

# PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD 16<sup>eg</sup> O FEDI 2015

## Canolfan Cynhwysiad Economaidd Coleshill – Adroddiad Cynnydd

### Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod y model presennol wedi cyflawni ei amcanion cychwynnol.
- Bod yr argymhellion a awgrymwyd yna'n caniatáu inni wneud penderfyniadau ar sail tystiolaeth ynghylch modelau darparu gwasanaethau yn y dyfodol ar yr un pryd â chynnal yr arferion da presennol.

### Rhesymau:

- Cyflwyno'r canfyddiadau yn dilyn yr adolygiad o'r cynnydd a wnaed gan Ganolfan Cynhwysiad Economaidd Coleshill (CEI).
- Galluogi'r Adran i ddarparu'r cymorth iawn, ar yr adeg iawn, mewn modd cost-efeithiol ar yr un pryd ag adeiladu cymuned gynhwysol.
- Yn ei gyfarfod ar yr 2ail o Fawrth 2015, gofynnodd y Pwyllgor am adroddiad ychwanegol a fyddai'n cynnwys arfarniad manwl o'r holl ddewisiadau a gynigir mewn perthynas a Chanolfan Coleshill, a hynny wedi'i seilio ar dystiolaeth a'i asesu o ran risgiau.

**Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: NAC OES**

### Aelod y Bwrdd Gweithredol sy'n gyfrifol am y Portffolio:

Cyng. Jane Tremlett (Gofal Cymdeithasol ac Iechyd)

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## EXECUTIVE SUMMARY

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 16<sup>th</sup> SEPTEMBER 2015

## Coleshill Centre for Economic Inclusion – Progress Report

### 1. Introduction

Attached is the progress report for Coleshill Centre for Economic Inclusion (CEI).

Coleshill opened in 2011 with an aim to enable economically inactive, disabled and disadvantaged citizens to live independent lives through greater economic activity. It was predicted that Coleshill would support 600 people over the life of COASTAL. The COASTAL programme ended November 2014 and achieved the following outcomes, exceeding all of the initial expectations.

#### COASTAL ACHIEVEMENTS

OUTCOMES	OUTPUTS
Number of participants	1265 individuals
Training	
Accredited qualifications	517
Further learning	220
Employment	141
Positive outcomes	686

It is clear that Coleshill still delivers support in line with current good practice and legislation it has been an invaluable service to those in receipt of support.

Over the past twelve months there has been significant success in the current projects within the service that provide training and supports participants in vocational skills/work ethics.

- **Catering – Blas Myrddin** continues to go from strength to strength with a steady growth in income however we are yet to realise the potential of **Cafe @ SA31**. Currently a focus group run by Carmarthenshire People First are scoping the feasibility of a sandwich delivery service.

- **White Goods / Recycling** – again we have seen steady growth in income and thanks to a grant via the Wallich we now have a container at the local amenity site at Nantycaws to increase the number of units coming into the project.
- **Creft Pren** – a new partnership has been secured this year with Burns Pet Nutrition who are acting as a vendor for the woodwork products / garden furniture made at this project with the view to setting up an independent workshop on site.
- **Grounds Maintenance** – new contacts and partnerships have been maintained and increased upon this year. Current partners include Parc Y Scarlet's and providing services for protected properties.

In addition,

The Work Choice Team continues to be one of the top performing agents in the country having secured **jobs for 132 individuals** in the last 12 months. These individuals are now able to contribute to the local economy and do not have to rely on benefits, this in its self builds their self esteem, confidence and general wellbeing.

Coleshill continues to grow steadily, **127 individuals** currently access Coleshill with activities now taking place throughout the day, evenings and at weekends.

We work in partnership with at least **9 other organisations** providing a range of activities, several advisory services and currently rent all but one of our office spaces securing **£25,200 in rental income annually**.

We currently have **31 volunteers** who, support the running of the centre and provide training session.

It is obvious that we need to build on the COASTAL model and continue the development of Coleshill CEI. There is no one way to improve services. Support needs to be developed around the local need and the local community assets including the social capital of the area.

Many of the best examples of best practice are of services which take a whole life approach and are based on good person centred practices and models of inclusion. Many of these examples can be found in the literature on supported living, direct payments and, the In Control pilot projects.

A key goal of Coleshill continues to be to build an inclusive community which ensures that people have the opportunity to participate in all aspects of community life. In order to achieve this we must,

- Support people to participate in the life of their local community
- Build and strengthen the communities capacity to provide support to individuals and their families
- Facilitate integrated local community planning and coordination which engages and involves people, families, service providers and community organisations
- Work with existing providers to enhance their capacity to provide relevant and appropriate supports in the community
- Improve access to information about relevant services and community activities.

From the individuals perspective, it is clear that both social and employment dimensions are important in terms of their 'progress'. There is a strong suggestion from research data that employment related outcomes cannot exist without the necessary personal / social skills and abilities together with sufficient confidence in one's self. In other words, it would not be possible to achieve employment outcomes without also (and first) achieving social and personal development outcomes.

In addition as reported in the COASTAL evaluation there is significant documented research that unemployment can have a significant negative impact on individuals.

Most research suggests that the long-term effects of unemployment on subjective and objective measures of well-being are negative. Protracted periods of inactivity, for example, can contribute to higher levels of stress and depression, which can in turn reduce the likelihood of finding and sustaining employment.

It is therefore appropriate to conclude that we need to continue providing a range of services which cater for both employment and social needs.

It is clear many of the values and aims identified for Coleshill CEI in 2010 have not changed and are still relevant today, if not even more so in 2015 with the current legislative and economic drivers.

Most of the outcomes initially aspired to in Phases 1 and 2 were indeed achieved as evidenced in the report. However, the outcomes identified in Phase 3 were seriously hindered by the economic downturn and the restructure process implemented throughout 2014/15 which inevitably meant a lack of drive, motivation and coordination within services resulting in a decrease in productivity and available opportunities.

There is no foreseeable reason why the momentum of increasing growth previously reported cannot resume now we have completed the restructure process and the economy is improving. It would be reasonable to expect progress to increase due to the new management structure, commitment to effective performance management and increased opportunities for inter departmental partnership working.

However to achieve success we must have the right vehicles for delivery and that a decision has to be made based on accurate facts and figures.

It is appropriate to conclude from this report that we need to continue providing a range of services which cater for both employment and social needs. We have achieved most of the initial objectives set at the initiation of Coleshill and in fact out performed many of the targets set within Coastal and the Workchoice programme. Many of the examples of good practice and recent legislation focus on utilising individuals strengths and providing them with the opportunity for meaningful engagement either in a work place, training or social setting.

The pressing issue left is that of which vehicle do we choose to provide services that are both sustainable for the future and continue to achieve and improve upon the outcomes achieved via existing models.

It would appear based on financial data and feedback from individuals who have been involved within the settings that 3 of the mini enterprises could become self sustaining and could function as an independent social enterprise or under the umbrella of Local Authority Trading Company, namely Catering, Gwyn i Wyrdd and Grounds Maintenance.

## 2. RECOMMENDATIONS

There now needs to be a period of accurate data collection and analysis to inform plans regarding which is the most suitable vehicle for delivering these enterprises under the umbrella of Coleshill CEI. The actions required being documented in the following recommendations:-

**Recommendation 1** – Complete a full evaluation of the viability of the existing projects to ascertain future vehicles for service delivery using ‘My Delivery Model Detector’. This needs to include input from experts in the field such as utilising the knowledge of Social Firms Wales, Wales Cooperative Centre and Mutual Ventures, whilst learning from examples of best practice such as the partnership between Neath Abbey Centre and Cyfle-i-Dyfu social enterprise.

**Recommendation 2** – establish Coleshill Service Board in collaboration with the Coleshill Community Association, who will,

- Write an overarching business plan as an umbrella organisation for all projects identified as a potential social enterprise,
- Apply for appropriate external grants and funding, and
- Develop a pathway to support the development of citizen directed cooperatives.
- Establish the ‘Cafe in the Park ‘ via an I Smooth franchise

**Recommendation 3** – Complete a scoping exercise involving all stakeholders to identify the following:

- Current range of both internal and external opportunities available within Carmarthenshire,
- Current number of units of opportunities available within Carmarthenshire,
- The number of units currently provided by direct services and external providers,
- The profile of needs and aspirations of those individuals currently eligible for services including carers, and
- Identify future trends in needs and aspirations of individuals.

**Recommendation 4** – Complete a Gap analysis focused on the following to be able to meet identified needs, prevent individuals entering services:

- People with complex needs
- People in transition
- Employment pathways
- Preventative and information services including brokerage

**Recommendation 5** – Complete a training needs analysis of all staff comprising of 3 key areas:

- Knowledge
- Skills, and
- Attitude

**Recommendation 6** – Write and implement a Community Inclusion Development Strategy which includes:

1. An engagement plan for consultation with all stakeholders including departments within the Local Authority,
2. Project plans developed by lead professionals to ensure the milestones identified are achieved.
3. Departmental action plans e.g. ‘Our Plan’ the LD action plan.
4. Milestones based on the ‘Eight Essential Actions’ identified in recent guidance from the National Department for Inclusion. Which are,
  - Know your community
  - Commission jointly
  - Think co-production
  - Hand over control to people and communities
  - Focus on outcomes not processes
  - Develop the market
  - Think about workforce and leadership
  - Communicate and enthuse

**Recommendation 7** – Ensure there is a cohesive approach to supported employment and employment skills training across the county and therefore reduce the number of individuals needing to enter commissioned or primary health services by:

- Establishing a county wide employment forum,
- Writing an employment pathway including the progression to Workchoice and Workways (APPENDIX E)
- Publically launch the Opportunities Team

<b>DETAILED REPORT ATTACHED?</b>	<b>YES</b>
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# IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

**Signed:**            **Anthony Maynard**            **Interim Head of Mental Health & Learning Disabilities**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>YES</b>	<b>NONE</b>	<b>YES</b>	<b>NONE</b>	<b>YES</b>	<b>NONE</b>	<b>NONE</b>

## 1. Policy, Crime & Disorder and Equalities

It is now time to move forward and take the next steps towards sustainability, Inclusion and implementing a progression based service model as identified in the recently agreed Model of Care PID.

Mid and West Wales Health & Social Care Regional Collaborative Learning Disabilities Partnership - Model of Care and support April 2015, established a set of guiding principles that people with a learning disability have the right to:

- Be treated as an individual
- Have access to appropriate services
- Be involved in how these services are delivered
- Be supported and enabled to progress, develop and achieve greater independence
- To be free from abuse and harm
- To take an active and productive part in their communities
- To be supported to maintain good health and lead a healthy lifestyle

There are key legislative drivers, published guidance and examples of good practice we need to use to inform future actions. We also need to learn some lessons from our experience of the COASTAL project. The recommendations within the attached report will facilitate this and allow us to fulfil our statutory obligations under the Social Services and Well-being Act 2014.

### Social Services and Well-being (Wales) Act

The Act received Royal Assent on the 1st May 2014 and the intention is that it will come into force in April 2016. The Act provides the statutory framework to deliver the Welsh Governments commitment to integrate social services to support people of all ages, and support people as part of families and communities.



The fundamental principles of the Act are:

**People** – putting an individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being.

**Well-being** – supporting people to achieve their own well-being and measuring the success of care and support.

**Earlier intervention** – increasing preventative services within the community to minimise the escalation of critical need.

**Collaboration** – strong partnership working between all agencies and organisations.

The Act promotes equality, improves the quality of services and enhances access to the provision of information people receive, it will also encourage a renewed focus on prevention and early intervention. The Act places a number of responsibilities upon local authorities, including:

- Assessing the extent of need and provision of care services, and identify gaps in provision;
- Assist in the development of social enterprises / co-ops / third sector organisations to provide care and support and preventative services; and
- Ensure service users are involved in the design and running of care, support and preventative services.

### 3. Finance

The recommendations contained within this report will not require any additional financial commitment. They will allow us to report on and understand our financial position in order to make sound evidence based recommendations and deliver accurate appraisals of performance in the future.

### 5. Risk Management Issues

At this point in time we are only able to report a basic SWOT analysis of our current position. By completing the proposed actions we will shortly be in a position to provide an accurate business plan containing a proposal on future models of service delivery including a comprehensive statement of risk.



# CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Anthony Maynard Interim Head of Mental Health & Learning Disabilities

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW:**

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Options Appraisal – The Future Model of delivery for Coleshill Centre for Economic Inclusion (Social Care & Health Scrutiny Committee – 2nd March 2015)	<p><b>Report:</b> <a href="http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150302/SUM05.HTM">http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150302/SUM05.HTM</a></p> <p><b>Minutes:</b> <a href="http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150302/MINUTES.HTM">http://online.carmarthenshire.gov.uk/agendas/eng/SOCI20150302/MINUTES.HTM</a></p>