

WORCESTERSHIRE DAY OPPORTUNITIES

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Public Consultation Feedback – October 2021

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Day Services Public Consultation 2021

A Day Opportunity helps people with learning disabilities receive assistance and support with carrying out everyday activities away from their own homes. It also gives them the opportunity to learn or improve upon skills and hobbies, to socialise and take part in leisure activities. As part of its duties under the Care Act 2014, the Council must meet the care and support needs of adults and the support needs of carers who are assessed as eligible under the Act's eligibility criteria. Eligible needs may be met by the provision of day opportunities to meet the adult's outcomes as identified in their needs assessment and will be recorded in their care and support plan.

This report was generated following on from an on-line survey which people were invited to complete in terms of the Worcestershire Day Opportunities public consultation process.

Responses

The survey was completed by 33 respondents. 53% of the respondents attended the Resource Centres.

61% of respondents to the survey were either the parent or the carer of an individual who uses Day Opportunities, 33% directly used the services and 6% were either the manager of someone who uses the service or part of a voluntary organisation.

Day Opportunities Consultation 2021

The Day Opportunities Consultation is an opportunity for the Council to share proposals for Day Opportunities remodelling with Worcestershire residents, so that they can provide their views and make other suggestions.

Why are Changes Needed?

We know that 127 individuals who are seventeen years old and currently going through the transitions process, have been identified as potentially requiring some sort of Day Care Opportunity. Worcestershire County Council knows that Day Opportunities users need better preparation for transitions throughout life and more opportunities for promoting independence. To try to achieve this, the Council has developed the following key principles:

The key principles in support of why we want to change the future offer are:

- People should be treated as individuals.
- People with learning disabilities should have equality of opportunity and be able to use the same services as other people.
- People should have choice and be able to have some control over the services they use.
- People should be part of the community where they live.
- People should feel safe.
- To promote independence.
- To prepare for transitions and new people coming into the service.
- Meaningful use of time.
- Emotional and Mental Health wellbeing.
- Developing and retaining identity.
- Motivation and taking responsibility.
- Self-care and living skills.
- Social engagement and networking.
- Self-expression.
- Enjoyment!

This consultation will be used to inform the final decision. If this means that people are affected by this change, we want to reassure existing service users that they will continue to receive the service they currently receive until individual needs assessments have been completed and any other alternative suitable arrangements are agreed with them and are in place, as well as ensuring we continue to meet our duties under the Care Act.

This consultation is based on the following recommendations which have been endorsed by the July Cabinet 2021: -

- A Council provided Resource Centre / building based offer for service users with complex needs where staff to service user ratio is 1:1 / 1:2 / 2:1 including young people moving through into adult services.
- An externally provided befriending / peer support service for individuals who may be older or for those whose primary need is support for social skills and maintaining friendships.
- An externally provided community-based offer for individuals with less complex needs (staff to service user ratio of 1:5 / 1:8)

Suitability

The survey was split into three key areas; the first section consisted of 13 questions which were based around the individual's needs, the second section was around day services as a whole and the final section was to capture personal data in line with equal opportunities monitoring. The following section summarises the responses received by people who completed the survey.

To the question, **"In your own opinion which type(s) of support do you feel would be suitable for you or the person you care for?"**, the most common response was 'Resource Centre/Building based offer' with 81% of the respondents answering as such. A Community based offer was preferable to 31% of people and 28% wanted a Befriending Service, only 3% of respondents answered "Not applicable".

In terms of universal choice and support, 42% believed that the proposed Day Opportunities offered enough choice and support for everyone, 30% answered that they didn't know and 27% responded that they didn't know.

The answers given for why the options were **not** suitable varied, the most common answers were that the choices were too limited and that they didn't feel like their voices were being heard. A lot of the answers stated that the Connect services were very well-received and the respondents were wary to make any changes.

When asked, **"What do you think is good about our proposal?"**, the responses also varied which was to be expected. Below half of the answers were negative, with most stating that they were unsure of how it would work, that they were unclear regarding the benefits and that "more understanding would be needed". The positive responses centred around the increased ability to meet individual needs and offer more choice.

Concerns

To the question, **"Do you have any concerns about our proposal?"**, 42% answered yes. 30% responded no and 27% didn't know.

The main concerns listed were as follows;

- Reduced number of days at the centre
- The proposals are reviewed too often, usually this means a reduction in opportunities and staff
- Concern about centres/clubs reopening
- Choices/wishes aren't being listened to
- Opportunities will be more limited
- External service providers need to be monitored to ensure good services
- More thought needs to go into it

Community Day Opportunity Offer

The key points identified as being important for a community day opportunity offer were; Variety in the activities (94%), building positive relationships with others (84%), proximity to where the service users live (78%), places being available at Resource Centres (50%) and ensuring a mixture of building based and outreach support (50%). A variety of appropriate transport was also listed as important by 41% of respondents.

Other common key points and suggestions for Community Day Opportunities are as follows;

- Longer hours and more flexible opening times
- Safe opportunities
- Advocacy for those with more complex needs
- Having choice
- Friendship/socialising
- Well trained staff

Complex Needs Provision

When asked, “**What would you expect from provision for people with more complex needs?**”, the most common answer was ensuring the service users receive proper care and attention by properly trained staff. Socialisation and the development of life skills were also very common answers, as well as maintaining a person-centred provision.

In terms of the service itself, 46% agreed that complex provision should be a building based service, only 9% answered no and 46% didn't know.

Future Demand

To the question, “**Do you have any other ideas about how we could prepare for future demand for Day Opportunities?**”, a range of responses were received. The most common are listed below:

- More middle of the range opportunities for those that are more able
- Expanding the service
- More funding to activities that develop skills and relationships
- The Young Adults team and schools need to work together ahead of young people leaving school to better prepare them
- Provide financial support to smaller organisations to offer activities
- Encourage all community groups to welcome people with learning disabilities

Transport

Service users on the whole need transport to get to their Day Opportunities, 69% in total advised that they required transport and only 31% didn't.

Direct Payments

Only 9% of respondents required further information about Direct Payments, 91% answered that they would not like further information.

Scheduling

When asked, “**Which time of the day would work best for you, or the individual you care for, to take part in Day Opportunities?**”, the most common answers were mornings (91%) and afternoons with 79%, 21% and 15% responded with weekends and evenings, respectively.

Similarly, the best time to take part in consultation briefings were 9am-12 noon (79%) and 1pm-3pm (49%), only 15% said 4pm-6pm and 12% would like them after 6pm.

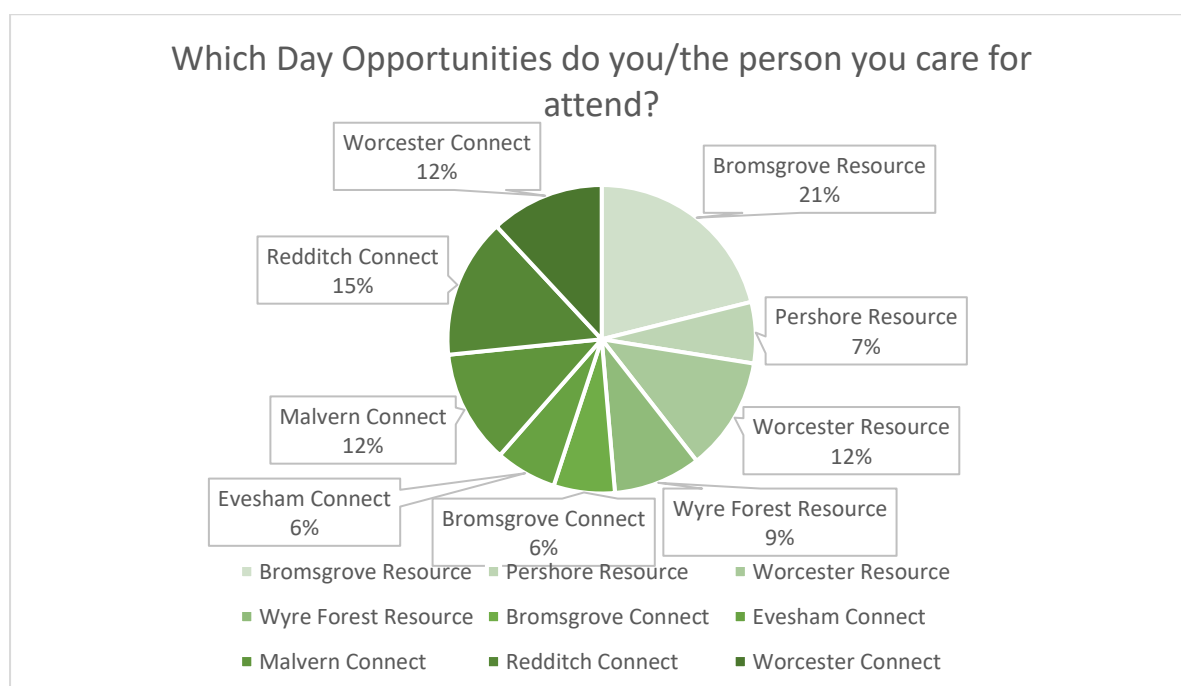
About You

This section of the survey goes over the more personal details of those answering to gain a deeper understanding of who is responding and to ensure that the results are properly representative of the Worcestershire Services as a whole.

78% of the respondents were female, with only 22% of answers coming from men.

Carers/parents responding on behalf of a Day Opportunities user answered that there was 50/50 split in terms of gender.

Which Day Opportunities do you/the person you care for attend?



As you can see from the above pie chart, the respondents of the survey attend centres all across Worcestershire, with Bromsgrove Resource centre having the most respondents.

The average age of respondents to the survey was 62, the youngest to complete it was 33 while the oldest was 87. Those with carers answering on their behalf fell into similar ranges, though the oldest in this regard was 77 and the youngest was 27.

97% of respondents to the survey were White (English/Welsh/Scottish/Northern Irish/British), the remaining 3% were Asian/Asian British. When carers/parents were asked on behalf of the service users under their care the results stayed essentially the same, 95% were White and 5% were Asian/Asian British.

