate Parenting Strategy sits alongside a Fostering Strategy and a Foster Care Recruitment Strategy, which has broadened some of those barriers of age, employment, accommodation etcetera, so that we can help resolve the barriers. That recognised, there is between

two and three hundred pounds a week difference in financial support received via a local authority foster placement and one via an agency. There are plans nationally to regulate the terms and conditions and scales of pay for foster care, but in the meantime, we have to look at different ways via our fostering strategy to make up the difference and one of those things is our base therapeutic support, which you don't receive via an independent agency.

What is provided in terms of training about nutrition, given it's fundamental in supporting cognitive behaviour as well as physical wellness and how do you support families who have nutritional problems? Also, what sort of checks and balances are undertaken with your foster carers whether prospective, newly engaged or experienced, to ensure they are truly being supported and do you feel that you have the systems in place?

Both nutritional training and support for foster carers and families fall under our preventative services. In terms of the foster care support, all foster carers have to attend skills and foster training and part of that is around the children's emotional and physical well-being, so that would include things like nutrition and if we had specific concerns about individual foster carers, they would be provided with specific support and training in order to ensure that the children in their care were receiving the right kind of environment to enable them to flourish, and that includes our 'connected persons carers' as well (these are family members who come forward to foster children within their family network). There may be some health concern, but foster children receive annual health checks and there is an annual review process which is reported back to the panel every three years for a foster carer to renew their status, so there is a wide range of general support as well as tailored specific support and there is a training development framework that applies to all of our foster carers, with core modules that all foster carers have to complete and a Pioneer program where foster carers can put themselves forward to mentor and support other foster carers on specific issues where they have specialist expertise. Monmouthshire has very good placement stability compared to other areas in Gwent. The Base service is also a small support service of a clinical psychologists and therapists, and they are currently establishing a young people's group to help inform the development of the service and that group is currently working on a therapeutic garden, in collaboration with the local community, to determine the location of the Base building. We are focussing on understanding where we need to input, to support the foster carer to provide the best care to enable the child to thrive and flourish, so that our care leavers can contribute as productive healthy connected members of the community.

We have benefitted from some of the media advertisements on foster caring, which was really positive. However, taking a child into care isn't always a case of taking a them out of risk, it can be a case of taking a child out of one risk and placing them in another set of risks and that's one of the reasons why we are so keen on promoting special guardianship orders and kinship placements, because even the most perfect foster carer may not be as resilient as the grandmother, the uncle or aunt and when we are dealing with very traumatised children with difficult behaviours who may be communicating their distress in very challenging ways, sometimes a foster carer may need to prioritise the other children in their care, whereas the family members may be more able and willing to support these young people, so making sure that we have the right support around those kinship carers is critical. We've had huge success in converting kinship orders to special guardianship orders. Sometimes the family

members may not be perfect, but if the child is happier and they are able to support them, often it's a better place for the children to be with people who love them. The Families Together project is a shared project with Barnardos, which supports children to continue to live with their families.

Do you have strategies to cope with the eliminate agenda, given the pressure on the system?

The Gwent heads of service are working with Welsh Government on this very issue also the 'All Wales' heads of service and directors are also heavily involved in discussions on this. Feedback has been given on the need for a strong element of support as the system changes and if independent providers of foster carers were to exit the system, we would need to fill the gap, but it is an ongoing issue we are negotiating upon. We have an independent reviewing officer who's extremely skilled and experienced whose job it is to sit outside operational services and to review the care plans at statutory times throughout the year to ensure that all partners (health, education, psychology, children's services) are doing their utmost for the benefit of the children in our care.

We've had money from Welsh Government for the Eliminate agenda to support children to go to a foster home via the local authority, and often we are presented with a situation where we have a child we know nothing about or the family they have come from and we need to provide them with accommodation which we haven't got, so it's about developing services such as those provided by our 'family time' team, to support children in their own home, while the assessments are done. We have our 'MIST service', which manages very complex crisis-driven young people and we've been able to divert some of that team from their longer-term work to help us manage crisis. The development of the 'going home staying home' team will enable us to support children and families in crisis, right at the beginning, whilst we begin to understand the issues, because placing children with complete strangers is also traumatising. We hope to recruit to this team in order to bolster the services that we already have developed in children's services, so we can ensure we can manage crisis and keep children home safely.

How does the work you do link with education and any support they offer?

The link with education should be strengthened by the recent recruitment of a vulnerable children's lead in education, education recognising that there is variation in school's ability to meet the needs of some of their more vulnerable pupils. Whilst every school has a designate designated lead for children who are looked after, certain schools are better at doing that than others, so there is work to do in supporting schools in developing more therapeutic approaches for trauma and emotional. There are also 'complex care panels' where children's services, education, CAMHS (Child and Adolescent Mental Health Services, MIST and health have joint duty to look at the 'Brighter Futures Strategy' in terms of education for looked after children in particular and to make sure their needs are met, so a lot of our complex children will go through that panel, in order to be able to make sure that difficult aren't unnecessarily excluded. The new vulnerable children's lead will also sit on that panel to ensure education is a priority for our looked after children. We also have a key relationship between children

services and the pupil referral service to support the needs of children who looked after within that service.

How do you match children with foster carers and what is the success rate? As a percentage, how many children have to face the unsettling process of having to start again?

I don't have the statistics to hand but can provide that after the meeting (Action: Charlotte Drury), but in terms of placement stability, we perform well and the base service assists with that. I would like us to be even better, but because we don't have enough foster carers, it is a challenge. Every decision involves risk and we are so careful. Placement matching is essential and is not imply a case of matching children with foster carers, but also with the other children who may be in placement, so that adds an additional layer of complexity. We are making 80% conversion rate from enquiry to approval, which we would like to be better, but people pull out for valid reasons. We speak to their children, we speak to their employers, and we have been audited and they were very confident in our assessment process. Our foster carers are amazing, flexible and work with us, but there are times when the fit just isn't right and sometimes children expose other children in the placement to two levels of risks that can't be managed and there have been occasions where we've had to exit foster carers from the service, because their own priorities have changed. We work very hard to get it as right as we can with the resources that we have and to support that match as much as we're able to and we are doing we are doing pretty well across the region. The link between the operational teams, crisis management teams and the fostering service is crucial, because we need to build support around families to manage risk in the community or mitigate risk in the community and having the information on children is vital in order to be able to match well and make sure that they're in the best possible placement. Sometimes the support has to transition across to the foster carer, in order to be able to hold a situation whilst we learn more about children, so it's very complex.

I notice in the report you refer to issues accessing dental care?

This is a national problem and foster children are not prioritised over any others, so getting a child registered at a dentist is extremely difficult, so it remains on our agenda. (Action: The Public Services Scrutiny Committee to highlight when discussing dentistry services with Aneurin Bevan University Health Board).

How important are developing life stories for young people and what emphasis are you putting in training staff on this?

Developing life story work for looked after children is quite a challenge if we're being honest. It's important for all children but life story work for children who are going forward for adoption has always taken the priority. We work with South East Wales Adoption Society, who have a lead worker for life story work, and she has developed a life story format which starts as soon as a child comes into the system whether that's at birth or whether that comes children coming into the foster care system. Life story work is quite a demand on social workers, who are already struggling with the day-to-day job, so to do life story work is very challenging. We have foster support workers and we've just employed a new support worker whose job will be to do the life story work and to support other people to do the life story work from the moment the child arrives. It's now

a responsibility for our early health assessment team as well as social workers and education and health to contribute to this, but it's always children who are to be adopted have taken priority, because they are going into a new life with a new family, so how we manage life story work for all of our fostered children is a real conundrum, because you can do it for the children coming in, but we can't forget children who've been in our system a very long time and there are children who are exiting our system as care leavers who still don't really understand their past. I'd like to think that we are preparing in this new way, because we have had a five year children plan towards the eliminate agenda and financial pressures means that it's now a two-year children's plan, which is very much about preparing young people to have support networks, to have lifelong opportunities. So we are starting much earlier now and have a lot of plans in place, but in terms of life storybooks for children age 9 who have been in our system for five years, it's very difficult.

Do children leaving the care system have personal advisors?

We have excellent personal advisors in Monmouthshire and they sit on our corporate parenting group and we've just extended the hours of one of them so we've now got three full-time personal advisors to support our young people up to the age of 25. They can help support them to access their records, so we are very aware in social work, what might have been written in 2002 might would be very different to what would have been written today this can be traumatic reading records that are written in the third person, talking about family and making very difficult comments, so it's a very difficult thing and we provide a great deal of support. We do have quite a lot of young people who want to know their history, but we have tried to engage those young people in their journey from the age of 14, so they are preparing to leave the system with some understanding. I think this has been a gap in previous social work practice for various reasons and foster carers are very much encouraged to write a daily diary, writing to the child about whether they had a good or bad day, what they may have done that day or any difficulties they experienced and whether they had conversations with them about it. It's accessible to the child and they can be part of it, so that when they leave care, they have their story. Part of it is helping children understand why they are in care, because not all of our children do understand why they are in care and doing that in a way that is sensitive way, so as not to damage their self-esteem, bearing in mind that half of all children aged 16, 17, 18 will go home, it's important that they understand the decisions that have been made in their best interests, but without leaving them with a shattered sense of self and how they fit with their community.

Chair's Conclusion:

Thank you for presenting this and answering our questions in detail. We feel the work you are doing is exceptional, despite the challenges and the committee is very satisfied with the progress.

4. People Scrutiny Forward Work Programme and Action List

The forward plan was noted.

5. Council and Cabinet Work Programme

The forward plan was noted.

6. Minutes of the meeting held on 28th February 2023

Minutes approved.

7. Next Meeting

The date of the next meeting was confirmed as 6th June 2023.

The meeting ended at 11.37 am.

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