

Appendix 2: –

Draft Day Opportunities Strategy Consultation Consultation Findings - Questionnaire Analysis



Consultation Findings

Consultation Events

Table 1.1. An overview of Consultation Events/Meetings and Attendees.

Type of Event	Number of meetings	Attendees
BCC day centre events	30	1048
Small groups / friendship groups	173	1014
Day Care Provider Events	5	90
Public Events	14	83
External day centre events	5	71
Meetings Briefings/Programme Boards	9	-
Specialist Focus Group	9	95
Open Public events	3	75
Total	248	2476

Questionnaire responses

There were two types of questionnaire available for participants to complete which were a standard version and an easy read version. The easy read version was designed primarily for those with a Learning Disability or those who may have difficulty with reading.

Both types of questionnaire were available in hard copy, online and at all consultation events. Those participating in the consultation had a choice of completing the questionnaire online or completing one at their leisure and returning a hard copy via post (in a pre-paid envelope). Another option offered was that those who attended consultation meetings could complete the questionnaire at the end of the event and hand it in to the consultation team.

Table 1.2 Number of questionnaires completed

Completed Questionnaires	Standard	Easy Read	Total
Number of questionnaires completed	428	532	960

[It should be noted that the number of respondents quoted subsequently may not be equal to the number of people completing the questionnaires due to multiple responses to questions being entered to questions by some respondents.]

Questionnaire Analysis

The questionnaires contained 4 separate sections:

Section 1 – Tell us who you are: contained questions about the person completing the questionnaire

Section 2 – contained questions about the Proposed Day Opportunities Strategy

Section 3 – contained questions about the Draft Day Service Model

Section 4 – asked questions relating to Equalities Information, e.g. age, gender, and ethnicity.

I. Questionnaire Responses

a) Section 1: Tell us who you are:

Q1. Standard: Firstly, which of the following are you? (or the person you are completing this on behalf of)?

Q1. Easy Read: Please tick all boxes which apply to you

Table 2.1 below details the responses to this question. A high percentage of those who responded to the standard questionnaire (52%) and (85%) to the easy read questionnaire categorised themselves as “I am a resident of Birmingham and attend a day centre in Birmingham” followed by “I am a resident of Birmingham” (32%) standard and (74%) easy read and “I care for someone who attends a day centre in Birmingham” (24%) standard (14%) easy read.

Table 2.1. An overview of people completing both the Questionnaires

Category	Standard		Easy Read		Combined Total	
	No.	%	No.	%	No.	%
I am a resident of Birmingham	139	32%	393	74%	532	34.46%
I am a resident of Birmingham and attend a day centre in Birmingham	222	52%	454	85%	676	43.78%
I care for someone who attends a day centre in Birmingham	102	24%	73	14%	175	11.33%
I represent/own a local business	3	1%	1	0%	4	0.26%
I represent a charity that covers the Birmingham area	29	7%	6	1%	35	2.27%
I represent a community group in Birmingham	11	3%	3	1%	14	0.90%
I work for Birmingham City Council	62	14%	7	1%	69	4.47%
I am a Birmingham councillor	2	0.33%	0	0%	2	0.13%
I represent a public sector organisation	6	1%	0	0%	6	0.39%
Other	16	4%	11	2%	27	1.75%
Not Answered	2	0.33%	2	0.21%	4	0.26%

As people were able to select more than one option the figures shown in **Table 2.1.** do not tally with the total amount of individual respondents who submitted a questionnaire in table **2.2.**

Q2. Are you completing the questionnaire on behalf of somebody else?

Table 2.2. An overview of people completing question 2

	<i>Number</i>	<i>Yes</i>	<i>Number</i>	<i>No</i>	<i>Number</i>	<i>Did not respond</i>
<i>Standard Questionnaire</i>	221	52%	201	47%	6	1%
<i>Easy Read Questionnaire</i>	280	53%	237	44%	15	3%
<i>Combined Total</i>	501	52%	438	46%	21	2%

In response to the standard questionnaire (47%) responded **No**, (52%) responded that **Yes**, they were completing the questionnaire on behalf of somebody else, with (1%) not providing a response. In response to the easy read questionnaire (44%) responded **No**, (53%) responded that **Yes**, they were completing the questionnaire on behalf of somebody else, with (3%) not providing a response.

* The combined percentage (%) total for question 3 – Question 7 in the following section is based on the combined number of responses to that particular question.

Example Question 3: There was a combined total of 963 responses to the question – the combined total for those that strongly agree is 206.

$$206 \div 963 \times 100\% = 21.39\%$$

Section 2: Proposed Day Opportunities Strategy / Our ideas for day services

Q3. Standard: What do you think about the proposals in the draft Day Opportunities Strategy?
Q3. Easy Read: What do you think about our ideas for changing day services?

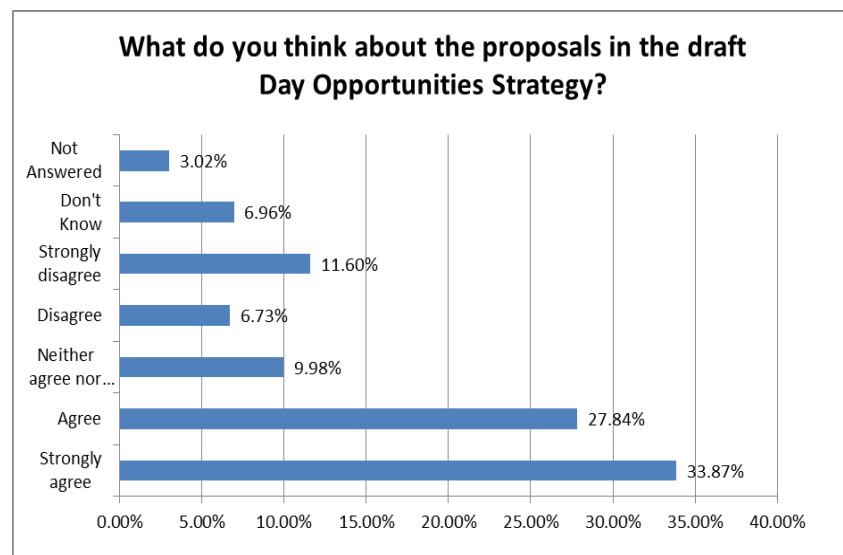
Table 2.3. Responses to Question 3

	Standard		Easy		*Combined Total	
	No.	%	No.	%	No.	%
Strongly agree	146	33.87%	60	11.28%	206	21.39%
Agree	120	27.84%	134	25.19%	254	26.37%
Neither agree nor disagree	43	9.98%	54	10.15%	97	10.07%
Disagree	29	6.73%	90	16.92%	119	12.36%
Strongly disagree	50	11.60%	130	24.44%	180	18.70%
Don't know	30	6.96%	59	11.09%	89	9.24%
Not answered	13	3.02%	5	0.93%	18	1.87%
Total	431		532		963	

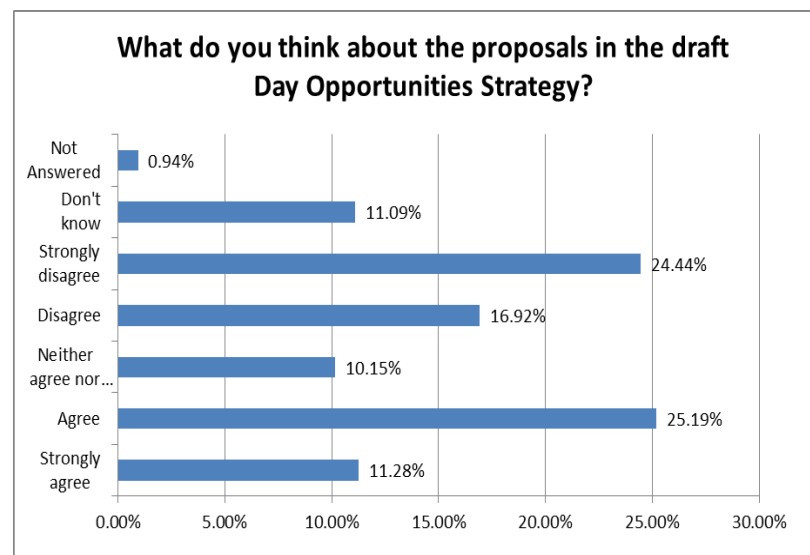
A high percentage of those who completed the standard questionnaire were in agreement with the proposals (61.71% and 18.33% disagreed), whilst a higher percentage of those who completed the easy read questionnaires were not in agreement with the proposals (41.36% disagreed and 36.47% agreed). The overall level of support for the proposals was 47.7%.

The following graphs 2.1 and 2.2 provides a full breakdown of responses to this question

Standard 2.1 – Overview of responses to the draft strategy



Easy Read 2.2– Overview of responses to the draft strategy



Comments linked to this question indicate that those in agreement with the proposals of the strategy felt that the proposals were long overdue. However, others who agreed with the draft proposals cautioned that more needs to be done to ensure adequate support is in place to implement the proposals. For example, one respondent commented: "I strongly agree with the proposals, however I believe service users may need a great deal of support, some even one to one, when taking them out in the community and in terms of transport." Others said they agreed with the proposals but did not want this to be at the expense of building based services.

For those who did not agree with the proposals, there was a feeling that the proposals represented closure of building based day centres and comments reflected a lack of trust in Birmingham City Council's intentions. For example, one respondent commented that " the Strategy is a sneaky way of depleting day centres and then closing them to save money."

Q4. Our Draft Day Opportunities Strategy is based on the following statements. Please give us your view on the statements listed below:

The statements referred to in this question relate to the 6 key statements outlined in the draft strategy, proposing a fundamental shift in practice in the way that Birmingham City Council collectively plan, manage, deliver, and commission day opportunity services.

The majority of all respondents were in agreement with the key aspirations of the draft Strategy, with the exception of the principle to maximise the opportunity to use personal budgets and direct payments to access support or activities of the citizens choice. A high percentage of those completing standard questionnaires disagreed with this principle, whilst a high percentage of easy read agreed with the principle. Overall, 42% agreed with this principle.

When asked about the impact the draft Day Opportunities Strategy would have on them and or family members, a high percentage of those completing standard questionnaires felt it would have a positive impact, whilst a high percentage of those completing the easy read felt it would have a negative impact.

Q4. Standard: Our Draft Day Opportunities Strategy is based on the following statements. Please give us our view on the statements listed below:

4a) Standard: Focus on the individual, their strengths, choices, assets and goals through person centred planning

4a) Easy Read: Do you agree or disagree that we should focus on each individual person

Table 2.4. Responses to Question 4a

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Strongly agree	239	55.84%		162	30.45%		401	41.77%
Agree	126	29.44%		260	48.87%		386	40.21%
Neither agree nor disagree	19	4.44%		44	8.27%		63	6.56%
Disagree	18	4.21%		16	3.01%		34	3.54%
Strongly disagree	14	3.27%		18	3.38%		32	3.33%
Not sure /Don't know	10	2.34%		30	5.64%		40	4.17%
Not answered	2	0.46%		2	0.38%		4	0.42%
Total	428			532			960	

4b) Standard: Focus on the Outcomes that service users and carers wish to achieve.

4b) Easy Read: Do you agree or disagree that we should listen to what you like to do and what you want to achieve?

Table 2.5. Responses to Question 4b

	Standard		Easy		*Combined Total	
	No.	%	No.	%	No.	%
Strongly agree	232	54.21%	183	34.40%	415	43.23%
Agree	133	31.07%	274	51.50%	407	42.40%
Neither agree nor disagree	24	5.61%	31	5.83%	55	5.72%
Disagree	13	3.04%	7	1.32%	20	2.08%
Strongly disagree	12	2.80%	11	2.07%	23	2.40%
Not sure /Don't know	12	2.80%	23	4.32%	35	3.65%
Not answered	2	0.47%	3	0.56%	5	0.52%
Total	428		532		960	

4c) Standard: Provide support that enables the person to access a range of opportunities in the wider and their own community as an active and equal citizen

4c) Easy Read: Do you agree or disagree that we should support people to take part in things in their local, like everyone else?

Table 2.6. Responses to Question 4c

	Standard		Easy		*Combined Total	
	No.	%	No.	%	No.	%
Strongly agree	219	51.17%	121	22.66%	340	35.34%
Agree	115	26.87%	251	47.00%	366	38.05%
Neither agree nor disagree	32	7.48%	48	8.99%	80	8.32%
Disagree	28	6.54%	35	6.55%	63	6.55%
Strongly disagree	19	4.44%	43	8.05%	62	6.44%
Not sure/Don't know	12	2.80%	31	5.81%	43	4.47%
Not answered	3	0.70%	5	0.94%	8	0.83%
Total	428		534		962	

4d) Standard: Focus on skills development, improving independence in daily living i.e. travel training and employment where possible
4d) Easy Read: Do you agree or disagree that we should help people to learn how to be more independent?

Table 2.7. Responses to Question 4d

	Standard		Easy		*Combined Total	
	No.	%	No.	%	No.	%
Strongly agree	199	46.50%	94	17.64%	293	30.49%
Agree	122	28.50%	228	42.78%	350	36.43%
Neither agree nor disagree	34	7.95%	64	12.00%	98	10.20%
Disagree	26	6.08%	52	9.76%	78	8.12%
Strongly disagree	31	7.24%	54	10.13%	85	8.84%
Not sure/Don't know	12	2.8%	34	6.38%	46	4.78
Not answered	4	0.93%	7	1.31%	11	1.14
Total	428		533		961	

4e) Standard: Maximise the opportunity to use budgets and direct payments to access support or activities of the citizens choice
4e) Easy Read: Do you agree or disagree that we should help people to have more control over their support with a personal budget?

Table 2.8. Responses to Question 4e

	Standard		Easy		*Combined Total	
	No.	%	No.	%	No.	%
Strongly agree	93	21.73%	90	16.85%	183	19.02%
Agree	74	17.29%	148	27.72%	222	23.08%
Neither agree nor disagree	45	10.51%	85	15.92%	130	13.51%
Disagree	71	16.59%	65	12.17%	136	14.14%
Strongly disagree	119	27.80%	81	15.17%	200	20.79%
Not sure/Don't know	21	4.91%	57	10.67%	78	8.11%
Not answered	5	1.17%	8	1.5%	13	1.35%
Total	428		534		962	

4f) Standard: Make the most of a vibrant and developing city; “ensuring access to the wide range of activities Birmingham has to offer”
4f) Easy Read: Do you agree or disagree that we should help people to take part in many different activities in Birmingham, like everyone else?

Table 2.9. Responses to Question 4f

	Standard		Easy		*Combined Total	
	No.	%	No.	%	No.	%
Strongly agree	190	44.39%	118	22.10%	308	32.02%
Agree	113	26.40%	255	47.75%	368	38.25%
Neither agree nor disagree	47	10.99%	47	8.80%	94	9.77%
Disagree	24	5.61%	37	6.93%	61	6.34%
Strongly disagree	30	7%	40	7.49%	70	7.28%
Not sure/Don't know	16	3.74%	30	5.62%	46	4.78%
Not answered	8	1.87%	7	1.31%	15	1.56
Total	428		534		962	

When asked what is the impact that the draft Day Opportunities Strategy would have on them and or family members, a high percentage of those completing standard questionnaires felt it would have a positive impact, whilst a high percentage of those completing the easy read felt it would have a negative impact.

Q5. Standard: What impact do you think the draft Day Opportunities Strategy would have on you and or your family members?
Q5. Easy Read: How would our idea for day services affect you and your family?

Table 2.10. Responses to Question 5

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Very positive impact	149	34.81%		54	10.11%		203	21.10%
Positive impact	91	21.26%		103	19.29%		194	20.17%
No impact	47	10.99%		54	10.11%		101	10.50%
Negative impact	31	7.24%		90	16.85%		121	12.58%
Very negative impact	47	10.98%		123	23.03%		170	17.67%
Don't know	52	12.15%		96	17.98%		148	15.38%
Not answered	11	2.57%		14	2.63%		25	2.60%
Total	428			534			962	

Section 3: Draft Day Service Model

The Draft Day Service Model refers to the three-tier model of support including; (1) Enablement, (2) Personalised Support and (3) Specialist Intensive Support. The three tiers are designed to reflect that different people will need different levels and intensity of support dependent on their needs. In relation to the proposed day service model, a high percentage of those completing standard and easy read questionnaires were in agreement with the proposed Day Services Model. When asked about the impact the Draft Service Model would have on them and or their family, it was felt that the model would have a positive impact.

Q6. Standard: To what extent do you agree or disagree with the draft Day Service model?

Q6. Easy Read: We said that we would like to provide 3 level of support – Do you agree or disagree with this?

Table 3. Responses to Question 6

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Strongly agree	142	33.18%		94	17.38%		236	24.36%
Agree	118	27.57%		242	44.73%		360	37.15%
Neither agree nor disagree	50	11.68%		56	10.35%		106	10.94%
Disagree	30	7.01%		37	6.84%		67	6.91%
Strongly disagree	44	10.28%		46	8.50%		90	9.29%
Don't know	33	7.71%		51	9.43%		84	8.67%
Not answered	11	2.57%		15	2.77%		26	2.68%
Total	428			541			969	

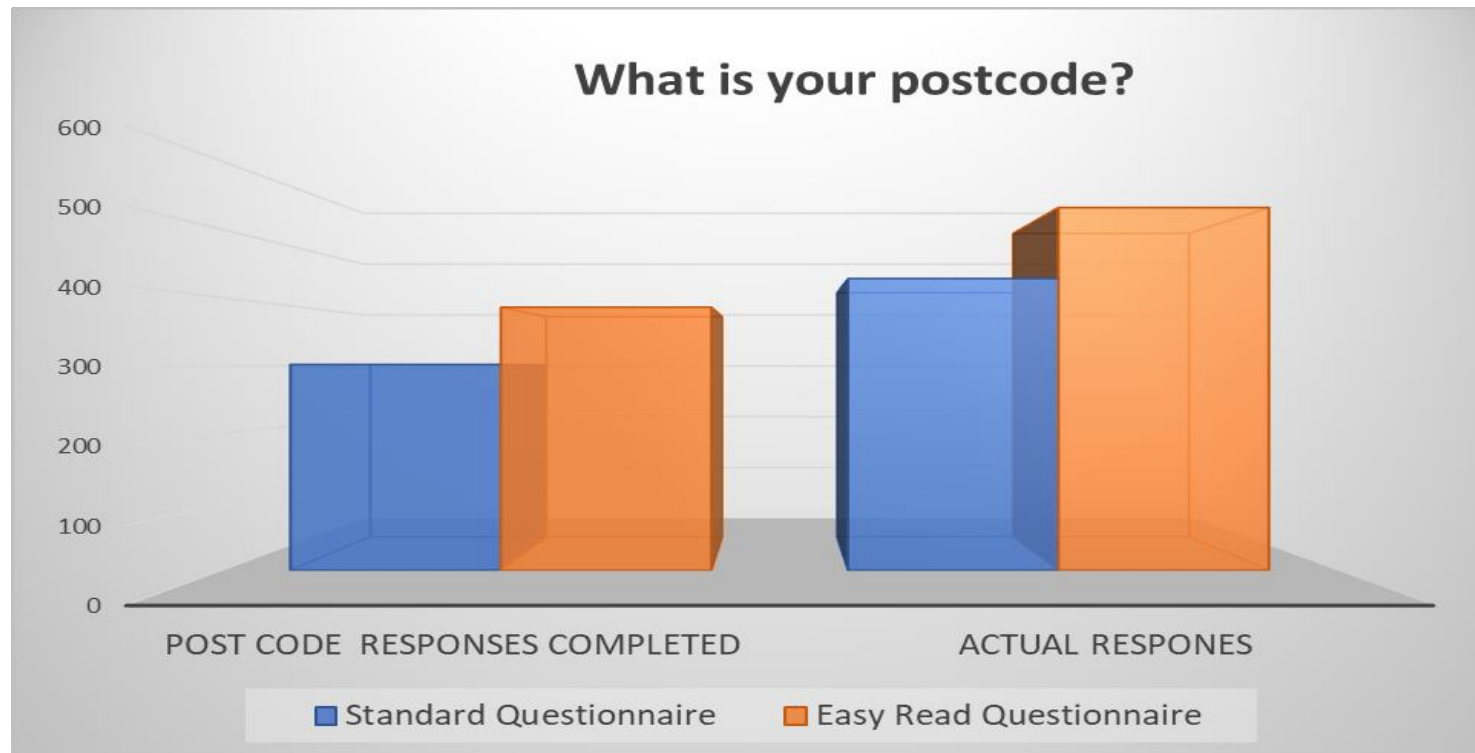
Q7. Standard: What impact do you think the Day Service Model would have on you and all your family members?
Q7. Easy Read: How would our idea for 3 levels of support affect you and your family?

Table 3.1. Responses to Question 7

	Standard		Easy		*Combined Total	
	No.	%	No.	%	No.	%
Very positive impact	142	33.18%	49	9.14%	191	19.81%
Positive impact	88	20.56%	163	30.41%	251	26.04%
No impact	47	10.98%	84	15.67%	131	13.59%
Negative impact	35	8.18%	40	7.46%	75	7.78%
Very negative impact	50	11.68%	74	13.81%	124	12.86%
Don't know	50	11.68%	107	19.96%	157	16.29%
Not answered	16	3.74%	19	3.55%	35	3.63%
Total	428		536		964	

Questionnaire Section 4 - Equalities Information

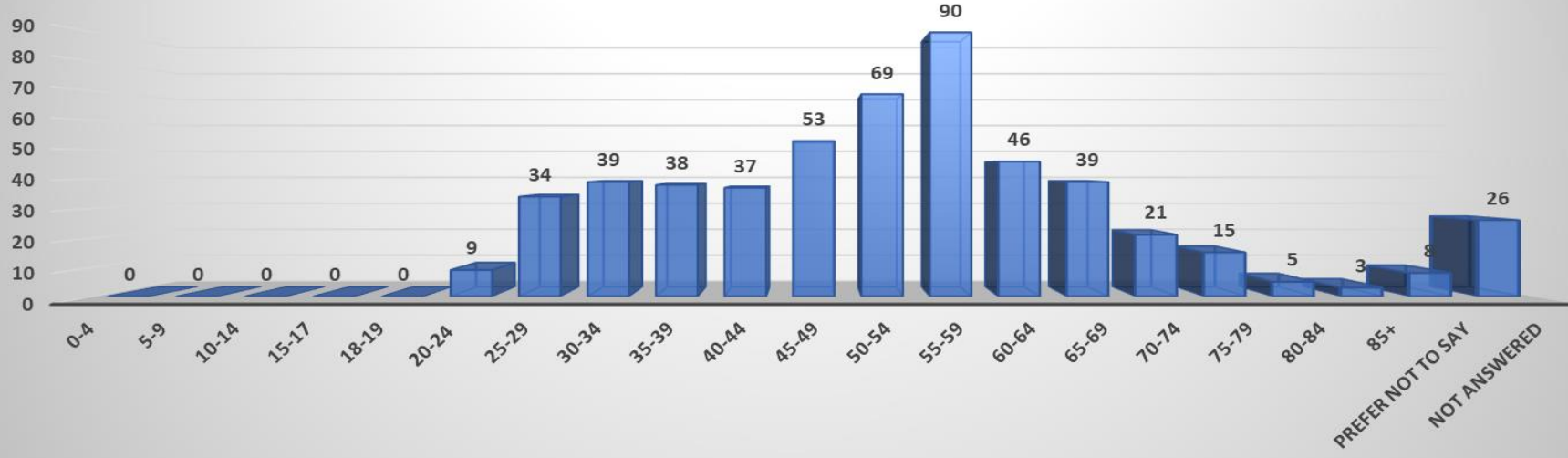
	Post Code Responses Completed	Actual Responses	Percent Completed
Standard Questionnaire	302	428	71%
Easy Read Questionnaire	386	532	73%
Total	688	960	



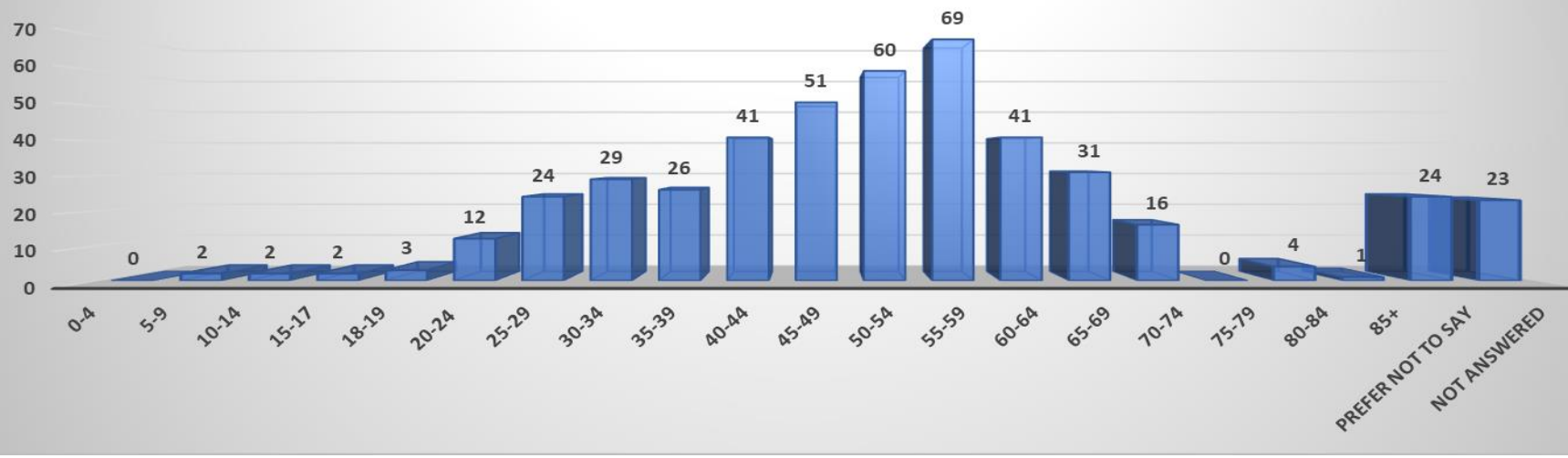
Standard Questionnaire		
Section 4: Equalities Information		
How old are you?	Numbers	Percentage
0-4	0	0%
5-9	2	1%
10-14	2	1%
15-17	2	1%
18-19	3	1%
20-24	12	3%
25-29	24	5%
30-34	29	6%
35-39	26	6%
40-44	41	9%
45-49	51	11%
50-54	60	13%
55-59	69	15%
60-64	41	9%
65-69	31	7%
70-74	16	3%
75-79	0	0%
80-84	4	1%
85+	1	1%
Prefer not to say	24	5%
Not answered	23	4%
Total	461	100%

Easy Read Questionnaire		
Section 4: Equalities Information		
How old are you?	Numbers	Percentage
0-4	0	0%
5-9	0	0%
10-14	0	0%
15-17	0	0%
18-19	0	0%
20-24	9	2%
25-29	34	6%
30-34	39	7%
35-39	38	7%
40-44	37	7%
45-49	53	10%
50-54	69	13%
55-59	90	17%
60-64	46	9%
65-69	39	7%
70-74	21	4%
75-79	15	3%
80-84	5	1%
85+	3	1%
Prefer not to say	8	2%
Not answered	26	4%
Total	532	100%

Easy Read - How old are you?

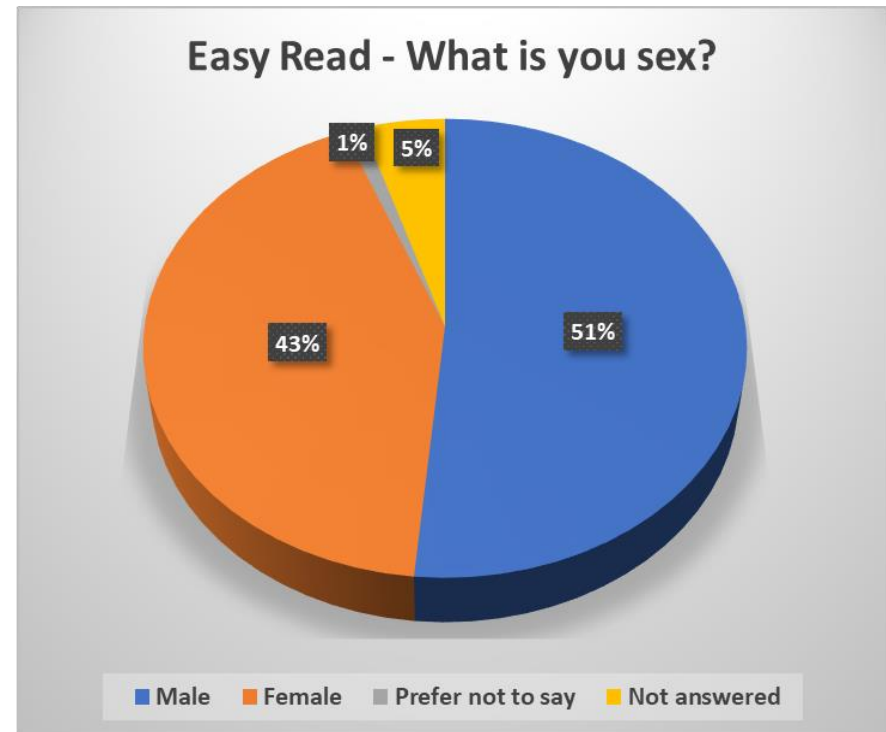
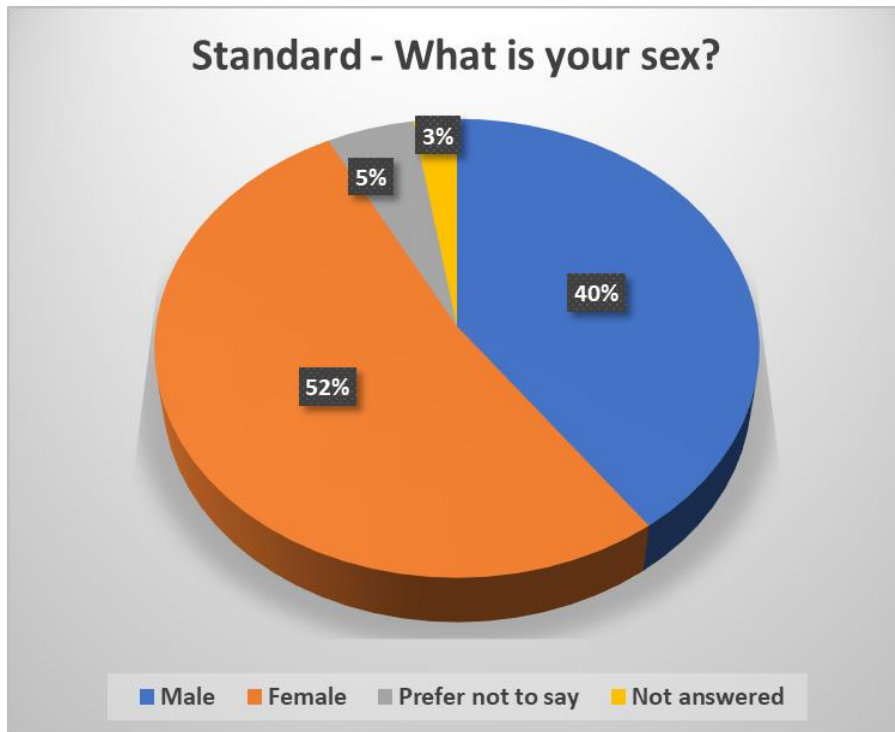


Standard - How old are you ?



Standard Questionnaire		
Section 4: Equalities Information		
What is your sex?	Numbers	Percentage
Male	172	40%
Female	225	52%
Prefer not to say	22	5%
Not answered	11	3%
Total	430	100%

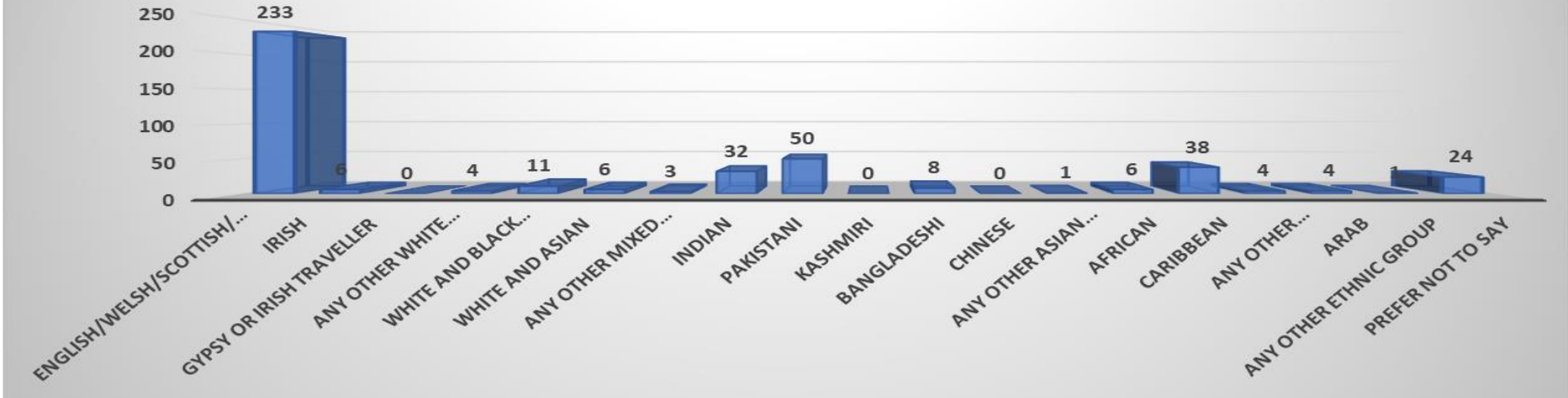
Easy Read Questionnaire		
Section 4: Equalities Information		
What is your sex?	Numbers	Percentage
Male	276	51%
Female	228	43%
Prefer not to say	6	1%
Not answered	26	5%
Total	536	100%



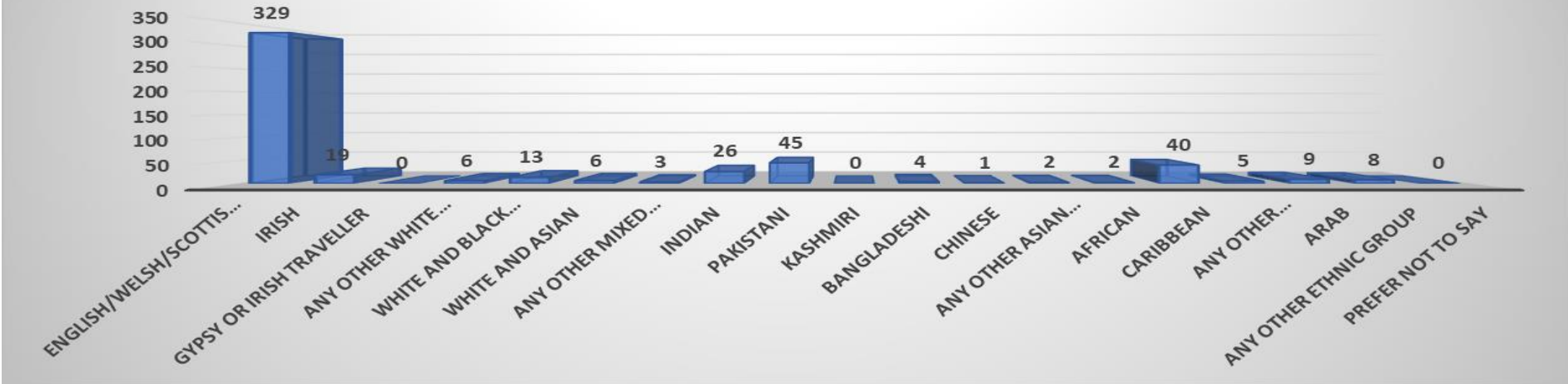
Standard Questionnaire		
Section 4: Equalities Information		
What is your ethnic group?	Numbers	Percentage
English/Welsh/Scottish/Northern Irish/British	233	54%
Irish	6	1%
Gypsy or Irish Traveller	0	0%
Any other White background	4	1%
White and Black Caribbean/African	11	3%
White and Asian	6	1%
Any other Mixed background	3	1%
Indian	32	7%
Pakistani	50	12%
Kashmiri	0	0%
Bangladeshi	8	2%
Chinese	0	0%
Any other Asian background	1	1%
African	6	1%
Caribbean	38	9%
Any other Black/African/Caribbean background	4	1%
Arab	4	1%
Any other ethnic group	1	1%
Prefer not to say	24	6%
Total	431	100%

Easy Read Questionnaire		
Section 4: Equalities Information		
What is your ethnic group?	Numbers	Percentage
English/Welsh/Scottish/Northern Irish/British	329	63%
Irish	19	4%
Gypsy or Irish Traveller	0	0%
Any other White background	6	1%
White and Black Caribbean/African	13	2%
White and Asian	6	1%
Any other Mixed background	3	1%
Indian	26	5%
Pakistani	45	9%
Kashmiri	0	0%
Bangladeshi	4	1%
Chinese	1	1%
Any other Asian background	2	1%
African	2	1%
Caribbean	40	8%
Any other Black/African/Caribbean background	5	1%
Arab	9	2%
Any other ethnic group	8	2%
Prefer not to say	0	0%
Total	518	100%

Standard - Ethnicity



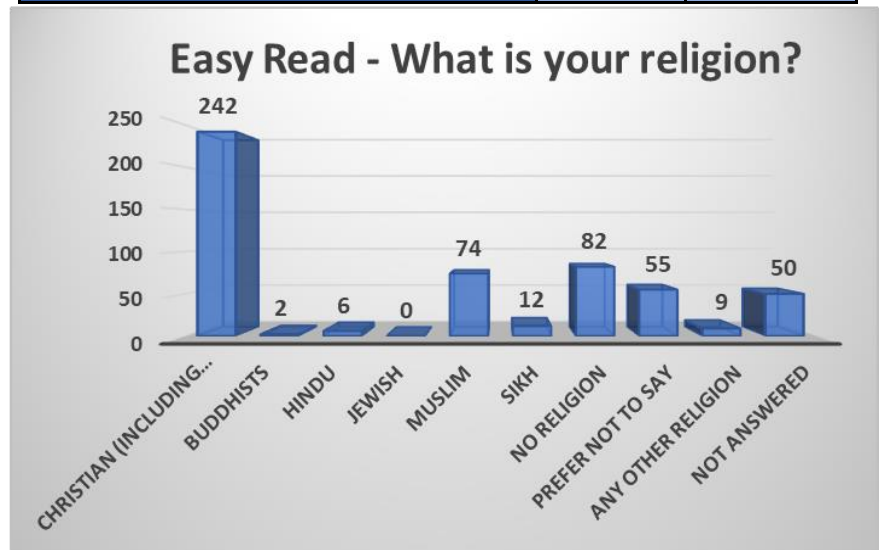
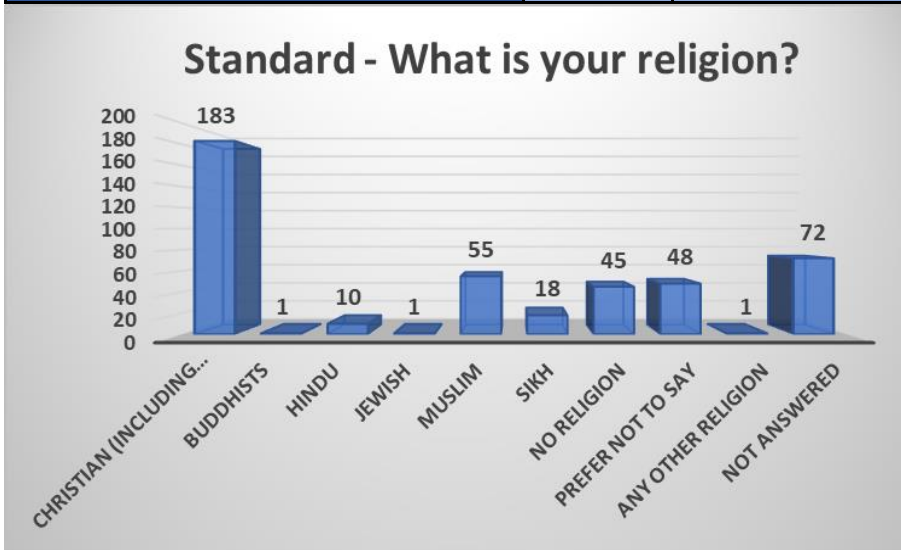
Easy Read - Ethnicity



*Not answered has been omitted within Ethnicity due to the system counting blanks sections.

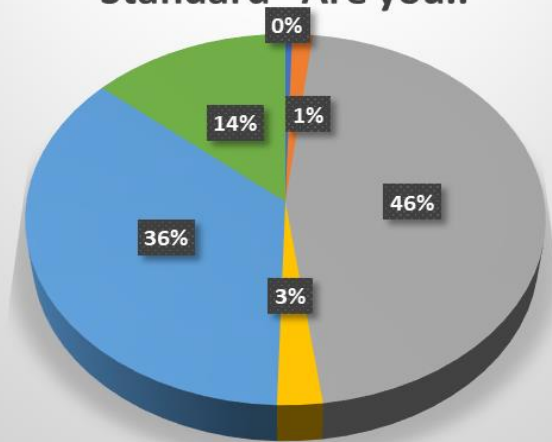
Standard Questionnaire		
Section 4: Equalities Information		
What is your religion or belief?	Numbers	Percentage
Christian (including Church of England, Catholic, Protestant, and all other Christian denominators)	183	42%
Buddhists	1	1%
Hindu	10	3%
Jewish	1	1%
Muslim	55	13%
Sikh	18	4%
No religion	45	10%
Prefer not to say	48	11%
Any other religion	1	1%
Not answered	72	17%
Total	434	100%

Easy Read Questionnaire		
Section 4: Equalities Information		
What is your religion or belief?	Numbers	Percentage
Christian (including Church of England, Catholic, Protestant, and all other Christian denominators)	242	45%
Buddhists	2	1%
Hindu	6	1%
Jewish	0	0%
Muslim	74	14%
Sikh	12	2%
No religion	82	16%
Prefer not to say	55	11%
Any other religion	9	2%
Not answered	50	9%
Total	532	100%



Standard Questionnaire		
Section 4: Equalities Information		
What is your Sexual Orientation? Are you...	Numbers	Percentage
Bisexual	2	1%
Gay or Lesbian	6	1%
Heterosexual or Straight	197	46%
Other	11	3%
Prefer not to say	154	36%
Not answered	58	14%
Total	428	100%

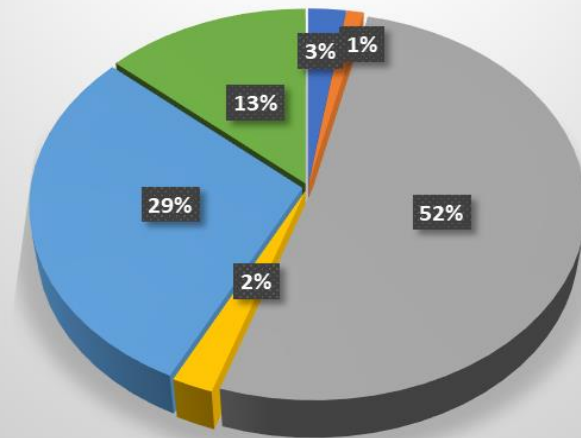
Standard - Are you..



■ Bisexual
■ Heterosexual or Straight
■ Prefer not to say
■ Gay or Lesbian
■ Other
■ Not answered

Easy Read Questionnaire		
Section 4: Equalities Information		
What is your Sexual Orientation? Are you...	Numbers	Percentage
Bisexual	13	3%
Gay or Lesbian	6	1%
Heterosexual or Straight	274	52%
Other	12	2%
Prefer not to say	156	29%
Not answered	71	13%
Total	532	100%

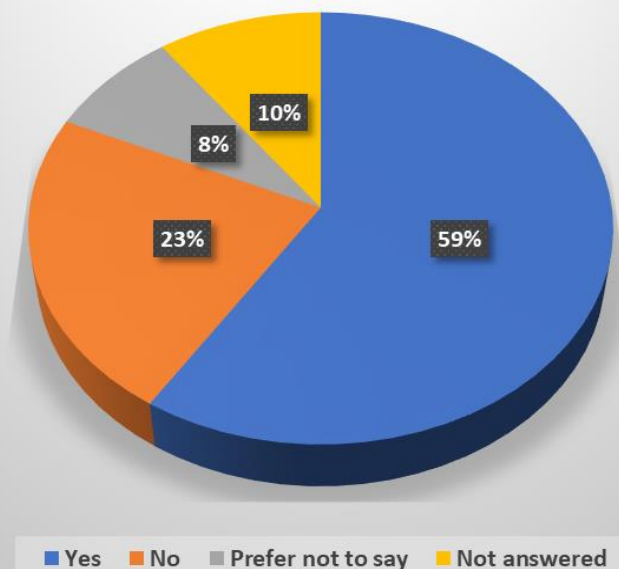
Easy Read - Are you..



■ Bisexual
■ Heterosexual or Straight
■ Prefer not to say
■ Gay or Lesbian
■ Other
■ Not answered

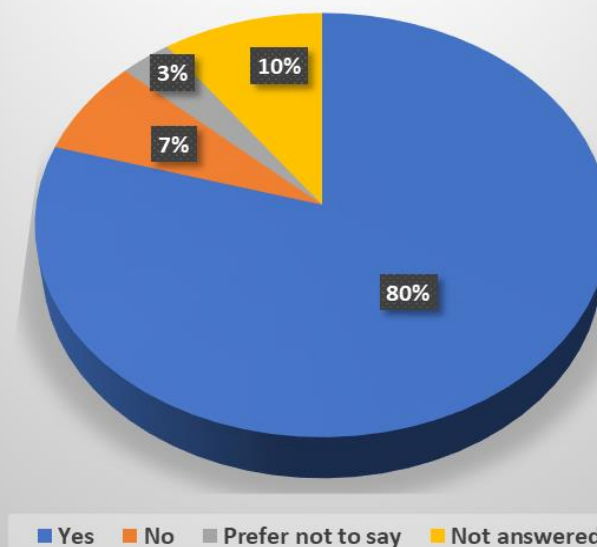
Standard Questionnaire		
Section 4: Equalities Information		
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?		
	Numbers	Percentage
Yes	254	59%
No	98	23%
Prefer not to say	35	8%
Not answered	43	10%
Total	430	100%

Standard - Do you have a disability?



Easy Read Questionnaire		
Section 4: Equalities Information		
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?		
	Numbers	Percentage
Yes	424	80%
No	39	7%
Prefer not to say	17	3%
Not answered	53	10%
Total	533	100%

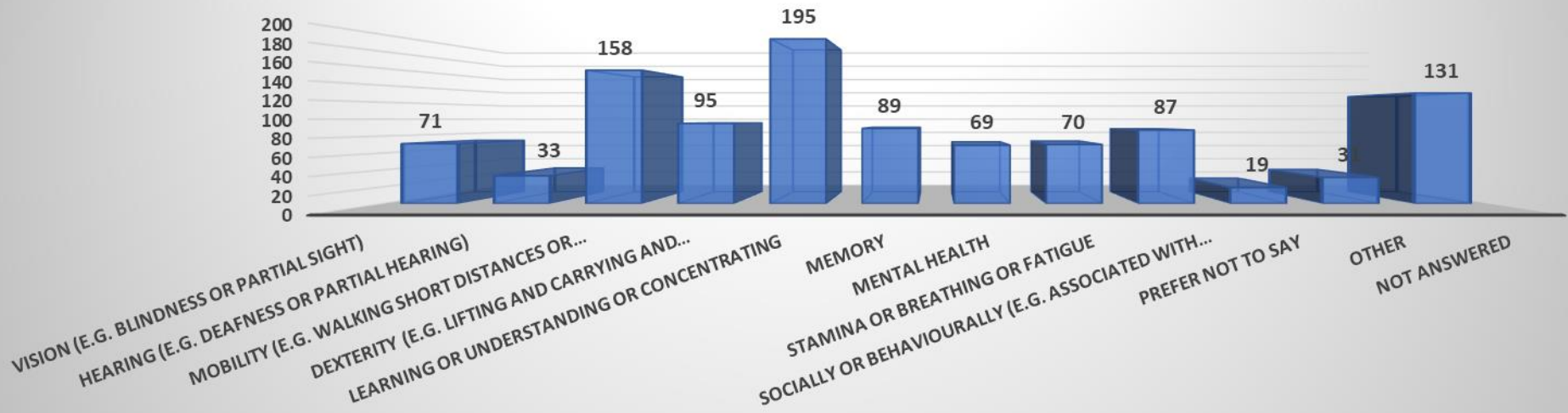
Easy Read - Do you have a disability?



Standard Questionnaire		
Section 4: Equalities Information		
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? <i>If Yes, What type?</i>		
	Numbers	Percentage
Vision (e.g. blindness or partial sight)	71	7%
Hearing (e.g. deafness or partial hearing)	33	3%
Mobility (e.g. walking short distances or climbing stairs)	158	15%
Dexterity (e.g. lifting and carrying and carrying objects, using a keyboard)	95	9%
Learning or understanding or concentrating	195	19%
Memory	89	8%
Mental Health	69	7%
Stamina or breathing or fatigue	70	7%
Socially or behaviourally (e.g. associated with autism, attention deficit disorder or Asperger's syndrome)	87	8%
Prefer not to say	19	2%
Other	31	3%
Not answered	131	12%
Total	1048	100%

Easy Read Questionnaire		
Section 4: Equalities Information		
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? <i>If Yes, What type?</i>		
	Numbers	Percentage
Difficulty with seeing	98	7%
Difficulty with hearing	62	4%
Difficulty getting around	185	13%
Difficulty lifting and carrying things	143	13%
Learning disabilities	371	27%
Hard to remember things	125	9%
Mental health	76	5%
Getting very tired	114	8%
Autism or Asperger's syndrome	89	6%
I prefer not to say	7	1%
Other	33	2%
Not answered	81	6%
Total	1384	100%

Standard - What type of disability?



Easy Read - What type of disability?

