

## **Day Opportunities in Worcestershire**

### **Service User Public Consultation**



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## Acknowledgements

*Thank you to all the individuals who took time responding to the survey, we really appreciate your feedback!*

## Executive Summary

- 44 people responded to the Day Opportunities services questionnaire, these primarily consisted of service users with past or current experiences of these services
- The majority of respondents were aged between 36-54
- A large proportion of respondents lived in Redditch or Worcester
- 30% (13) of respondents knew what Direct Payments were, of those 13, 11 people knew what they could be used for
- The hours of preference for most people to attend activities was within the same times as the current services, possibly due to people not being sure how Day Opportunities may be delivered outside of these hours
- 40 of the 44 respondents received help to complete the survey, 22 of those were helped by their parents, 13 by a support worker and the remaining by staff or care workers.
- Socialising was the most important part of going to the centre, 34 respondents answered they enjoyed seeing their friends and a further 11 said that they liked seeing staff. Beyond this the most common answers were, *“Doing the activities that I like”* with and *“Going out to new places”*
- The Connect building was utilised by the majority of respondents, 37 used the building to meet with friends, 35 to do activities, 34 to have lunch and another 34 answered that they used the building to *“Feel Safe”*
- A large proportion of the respondents preferred a community and building based service
- Under half of the respondents weren't aware of what was available within their own community
- Socialising, again, was the most highly requested activity when asked which activities they would like to do the most, 41 answered *“lunching out”*, 39 said *“meeting friends”* and 31 said *“going to the cinema”*

## Introduction

Day opportunities are services that people can use if they have disabilities or other difficulties and they need support to engage with their community. They help people socialise, stay well, and enjoy a range of activities. This may be in a centre or out in their local community. Services aim to offer people flexible access to a range of self-chosen activities that are tailored to meet the needs and outcomes that the person identify are important to them. This includes access to learning, training and employment. Services aim to be personalised to the needs of the individual, promoting their wellbeing, independence and integration with the community they are part of.

In Worcestershire, Day Opportunities are provided, at the moment, through three different models:

- day centres or location-based activities
- community based group activities
- one-to-one support from home

Since October 2020 we have engaged with Carers, Service Users and Staff to inform and collaborate a joint approach to the future of Day Opportunities as we wanted to make sure we involved everybody in shaping these services by capturing their views and by making other suggestions or sharing ideas.

We are now carrying out a public consultation which is due to end on the 31<sup>st</sup> October 2021.

The Day Opportunities Public Consultation is an opportunity for Worcestershire County Council to share some of our ideas about how we can provide Day Opportunities in the future for people who use our services and for everyone to have their say.

***“Worcestershire County Council (WCC) want to ensure that Day Opportunities provision within Worcester meets the needs of service users and carers “***

## Why are we focussing on this issue?

Worcestershire County Council know that Day Opportunities are crucial and are keen to engage with staff, carers and individuals who may require a Day Opportunity Service. We also want to make sure that we are giving people as much choice and independence as possible.

### **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
- and most importantly enjoyment!

## **Methodology**

Worcestershire County Council produced a questionnaire which was circulated to every individual that currently uses the Day Services and asked them to complete and return to the Council.

The survey primarily revolved around the individuals and what they felt was important to them when being supported through a Day Opportunity. Further questions asked them more specifically about issues such as:

- Direct Payments
- Day Services Buildings
- Activity preferences

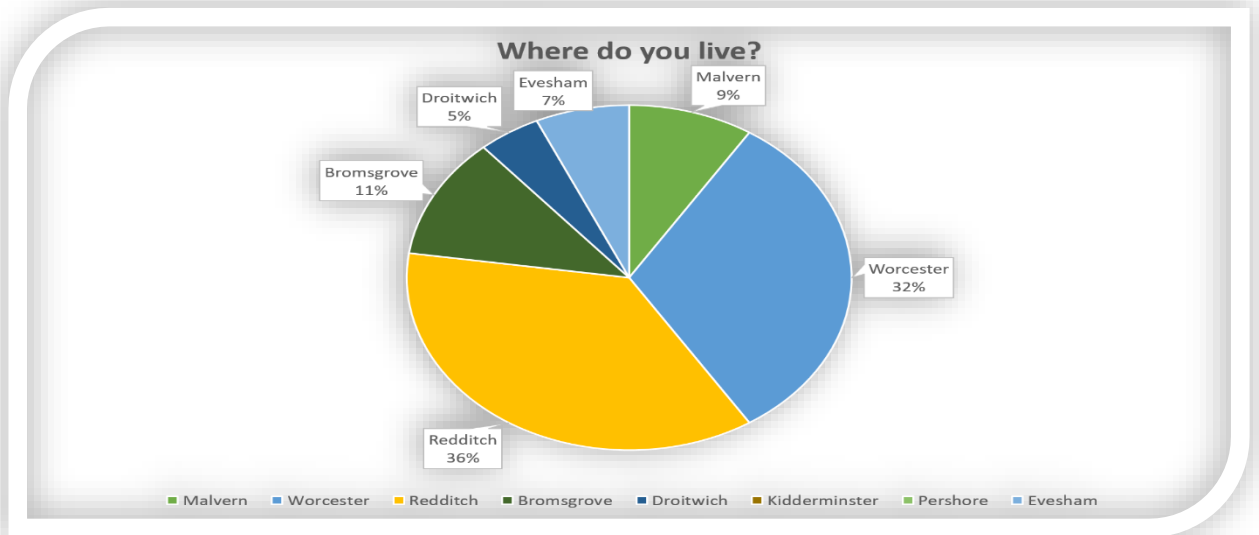
## **Results**

### **People completing the questionnaire**

In total 44 responses were received. The questionnaire didn't ask those filling it in to specify much personal information, but it did ask for general information which is detailed within the report.

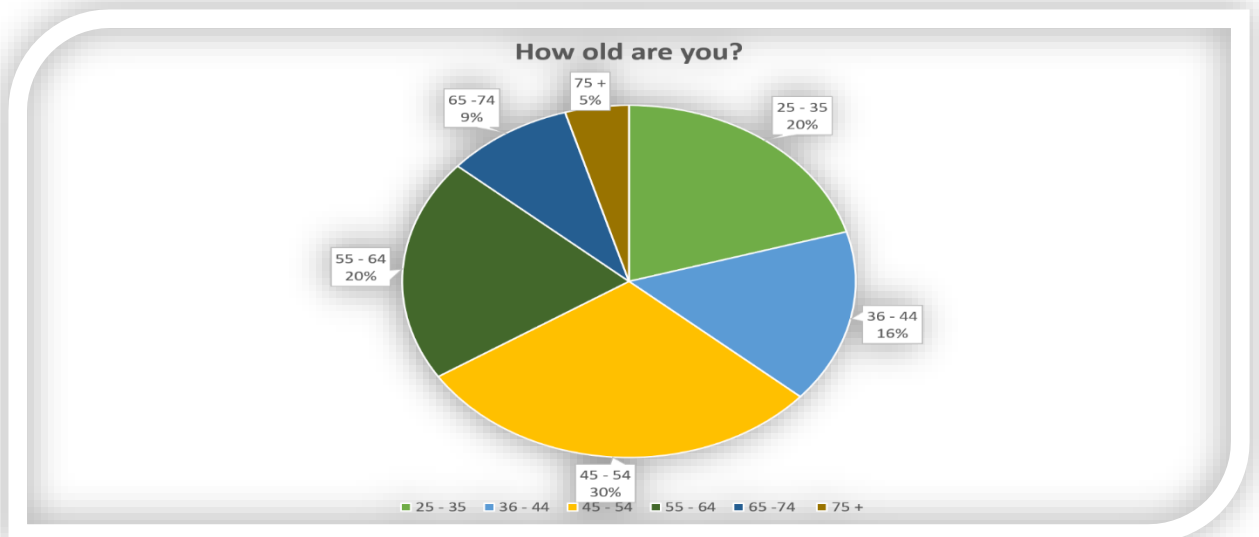
### Where are the respondents from?

When asked where they lived, the most common answers were Redditch and Worcester with 36% and 32% respectively.



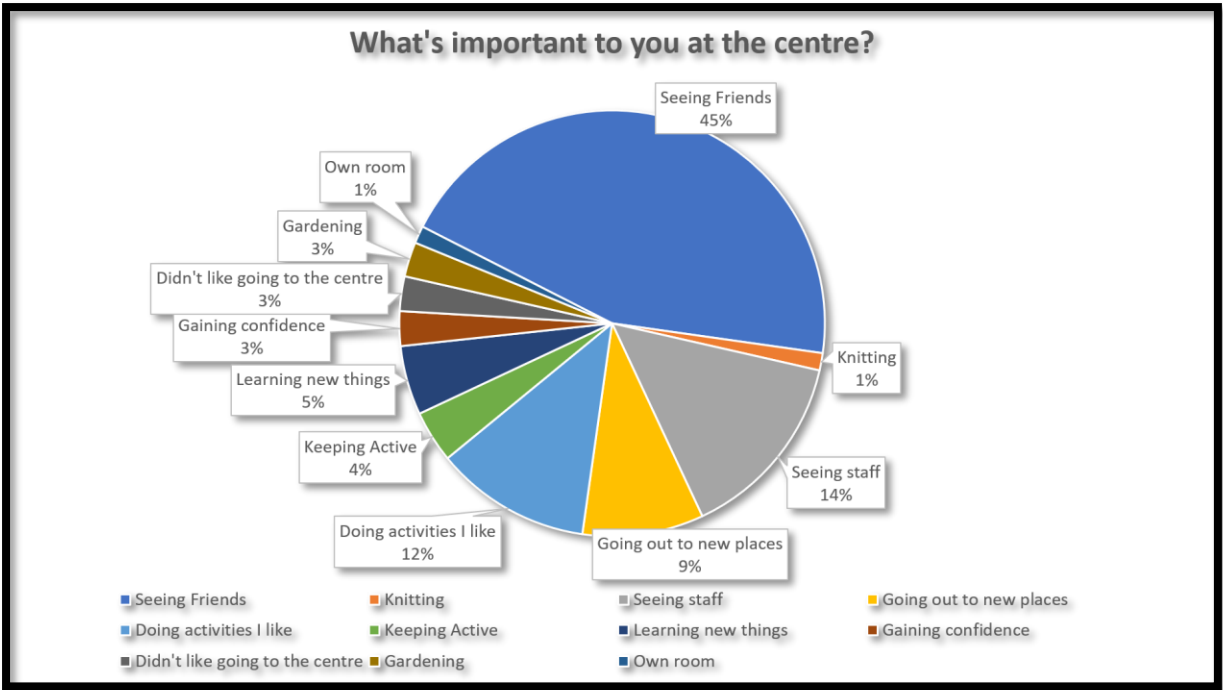
### How old are you?

The majority of those individuals that responded, almost half, were aged between 36 and 54.



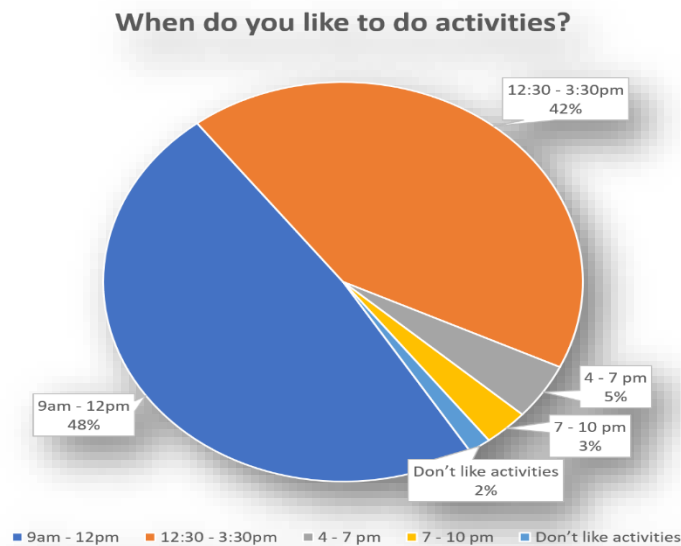
### What's important to you at the Centre?

There was a range of reasons around the importance of the Day Centre, but it was quite clear that the most important element of the Centre was individuals meeting up with their friends. This is consistent with the feedback from Carers.



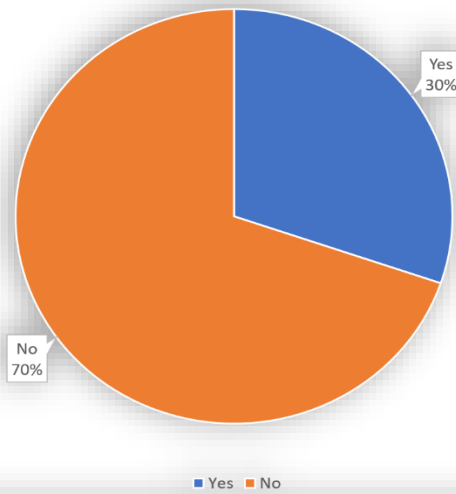
### When do you like to do activities?

Respondents, on the whole, preferred to do activities in the morning or the early afternoon and is in line with the current offer of the hours that existing services provide, however there might be further exploration of explaining how activities outside of these hours may work.



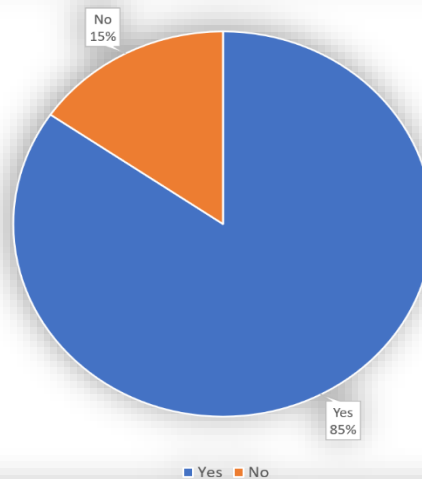
### Do you know what Direct Payments are?

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If yes, do you know what you can use DP's for?

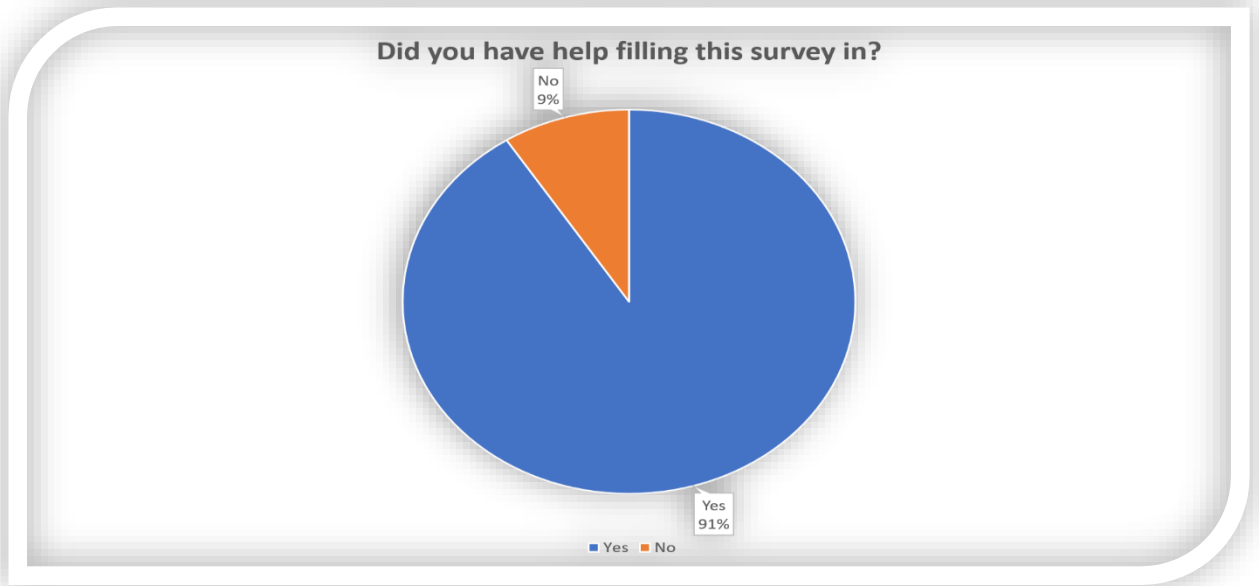
### If Yes, do you know what you can use DP's for?



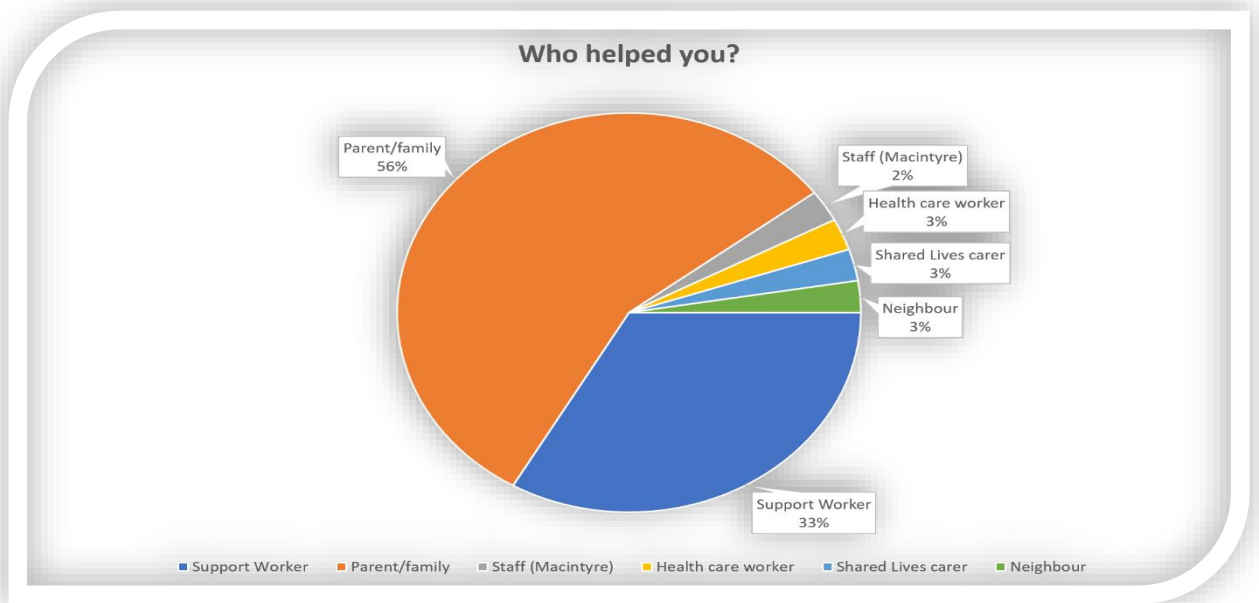
The majority of individuals didn't know what a Direct Payments was, with 70% of people answering no. Again, this indicates that there may be some further work around helping individuals to understand what a Direct Payment is and how it can be used within Day Opportunities.

Did you have help filling this survey in?



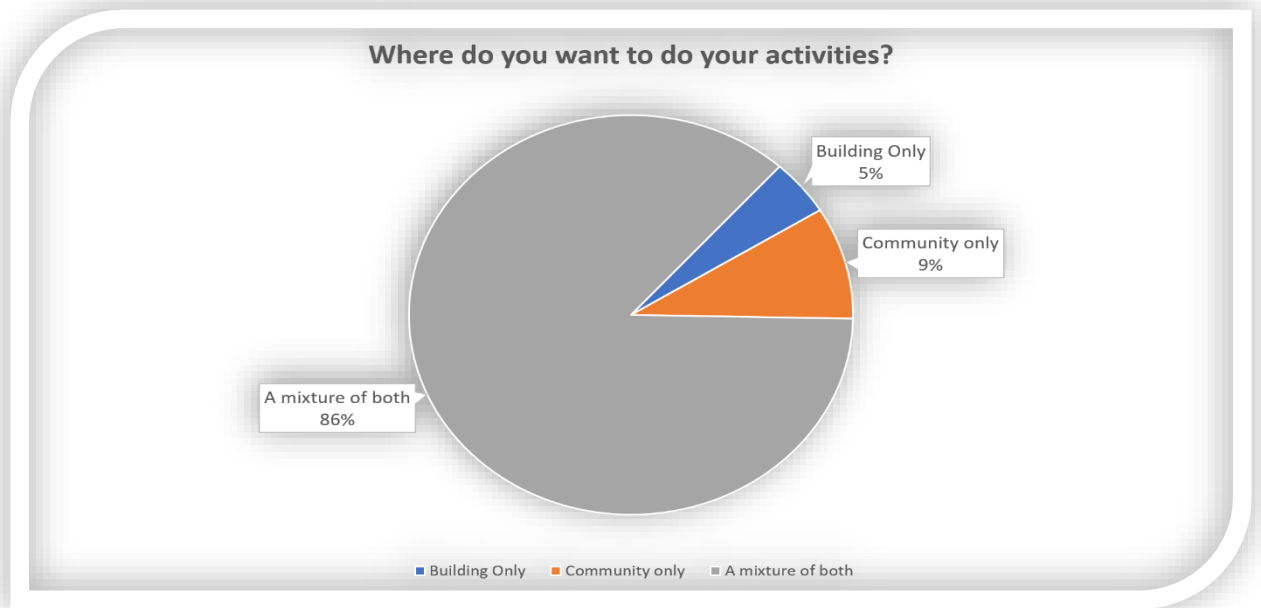


If yes, who helped you?

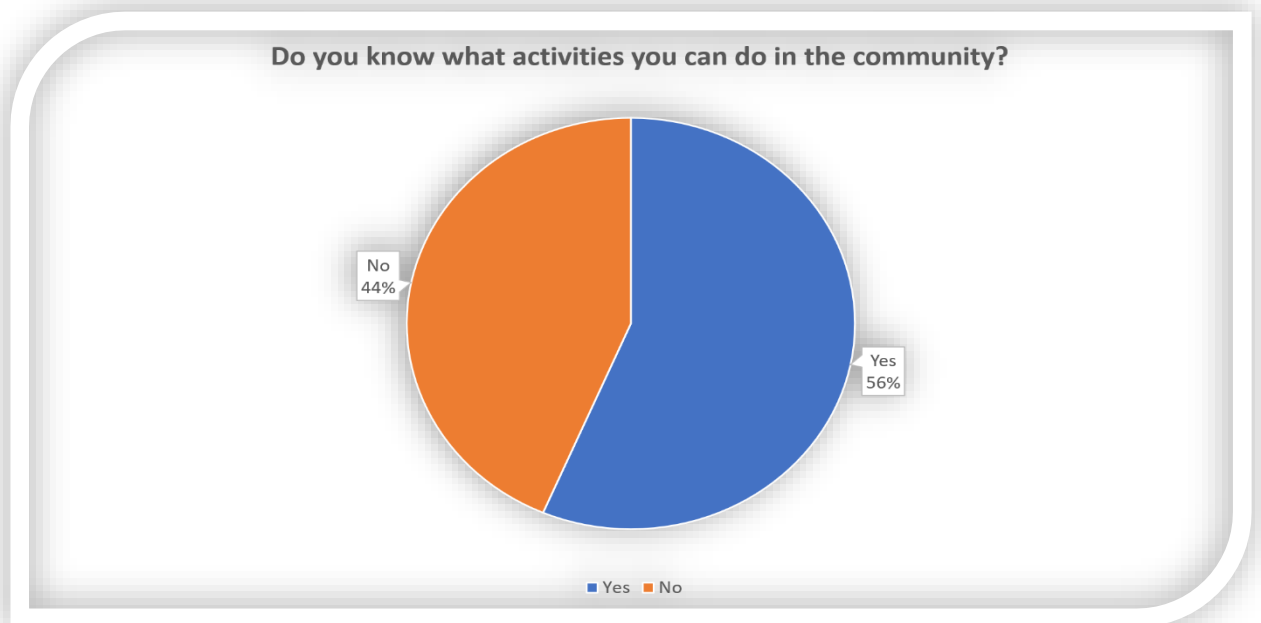


The majority of individuals who responded were helped to fill in the survey from parents/family, staff or support workers.

## Where do you want to do your activities?



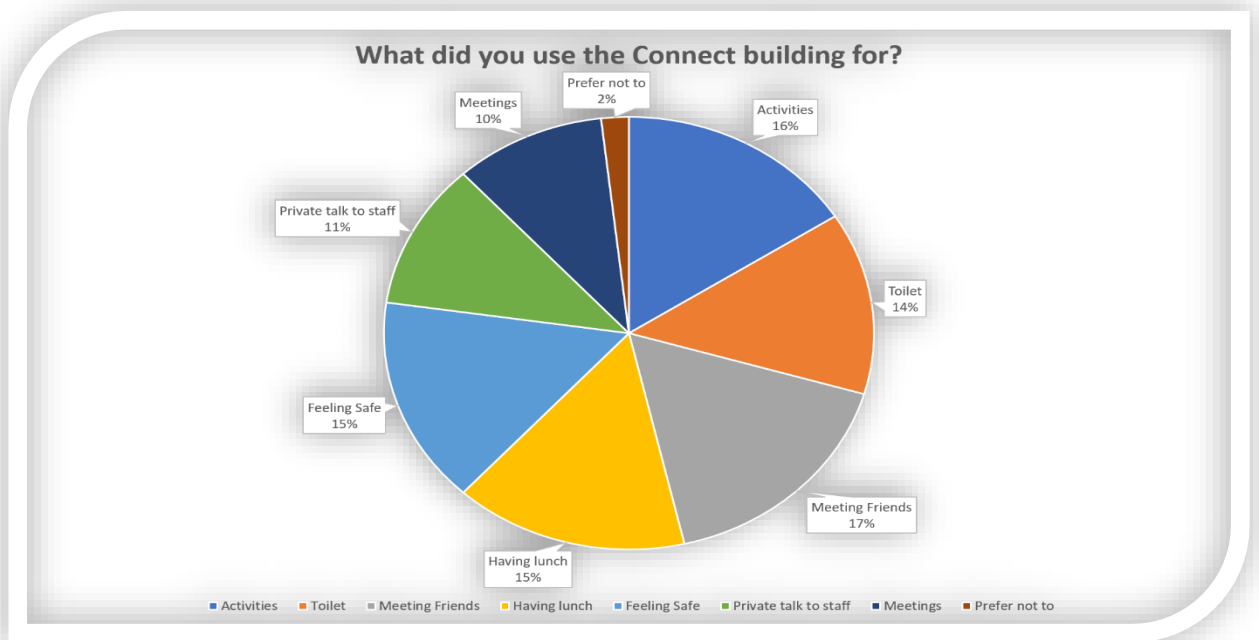
## Do you know what activities you can do in the community?



The majority of the individuals expressed a preference in having both a building and community type service but with only 56% of them knowing what was available within their own community. Again, this feedback correlates to some of the carer feedback.

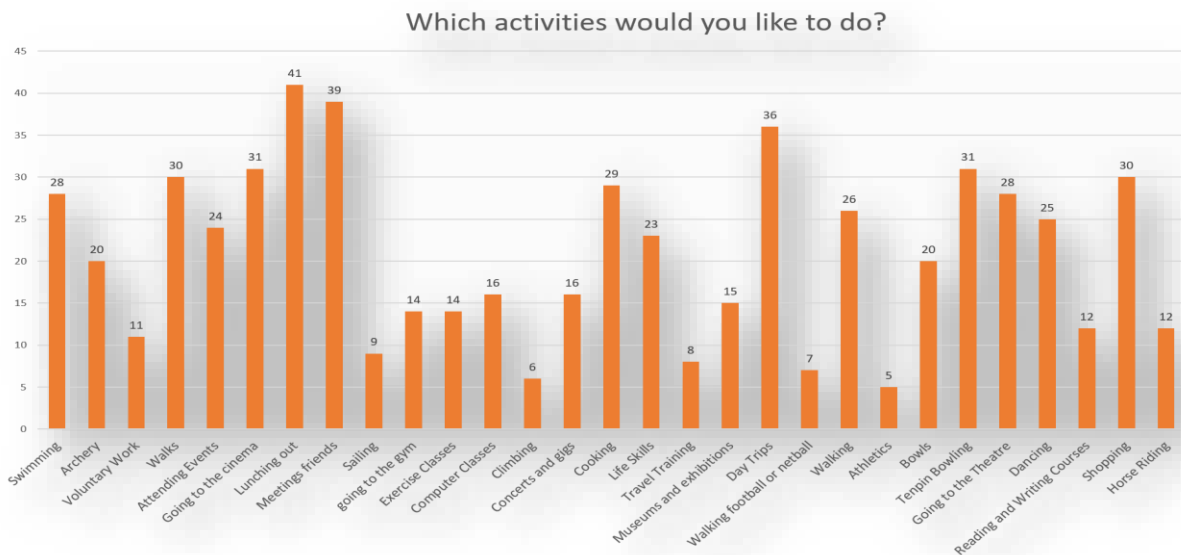
## What did you use the Connect building for?

There was a real cross-section of reasons for individuals using the Connect Buildings which included activities, accessing toilet facilities, having lunch and feeling safe. Interestingly in this question only 17% alluded to the meeting friends element.



### Which activities would you like to do?

Below is the range of activities that individuals expressed an interest in or said they enjoyed. Reassuringly it reflects our future proposals in offering more choice for individuals.



**Next Steps** - This report captures what the individuals fed back through the surveys and is to be shared with people and as part of the public consultation to consider when looking at Day Opportunities both now and in the future.