

**Appendix C: -
Draft Day Opportunities Strategy Consultation
Day Opportunities Consultation 2019 Report**



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Foreword



Councillor Paulette Hamilton

Our Day Opportunities consultation concluded on the 4th of August 2019 and I would like to thank everyone who took part. The consultation enabled people to have their say in a number of different ways including consultation meetings, holding stalls at events to encourage people to get involved, meetings in our internal and some external day centres, and of course through our Day Opportunities questionnaire's.

In total, we held 75 consultation events across the City and 960 questionnaires were completed.

The feedback we have received indicates that there is support for most of the principles of the Strategy and for the Day Service Model. Further details of what people have said can be found in Appendix 2. Here is a summary of what you have told us:

- **Carers** - the importance of day care as a means of support/respite for carers needs to be considered.
- **Diversity** - there is a need to consider the needs and aspirations of young people as well as citizens growing old with a learning disability and dementia.
- **Draft day service model** – some people felt that the draft model would have a positive impact on them and or their family, however, they would like more explanation as to how it would work in practice, considering people have different complexity of needs.
- **Draft Strategy** – there was support for people having more focus on outcomes, choice, control, and independence and that this in turn would help to increase people's self-esteem and confidence.
- **Friendships** – people who attend day centres value the friendships that they build. This needs to be taken into account.
- **Future of day centres** - some see encouraging people to access services in the community as a means to reducing the number of day centres in the future. People want to know how day opportunities will be funded in future and how they will be resourced.
- **Key aspirations of the draft Strategy** – some concerns were expressed in relation to the aspiration to maximise the use of personal budgets and direct payments, that there may not be enough provision in the community.
- **Safety, transport, accessibility** and the attitude towards people with learning disabilities and physical disabilities are of particular concern if day opportunities are to be community based.
- **Social Work** – concerns were expressed around some social work practice, in particular, the review process and not having access to a named social worker when a case was closed. Support was expressed for the Three Conversations Model, however, some commented that implementation of this was not always consistent.

It is clear from the consultation that people want to be engaged in considering any changes linked to the proposed Strategy. This can be achieved by further co-production in the consideration of the Implementation Plan if the decision is to agree and approve the draft Strategy and Service Model.

The appendices of the report provide a full analysis from the consultation. If you have any queries, please contact us through the Day Opportunities Mail Box at: - dayopportunitiesconsultation2019@birmingham.gov.uk

Or telephone 0121 303 5012

Thank you to everyone for taking the time to share your views.

Executive Summary

Our Approach to this Consultation

Birmingham City Council went out to consult on its draft Day Opportunities Strategy and draft Day Service Model. The draft Strategy and draft Day Service Model (Appendix A) proposed a fundamental shift in practice in the way that the Council collectively plans, manages, delivers, and commissions day opportunities services across the City. The proposed new approach was considered to provide the conditions where day opportunities can be more responsive to individual need, be more inclusive in terms of integration into the wider communities of the City and be more innovative and creative in terms of the future development of the sector.

Birmingham City Council aimed to develop and implement both an inclusive and responsive approach to consultation so to encourage as many people as possible to take part and to ensure a cross section of responses from the many different groups of citizens of the City.

- 75 consultation events were held
- 173 consultation service user friendship groups
- 1462 consultation attendances
- 960 completed consultation questionnaires
- Over 700 questions submitted
- Over 3600 comments

The consultation was originally to run for a 90-day period from 8th April to 6th July 2019. Following feedback received by the council, amendments were made to the consultation documents to make them clearer and the period of consultation was extended for a further four weeks to the 4th of August 2019.

Who were the audience?

As well as the service users of day opportunities and their carers, who were seen as the most important contributors, all citizens of Birmingham were entitled and welcome to be involved in the consultation process. To support the process both standard and easy read versions of key documents were produced, a website set up, as well as alternative points of contact being established for citizens who do not have internet access. In addition, the Council took a proactive approach to supporting participation in the consultation by involving a wide range of different community groups, partners to the Council, as well as other groups who had an interest in the day opportunities agenda.

Key Aspirations of the draft Strategy

Over the years, day opportunities provision has seen little investment and development and has been predominantly building based offering relatively limited choice and control for those that attend. In response the draft Strategy and draft Day Service Model which form the basis of this consultation aims to provide a clear set of design principles and actions to support the development of day opportunities in the City into the future.

The 6 key aspirations contained in the proposed draft Day Opportunities Strategy which were consulted upon were:

- Focus on the individual, their strengths, choices, assets, and goals through person centred planning.
- Focus on the outcomes that service users and carers wish to achieve.
- 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.
- Focus on skills development, improving independence in daily living i.e. travel training and employment where possible.
- Maximise the opportunity to use budgets or direct payments to access support or activities of the citizen's choice.
- Make the most of a vibrant and developing city, ensuring access to the wide range of opportunities Birmingham has to offer.

Draft Day Service Model

To complement the 6 key aspirations a draft Day Service Model was also developed which defined the different levels or phases of services that citizens can expect to receive dependent upon their needs. The three distinct phases of the model include:

- Enablement
- Personalised Support
- Specialist Intensive Support

What people have told us

Draft Strategy Proposals - a high percentage of those who completed the standard questionnaire were in agreement with the proposals (62% agreed and 18% disagreed), whilst a higher percentage of those who completed the easy read questionnaires were not in agreement with the proposals (41% disagreed and 36% agreed). The overall level of support for the proposals was 47.7 %.

Six key aspirations - the majority of all respondents were in agreement of 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.

Draft Day Service Model - a high percentage of those completing standard and easy read questionnaires were in agreement with the proposed Day Service Model. When asked about the impact the draft Day Service Model would have on them and or their family, it was felt that the model would have a positive impact.

Recommendations

The findings of the consultation conclude that there is support for most of the principles of the Strategy and for the Day Service Model.

However, it is acknowledged by the Council that the comments and concerns raised by consultees, which are summarised in this report, need to be sensitively and clearly addressed. A summary of the next steps include:

- To seek Cabinet approval of the Adult Social Care Draft Day Opportunities Strategy 2019, further to the consultation.
- To seek Cabinet approval for the development of an Implementation Plan. The Plan is to be developed through a robust process of co-production with those with a vested interest in day opportunities provision.
- Develop an Improvement Plan to address comments and concerns raised through the consultation.

The Easy Read Executive Summary can be found in Appendix 1

Context

From the 8th April to the 4th August 2019 Birmingham City Council went out to consult on its draft Day Opportunities Strategy and draft Day Service Model. The draft Strategy and draft Day Service Model, attached as Appendix A, proposed a fundamental shift in practice in the way that the Council collectively plans, manages, delivers, and commissions day opportunities services across the City. The proposed new approach was considered to provide the conditions where day opportunities can be more responsive to individual need, be more inclusive in terms of

integration into the wider communities of the City and be more innovative and creative in terms of the future development of the sector.

The draft Strategy presented for consultation proposed to deliver more day opportunities services based in the community, with a focus on developing skills to promote independence. It proposed to gradually move away from traditional building based day services to provision that focused on what personalised outcomes a service user wishes to achieve, with a focus on their strengths and what they are good at, so to promote health and well-being in line with the Care Act 2014.

The proposed draft Day Services Model featured in the draft Day Opportunities Strategy contained 6 key 'aspirations'. These were:

- **Person centred planning** - Focussing on the individual, their strengths, choices, assets, and goals through person centred planning.
- **Outcomes** - Focussing on the outcomes that service users and carers wish to achieve.
- **Community involvement** - Providing support that enables the person to access a range of opportunities in the wider, and their own, community as an active and equal citizen.
- **Improving independence** - Focussing on skills development, improving independence in daily living.
- **Choice and Control** - Maximising the opportunity to use personal budgets or direct payments to access support or activities of the citizen's choice.

- **Opportunities Birmingham has to offer** - Making the most of a vibrant and developing city, ensuring access to the wide range of opportunities Birmingham has to offer.

To complement the key aspirations a proposed Day Service Model was developed which defined the different levels or phases of services that citizens can expect to receive dependent upon their needs. The model was developed in response to the wide range of different support needs of citizens accessing day opportunities services across the City. The three distinct phases are:

- **Enablement** – The term enablement has been defined in the glossary of terms for this consultation as a period of short intensive support giving an individual the opportunity and confidence to regain some of the skills that they may have lost e.g. through ill health.

Therefore at the point of entry to the day service, for those entering the enablement phase or level, there would be a focus on what outcomes service users wish to achieve, so to support them to achieve their personal aspirations. This enablement phase would be time limited, for example up to 12 weeks, and would focus on regaining lost skills; as well as promoting independence and helping people to connect to their communities. This phase would be suitable for service users with lower level support needs. To clarify, the day opportunities enablement phase is not the same as the Council’s Enablement Service which has a focus on helping people recover skills and confidence to live at home after a spell of illness or hospital stay.

- **Personalised Support** - Some people may need a little longer to regain skills and feel confident and require a higher level of support to achieve their personal outcomes. In this phase there would be a focus on enabling people to regain their independence and support for them to connect to their communities over a longer period of time. This phase would be suitable for service users with greater support needs.
- **Specialist Intensive Support** - This level would provide a focus on providing specialist intensive support for people with complex needs. This would usually involve longer term support but still with a focus on the achievement of an individual’s identified outcomes, as well as improvements in their health and wellbeing. Individuals would be supported to access the community like everyone else. This phase would be suitable for service users with more complex specialist needs, for example, service users living with dementia or those growing older with a learning disability.

To support the consultation, a consultation document was produced and widely distributed as well as a survey questionnaire. Both documents were available in standard and easy read formats. The consultation document focussed on:

- The proposals
- Service overview
- Current day opportunities provision

- What has been done so far to develop the draft Strategy and draft Service Model
- Reasons for consultation
- Schedule of consultation events
- Next steps

Methodology

Our Consultation Principles

Birmingham City Council aimed to develop and implement an inclusive and responsive approach to consultation and encourage as many people as possible to take part to ensure a cross section of responses from the many different citizens of the City.

Our approach to the consultation was based on the public law duty to consult; the key principles are as follows:

- **Consultation must be at a time when proposals are still at a formative stage** – The ideas presented in the consultation were in a draft form. Citizens were given the opportunity to feedback on the proposals in different ways. Their views and comments have been taken into account within the recommendations of this report.
- **The proposer must give sufficient reasons for its proposals to allow consultees to understand them and respond to them properly** – The draft consultation document gave consultees the reason why we were consulting. The draft Day Opportunities Strategy also gives a

national and local context of our proposals. The consultation documentation was tested on a group of citizens prior to publication to ensure that the language used was clear and easy to understand. A variety of communication methods were used, including ‘easy read’ documents for adults with a learning disability or those who may have difficulty reading, and an adapted form of the presentation at consultation meetings. In council run day centres, staff spent time with small friendship groups to go through the proposals to ensure that service users understood, at their pace.

- **Give sufficient time for responses to be made and considered** – The consultation was originally to run for a 90-day period from 8th April to 6th July 2019. Following feedback received by the council, amendments were made to the consultation documents and the period of consultation was extended for a further four weeks to 4th August 2019 to allow consultees sufficient time to review the amendments and respond further if they wished. Following the closure of the consultation on 4th August 2019, the council gave citizens an extended period to the 23rd August to send any comments which may have been informed by the published frequently asked questions and the corresponding responses.
- **Responses must be conscientiously taken into account** – The contents of this report present the findings of the consultation and will inform the decision makers known as the Cabinet, within Birmingham City Council, prior to making a decision on the way forward. Throughout the consultation, feedback, comments and questions have been captured and recorded in a variety of formats including: completed questionnaires in a standard and easy read

format which were available online and in paper versions, comments and questions recorded at consultation meetings, and feedback sheets submitted at the end of each meeting. Questionnaire analysis is attached as Appendix 2.

The frequently asked questions and responses have been themed and are attached as Appendix 5 to this report. The raw comments used to inform and shape the themes is Appendix 6 to this report.

Our aim throughout the consultation, was to:

- Make sure the methods and approaches used were tailored to specific audiences as required.
- Provide consultation events to meet the needs of the different stakeholder groups including events for service users and carers, providers and citizens of Birmingham.
- Arrange meetings so that they covered the local geographical areas that make up Birmingham.
- Have due regard for equality and diversity, ensuring that the consultation works to understand how people's differences and cultural expectations can affect their experiences.
- Provide accessible documentation, including easy read, large print Word documents and Word documents for use with screen readers.
- Arrange meetings in accessible venues with hearing loops where required.

- Offer accessible formats including translated versions or interpreter facilities where required.
- Inform City wide partners of consultation activity and share plans.

Our Consultation Materials

The Council produced a range of communication materials to support the consultation process, which were all available on the consultation website and in paper format:

Consultation Documentation – A number of key documents were produced to inform the consultation process. It was important that the consultation documents could be easily understood, therefore we worked with the People for Public Services Forum to produce the documentation and a specialist organisation to produce the key documents in an 'easy read' format.

Consultation Website - The Birmingham City Council Day Opportunities Consultation 2019 website provided the key documents, additional supporting documents and supporting information. This documentation was also available in paper copies, acknowledging that not all citizens have internet access.

Consultation Questionnaire - The completion of a questionnaire was the primary way of responding to the consultation. The questionnaire included an equality monitoring section. However complementing this approach it was considered by the Council important to encourage the submission of any comments and questions posed by citizens and that

these contributions were to be then formally included in the findings. These comments and questions were often regarding wider issues relating to the provision of day opportunities. As the consultation progressed and questions and comments were submitted, they were posted on the webpage along with the related answers.

Copies of the key letters, questionnaires, promotional material used, and feedback templates can be found on the Adults Social Care Day Opportunities Consultation 2019 website:

https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/1522/adults_social_care_day_opportunities_consultation_2019

Alternatively, paper copies can be accessed by contacting the Day Opportunities Commissioning Team by telephone on **0121 303 5012**, or if you have any form of speech impairment, are deaf or hard of hearing you can contact Birmingham City Council by **Next Generation Text**.

Promoting the consultation

Our audience

As well as the service users of day opportunities and their carers, all citizens of Birmingham were invited to be involved in the consultation process which was designed to be as inclusive as possible. The Council took an active approach to supporting participation in the consultation by identifying a wide range of different community groups, partners to the Council and other groups who had a close involvement and interest in day opportunities.

Our Communication Activities

A range of communication activities were used to promote the consultation including:

a. Website and promotional materials

The Council developed a website entitled **Adults Social Care Day Opportunities Consultation 2019**. The website included copies of the draft Strategy and draft Day Service Model, copies of the presentations used at meetings, copies of all documents given out at the meetings, as well as a variety of background documents which informed the development of the draft Strategy and draft Day Service Model. The website was regularly updated during the progress of consultation process.

To support communication a dedicated Day Opportunities email address was created and for people who do not use the internet a dedicated phone line was installed. For those with a speech impairment or are deaf or hard of hearing 'Next Generation Text' was available to aid communication.

We used Google Analytics to measure user activity on the website giving us an insight in to how many visitors visited the Day Opportunities Consultation 2019 website pages. This analysis has been broken down further to display activity on specific sections available on the website. The analysis can be found in Appendix 8.

Citizens of Birmingham volunteers who make up the People for Public Services Forum informed, designed and helped co-produce a range of

promotional material which included posters and fliers in both electronic and hard copy formats.

b. Day Opportunities Service Users and their Carers

The most effective way to ensure that day opportunities service users, their carers and families were informed of the consultation was by communicating directly through the centres which they attended. This was the case for both internal services delivered by Birmingham City Council and services delivered by the external market. For internal day centres, letters were distributed through the centres, which carried details of the consultation and events.

c. The General Public

Material promoting the consultation events was sent to a wide range of community facilities including council buildings, libraries, community centres, leisure centres, well-being centres, pharmacies, GP surgeries and through direct payment recipients' remittance advice.

d. Day Opportunities service providers

The consultation was promoted to both Birmingham City Council providers of day opportunities provision as well as third sector and private company providers.

e. Community Groups

The Council strived to inform as many community groups as possible including:

- All third sector organisations contracted by the Adult Social Care Directorate of the Council.
- All organisations involved in the Council's Neighbourhood Networks Scheme.
- A comprehensive list of faith groups throughout the City were sent details of the consultation and events and were asked to promote them amongst their respective communities.
- Health Watch promoted the consultation through their social media network.
- Carers groups such as Forward Carers promoted the consultation through their event site and through the Black Carers Group.
- Through Shared Lives carers networks.

f. Partners to the Council

A variety of partner organisations also assisted in promoting the consultation within their circles. These included the:

- Mental Health Programme Board
- Birmingham Voluntary Sector Council
- Birmingham MIND and their partners
- Clinical Commissioning Groups
- Department of Work and Pensions

g. Education

Special Educational Needs schools and colleges were informed of the consultation. A consultation event was held with representatives from specialist schools and colleges. The meeting specifically looked at issues relating to young people transitioning out of schools and colleges, and what their future needs might be.

h. Elected Members, Members of Parliament and Council Communications

Councillors across political parties were engaged and informed of the consultation by the Cabinet Member for Health and Social Care. The Health and Social Care Overview and Scrutiny Committee were also informed. The Cabinet Member for Health and Social Care also informed cross party Birmingham MPs of the consultation including details of the extension period.

i. Council Staff

The consultation was communicated through the Council's Chief Executive's Weekly Message and the Council's Adult Social Care briefing.

Equality Impact Assessment

As part of the Day Opportunities Consultation process an Equality Impact Assessment (EIA) was created which was regularly reviewed and updated. The EIA had a focus on the different service user groups using day

opportunities provision as well as any potential impacts on their carers and families.

An EIA is a process designed to ensure that a policy, project or scheme does not adversely discriminate against any disadvantaged or vulnerable people.

The different groups covered by the Equality Act 2010 are referred to as protected characteristics. The protected characteristics are: disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sexual orientation, sex, and age.

An initial EIA was produced prior to the start of the consultation and focussed on the draft Strategy and the approach being taken to the consultation. During the consultation a review and update of the EIA was undertaken in the light of emerging messages and issues.

The EIA is a live document and has been periodically reviewed and updated during the Day Opportunities Strategy development process.

Consultation Governance

A clear consultation governance process was established to oversee the consultation. The governance process was concerned with ensuring that an accountable, responsive, equitable and inclusive approach was taken which followed the law. The Council functions including commissioning, legal services, human resources, finance, citizen engagement as well as senior management supported this process.

The Cabinet Member for Health and Social Care was regularly briefed in regard to the progress of the consultation as part of the governance process. The Cabinet Member for Health and Social Care in turn briefed the wider Birmingham City Cabinet.

The Chair of the Health and Social Care Overview and Scrutiny Committee was also regularly briefed with respect to the consultation process. The draft Strategy and consultation approach were formally presented to the full Health and Social Care Overview and Scrutiny Committee.

To ensure cross party engagement the All Party Political Group was briefed on an ongoing basis with the relevant consultation material.

The Approach to Consultation

a. The identification of Stakeholders

The term Stakeholders refers to people with an interest in a particular subject. The Council were able to identify a list of stakeholders to ensure a flexible approach was used depending on the audience. A stakeholder analysis was undertaken to ensure all potential individuals and groups were identified see Appendix 3.

b. Consultation Event Format

The Council took a structured approach in relation to the delivery of the consultation events. Each event was facilitated in response to the type of

participant present and also the numbers of attendees. The standard event format was as follows:

- A presentation in standard or easy read format which provided details of the proposed Strategy and draft Day Service Model.
- An opportunity for participants to visit a number of information stations or stalls in the consultation venue where they could speak to a subject matter expert and find out further information about particular service areas relevant to day opportunities such as direct payments, travel training, employment opportunities and other such areas.
- Small group / friendship group discussions where participants had the opportunity to have a more detailed and personalised discussion regard the proposed Strategy and Service Model. These discussions were led by a facilitator from the Council. Notes were taken to capture key comments and questions which were then used to inform the consultation findings.

c. Types of Consultation Events

There were a number of different types of consultation events, each one responded to and focussed on the needs of the respective stakeholder groups:

Day Centre Events – A total of 35 events were held at day centres across the City. These included for both service users and their carers.

Public Events – A total of 14 public events were held across the districts of the City. These were open to all citizens of Birmingham.

Provider Events – A total of 5 events were held for the third sector, private companies as well as the Council run providers of day opportunities provision.

Specialist Focus Groups – 9 events were held across a number of specialist groups with an interest in day opportunities provision.

City Wide Partners to the Council - 9 additional events were held with organisations, boards and special interest groups that the Council work with.

Open Public Events – The opportunity for additional engagement with the public was facilitated through 3 events delivered by partners to the Council.

Small Groups / Friendship Groups – These groups were facilitated at council run day centres. These provided a more personalised and familiar opportunity for contributions to be made. A total of 94 friendship groups were held with a total of 546 participants between April and early July. A further 79 groups with 468 participants were held during the consultation extension period.

The list of Consultation Events and the number of people who participated in the consultation can be found in Appendix 7 to this report.

The Overall Numbers were: -



Who did we consult with?

a. Service Users

The service users of day opportunities provision were seen as the most important stakeholder group throughout the consultation process.

Council Day Centre staff had a particular role to support service users through the consultation process. Day centre staff used communication aids such as sign language including Makaton, pictorial images and language interpretation to support the process. Communication methods such as a 'thumbs up / thumbs down' responses were used for nonverbal service users. As previously described in this report, more intimate friendship groups of 4-5 service users were organised within each of the Birmingham City Council Day Centres as a way of maximising their contributions to the consultation. Advocates and carers were also used where necessary to support service user communication.

Events were also held to engage with service users in specialist day centre provision provided by third sector and private companies at:

- Care First
- Focus Day Centre Carers
- Cerebral Palsy Midlands
- Sutton YMCA
- Birmingham MIND

b. Carers

Carers attended many of the day centre-based consultation events and other events. There were over 450 carer attendances at the consultation events. Some carers chose to attend an event with the service user they were supporting. We had the opportunity to meet with carers including: The Black carers group, Shared Lives carers, and through attending the Forward Carers' National Carers Week Event.

c. Providers of Day Opportunities Services

A number of consultation events were held with day opportunities providers. Following event attendance, some providers invited the council to deliver consultation events for their service users and carer/advocates.

d. Wider Public

Consultation meetings were held across the 10 districts of Birmingham with an open invitation to any member of the public to attend and contribute to the consultation. These events were located in easy to access community venues. Such issues as disabled access were also considered when identifying the venues. The events were held at different times of the day to maximise attendance, including some evening sessions.

e. City Wide Boards

A number of key city wide boards were supported to contribute to the consultation, these included:

- Special Educational Needs and Disability Board (SEND)
- Autism and Attention Deficit Hyperactivity Disorder (ADHD) Programme Board
- Mental Health Programme Board
- Transforming Care Programme Advisory Board for Learning Disability.

f. Elected Members and Members of Parliament

The Cabinet Member for Health and Social Care was regularly briefed both on the consultation approach as it developed and on the consultation itself. The Cabinet Member supported engagement with cross party elected members, ensuring they were well informed. The Health and Social Care Overview and Scrutiny Committee were invited and supported to be involved in the process. The Committee submitted a collective consultation return. The Opposition Parties were also invited to contribute to the consultation.

Council officers also met with cross party Birmingham MPs to explain the aims of the consultation and to encourage participation. MPs submitted their consultation response.

g. Engagement with Trade Unions

Trade Unions attended Council run day opportunities team briefings so to keep them informed as to progress and as to what the consultation entailed. The aim of these team briefings was to inform teams of the design aspirations and the service model contained within the proposed

Strategy and how staff could assist service users to contribute to the consultation. It was made clear that the process was not about any form of consultation in regard to the employment status of staff.

h. City Wide Partners and Groups

A number of city wide partners were supported to be involved in the consultation process. This involved either facilitating a consultation directly with their service users or asking the organisations to promote the consultation across their networks. These partners included:

- Birmingham Voluntary Sector Council
- The NHS Clinical Commissioning Group and their wider forums.
- Forward Carers
- Special Educational Needs Schools and Colleges
- The Neighbourhood Network organisations
- Birmingham MIND – who subsequently promoted the consultation through their wider forums.
- Department of Work and Pensions
- The Council’s Citizen’s Panel
- The Council’s People for Public Services Forum
- Faith groups – a wide range of faith groups were contacted and asked to promote the consultation.

- Birmingham Pan Disability Jobs Fair
- Shared Lives carers groups
- Dementia focus group
- Black Carers Group
- Healthwatch

What we did with the questionnaires, comments, and questions submitted

Data and feedback has been gathered from a wide range of sources. These include the:

- Completion of questionnaires on-line, by post or in paper form, including easy read versions.
- Minutes taken at consultation events and meetings including comments and questions made by consultees.
- E-mail feedback and correspondence from consultees.

- Completion of feedback sheets which informed an evaluation as to how well the consultation was delivered, available and collected at consultation events and meetings.

All copies of questionnaires received were inputted onto the 'Be Heard' database, this is a specialist Birmingham City Council database used for consultations, which captures and analyses responses to questionnaires.

Comments and questions received have also been analysed and categorised to inform any emerging themes that have been raised by contributors to the consultation. These are covered in more detail in the following Appendices:

Appendix 2 – Consultation Findings – Questionnaire Analysis

Appendix 4 – Consultation Findings _ Common Themes

Appendix 5 –Frequently asked Questions and Responses Themed

Appendix 6 – Comments Themed (raw)

Key Actions and Recommendations

Key Actions and Recommendations

The first key action is to seek Cabinet approval of the Adult Social Care Draft Day Opportunities Strategy 2019, further to the consultation.

The consultation produced many comments expressed by those that took part which need to be systematically considered and addressed. It is therefore recommended that the draft Strategy is adopted with the following caveats:

- Set up co-production groups to explore how the Strategy's key aspirations and Day Service model could work in practice from the citizens perspective
- Through the co-production process develop a draft Implementation Plan relating to the six key aspirations and the Day Service model as agreed by consultees
- Develop an Improvement Plan of key areas identified throughout the consultation which would include the following elements:
 - Social Work Practice
 - Transport including safety
 - Transition – Preparation for Adulthood
 - Choice of Provision
 - Accessibility to Community Facilities
 - Direct Payments
 - Carers Considerations

- With reference to the aspiration of maximising the opportunity to use personal budgets or direct payments, consideration would be given as to how the infrastructure for receiving a direct payment can be further developed as part of the Council's overall approach. This would be part of the overall Improvement Plan. There would be a focus on enhancing the direct payment offer by ensuring that there is clear information and advice, as well as the necessary infrastructure to enable citizens to exercise choice and control if they choose to take a direct payment.
- Return to Cabinet in January 2021 with results of the above for approval to implement.

Appendices:

Appendix A – Draft Day Opportunities Strategy 2019

Appendix 1 – Easy Read Executive Summary

Appendix 2 – Consultation Findings – Questionnaire Analysis

Appendix 3 – Stakeholder Analysis

Appendix 4 – Consultation Findings - Common Themes

Appendix 5 – Frequently Asked Questions and Responses Themed

Appendix 6 – Comments Themed (raw)

Appendix 7 – Consultation Events Data

Appendix 8 – Google Analytics Day Opps Webpage Traffic

Appendix 9 – Consultation Communication Documents

Appendix 10 – Glossary of Terms