

Appendix 2 – Cabinet Report - Towards a new model for day opportunities



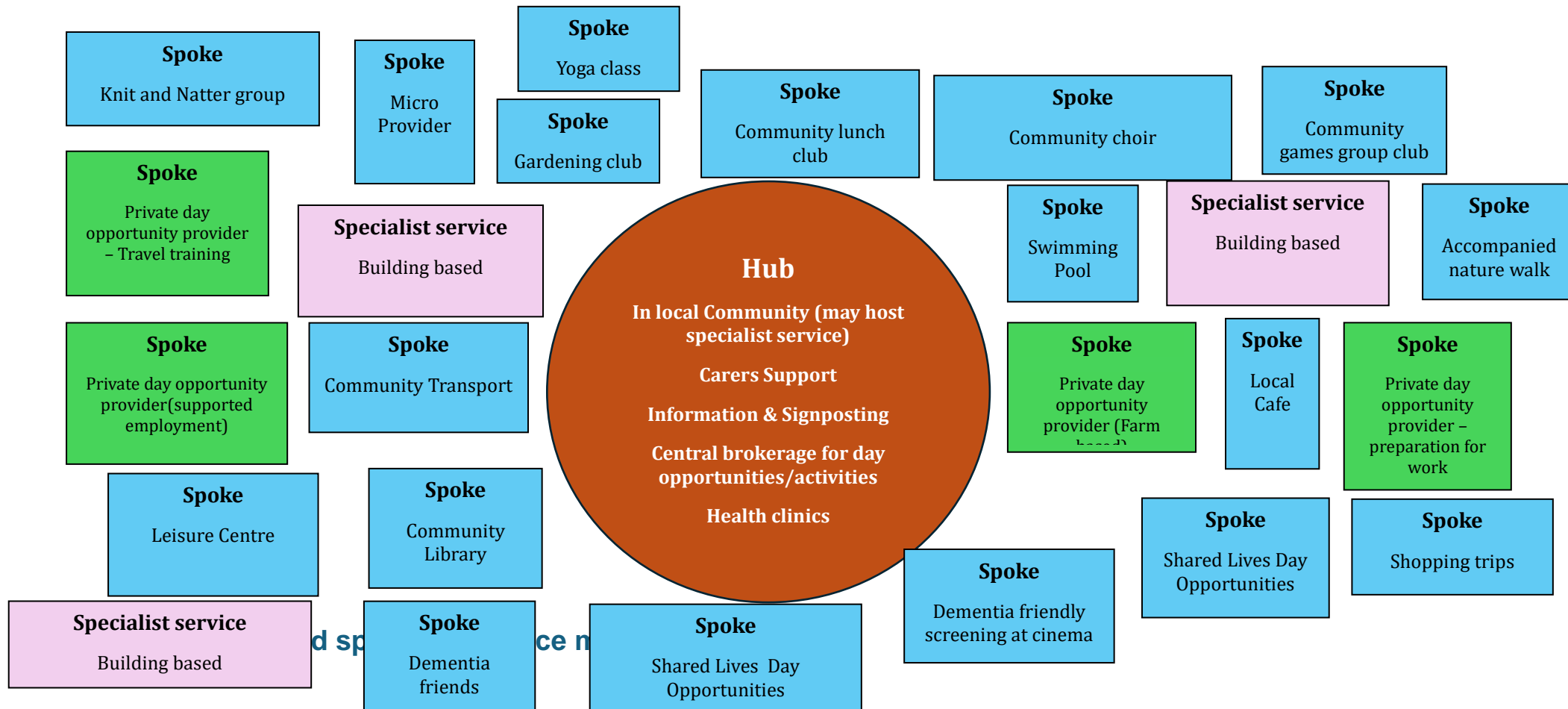
Developing a hub and spoke model, with a place based approach

Further detail on service specification development

The Model

This is an illustrative example of what a Dorset community hub, spoke and specialist model might look like. The hubs and spokes will differ depending on the need within that community.

Hub		
Spokes		
Specialist Services		



Our model places communities at the heart of service delivery in their local area and involves local partners within a neighbourhood coming together with local people to identify and work on the opportunities, activities and services that matter most to them.

Community hubs and spokes are multipurpose, providing or hosting a range of activities and services used by a host of Individuals. The range of services reflect local need, and may be delivered by local people, other organisations, or public agencies.

Our model aims to bring communities together through working with local partners within neighbourhoods to focus on a community led approach to service provision to meet the needs of those who reside in the local community.

The model provides a range of opportunities, activities, support and services, including specialist day services for those with complex needs.

1. **A Hub** is a place readily identifiable in a locality or local town, where activities may take place but, more importantly, people's access to day opportunities is supported, connections are made, new opportunities identified, and further activities planned.
2. **Spokes** are places or groups that deliver the opportunities/activities to individuals.
3. **Specialist provision** recognises the complex needs of some Individuals and focuses on their need for specialist equipment and facilities, which may be building based.

Key elements of the model

- The range of options available in each community via the hub, spokes and specialist services will reflect local need and may be delivered by local individuals, other organisations or public agencies.
- Community ownership will be encouraged. Utilising community buildings and organisations as one of the alternatives to the current building based provision.
- Co-produced, led and owned by the community, with Dorset Council support/guidance.
- The model will work in partnership and collaborate with other local provision such as family hubs, wellbeing and health hubs.
- Each opportunity/activity will be either commissioned by the Council, purchased by the individual through Direct Payments or an Individual Service Fund or by individuals engaging in private arrangements.

Hubs

Hubs will provide services for the community. Local people will be involved both in making decisions about how services are run, how buildings are managed, and supporting delivery through volunteering and developing services to meet specific needs.

Our aim is for a minimum of one main hub per locality, utilizing local buildings and land to provide a base for opportunities and activities, minimising the need for unnecessary transfer and transport for Individuals.

Hubs will be able to arrange and provide training for spokes as well as low level safeguarding, wellbeing and services advice and guidance, signposting and connecting people with local spokes, services and activities.

- A hub should not be one provider/person (this is a spoke). Each hub will be led by a key organisation or consortium responsible for the daily management and coordinator of the hub. (this could be anyone).
- Co-location of a number of partners in a hub arrangement is an efficient and effective use of resources.
- Individuals using the hub will co-produce service designs.
- Designed and based on the local community and the needs of the Individuals in the local area.
- Hubs will network and communicate between organisations and spokes and specialist services.
- Hubs will be able to provide local information and advice for the community on all matters social care. (Priority to link to the Independent Living Centres programme).
- A proactive and open conduit to local community and providers. (Supporting them with training, connection, and access.)
- Opportunities, activities, services accessed via the hub will be available to all in the community.
- The hub will have responsibility for co-ordinating services across one or more spokes.
- The hub may provide/include core services that are not available in spokes.
- A hub is a place where individuals can access a range advice and support including signposting to spokes and other community-based support or facilities.
- Meeting/pick up point for spoke/activities/outreach. (Making use of where there are good car park facilities.)
- Delivering activities and programmes to individuals *primarily* under direct payment and individual service fund Possibility to act as an Individual Service Fund (ISF) Provider/Broker. (Holding the funds for people and helping them make their choices.)

Spokes (outreach activities)

Spokes like hubs provide services for the community. Spokes are small outreach opportunities or activities. Spokes although independent will be connected to hubs.

Our aim is for as many spoke opportunities per locality to meet the needs of the community as required. Each local community may require different spokes due to differing needs.

The development of local spokes will support the reduction in unnecessary transfer and transport for Individuals.

- A spoke is likely to be one provider/person or a small group of Individuals working together.
- Several spokes in each community depending on identified need.
- Embedded in local communities, towns, villages and places.
- A range of community-based opportunities and activities.
- Satellite centres (much smaller than currently in operation).
- Meeting places for dedicated activities.
- Work within the enablement/reablement ethos (e.g. supported employment projects)

Private providers that can provide bespoke day opportunities locally for example:

- Micro providers.
- Carers groups.
- Cognitive Impairment groups for non-Care Act eligible individuals.
- Health and wellbeing activities.
- Employment Support.
- Library services.
- Advice and information.
- Benefits and housing support.
- Community cafes and Public Houses
- Community group or Community Interest Company, a local community asset such as leisure centres, libraries, village halls, pubs, community centres etc.
- Virtual spoke, digital provision to support other activities.
- Pop up spoke – one off or occasional opportunities that to meet identified need as and when required.

This is an indicative list, and not exhaustive

Specialist Provision (Hubs and Spokes)

Specialist provision will be provided by a mixture of staff supporting individuals with general wellbeing support and staff trained in the additional specific needs of the Individuals attending the service. Specialist provision will be able to cater for the needs of those attending for example, rooms/spaces where physio, speech and language therapy, chiropractor, opticians and medical practitioners may hold mini or pop up clinics or sessions.

Does not have to be a building based however more than likely. (This would not exclude interaction with spokes). Specialist provision could be within a hub, combining the networking or locality development activities, or it could be a standalone spoke, although the service will be integral to the overall local community offer.

- For Individuals who need specialist support or personal care.(multiple conditions may need hoists, specialist equipment and more intensive support)
- Specialist provision e.g. Cognitive Impairment, complex Learning Disability.
- Knowledge, expertise and trained staff suitable for the group being supported.
- Providing opportunities and activities that are appropriate to the needs of the attendees.
- Probably registered with CQC to enable the provision of personal care to those that need it.
- Does not exclude the ability for opportunities, activities and outings that include spokes in the local community.

Commissioning Mechanisms	
Commissioned Service	Commissioned directly by the Council.
Direct Payments	Individual decides to take a Direct payment and source own day opportunity
Individual Service Funds (ISF)	Individual decides to take the option of working with an accredited ISF Provider who works with them to source, plan and agree day opportunities/activities.
Self Funders	Can source any of the hub and spoke or specialist opportunities available.