

Appendix 5: -

Draft Day Opportunities Strategy Consultation

Frequently Asked Questions & Responses



The following questions were asked at different Day Opportunities Consultation 2019 events and we provided responses via the consultation website. The final set was published on 16th August 2019.

The following pages are the same lists of questions and responses but sorted into themed groups. The number in brackets is the number at which the question featured in the earlier published lists.

The themes and sub-themes correspond to the published comments set – Appendix 6.

The comments are themed in alphabetical order. This does not suggest any order of importance.

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A) Carers

1. **Q: Will there be more pressure put on to carers / family members if the proposed model is implemented?**

No. The council values the contribution that carers make in supporting family members. That is why advice and support for carers is available through Forward Carers (www.forwardcarers.org.uk). Through our carers strategy, the council has committed to ensuring that carers are valued and feel supported. By law, carers are entitled to a carer's assessment to ensure they receive the right level of support. (40)

2. **Q: Can we have a carers helpline run by BCC?**

Forward Carers is a West Midlands based carer support service and it is supported by Birmingham City Council. The aim is simple – to improve the physical and mental wellbeing of carers, young and old, including parent carers, so that families stay healthier and happier together, for longer.

More information about Forward Carers can be found on <https://forwardcarers.org.uk/> On this website, you will find useful information on how to look after yourself and manage your caring role, with advice and tips designed with carers across the West Midlands in mind. As well as this, you can find out about all of the support and services available in your area by going to the Local Services section of the website. (122)

3. **Q: Have you thought about carers needs?**

As a carer you are entitled to a social care assessment in your own right. A carer's assessment is a discussion with you that will help us understand the physical, emotional and practical impact that caring has on your life and to ensure you can access appropriate support services to help you in your role. If you are carer for an adult and caring has a major impact on your life, you can talk to Birmingham Carers Hub about the help and support you may need. This is called a carer's assessment which Birmingham Carers Hub undertakes on behalf of Birmingham City Council. This can happen even if the adult you care for is unwilling to accept help. Your assessment gives you the chance to discuss your needs.

To request a carers assessment, please contact Birmingham Carers Hub:

By email: info@birminghamcarershub.org.uk By phone: 0333 006 9711

Birmingham City Council: Telephone: 0121 303 1234 Email: acap@birmingham.gov.uk (123)

4.	<p>Q: Will BCC listen to what carers have to say in relation to the draft strategy and proposed model?</p> <p>All comments made will be considered and will be reflected in a consultation report which will be developed and presented to Cabinet for their decision. (59)</p>
5.	<p>Q: Can carers be given more support, e.g. free travel passes?</p> <p>Forward Carers is a West Midlands based carer support service and it is supported by Birmingham City Council. On this website, you will find useful information on how to look after yourself and manage your caring role, with advice and tips designed with carers across the West Midlands in mind. As well as this, you can find out about all of the support and services available in your area by going to the Local Services section of the website.</p> <p>More information about Forward Carers can be found on https://forwardcarers.org.uk/ (126)</p>
6.	<p>Q: Would it not be beneficial to have carers on the panel who have a better understanding of the caring responsibilities be involved instead of members of BCC who can make relevant changes?</p> <p>The consultation exercise has ensured that there has been a particular focus on carers as they are identified as being very important to forming the future proposed Strategy. Birmingham City Council is currently consulting only on the proposed key aspirations of the draft Strategy and the proposed day service model. If the draft Strategy is approved by Cabinet a more detailed Implementation Plan will be developed. (191)</p>
7.	<p>Q: Most of the carers are of pensionable age and many more mature service users value the routine of fixed days and times, which provides a structure to their week; physical safety and access; and the sense of security from being in an environment with familiar faces and routines. How would this be met in the new model?</p> <p>The proposals in the draft Strategy are intended to include the needs and interests of a wide range of people. Person centred planning would mean that each individual would have a package of support that best supports their needs and the outcomes that they wish to achieve. Making sure that carers are supported as well is part of the proposals. (136)</p>

B) Closures

8.	<p>Q: Why were we told 2 years ago that all day centres would be closed by 2021 and privatised?</p> <p>The landscape now is different to two years ago. This consultation sets out a set of design principles and possible actions to support the improvement and proposed further development of day opportunities in Birmingham to ensure there is enough provision. (57)</p>
9.	<p>Q: Step backwards to go forward. There was an Enablement Centre now it's gone, so what's the point?</p> <p>Birmingham City Council continues to learn from past initiatives and will use this as part of future planning. (265)</p>
10.	<p>Q: Is the draft strategy about closing day centres?</p> <p>No. Birmingham City Council is currently consulting only on the proposed key aspirations of the draft strategy and the proposed day service model. Currently, there are no plans for closure of any day centre. If the draft strategy were to achieve its aims, we may need fewer day centres and, in future, it might be proposed to close some centres, and this would be consulted upon at that time. However, our proposals in this consultation are not about closing day centres. (34)</p>
11.	<p>Q: Is the whole purpose of this consultation to make all the day centres that are under used an excuse to close them?</p> <p>Currently our proposals in this consultation are not about closing particular day centres; the proposals are about doing things differently to better meet the needs of people now and in future. (62)</p>
12.	<p>Q: Is the consultation also about externalising some of the Day Services under BCC? Will BCC be tendering services?</p> <p>There are no plans currently to externalise Services under Birmingham City Council. There are no plans to tender services. (151)</p>
13.	<p>Q: Why can't we keep day centres as they are? What's the chance of this?</p> <p>This consultation does not involve any decision being taken about any particular day centre and that there would be separate consultation(s) in the event that anything is proposed in the future. (61)</p>

14.	<p>Q: How many internal day centres will remain open if the strategy is implemented?</p> <p>Birmingham City Council is currently consulting only on the draft strategy and the proposed day service model. There are no current plans for closure of any day centres. (36)</p>
15.	<p>Q: How do private providers plan for the future when we are being told that we are moving away from Day Centres?</p> <p>Providers are not being told that Birmingham City Council is moving away from day centres. The aspirations of the proposed strategy include increasing choice and control as to where citizens access support and services. This is an element of the draft Strategy that Birmingham City Council is consulting on and no decision has been made. (20)</p>
16.	<p>Q: What is the point? This has already been done, Tyburn Road split into Beeches Goldd, we had meetings then, what is going to happen to the day centre?</p> <p>The draft Day Opportunities Strategy is not about closing particular day centres. Birmingham City Council will ensure that the lessons learnt are considered for any future planning. (296)</p>
17.	<p>Q: It was stated at an event by an attendee that Birmingham City Council funded clients are not accessing day centres - why is this?</p> <p>This is not correct. Birmingham City Council funded clients continue to access day centres. (232)</p>
18.	<p>Q: Can't argue with the principles but is there a reassurance that if something is working then it will not change?</p> <p>The Council identifies that there are areas of good practise already operating within the currently available day opportunities provision. (213)</p>
19.	<p>Q: 1600 people use day opportunities provision in Birmingham of which 50% benefit from external provision (approx. 60 organisations), Are Birmingham City Council trying to reduce this figure?</p> <p>No. Birmingham City Council seeks to ensure there are sufficient Day Opportunities available to support the needs and interests of all citizens who require and choose this support. (2)</p>

C) Community Activities	
Accessibility	
20.	<p>Q: Can you get wheelchairs on the public buses?</p> <p>Birmingham City Council recognises that some people who use wheelchairs face challenges when using a range of public transport. (223)</p>
21.	<p>Q: Who will enable me as there are not enough personal care facilities in community e.g. hoists (wheelchairs users)?</p> <p>When someone who is eligible for support from Adult Social Care chooses to access support and activities out in the community then all of their specific support needs linked to this will be assessed. (246)</p>
22.	<p>Q: How will the community be developed to support this model e.g. transport, building accessibility?</p> <p>If the draft Strategy were to be approved this will be an area for further development with our partners. (114)</p>
23.	<p>Q: Transport is a big problem. Will transport staff be trained?</p> <p>If the draft Strategy were to be approved this will be an area for further development with our partners. (219)</p>
24.	<p>Q: Some places are not wheelchair friendly – how do you know in advance?</p> <p>AccessAble is a website and app which helps to give you the accessibility information you need to work out if a place is going to be accessible for you. https://www.accessable.co.uk/ (105)</p>
25.	<p>Q: Will the council pay for more changing facilities?</p> <p>This is an issue wider than just day opportunities provision. There may be potential for day opportunities providers to make available their changing facilities for any citizen with a disability who are accessing the local community in their area. (106)</p>

26.	<p>Q: The consultation paper says that during 2018 that a group of adults with disabilities and BCC officers visited a range of community facilities to assess accessibility. Please could you provide all the details of what was done, the kinds of disabilities of those who were involved, and the conclusions reached. We understand that there was a report on this that was prepared. Please can we have a copy? If it does not contain all the details requested, please could you provide these as well.</p> <p>The report details how, over the summer of 2018, a team of 27 disabled adults and Birmingham City Council commissioning officers visited a range of Birmingham City Council commissioned services and Birmingham City Centre to assess accessibility using a set of jointly developed accessibility standards. Generally, the visits found that both the venues visited and the city centre were accessible and people were supported by staff across the sites visited. A set of recommendations have been written to support further improving accessibility they can be found towards the back of the report.</p> <p>The report does not form part of the Day Opportunities Consultation 2019. Day Opportunities – Co-production Report Accessible Community Assets July & August 2018 can be accessed on the Citizen Involvement Team website https://www.birmingham.gov.uk/citizenvoice within the carousel. (238)</p>
27.	<p>Q: Why is there no mention of transport in the draft strategy / proposed model?</p> <p>We understand transport provision is important. There are no current plans for changes of any transport provision. (63)</p>
28.	<p>Q: Why aren't there enough hoists in public toilets?</p> <p>Birmingham City Council is aware that this is an issue. Work needs to be done with a wide range of organisations to discuss further. (112)</p>
29.	<p>Q: There is limited transport at the centre; maybe you should have a contract with Ring and Ride to collect people? Can the transport model used for schools be replicated for transporting groups of elderly people?</p> <p>If the draft Strategy were to be approved then transport provision may be considered for further development with our partners. (233)</p>
30.	<p>Q: What contingencies are there if something were to happen to Ring and Ride?</p> <p>The Council is involved in the current discussions and the development of contingencies if required. (19)</p>

31.	<p>Q: What transport is in place to take an individual to activities if a carer works?</p> <p>Transport needs are considered on a case by case basis. (121)</p>
	<p>Activities</p>
32.	<p>Q: Is it possible to invite the community to attend activities at the centre?</p> <p>If the draft Strategy were to be implemented following the consultation analysis and subsequent decisions by Cabinet greater interaction between day opportunity provision and the wider community would be encouraged including potentially inviting the community to attend activities at day centres. (86)</p>
33.	<p>Q: Is there a reason why Internal and External Day Services can't work more closely together?</p> <p>Birmingham City Council is committed to providing quality day services across the city and will continue to work in partnership with our providers to ensure the citizen remains at the heart of what we do. From a commissioning perspective, we want to work towards a 'one market approach' which would enhance much closer working between internal and external providers. (1)</p>
34.	<p>Q: Why don't centre's work together to put on activities?</p> <p>It is beneficial for centres to work together to share expertise and other resources. This is an approach that is encouraged by Birmingham City Council. (266)</p>
35.	<p>Q: You talked about the lady with disabilities, who wanted to learn how to use computer and was going to college to learn. What happens when she finishes her course, will there be a job waiting? Will whoever she works for have the facilities and assistance she needs to help her with her disabilities? If not, where would she go or spend her time after she finishes her training. Service users need a base they can come back to and the day centres provide that.</p> <p>Employment is not the desired outcome for all citizens. Others may choose to have a flexible package allowing them to access different activities in different places. Birmingham City Council continues to work with employers to ensure that real employment opportunities can be created as part of an inclusive society. (288)</p>
36.	<p>Q: Will multiple providers be able to join together to create more and more tailored opportunities for younger adults?</p> <p>The Council wants to work towards a "one market approach" which would enhance much closer working between providers. (249)</p>

37.	<p>Q: Why aren't the same services available at each day centre?</p> <p>The activities within each Day Centre are developed in response to the feedback and desired outcomes of the citizens. Birmingham City Council seeks to ensure that expertise is shared across services. (272)</p>
38.	<p>Q: Aren't these community activities already accessed through the day centre?</p> <p>The draft strategy proposes to increase choice and control over the activities that citizens choose to do and where and when they do them. (291)</p>
39.	<p>Q: Will internal day centres be open at the weekend / seven days a week?</p> <p>At the present time, there are no plans to open at weekends. However, the council regularly reviews its service to ensure it meets the needs of its citizens. (25)</p>
40.	<p>Q: Why is the Day Centre not used in the evenings as a Youth Club?</p> <p>Birmingham City Council welcomes all suggestions for improving the use of buildings. (276)</p>
41.	<p>Q: I understand parks etc. are free activities, but what happens during inclement weather and for service users who may have respiratory problems?</p> <p>The expectation is that managers would plan any activity in line with a detailed and informed risk assessment process. This would ensure that alternative arrangements are in place for inclement weather. (118)</p>
42.	<p>Q: Will I still be able to go to the Cinema when I go back to Ebrook?</p> <p>You would need to speak to the staff at Ebrook about how you still wish to be able to go to the cinema. (79)</p>
43.	<p>Q: Can I learn to use a computer?</p> <p>You would need to speak to the staff at the centre about how you wish to be able to use the computer. If they can't run computer sessions, they may be able to support you to access a computer class elsewhere. (80)</p>

44.	<p>Q: Community involvement costs! The service users may say that they would enjoy more daytrips or outings from the centre. Where will the money come from to attend these regular outings? Realistically, how often do you go out and participate in activities 7 days a week (all day)? Would you have the money to do this?</p> <p>The expectation is that there would be a person-centred approach to all social activities which will support the outcomes of the individual Social Activities would be part of a menu of activities within the service and so it may be reasonable to assume that these would not take place 7 days a week. As part of the Draft Day Opportunities Strategy and in line with the Care Act 2014, individuals can exercise choice and control and choose to use their allocated budgets differently. (119)</p>
45.	<p>Can the service users learn life skills such as washing and cooking? It would be good if they could learn how to prepare basic food and over a few months achieve their health and hygiene certificate.</p> <p>You would need to speak to the staff in the relevant centres in relation to what life skills they could offer. If that is not feasible, then service users would be supported to access life skill elsewhere and gain their certification. (82)</p>
46.	<p>Q: We know the service users and carers get value for money at their day centres –mainly at Harborne R.C. Many of the activities provided including independent living skills, cooking, arts and crafts, computers, reading, writing, numbers, money management, support with self- advocacy, sports, walks & exercise, dance and many more opportunities-which cannot be faulted as these are set to meet individual needs and all of which are not carried out in isolation but with the interaction of their peer group – why fixing this when it does not need fixing !?</p> <p>The Draft Day Opportunities Strategy is for all day services across Birmingham. The activities that you have identified as taking place at Harborne Day Centre is not the same for all centres. The draft Strategy, were it to be implemented, would ensure that all citizens would enjoy their desired outcomes. (117)</p>
47.	<p>Q: Life skills, day trips. Highbury Park walks, cricket, football weeding, washing up, keeping greenhouse tidy and safe, working on land, growing vegetables cooking, what can you offer me in the community that will help me achieve better than this?</p> <p>In summary the key aspirations of the proposed Strategy aims to give you more informed choices, flexibility and control through person centred planning. The opportunities that person centred planning opens up can lead to many achievements. Citizens would be supported to achieve their outcomes, and staff would work with the individual to make this happen. (250)</p>

48.	<p>Q: Can I learn to iron at Ebrook DC and at home?</p> <p>The Draft Day Opportunities Strategy which is being consulted upon proposes that people attending day opportunities services are supported to be enabled to do everyday activities. So, if an individual wishes to learn to iron, they would need to speak to staff at their relevant day centre to explore the idea. (78)</p>
49.	<p>Q: Can I do more activities outside?</p> <p>The Draft Day Opportunities Strategy which is currently being consulted upon proposes that people who wish to use day opportunities services are positively supported into community-based opportunities of their choice wherever possible. The providers of Day Opportunities would therefore be required to develop ways to help citizens to explore their aspirations and support them to do more activities outside with their service users. Also, the use of a direct payments would allow people to explore and experience other activities in the community. (77)</p>
50.	<p>Q: Can we have more gardening being taught at Ebrook?</p> <p>You would need to speak to the staff at the centre about how you wish to be taught gardening. If they can't run gardening sessions, they may be able to support you to access gardening hobbies elsewhere. (81)</p>
51.	<p>Q: Why isn't the garden used more at Alderman Bowen help service users to grow flowers and do flower arranging? Why isn't there a beauty option at Alderman Bowen?</p> <p>Birmingham City Council will ensure that the citizens at Alderman Bowen are asked their views on how they would like the garden to be used and whether there is a desire for a beauty programme. (273)</p>
52.	<p>Q: I want to do woodwork, which I used to do at the old Bournville college. Moseley day centre had a woodwork room, but it was turned into a sensory room. Can I do woodwork at Moseley again or somewhere else?</p> <p>Citizens would be supported to achieve their outcomes and staff would work with the individual to make this happen. This is an example of person-centred planning. The draft strategy seeks to foster more of such opportunities. Speak to day centre staff on how else you could access woodwork if it is no longer offered at the centre.</p> <p>A Direct Payment would allow you to pay for a support worker to help support you to attend activities of your choice and at venues, without being dependent upon your current service to support you. (48)</p>

53.	<p>Q: Can I learn to read at the centre and write stories?</p> <p>Citizens would be supported to achieve their outcomes and staff would work with the individual to make this happen. This is an example of person-centred planning. The draft strategy seeks to foster more of such opportunities. (41)</p>
54.	<p>Q: I enjoy gardening (planting seeds) - I used to go to the Four Seasons Gardening Centre but this was stopped, I would like to go again why was it stopped?</p> <p>We would need to understand individual circumstance that led to that decision. However, if a person is still interested, they can be supported by the day centre. (42)</p>
55.	<p>Q: Will we have more day trips?</p> <p>The Draft Day Opportunities Strategy which is being consulted upon proposes that people attending day opportunities services are supported into being an active part of the local community wherever possible. So, if an individual wishes to do more day trips they would need to speak to staff at their day centre to explore the idea. (76)</p>
56.	<p>Q: Can Ebrook have a games room?</p> <p>Ebrook has a multipurpose room in which games takes place. Birmingham City Council will work with the citizens and staff at Ebrook to consider how resources might be used differently. (279)</p>
Community Integration and Support	
57.	<p>Q: How will you monitor citizen’s activities in the community?</p> <p>In line with Care Act 2014 we are seeking to increase choice, control and independence for individuals. When someone who is eligible for support from Adult Social Care chooses to access support and activities out in the community they will still be entitled to regular review. (240)</p>
58.	<p>Q: What is meant by the term “their own community”?</p> <p>Community means different things to different people so it could be in their own community where they live or where they want to be. (22)</p>

59.	<p>Q: Why is Birmingham City Council suggesting that citizens that attend a day centre do more activities in the community?</p> <p>The proposed Strategy puts forward the aspiration that citizens who attend day services should be able to access a range of opportunities in the wider and their own community as an active and equal citizen. The proposed strategy also has a focus on skills development and improving independence in daily living as well as maximising choice, independence and control for the service users. The Council proposes that to realise these aspirations there needs to be a greater focus on undertaking activities in the community. (111)</p>
60.	<p>Q: It was queried how will this integrate people into the community?</p> <p>If citizens are to access services in the community a person-centred assessment determines if the necessary support alongside a risk assessment. (110)</p>
61.	<p>Q: How will vulnerable citizens be supported in the community if they no longer go to a day centre?</p> <p>No citizen with an assessed need for care will be denied a service appropriate to their needs. (39)</p>
62.	<p>Q: Do services in the community know how to support people?</p> <p>If citizens are to access services in the community a person-centred assessment determines the necessary support alongside a risk assessment. (109)</p>
63.	<p>Q: Is the aim to get people that receive a day service to find a service in the community?</p> <p>Birmingham City Council does not wish to prejudice the result of the consultation and therefore cannot determine how the 6 key aspirations outlined in the draft strategy might be delivered. (97)</p>
64.	<p>Q: How will citizens with moderate and complex needs be supported in the community?</p> <p>Levels of need and the period of intervention can vary depending on the individual circumstances and, how people are supported in the community depends on the level of support they need. (32)</p>

65.	<p>Q: People with Complex needs - who do we signpost them to out in the community? This can be quite difficult</p> <p>Birmingham City Council acknowledges that information about what is available is not comprehensive. We aim to ensure there is good quality information available about what can be accessed in the community regardless of the complexity of needs. (4)</p>
66.	<p>Q: Will there be a sufficient choice of services for a citizen with complex needs?</p> <p>We acknowledge that there is a lack of sufficient choice generally and also for people with complex needs. The ambition is to develop greater choice in the future. (60)</p>
67.	<p>Q: Will there be any backup solutions to those who will not be able to cope within the community? If this doesn't work out, what will they be able to fall back on?</p> <p>If the citizen does not feel this right is the right choice for them this will be discussed with a Social Worker, alternative can be explored. (289)</p>
68.	<p>Q: Many believe that the personalisation of day services offers real opportunities for people with learning disabilities to have greater access and active participation in their local community. How would you ensure that the market place is sufficiently developed to offer a range of inclusive opportunities?</p> <p>The key aspirations of the proposed Strategy refer to people accessing more activities in their own community and making the most of the vibrant city that is Birmingham. This will require Birmingham City Council and service providers across the city to work together to ensure that the best possible offer of a range of inclusive opportunities is available for people with a wide range of support needs. (148)</p>
69.	<p>Q: Will there be more support for me to do activities and develop myself to explore outdoor activities in the community?</p> <p>Citizens would be supported to achieve their outcomes and staff would work with the individual to make this happen. This is an example of person-centred planning. The draft strategy seeks to foster more of such opportunities. Speak to day centre staff on how else you could access woodwork if it is no longer offered at the centre</p> <p>A Direct Payment would allow you to pay for a support worker to help support you to attend activities of your choice and at venues, without being dependent upon your current service to support you. (44)</p>

70.	<p>Q: I want to know what help is available in the community to do activities, either with the help of a carer or a support worker to assist me? I want to do more outdoor leisure activities such as swimming, or ten pin bowling. I want to feel safe can I get support to go swimming have somebody to support me in the pool?</p> <p>Citizens would be supported to achieve their outcomes and staff would work with the individual to make this happen. This is an example of person-centred planning. The draft strategy seeks to foster more of such opportunities. Speak to centre staff on how to achieve this and the support available.</p> <p>A Direct Payment would allow you to pay for a support worker to help support you to attend activities of your choice at venues, without being dependent upon your current service to support you. (43)</p>
71.	<p>Q: If the strategy is implemented will there be more staff in the internal day centres to support additional activities away from the day centre?</p> <p>If the draft strategy were to be implemented following consideration of results and subsequent decision by cabinet then resource requirements would be considered at that time. (24)</p>
72.	<p>Q: Will the level of safety be monitored if citizens carry out activities away from the day centre?</p> <p>The health and safety of citizens supported by Birmingham City Council services will always be of paramount importance irrespective of the type of service this concerns. The appropriate safety monitoring will be in place for any activity conducted away from the day centre. (26)</p>
73.	<p>Q: I want to know what help is available in the community to do activities, either with the help of a carer or a support worker to assist me? I want to do more outdoor leisure activities such as swimming, or ten pin bowling. I want to feel safe can I get support to go swimming have somebody to support me in the pool?</p> <p>Citizens would be supported to achieve their outcomes and staff would work with the individual to make this happen. This is an example of person-centred planning. The draft strategy seeks to foster more of such opportunities. Speak to centre staff on how to achieve this and the support available.</p> <p>A Direct Payment would allow you to pay for a support worker to help support you to attend activities of your choice at venues, without being dependent upon your current service to support you. (43)</p>

74.	<p>Q: I have concerns about the risk of exploitation of the vulnerable service users. In one of the meeting it was mentioned that sometimes parents don't aspire to much so if the parents and carers are being disregarded to help 'develop' skills for service users then who will advocate for them? Will it be social workers or community care workers who ensure that the service user will not 'fall through the net'?</p> <p>The responsibility to ensure vulnerable adults are safe and do not fall through the net is a collective responsibility, including family members, where appropriate, professional and the wider community. The draft Day Opportunities Strategy, if agreed, will strengthen this wider responsibility. (261)</p>
75.	<p>Q: Who will help me when outside? I have fits they would need to stay with me?</p> <p>All citizens who are supported in the service will have a detailed risk assessment for known health conditions such as epilepsy. The risk assessment would be adapted as appropriate for when individuals access activities in the community. (274)</p>
76.	<p>Q: What services will be provided that meets the persons needs at the centre rather than them being "accommodated" in the mainstream world as an addition?</p> <p>Birmingham City Council is implementing a new social work model, Three Conversations, which very much focuses on the individual, their desires and outcomes that they want to achieve and how they want to achieve them. Exercising choice and control and giving you more flexibility through person centred planning is a key part of the proposed Strategy aim. (252)</p>
Friendships	
77.	<p>How is the council going to replicate in the new model the sense of belonging and being part of an established community of peers as found in the day centre?</p> <p>The Council acknowledges how our day centres are valued and how they help maintain friendships and a sense of community. The draft strategy and proposed model focus on the individual and what is important to them. Friendship groups give a sense of wellbeing we and would want to harness that. (28)</p>

78.	<p>Q: The Stage 1 coproduction report concluded that although many of the activities that service users do in day centres can be accessed in the community “the sense of belonging and being part of established groups is harder to replicate”. Because of this we asked a question at the consultation meeting “How is the Council going to replicate this in the new model. The reply in the FAQ was: “The Council acknowledges how our day centres are valued and how they help maintain friendships and a sense of community. The draft Strategy and proposed model focus on the individual and what is important to them. Friendship groups give a sense of wellbeing and we would want to harness that”. But this does not answer the question that we asked. Please could you tell us in detail how the Council intends in practice to replicate in the new model the sense of belonging and being part of established groups that is currently provided by day centres. Please could your answer address how this to be done for people with a significant learning disability?</p> <p>The consultation has been concerned with establishing the key aspirations of the draft Strategy and the proposed day service model for consideration by Cabinet. If the draft Strategy is approved by Cabinet, then a more detailed implementation plan will be developed. As with any change in an individual’s support a review or re-assessment will identify and consider the impact of change and how to manage this. (237)</p>
	Information
79.	<p>Q: Is there a mapping exercise that the service users can access to find out what services are available?</p> <p>Connect to Support: https://birmingham.connecttosupport.org/s4s/WhereILive/Council?pagelD=3879</p> <p>Neighbourhood Networks Scheme Community Assets Directory: https://brumnns.wordpress.com (138)</p>
80.	<p>Q: Will the local community activities receive more support? Will the council support local initiatives to increase choices available in the local community?</p> <p>Currently the Council is supporting an increase in choices available in local communities via:</p> <ul style="list-style-type: none"> • Neighbourhood Network Schemes - facilitating good communication and collaboration between a whole range of public, voluntary and community sector organisations, practitioners and professionals. • Community Catalysts - developing very small local ventures that offer people the help they need to live the life they want. <p>Local Area Co-ordination - helping people to draw upon their own strengths to live the life they want, connected and contributing to their communities; and to strengthen the capacity of communities to welcome and include people. (239)</p>

81.	<p>Q: What is out in the community that meets the needs of those with a range of support requirements?</p> <p>The Council has a list of current day opportunities provision. There are websites such as Connect to Support which shows what community opportunities are available. https://birmingham.connecttosupport.org/s4s/WhereILive/Council?pageId=3879 (108)</p>
82.	<p>Q: Will we be given a list of what all of the opportunities are?</p> <p>Birmingham City Council seeks to develop a suite of information regarding the various activities that are available in the wider community. We continue to work with providers to share the various opportunities on offer so that in turn these can be made available to you. (140)</p>
83.	<p>Q: How connected is Neighbourhood Network Scheme to day opportunities?</p> <p>The Neighbourhood Networks Scheme has mapped a wide range of community-based activities across the city on a constituency basis. Citizens who currently use day centres are welcome to find out if there is something in their local community that is of interest and able to provide the support that they require. (75)</p>
84.	<p>Q: Where can I get dementia information from BCC?</p> <p>Birmingham City Council has a Connect 2 Support website that can direct you to dementia services and information. The link is https://www.birmingham.gov.uk/info/50118/health_and_wellbeing/1365/ageing_well_services/5 (125)</p>
85.	<p>Q: How are you going to find different care and support services in our area? There is only the day centre in Quinton.</p> <p>There is currently work being done as part of the Local Area Co-ordination Scheme across the city to identify existing services to support adults with a range of interest and support needs. (139)</p>

86.

Q: How can we as an organisation get our details on the asset register?

The asset register is not necessarily relevant to all providers, but it might be appropriate for some to be on it. The asset register should include all community-based organisations, places and activities which are accessible to older people. Typically, they might be things which have previously tended to be overlooked in Social Care [e.g. a knitting group, a film appreciation society, a gardening group etc.] as well as some very specific services we know that can support the health and wellbeing of older people. These types of activities and services can support citizens to live healthy, happy and independent lives in their own homes and communities. It is not a list of services for people with eligible social care needs, it is more about helping people find activities, groups and networks in their local area that interest them and support their independence. For an asset to be included on the register it has to demonstrate one or more of the following outcomes:–

Outcome	Aim	Description and examples
Social participation	Increasing social participation amongst older people	Provides opportunities to meet other people socially
Healthy lifestyles	Encouraging and enabling healthy lifestyles	Helping people become or stay physically and/or mentally active; Supporting healthy eating, meals and nutrition; Substance misuse support
Maximising income	Maximising incomes	Debt and benefits advice; Jobs, skills and employment
Housing	Support to help older people live independently in their own homes	Home improvements, maintenance and adaptations (including gardens); Support for people in their homes
Supporting carers	Supporting carers	Care and support specifically and explicitly for carers at home or in the community

Providers can also contact Connect to Support directly to give the details of their service so that it can be published on this directory. This might be the more appropriate option for providers to promote their service.

<https://birmingham.connecttosupport.org/s4s/WhereILive/Council?pageId=3879> (12

D) Consultation	
Capacity to Understand	
87.	<p>Q: How do you expect the service users to understand the four key documents (stage 1 & 2, NDTi and the vision)?</p> <p>All individuals have different capabilities and strengths, support has been provided to enable people to contribute in a meaningful way to the consultation. (262)</p>
88.	<p>Q: If people are elderly or hard of hearing how can they give feedback - what's in place to meet their needs?</p> <p>We have produced easy read versions of the documents, and have a minicom system in place to help receive feedback. Internal day centres are conducting smaller focus group meetings to facilitate communications in methods that suit the individual. For externally run day centres, providers would ensure that communication suits the individual. (45)</p>
89.	<p>Q: What's wrong with the system we have now?</p> <p>The Council recognises that people value day opportunities. This draft Strategy aims to provide a clear set of design principles and actions to support further development of day opportunities in Birmingham to ensure there is sufficient and accessible provision for those that need it. (149)</p>
Documentation	
90.	<p>Q: Why doesn't the easy read language questionnaire have simple yes/no questions to assist those with difficulties verbalizing?</p> <p>The easy read documents were developed with input from citizens and experts from the sector. (229)</p>
91.	<p>Q: The Questionnaire is one sided? If I tick this are my comments going to matter?</p> <p>Yes. The consultation analysis process will consider all responses received. (142)</p>

92.	<p>Q: Is there anywhere citizens can go to receive help filling out the consultation questionnaires?</p> <p>Citizens were advised they could call or email the day opportunities consultation team. Staff members at day centres were also on hand to assist. (93)</p>
93.	<p>Q: What is the point of someone else filling in this form if you proclaim this is person centred?</p> <p>Some people have communication difficulties including being unable to read, write and speak, or communicate in English so an advocate has been needed to assist these individuals complete their consultation responses. This is expected to be undertaken in a person centred way i.e. reflecting the wishes of the individual. The advocate has often been a family member or a member of staff at the day centre who knows the individual well. (203)</p>
94.	<p>Q: Will questionnaires which have been submitted before the amendments now become obsolete?</p> <p>No. The consultation analysis process will consider all responses received. (141)</p>
95.	<p>Q: What is happening with the NDTi report? What is the outcome of the NDTi report?</p> <p>The NDTI report has provided the Council with useful insight on how day opportunities could be improved across Birmingham and would inform an action plan to improve our services for citizens. It has also helped form draft key proposals. (27)</p>
96.	<p>Q: Why has it been changed from Service User to Citizen?</p> <p>Generally, the Council defines a service user as someone who uses a service directly including Day Opportunities. A citizen is anyone who lives in Birmingham and therefore is a member of the general public. A person can be a service user as well as a citizen. (204)</p>

	Events and Presentations
97.	<p>Q: Would there be many more of these meetings? When does it finish?</p> <p>The Consultation was originally planned to run for a ninety-day period from the 8th April 2019 – 6th July 2019. However, Birmingham City Council extended the consultation period to the 4th August 2019, this is the date it closed. However, the Council is continuing to update the frequently asked questions and responses section of the Day Opportunities Consultation 2019 website, this will be finalised on Friday 16th August 2019. There is still the opportunity to send in your views and comments which may be informed by the updated frequently asked questions and responses. The closing date for any further views and comments is Friday 23rd August 2019. (212)</p>
	Governance and Decision Making
98.	<p>Q: Do you have representatives from social work to support your discussions?</p> <p>There have been weekly governance and operational meetings throughout the consultation process. Membership of the groups includes social care professionals. (235)</p>
99.	<p>Q: What impact assessments have been carried out with regard to the draft strategy?</p> <p>No impact assessments have been completed with regards to the consultation. However, if the draft strategy were to be approved by Cabinet then all future potential risks will be assessed. (193)</p>
100.	<p>Q: Why is it called consultation?</p> <p>The purpose of a council run consultation is to enable citizens to give consideration to a proposal presented by a council and to then receive responses on any such proposal, in this case this relates to day opportunities for the future. This consultation process invites the views from Birmingham citizens, including those receiving social care support and their carers and families. (199)</p>
101.	<p>Q: Did this consultation come through MP's to view before the public?</p> <p>No, it was not presented to MP's to view before the public. However, some MP's have chosen to subsequently comment on the draft Strategy as part of the consultation process. (189)</p>

102.	<p>Q: Have central government instructed the council to make these changes locally?</p> <p>No, central government provide no direct guidance as to what day opportunities provision should look like locally. There is however related guidance / legislation such as the Care Act 2014 and Valuing Employment Now 2009 (DOH) guidance. (187)</p>
103.	<p>Q: Is this the first strategy - or is there an old one?</p> <p>A draft Day Opportunities Strategy was approved by Cabinet on the 31st July 2018. Birmingham City Council agreed to rescind the decision in December 2018. The draft Strategy which is being consulted upon is new. (202)</p>
104.	<p>Q: Where has the strategy for Day Opportunities come from – has it come from above (meaning cabinet and senior management)?</p> <p>The proposed Strategy was drafted in consultation with citizens and staff within the Adult Social Care Directorate. Elected members were also consulted and informed the content. (188)</p>
105.	<p>Q: Do you take our views into consideration?</p> <p>The consultation is all about receiving the views of the citizens. Upon receipt of all completed consultation questionnaires, views and comments, an analysis report will be produced. (186)</p>
106.	<p>Q: Why was the 2018 cabinet report quashed?</p> <p>A Day Opportunities Strategy was presented to Cabinet on the 31st July 2018. Birmingham City Council agreed to rescind the decision in December 2018. The draft Strategy which is being consulted upon is a new Strategy. The underlying principles of the Strategies are essentially the same. (209)</p>
107.	<p>Q: Can social workers become part of the co-production groups commissioning team & social workers have a very different agenda?</p> <p>Co-production can include service users, carers, service providers and professionals. (130)</p>

108.	<p>Q: How much is the consultation costing?</p> <p>The costs for the consultation include venue hire, legal counsel, telephone line hire, stationery and printing and travel are currently costed at circa £34k. (179)</p>
109.	<p>Q: Will the analysis report be accurate and representative?</p> <p>The report will be formed from the analysis of all feedback received across the consultation period. (147)</p>
110.	<p>Q: Will there be a committee to oversee this (delivery of the strategy)?</p> <p>If the proposed Strategy is approved an Implementation Group will be formed to oversee the process. (182)</p>
111.	<p>Q: When does it go to Cabinet, will the dates be announced?</p> <p>A proposed date of November 2019 is planned. This is an indicative date and is subject to confirmation. (185)</p>
112.	<p>Q: Will the council actually look at the Cabinet Report? Will there be proof Cabinet have looked at the report?</p> <p>Cabinet meetings can be accessed by members of the public and are streamed live via the Birmingham City Council website. (143)</p>
113.	<p>Q: What would happen if Cabinet didn't agree to adopt the final version of the strategy and model?</p> <p>It is impossible to pre-empt the decision that Cabinet may make. (183)</p>
114.	<p>Q: What happens if the public disagree with the decision made by the council / cabinet?</p> <p>The draft Strategy is being developed through the consultation process with the aim of the Council understanding the views of the public, based on evidenced feedback. (207)</p>
115.	<p>Q: Who are the Cabinet Members?</p> <p>For the most up to date list of Cabinet Members please access the Council website: https://www.birmingham.gov.uk/info/50067/the_executive_leader_and_cabinet (184)</p>

Process	
116.	<p>Q: The consultation should have been finished by now, why has it taken so long?</p> <p>It was considered by the Council that it was essential to conduct a consultation which maximised the inclusion of all those with an interest in day opportunities provision. The consultation was originally planned to run for a ninety-day period, from the 8th April 2019 – 6th July 2019. However, Birmingham City Council extended the consultation period to the 4th August 2019. The reason for the extension was in response to feedback from the public. The Council was asked to make three additional key background documents more prominent to better inform citizen’s consultation returns, and to action a number of amendments in the main Consultation documents. (226)</p>
117.	<p>Q: Will Social Work teams be consulted/informed about the strategy?</p> <p>The consultation was publicised across the adult social care workforce and encouraged everyone to respond to share their views. (214)</p>
118.	<p>Q: Will the staff be consulted on these changes as they know the service and the service user’s needs?</p> <p>Staff members within City Council centres have been engaged with to explain the draft strategy and proposed model. There have been engagement sessions with staff groups within each centre. Staff members have been encouraged to support services users throughout the consultation process. (95)</p>
119.	<p>Q: Why is there a consultation taking place now?</p> <p>Adult social care is going through a transformation as the demand on services increases year on year with an ageing population and increase in younger people with disabilities. The Council’s Vision for Adult Social Care 2017 for Birmingham is aiming to meet the challenge of increasing demand by supporting citizens to be more resilient, independent, to exercise choice and control and to enjoy good health and well-being. The Vision and the challenge of increasing demand have informed the development of the draft Day Opportunities Strategy. (150)</p>
120.	<p>Q: How can you expect people to vote on something like this?</p> <p>The Council is not asking people to vote but to express their views through the consultation process. It is probable that there will be a range of different views that will need to be considered. (211)</p>

121.	<p>Q: When will we know the outcome of the consultation given that the time scales have been amended?</p> <p>Following the completion of the consultation period an analysis report will be produced. We aim to present the report to Cabinet in November 2019. This date is indicative and is subject to confirmation. (190)</p>
122.	<p>Q: What if this is the wrong vision?</p> <p>Similar visions and strategies have been adopted in other parts of the country, so this approach has been tried and tested for over 10 years. (206)</p>
123.	<p>Q: Can you confirm that information sharing about the consultation has been consistent across all day care centres?</p> <p>The Council has identified that consistency of approach regards the implementation of the consultation is an important principle which has been adhered to. This includes information sharing about the consultation being consistent across all day care centres. (196)</p>
124.	<p>Q: How are these ideas going to be achieved?</p> <p>The focus of the consultation is to agree a set of design principles prior to any planning. If the draft Strategy was to be approved by Cabinet, the next stage would be to consider how it might be best implemented. (102)</p>
125.	<p>Q: At Perry Trees' monthly carers group the staff didn't seem to have been briefed on the Day Opportunities Consultation. The chairman said that he would not talk about the consultation why was this?</p> <p>The Consultation is primary aimed at Citizens, and their carer advocates. Staff working at internal day centres have been briefed to help support the consultation process. All Birmingham City Council Staff have been encouraged as citizens in their own right to attend the various consultation events. However, as Perry Tree is a residential establishment, staff are not directly involved with the consultation, as the draft day opportunity strategy does not impact upon the current service delivered by the Perry Tree Centre. (46)</p>

126.	<p>Q: The decision already seemed to be made, has this not been a waste of time & money which could have been spent elsewhere, due to the amount of paperwork being printed during these consultations?</p> <p>There is a clear consultation process which the Council has to adhere to. This culminates with Cabinet making a decision regards the future of the proposed Strategy. The Council wanted to ensure that citizens are clearly informed by having access to all relevant documents. This is of particular importance to citizens who do not have access to electronic documents. The public also requested that additional documents be made available. (192)</p>
127.	<p>Q: How will people get back the questions and comments?</p> <p>All questions and comments are posted on the Council Day Opportunities website:</p> <p>https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/1522/adults_social_care_day_opportunities_consultation_2019/6</p> <p>They can also be made available by request in hard paper copies by phoning 0121 303 5012, or by Next Generation Text, dial 18001 before the full national phone number, or by Minicom 0121 303 1119 (208)</p>
128.	<p>Q: Wouldn't it be better to start with smaller piloted project first and build on that rather than trying to change it all?</p> <p>The consultation is concerned with seeking the opinion of citizens on the proposed key aspirations of the draft strategy and the proposed day service model. How these will be implemented, if approved by Cabinet, will be the next step. The use of smaller piloted projects could be one way of testing new types of services into the future. (99)</p>
129.	<p>Q: Where are the senior managers/ decision makers to answer these questions?</p> <p>Senior managers are an integral part of the process regards answering the questions posed by citizens during the consultation process. The Council decided the best approach regards the answering of questions during the consultation was to accept questions raised by citizens and then for council officers to research responses and to present the answers on-line and in paper form. This is so that all citizens can see all of the questions asked and all of the answers made. This process also meant that the answers were as accurate as possible. It was considered that it was in no one's interest if there were inaccuracies in responses. Senior management were part of this process of answering all questions posed. (195)</p>

130.	<p>Q: How many similar initiatives have been started and failed?</p> <p>This is the first time the proposed aspirations in the draft Strategy and the proposed service model have been contained in a Birmingham based draft Day Opportunities strategy. (133)</p>
131.	<p>Q: In terms of strategic planning should it not be prudent to include a plan?</p> <p>Birmingham City Council has consulted only on the proposed key aspirations of the draft Strategy and the proposed day service model. The Council consider that any plan as to how the proposed Strategy would pre-determine the Cabinet decision regards the approval of the Strategy. On page 18 of the draft Strategy there is a high-level outline plan which identifies the areas that would need consideration if the draft Strategy were to be implemented. (194)</p>
132.	<p>Q: The 6 points are all good – what have you been doing so far?</p> <p>How the six proposed aspirations may be implemented, if approved by Cabinet, might be the next step. The Council cannot start to implement the draft Strategy unless it is approved. The Council has committed resources to ensuring that the consultation reaches as many citizens of the city as possible so that they can have their say. (100)</p>
133.	<p>Q: Is this realistically achievable? How long do you think it will take to implement? Is it a 10; 5; 3; 1year strategy?</p> <p>The proposed Strategy if approved indicates a three-year period to introduce the new vision. If the draft Strategy is approved by Cabinet a more detailed Implementation Plan will be developed. (181)</p>
134.	<p>Q: How does Birmingham City Council plan to deliver the 6 key aspirations outlined in the strategy?</p> <p>The focus for the consultation is to agree a set of design principles. Birmingham City Council does not wish to prejudge the result of the consultation and therefore cannot determine how the 6 key aspirations outlined in the draft Strategy might be delivered. (9)</p>
135.	<p>Q: Who will make the decision if a Day Centre is closed?</p> <p>Birmingham City Council is consulting on the key aspirations of the draft Strategy and the proposed day service model. (218)</p>

136.	<p>Q: How is the information taken from the questionnaire and entered into the report?</p> <p>All copies of questionnaires received via the post will be inputted into the online version on Be Heard, a specialist Birmingham City Council database used for consultations, which captures and analyses responses to questionnaires. This is done to ensure that all feedback expressed via both on-line and paper versions of the questionnaire are represented as a whole in the analysis and analysed in the same way. (227)</p>
137.	<p>Q: Will the analysis report be accurate and representative?</p> <p>Comments, questions and returns received will be analysed and included in the final report. The consultation has included as many meetings as possible with a broad range of people. This will be reflected in the final report. (103)</p>
138.	<p>Q: How will people be notified about the outcomes of the consultation?</p> <p>An analysis report will be drawn up of the findings and outcomes of the consultation. This will be part of the report presented to the Council's Cabinet meeting. The analysis report will be published in line with the standard process for all cabinet documentation. (201)</p>
139.	<p>Q: If people are not happy how do they complain? If they are not happy with the outcome of the consultation?</p> <p>There is a formal Council complaints procedure if someone is not happy with the way the consultation was conducted. The consultation analysis report will reflect the views of all who contributed to the process. (200)</p>
140.	<p>Q: 2017 – BCC stated Fairways Day Centre was going to close, why was this letter sent out of the blue without any consultation?</p> <p>The decision with regard to Fairways Day Centre has been addressed. Birmingham City Council will ensure that the lessons learnt are considered for future planning. (278)</p>

E) Direct Payments	
Direct Payments	
141.	<p>Q: Have people got genuine choice between Direct Payments and day centres?</p> <p>Yes, you do have a choice. (162)</p>
142.	<p>Q: Are people given the correct information about Direct Payment?</p> <p>During the conversation between the service user and social work staff the social worker should advise the service user appropriately. All social work staff members have been given appropriate training and should be able to discuss the Direct Payment Scheme. (163)</p>
143.	<p>Q: How do direct payments work? Do I have to have a pre-paid card?</p> <p>If you have eligible care and support needs and choose a direct payment, you will be offered a pre-paid card. You can use this to pay for your care and support. There are other ways of managing direct payments tailored to suit the needs of individuals.</p> <p>https://www.birmingham.gov.uk/info/50036/help_paying_for_care/1125/direct_payments (90)</p>
144.	<p>Q: Will help be available to complete paperwork in the future? (query regarding benefits paperwork and increases should a direct payment be used)</p> <p>Following the discussion with the social worker all initial set up documentation should be completed by them. (169)</p>

145.	<p>Q: How are Direct Payments worked out?</p> <p>The social worker and the citizen will meet and discuss/agree on the following:</p> <ul style="list-style-type: none"> (i) what service or support is required based on eligible needs (ii) how many hours of care is required per day/week (iii) whether the care will be delivered by a Day Care provider or PA/Carer. <p>When an indicative cost has been identified the citizen then has to undergo a financial assessment to determine how much Birmingham City Council can financially assist the citizen. This may identify that the citizen is required to contribute to the cost of the care to be provided. (158)</p>
146.	<p>Q: Is there training that people get to use Direct Payments, as many users are struggling to use it?</p> <p>There are organisations such as Compass. Ideal for All and Penderels that can help you manage your Direct Payments. Your social work team can also support you through the process. The council's Direct Payments team is also here to help make things as easy as possible. (247)</p>
147.	<p>Q: Direct Payments won't work (i.e. – age means not tech savvy etc.)- what provisions are in place for the service user?</p> <p>Birmingham City Council commissions three organisations to either manage direct payments on behalf of direct payment recipients. (89)</p>
148.	<p>Q: Direct Payments - many carers feel this could be a source of anxiety, needing extra time and support. Additionally, some people mention how the personal budget can fall short due to the higher weekend rates charged by some agencies that are not being taken into account. Many do not want direct payments/ personal budgets to be imposed upon them. These same carers are unclear about how personal budgets/direct payments work.</p> <p>How could you persuade them to take up Direct Payments when they don't know how it works?</p> <p>Social Workers would have a conversation with the citizen and their carer to determine if a Direct Payment is the appropriate route for them. Information about Direct Payment can be found on the Birmingham City Council website or by contacting Client Services Finance on 0121 3031234. (74)</p>

149.	<p>Q: Can they access Direct Payments if an older person has no ability to access the social worker?</p> <p>A social worker should be available to discuss issues with any citizen in Birmingham and are contactable through a variety of means. If a social worker is not allocated the department can be contacted via Adults and Communities Access Point (ACAP) on 0121-303-1234. (165)</p>
150.	<p>Q: Is it explained to service users that once they accept Direct Payment, they are not allowed to buy back their Day Centre placement?</p> <p>Flexibility is central to direct payments. They can be used as part of a combined package. For example, part of a care package can be provided through direct services, such as an internal day centre, while other parts of the package can be provided through direct payments, enabling someone to live independently and choose their own support. An individual can decide that they do not want to continue with direct payments at any time. (159)</p>
151.	<p>Q: Are people informed that if they have a Direct Payment, they can go to a day centre?</p> <p>Yes, this is part of the conversation between social work staff and the service user who should be informed that a Direct Payment can be used to attend external day care provision which will meet the goals identified in their support plan. (160)</p>
152.	<p>Q: Can people on Direct Payment change their minds and come back?</p> <p>If you find that a direct payment is not right for you after all, you can switch to having a service provided by Adult Social Care. (167)</p>
153.	<p>Q: Are Direct Payments enough to cover the cost to come to a day centre five days a week?</p> <p>This is part of the conversation between social work staff and the service user where adequate levels of support funding should be agreed. (161)</p>
154.	<p>Q: We would like to know if a service user would get like for like if using a direct payment</p> <p>It is part of the conversation between social work staff and the service user that adequate levels of support funding should be agreed. (168)</p>

155.	<p>Q: At consultation meetings that we attended another important question was asked about whether a person would be able to buy the same number of hours of care and support as they currently get at a day centre if they receive a direct payment. The answer given in the FAQ was: “Many of the day opportunity services provided by organisations external to the council currently support citizens with packages of care funded directly by the council, by Direct payments and/or by self-funding arrangements. All of these groups can access the same services based on their assessed care needs or package of support required”. This doesn’t in any way answer the question that was asked. Please could you answer the following question: Many of those who attend day centres require care and support (in addition to care and support to access activities) throughout the waking day e.g. supervision to keep them safe; assistance with all personal care and so on. If such a person attends a day centre 5 days a week 09.30 – 15.30, would they receive a direct payment which is enough to fund the same number of hours from a personal assistant who would provide all the care and support that they need throughout that period?</p> <p>It is part of the conversation between social work staff and the service user that adequate levels of support funding should be agreed, which would be adjusted as appropriate following a review or reassessment of care needs. (170)</p>
156.	<p>Q: If funding is not suitable or enough to support a PA for 5 days how will this work?</p> <p>Direct payments are not compulsory and if you would rather the local council arrange the support they can do so. It is also possible to have a combination of support from the local council and direct payments.</p> <p>The direct payment must be an amount that is sufficient to meet the assessed needs of the person you are looking after. However, they might have to make an additional contribution towards the cost. (92)</p>
157.	<p>Q: Will the same level of care be maintained in the community if a citizen was in receipt of a direct payment rather than be supported by day care staff in a day centre?</p> <p>Many of the day opportunity services provided by organisations external to the council currently support citizens with packages of care funded directly by the Council, by Direct Payments and / or by self-funding arrangements. All of these groups can access the same services based on their assessed care needs or package of support required. (33)</p>

158.	<p>Q: In other councils around the country they've struggled with getting enough people to use Direct Payments, how do you plan to change this?</p> <p>Birmingham City Council recognises that Direct Payments are not for everyone before making a direct payment the council must be satisfied that the following apply:</p> <ul style="list-style-type: none"> i. The person who is entitled to the direct payment has needs which can be met using a direct payment. ii. Prior to agreeing to Direct Payments, the council must be satisfied that the payments will be made to someone who is capable of managing them. <p>Birmingham City Council continues to develop and improve plans for Direct Payments. (256)</p>
159.	<p>Q: Is the council going to schools and asking students leaving if they want to go to a Day Centre or take Direct Payments to go out in the community?</p> <p>This is not the approach currently adopted by Adult Social Care. (257)</p>
160.	<p>Q: Will providers of 'care' be regulated if we use Direct Payments to pay for care?</p> <p>The very essence of direct payments is to ensure that the service user has choice and control over who and what organisations provide the required care for them, as such it is up to the service user or their representative to ensure that anyone who provides care for an individual has appropriate documentation and qualifications. (166)</p>
161.	<p>Q: Will there be a change in the way direct payments can be used for example can they be used at the internal day centres?</p> <p>Direct payments cannot be used to pay for internal day service provision <u>but</u> they can be used as part of a combined package whereby part of the package is provided is provided by direct services (such as an internal day centre) while other parts are provided through direct payments. (164)</p>
162.	<p>Q: Do you realise how isolated a severely disabled person could become if they only get the option of a direct payment?</p> <p>The Council recognises that Direct Payments would not suit everyone. Care can be funded through a combination of packages of care funded directly by the Council, by Direct Payments or by self-funding arrangements. Citizens would not solely offered an option of a direct payment. The best option for an individual would be discussed with their social worker. (56)</p>

Personal Assistants	
163.	<p>Q: Will the wages / hourly rate of PA's be increased?</p> <p>The Council does not set the hourly rate that personal assistants are paid. However the Council does have to ensure that it is Care Act compliant and therefore the Direct Payment rate that is paid is sustainable so to enable people to arrange their own care to meet their agreed outcome.</p> <p>The indicative personal budget that the Council uses where someone wishes to employ a personal assistant is currently calculated on an hourly rate of £10.96. This is as stated only indicative, for example, in the event of specialist care that commands a higher rate, then the citizen with a direct payment could agree to increase the hourly rate, this would need to be evidenced as part of the support planning process. (31)</p>
164.	<p>Q: Who will find a personal assistant?</p> <p>Birmingham City Council currently commissions three organisations to support citizens with direct payments. As part of this service they offer some support in finding personal assistants. (91)</p>
165.	<p>Q: Are support workers subject to a DBS check? Are they trained to supervise vulnerable people? Are they trained to administer medication? Can they support adults having seizures? Are they reliable? (this included personal assistants)</p> <p>Support workers employed by services should be DBS checked and suitably trained to look after people in their care. Implementation of Quality Standards will in part address this and check that this is the case. For Personal Assistants it is currently the employer's responsibility to ensure that their PA is appropriately trained, and DBS checked. Birmingham City Council can provide information and advice, and signpost for support with this. (70)</p>
166.	<p>Q: Will personal assistants be given the right level of training to support citizens?</p> <p>Yes. The council would work to ensure that the right level of training and support for PA's is available. (29)</p>

167.	<p>Q: Will personal assistants be qualified to administer medication?</p> <p>There is no specific reference to this in any plan for Council Personal Assistant provision. Any individual employed in a care role where there is a requirement to administer medication would need to be appropriately qualified or trained, irrespective of whether in the employment of the Council or not. (30)</p>
168.	<p>Q: When taking people accessing day opportunities out in the community 'with support' would staff be fully trained in all capacities of awareness of autism, mental health and learning disabilities etc?</p> <p>Any individual employed in a care role would need to be appropriately trained and qualified. (245)</p>
169.	<p>Q: How long will Birmingham City Council pay for Personal Assistants before they cut funding for them?</p> <p>As long as a service user is assessed as having an eligible need funding from Birmingham City Council for a Direct Payments will only be withdrawn if it is shown that a directly funded service has become more appropriate following reassessment or there is a change in financial circumstances. (156)</p>
170.	<p>Q: If funding is not suitable or enough to support a Personal Assistant for 5 days how will this work?</p> <p>The amount and duration of the support provided by a Direct Payment is usually discussed during the initial conversation between the social work staff and the service user. (157)</p>
F) Draft Strategy	
Draft Model	
171.	<p>Q: All the terms in the model need a clear definition. Can this be made available?</p> <p>A glossary of terms can be found at the end of the draft Strategy document. (248)</p>
172.	<p>Q: What is Enablement? We have been getting different versions/ definitions of Enablement.</p> <p>Clarification of definition of enablement and other terms used in the draft strategy will be reviewed in the light of any responses received during the consultation and updated in the final strategy document. (270)</p>

173.	<p>Q: Why did Max Vaughan explain enablement in a different way to how it is explained in the glossary within the draft strategy?</p> <p>Max Vaughan expanded on the definition of the term enablement used in the glossary contained in the Draft Day Opportunities Strategy 2019 by adding that the term can also include gaining new skills. (58)</p>								
174.	<p>We would like a more extensive and basic explanation of the proposed model (bullet points at the side) - can this be given?</p>								
<table border="1"> <thead> <tr> <th data-bbox="241 451 862 507">Enablement</th> <th data-bbox="862 451 1482 507">Personalised planning</th> <th data-bbox="1482 451 2107 507">Specialist intensive support</th> </tr> </thead> <tbody> <tr> <td data-bbox="241 507 862 1241"> <ul style="list-style-type: none"> ▪ We propose that when people attend day centres, we would focus on helping them to develop skills that help them to be more independent. This would be for a period of time to suit the individual. ▪ We propose to focus on what people want to achieve (outcomes) and work with them to help achieve their goals. ▪ We propose to work with people to access other activities in the community and not just the day centre to achieve their desired outcomes </td> <td data-bbox="862 507 1482 1241"> <ul style="list-style-type: none"> ▪ We propose to focus on helping people to develop skills that help them be more independent. For some people they may need extra time to achieve their outcomes ▪ Suitable for people with higher support needs ▪ We propose to focus on what people want to achieve (outcomes) and work with them to help achieve their goals. ▪ We propose to work with people to access other activities in the community and not just the day centre to achieve their desired outcomes </td> <td data-bbox="1482 507 2107 1241"> <ul style="list-style-type: none"> ▪ This would be aimed at people with more complex needs and require more specialist and intensive support. ▪ The support would be on a longer term basis ▪ We suggest that people with complex needs should be supported to access the community just like everyone else. This would mean different things to different people. <p>(49)</p> </td> </tr> </tbody> </table>				Enablement	Personalised planning	Specialist intensive support	<ul style="list-style-type: none"> ▪ We propose that when people attend day centres, we would focus on helping them to develop skills that help them to be more independent. This would be for a period of time to suit the individual. ▪ We propose to focus on what people want to achieve (outcomes) and work with them to help achieve their goals. ▪ We propose to work with people to access other activities in the community and not just the day centre to achieve their desired outcomes 	<ul style="list-style-type: none"> ▪ We propose to focus on helping people to develop skills that help them be more independent. For some people they may need extra time to achieve their outcomes ▪ Suitable for people with higher support needs ▪ We propose to focus on what people want to achieve (outcomes) and work with them to help achieve their goals. ▪ We propose to work with people to access other activities in the community and not just the day centre to achieve their desired outcomes 	<ul style="list-style-type: none"> ▪ This would be aimed at people with more complex needs and require more specialist and intensive support. ▪ The support would be on a longer term basis ▪ We suggest that people with complex needs should be supported to access the community just like everyone else. This would mean different things to different people. <p>(49)</p>
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175.	<p>Q: With the suggestion of increased enablement who would be responsible for the training?</p> <p>If the draft strategy is approved, then consideration will be given to resource requirements. (269)</p>								

176.	<p>Q: Those who are not able bodied and cannot enable themselves, where will they get the help from?</p> <p>The draft strategy proposes that there are some individuals that will require additional assistance due to their complex support needs. (285)</p>
177.	<p>Q: Given the prominence of the term “enablement”, mentioned in the consultation on the strategy and prominent in the New Model diagram, would it not be advisable, along with all the other amendments that have been made, to redefine the term in the Glossary of the full consultation paper? The current explanation of the word, which has not changed since the beginning in April, seems to suggest it is about regaining skills lost by injuries in a road accident; yet it is being used extensively in relation to people disabled from birth.</p> <p>Clarification of definition of enablement and other terms used in the draft strategy will be reviewed in the light of any responses received during the consultation and updated in the final strategy document. (271)</p>
178.	<p>Q: How will enablement be implemented as a result of the strategy?</p> <p>The draft strategy supports an enablement approach, which requires staff to work with citizens in a person-centred way. This ensures that there is an enablement focus in every activity with the citizen. Through the appropriate training and development of skills, staff would develop new ways of working, which in turn would support and embed new practices that would deliver new and improved outcomes for citizens. (72)</p>
179.	<p>Q: Are Birmingham City Council expecting providers to deliver all aspects of the proposed draft Day Service Model or just some?</p> <p>It would be difficult to separate the model into separate delivery elements as sometimes citizens may progress through all three elements. The draft model is being consulted upon so Birmingham City Council awaits the findings to inform how it could be taken forward. (17)</p>
180.	<p>Is BCC suggesting that the first two tiers of the proposed model take direct payment and the bottom tier remain in day centres?</p> <p>No – this is not a proposal being put forward by the Council. (35)</p>

181.	<p>Q: Who is going to make a decision on where people sit in the model?</p> <p>As part of the three conversations model, it is proposed that a social worker would discuss what outcomes they wish to achieve with the person concerned. The level of support the person requires would be the determining factor in relation to the model. (3)</p>
182.	<p>Q: In relation to the Proposed Day Services Model</p> <ul style="list-style-type: none"> • What does time limited mean? <p>This means a fixed period of time to achieve a desired outcome as agreed with the citizen</p> <ul style="list-style-type: none"> • What does slightly longer mean? <p>This means a longer period of time to achieve a desired outcome as agreed with the citizen</p> <ul style="list-style-type: none"> • What does growing old with a learning disability mean? <p>Birmingham City Council acknowledges that people with learning disabilities are living longer, and as they age their needs change and this may require specific service responses. (7)</p>
183.	<p>Q: What will happen to a citizen who currently attends a day centre under the proposed model? – This person doesn't fit in to any of the boxes in the model or the examples given during the presentation.</p> <p>The draft day service model presents a set of proposed principles on how to support individuals with different support needs and levels of complexity. The council has a statutory responsibility to provide care and support for those with assessed eligible needs. Through regular review and if the individual continues to meet eligibility criteria, then services would continue to be provided. The boxes in the model are not intended to suggest that there are just 3 “types” of citizen and that all citizens are assessed as unique individuals. (51)</p>
184.	<p>Q: Some people who have reservations about the model believe it would mean a cessation of the day service for them and that they will be left isolated – How will you ensure that this is not the case?</p> <p>One of the key principles of the draft Strategy is person centred planning. The assessed needs of each individual will be considered, and the best possible package of support will be developed to respond to identified aspirations and outcomes. (131)</p>

185.	<p>Q: Can there be a clear definition about what is meant by community connection?</p> <p>Community connection is when someone feels connected with their community through the participation of different activities of their choice that are based within the community. (21)</p>
186.	<p>Q: Community connection how does this sit with the Specialist Intensive Support section of the model?</p> <p>Community connection means different things to different people, for some it could simply be enjoying outdoor spaces and for others, it could mean being much more involved in other community activities. This means that varying levels of need and the period of intervention can vary depending on the individual circumstances and subsequently, the draft model is applicable to specialist intensive support. (6)</p>
187.	<p>Q: Is the new model going to link with other community facilities e.g. Commonwealth Community games?</p> <p>This fits the proposed Strategy aspiration of making the most of a vibrant and developing city, ensuring access to the wide range of opportunities Birmingham has to offer. (113)</p>
188.	<p>Q: How will the new model connect to mental health services, e.g. Community Psychiatric Nurses?</p> <p>It might be in the future if the draft strategy is adopted that a range of specialist support services may work in partnership with day opportunities providers. (135)</p>
189.	<p>Q: Will it be easier to access services?</p> <p>Our proposals are about doing things differently to better meet the needs of people now and in the future. (287)</p>
190.	<p>Q: How will any changes affect staff in day centres?</p> <p>The proposed Day Opportunities Service Model very much focuses on the individual, their wishes and desired outcomes. This will support the development of a more flexible and responsive social care workforce. (94)</p>
191.	<p>Q: Will inter-generational work be included in the new Strategy?</p> <p>Ideas such as this will be retained and if the draft Strategy were to be approved by Cabinet then they can be looked at as part of any planning that might take place. (228)</p>

Equality and Diversity	
192.	<p>Q: Do people actually remember consultation i.e. Service users that have memory impairment / Non-verbal?</p> <p>The consultation was inclusive so provided opportunities for people to share their views regardless of their ability. (225)</p>
193.	<p>Q: Do the proposals factor in issues related to age, gender and race and culture?</p> <p>One of the aspirations for the proposed Strategy is that future provision is based on a person-centred planning approach, which would include consideration of such factors as age, gender, race and culture. If the draft Strategy is approved consideration may well be given to developing provision which specifically takes into consideration these factors. (198)</p>
194.	<p>Q: Alongside the six principles cultural needs should be embedded. What do the BCC ethnicity demographics look like for day care?</p> <p>Individual cultural needs and interests would be taken into account as part of person-centred planning. The information about ethnic breakdown of those accessing day care can be found in table 2 of the proposed strategy for day opportunities (page 10). (101)</p>
195.	<p>Q: The strategy mentions people with LD etc but not with sensory loss. Over 11 million people in the UK have a hearing loss and with an increasing ageing population. With the exception of BID we are not aware of provisions for older adults with hearing loss, I believe the council are now responsible for this, and therefore will it be added to the strategy?</p> <p>This is valuable feedback and will be taken forward as part of the ongoing analysis. (263)</p>
196.	<p>Q: What are the guidelines of people who have been diagnosed with early on set dementia involving the help and support that can be given?</p> <p>All adults who are eligible for support from Adult Social Care will be provided with information about the help and support that is available to them to meet their needs. This includes those who have been diagnosed with early on set dementia. (221)</p>
197.	<p>Q: Will day centres still cater for social inclusion under the new proposed model / strategy for people with severe learning disabilities and complex needs?</p> <p>Day centres would continue provide a range of activities for people with severe learning disabilities and complex needs including social inclusion. (55)</p>

198.	<p>Q: Is there a plan to extend to those who we do not know about? Need to be a bit more focused on older adults.</p> <p>Anyone who has a concern about an adult can make a referral to Adult Social Care. Referrals can come from the person themselves, professionals, the general public and family members.</p> <p>The proposed Day Opportunities Strategy does not focus on any one particular need. The council has a duty of care to provide support to those that are assessed as having an eligible need over the age of 18. (254)</p>
199.	<p>Q: Long term Mental Health issues – those with long term needs should have some access to facilities as those with long term disabilities?</p> <p>Any adult who is eligible for support from Adult Social Care is entitled to an assessment of their support needs which might include access to day opportunities. This includes adults with long term mental health issues. (242)</p>
200.	<p>Q: How are you going to change public attitudes about disabled people?</p> <p>Changing public attitudes is often a long process. Addressing issues of this nature requires a multi-agency approach and is not the sole responsibility of Adult Social Care. (144)</p>
201.	<p>Q: Will the current generation be sacrificed for the new generation?</p> <p>The draft Strategy is inclusive of all adults age 18+ who are eligible for support from Adult Social Care. The draft Strategy proposes that individuals will be supported to identify the best solution to meet their needs. (220)</p>
202.	<p>Q: Will it be more focused for the learning disability than older people? (Cllr Hamilton Amended text)</p> <p>The proposed Strategy has been created to address the needs of the range of different service users who use or may use day opportunities provision into the future. This includes people with a learning disability, autism, older people, people with a physical disability, people with mental health issues and any other group with eligible support needs. (210)</p>

Person Centred Planning	
203.	<p>Q: Can you give a more detailed explanation of person-centred planning? – we do not understand what this means.</p> <p>Person Centred Planning is process for continual listening and learning, focusing on what is important to someone now and in the future, and acting upon this in alliance with their family and friends. It is about helping an individual work out what they want, and person-centred approaches focus on how this is delivered. Services should fit in with the needs of the individual and make changes accordingly, rather than expecting the individual to fit in with what is already there. This means looking to the wider community and not limiting resources to specialist services. Source: Social Care Institute for Excellence (SCIE) (50)</p>
204.	<p>Q: What if certain individuals only want to stay at the day centre will they are allowed to?</p> <p>One of the aspirations for the proposed Strategy is that future provision is based on a person-centred planning approach. This will include a conversation with a social worker about their interests, choices and support needs. This will determine the best option for an individual. (241)</p>
205.	<p>Q: Will access on the current 2-days I have agreed continue and will an additional respite type day if required be possible (on an ad-hoc basis) in view of this consultation and possible changes?</p> <p>All arrangements will be discussed as part of a person-centred review. (277)</p>
206.	<p>Q: Do the service users understand the implications of the choice they make regarding their service?</p> <p>Social work staff would work with service users and their family / carers to provide personalised support in exercising choice. (253)</p>
207.	<p>Q: Concern regarding citizens who need routine and without this it impacts on their behaviour. How will changes be managed to ensure minimal effect of citizens?</p> <p>One of the six aspirations is “Focus on the individual, their strengths, choices, assets, and goals through person centred planning.” So, as with any change in an individual’s circumstances a review or re-assessment will identify and consider the impact of change and how to manage this. (236)</p>

208.	<p>Q: My daughter has a flexible funding package so will this have to change?</p> <p>There is no reason why your daughter’s flexible funding package will need to change in the future linked to the consultation in relation to the draft Day Opportunities Strategy. The person being assessed or reviewed must always remain at the centre of the process therefore consideration should be given on how best to support the person in this process. (87)</p>
209.	<p>Q: The users and carers describe the day centre as their lifeline- How will the plan & model affect me – they say - what will there be for my brother /sister/ son/daughter/with complex needs?</p> <p>There will be continued support which is appropriate to the needs of the individual. (104)</p>
210.	<p>Q: What support would be required if the proposed model was chosen?</p> <p>The approach that works most effectively always puts service users and carers at the centre and builds support around them. Person centred planning focuses on the individual, their strengths, choices, assets, and goals identify the best package of support. (132)</p>
211.	<p>Q: How do people have genuine choice if they aren’t being offered a referral to a Day Centre?</p> <p>The expectation is that social workers will inform citizens of all choices available so that they and their advocates can make an informed decision on what best meets their aspirations, outcomes and support needs. (267)</p>
212.	<p>Q: Some people only understand things in black and white; they can’t always comprehend choice because they might not have capacity – they are happy with the life that they have already; is this going to be considered?</p> <p>This relates to the aspiration of the proposed Strategy in regard to a focus on the individual, their strengths, choices, assets, and goals through person centred planning. The aim would be to support service users to understand as much as they can with respect to their available opportunities. (115)</p>
213.	<p>Q: If things are going on at the day centre, I enjoy could I increase the amount of time I spend at the centre?</p> <p>Any request for a change in package of care should be discussed with a Social Worker. (292)</p>

214.	<p>Q: Will the more independent person lose out and will they be asked to leave the centre and lose their place?</p> <p>Each individual has the right to a review and any decision to change the support will be based on the desired outcomes and safety of the individual. (293)</p>
215.	<p>Q: What will happen to service users in the future when the parents/carers become too old to look after them or pass away?</p> <p>As with any change of circumstances that impact on an individual this may require a re-assessment. (124)</p>
Quality	
216.	<p>Q: Are you still doing the Quality Standards?</p> <p>Yes, these are still going ahead, and the quality assessments will begin in July 2019 for those providers who have volunteered to take part. The purpose of introducing Quality Standards is for Birmingham City Council to ensure that the day care providers it commissions are safe, delivering appropriate services and to standardise and apply the same level of quality across all providers of day care commissioned in Birmingham. At present commissioned Providers have been invited to participate on a voluntary basis. (66)</p>
217.	<p>Q: Will there be any future CQC inspections?</p> <p>Day centres are not currently inspected by CQC. And therefore CQC will not be carrying out any inspections. (127)</p>
218.	<p>Q: Quality standards – how does the council have the right to assess this – is it the same way as CQC assess other services such as home care?</p> <p>For any service that Birmingham City Council commissions, it has a duty to ensure that it is safe and is good quality and that those in receipt of the service are receiving the care that they require. (69)</p>

219.	<p>Q: Are you still doing the Quality Standards?</p> <p>The application of Quality Standards for external providers sits outside of the scope of this consultation and is part of ‘business as usual’ for Birmingham City Council. At present external providers of adult day care are not regulated, therefore it is important that Birmingham City Council apply quality standards to day services across the city to ensure they are safe and help people achieve their desired outcomes. (8)</p>
220.	<p>Q: Why is the service not already standardised?</p> <p>It can be said that Birmingham's day opportunities provision has not been standardised to date as it involves a wide range of council run services, charities and private organisations who deliver these services. Nationally the Care Qualities Commission (CQC) does not regulate day opportunities which also impacts on the ability to standardise. It is proposed that the draft Day Opportunities Strategy provides a standardised set of service delivery principles for all types of provision. There is also an intention to implement a set of quality standards for the sector. (98)</p>
221.	<p>Q: How can BCC allow vulnerable adults to go to unregulated providers?</p> <p>Currently, there is no regulation process for day opportunities providers. The Council is applying a set of quality standards for non-council provided services. (216)</p>
222.	<p>Q: How will you maintain the standards at the Internal centre?</p> <p>There are governance arrangements in place to maintain quality standards relating to Day Services. (286)</p>
223.	<p>Q: If someday centres can't match the quality of Harborne, how will you ensure that the others are all the same standard?</p> <p>The proposal is that all centres, including those that are not operated by Birmingham City Council will be governed by the same quality standards. (268)</p>
224.	<p>Q: Is there not a mismatch between setting outcomes for providers) and outcomes for citizens?</p> <p>The Quality Standards process will assess how providers support citizens to achieve their own outcomes that they have identified during the support planning process with their social worker. (67)</p>

225.	<p>Q: Are Care Providers to be reduced? Are the 60 providers mentioned in the presentation before or after the introduction of the new standards?</p> <p>The intention is not to reduce the number of providers. There are 60 external providers currently commissioned by Birmingham City Council. Day Service provision is not currently regulated by any other body, e.g. Care Quality Commission so Birmingham City Council is introducing its own inspection process. (65)</p>
226.	<p>Q: Will a social worker go out and view / assess private day centres to ensure they are suitable for the citizen?</p> <p>The council is working to putting in place a series of quality standards for all providers of day opportunities. In addition, there would be a list of providers on our framework. For any day opportunities provider to be included on the framework they would need to demonstrate that they are of good quality and are safe. Any provider who cannot demonstrate this would not be included on the framework. The council would only refer citizens to those providers listed on the framework. (37)</p>
Safeguarding	
227.	<p>Q: I understand independence and quality of life, but these are some of the most vulnerable people. What is going to happen to them?</p> <p>Birmingham City Council does not wish to prejudice the result of the consultation and therefore cannot determine how the 6 key aspirations outlined in the draft Strategy might be delivered. If citizens are to access services in the community a person centred assessment determines the necessary support alongside a risk assessment. (255)</p>
228.	<p>Q: Safety procedures & safeguarding – Have these been really looked into? There are many individuals with little or no communication, what happens in the case of safeguarding? The disabled person is unable to report of anything that happens to them – It leave things open to abuse!</p> <p>In line with the Care Act 2014 continuous care assessment and planning must factor in any potential risk and how to mitigate against it. All service providers will be expected to be able to demonstrate best practice in safeguarding vulnerable adults. (137)</p>

Skills and Employment	
229.	<p>Q: If able bodied people are struggling to find employment how do you expect the service users to?</p> <p>The draft Day Opportunities Strategy considers how to compliment and support the opportunities that working age adults with disabilities have to prepare for to access employment. (96)</p>
230.	<p>Q: Skills are being mentioned - how and where will the individuals get their skills from/improve on their skills if they go to the pub/café/ shops everyday – and is this realistic?</p> <p>The expectation is that there is a balance between social activities and the focus on skills development. While going to the shops everyday may be a desired outcome for some individuals, the expectation is that in line with a person-centred approach, there will be a menu of activities to meet a variety of needs/outcomes. (120)</p>
231.	<p>Q: Will employment be meaningful?</p> <p>The draft Day Opportunities Strategy considers how to compliment and support the opportunities that working age adults with disabilities have to prepare for access to employment. Consideration would be given to what the best approach would be to supporting individuals, if they are able, into meaningful employment. (251)</p>
232.	<p>Q: Over 18 finished college, desperate for jobs – Is there moderation on what you able to do?</p> <p>A project has been brought together by Birmingham City Council and its Partners/ Providers. The PURE project is a part-funded European Social Funded project. It brings together a range of coordinated interventions which will assist the needs of citizens with barriers into the employment market. With the support of PURE Intervention Workers, they will support guide and mentor individuals through to Employment, Education or Training. (155)</p>
233.	<p>Q: In the proposal, my concern is whether business will be on board re employment opportunities? It is good to suggest employment opportunities, but will this be regulated? Business may take advantage of our kids.</p> <p>Birmingham City Council is already investing in employment opportunities. The PURE project is European Social Funded project which brings together a range of coordinated interventions to assist the needs of citizens with barriers into the employment market. The council is able to access the Disability Confident Employers list - https://www.gov.uk/government/collections/disability-confident-campaign (243)</p>

234.	<p>Q: How will BCC support citizens to get paid jobs?</p> <p>The PURE project is a part-funded European Social Funded project. It brings together a range of coordinated interventions which will assist the needs of citizens with barriers into the employment market. With the support of PURE Intervention Workers, they will support, guide and mentor individuals through to Employment, Education or Training. (153)</p> <p>https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/1967/pure_placing_vulnerable_urban_residents_into_employment</p>
235.	<p>Q: We have issues with carers who depend on benefits. There are concerns that if their loved ones become employed that this would negatively impact on the benefits they receive. How would Birmingham City Council mitigate against this? What would they advise?</p> <p>All situations are different, and Birmingham City Council would ensure that individuals have the information they need to make the right decision for them. (16)</p>
236.	<p>Q: Who's responsible for finding work placements for adults?</p> <p>If the draft Strategy was approved, consideration would be given to what the best approach would be to supporting individuals, if they are able, into employment. (116)</p>
237.	<p>Q: Will there be any funding for a citizen to travel to and from work?</p> <p>If you have a disability which makes it hard for you to travel to work you can apply for an Access to Work grant to pay for assistance getting to and from work. (154)</p>
238.	<p>Q: Why can't the local authority look at a different way of funding the centres e.g. opening an empty shop – recycle shop where service user can also go along and work on a rota basis?</p> <p>Ideas such as this will be retained and if the draft Strategy were to be approved by Cabinet then they can be looked at as part of any planning that might take place. (222)</p>

239.	<p>Q: Could there be an opportunity for organisations like Warm Earth to be funded to employ people with a Learning Disability?</p> <p>We are always open to a discussion; the employment of people with a learning disability is a priority for the Adult Social Care Directorate. (15)</p>
240.	<p>Q: What incentives are being used to encourage schools and businesses to be trained to understand complex communicative technology?</p> <p>In the context of Day Opportunities if the draft Strategy were to be implemented following the consultation analysis and subsequent decisions by Cabinet there will be an emphasis on the use of communication technology by any service provider. (146)</p>
241.	<p>Q: Support workers – can they help someone improve their abilities?</p> <p>Each citizen has a Support plan that reflects their outcomes and aspirations. These may include skills development as appropriate which will be support by a member to improve their abilities. (294)</p>
G) Funding / Savings	
242.	<p>Q: The 2019+ Budget included savings flowing from the new Day Opportunities Strategy in each of the 4 years starting with 2019/20. Please explain in detail how these savings were calculated for each year including where the savings come from?</p> <p>The 2019+ Budget sets out proposals for how the indicative savings - to balance the overall Council budget - might be achieved. The savings are only proposals at this stage and are not based on any set calculations nor are they attributed to any specific areas of Day Opportunities provision. It is not at all unusual for a Council's budget to be set on the basis of identified savings which are dependent on further decisions being taken, by the Council, during the course of the financial year. (177)</p>
243.	<p>Q: The council's budget consultation refers to £2.1m savings from Day Centres- so is this a cost cutting exercise or will it in fact cost more?</p> <p>The council's budget consultation is based on indicative figures. Resource requirements for any future day opportunities model will be only be considered if the draft Strategy were to be approved by Cabinet. (180)</p>

244.	<p>Q: There was a BCC surplus of funds reported in the papers in April/May where has this gone?</p> <p>“In 2018/19 the City Planned to use £30.5m of reserves to meet its expenditure commitments, the underspend against budget meant that the city was able to reduce its use of reserves and maintain more of those balances to meet future needs of the citizens of Birmingham” (297)</p>
245.	<p>Q: Is this consultation just the council’s way of dealing with budget cuts by cutting day centres and farming it out to the private sector?</p> <p>Birmingham City Council is consulting on the key aspirations of the draft Strategy and the proposed day service model and not about the closure of any particular day centre services. The current day opportunities provision is delivered by Birmingham City Council run centres as well as a range of third sector and private organisations. (88)</p>
246.	<p>Q: Where will Birmingham City Council get the funds to deliver enablement?</p> <p>If the draft Strategy were to be implemented following consideration of the consultation analysis and subsequent decision by Cabinet then the principle of enablement will be further encouraged and will be integral to packages of Day Opportunities care. Resource requirements would be considered if the draft Strategy is approved. (171)</p>
247.	<p>Q: Where will the money come from considering BCC are cutting the budget every year?</p> <p>A Council budget is set for each financial year which is publicly consulted upon. The money required for Day Opportunities provision will be sourced from the financial allocation provided to the Council. (172)</p>
248.	<p>Q: The Independent living fund (ILF) was dismantled, the money from this was supposed to be ring fenced within adult social care, where has the ££ towards this gone to?</p> <p>The original budget transferred over from the Independent living fund (ILF) on 1st June 2015. When the funding transferred each client was reassessed and where required consolidated the previous ILF payment with existing Direct Payment. (174)</p>
249.	<p>Q: Costs for getting people out in the Community – Who will be paying?</p> <p>If the draft strategy were to be implemented following the consultation and as decided by Cabinet, then resource requirements would be determined at that time. (85)</p>

250.	<p>Q: The types of activities referenced in the strategy have been implemented in the past. However, they have stopped due to lack of funding. How can we be sure that this won't happen again?</p> <p>The Council plan and the associated budget is developed year by year through Cabinet and then through public consultation. The available funding available to the Council dictates the Council plan. It is not possible to pre-empt the funding which is available for future financial years. (178)</p>
251.	<p>Q: The consultation paper says that the new strategy would require the Council to make financial investment in community day opportunities and assets. Please could you provide the details of what the council has identified it would need to invest in? Is there any other planned investment which is to be invested in day centres? If so, could you provide the details of what the council has identified it would need to invest in for day centres?</p> <p>The consultation has been concerned with establishing the key aspirations of the draft Strategy and the proposed day service model for consideration by Cabinet. If the draft Strategy were to be implemented following the consultation as decided by Cabinet then resource requirements would be determined at that time. (176)</p>
252.	<p>Q: When the Council sells the land after closing the day centre what do they do with the money?</p> <p>The Consultation is not about closing particular day centres. In the event that, at some future point, the Council proposed the closure of any day centre, then this would be the subject of a separate consultation process. (175)</p>
253.	<p>Q: From the number of other day centre closure from previous years – who keeps the monies? Does this go back within the BCC pot?</p> <p>If any type of Council service is closed and money released from the closure it is taken by the Council as savings which can be reallocated as part of the overall Council budget planning process. (173)</p>
254.	<p>Q: Previously there has been available funding from the 'Richard Rowntree Organisation' through Children's Trust, will there be similar funding for over 18s?</p> <p>There is an aspiration that similar sources of funding to the Richard Rowntree Organisation can be attracted to support day opportunities provision into the future. Some of the third sector organisations who currently provide day opportunities have been able to attract similar funding from a variety of sources other than Birmingham City Council. (84)</p>

255.	<p>Q: How much did it cost for the consultancy firm that produced the NDTi report?</p> <p>To disclose the exact value would be commercially undermining for the organisation. I can confirm the work commissioned from NDTi in relation to the Adult Day Opportunities was at a cost of less than £50,000 to the Council. (234)</p>
256.	<p>Q: Is Birmingham City Council still on target to finalise discussions around a funding framework by 01 May 2019, in line with the letter we received?</p> <p>The establishment of a funding framework/pricing model is considered a ‘business as usual’ issue and is not specifically part of this consultation exercise. Birmingham City Council have been working with the external day opportunities providers on how this can best be progressed. Any specific questions or queries relating to pricing should be directed to Birmingham City Council commissioners Dayopportunitiesvision@birmingham.gov.uk (23)</p>
257.	<p>Q: No facilities/ funding available, what happens in the future?</p> <p>If the draft Strategy were to be agreed following a decision by Cabinet then resource requirements would be considered at that time. (107)</p>
258.	<p>Q: Has enough research been done into the potential costs of providing extra Home Care/Respite/Residential Care?</p> <p>The Directorate has costings for Homecare, Residential and Respite Services. (259)</p>
H) Social Work	
259.	<p>Q: Where are the social workers?</p> <p>Social workers are located within the 10 constituencies across the city. They can be contacted by telephone through our telephone access point (ACAP) on 0121 303 1234. (73)</p>

260.	<p>Q: How do I find a Social Worker to help me when I need one?</p> <p>If you have care needs you can request an assessment for yourself, or someone you care for. To make referral for another person using this form: The assessment will also help you to understand what you can do for yourself and will inform you of what support is available to you in your local community and through other networks and services</p> <p>You can access a social worker by using the online referral form: https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/115/how_to_contact_us_about_adult_social_care_services_and_support.</p> <p>You can also contact social work in the following ways: Email: acap@birmingham.gov.uk</p> <p>For text relay service: If you have a hearing impairment you can contact us by using the text relay service. Details of this service can be found on the Text Relay website</p> <p>You can call us on 0121 303 1234 (52)</p>
261.	<p>Q: It can take ages to get through to a SW – why don't you have a Freephone?</p> <p>This suggestion has been fed back to senior management for consideration. (230)</p>
262.	<p>Q: When a package of care has been approved (day Centre Package) why don't the service users have an allocated social worker?</p> <p>The process that Birmingham City Council applies is that once an individual's needs have been addressed then the case is "closed". A case would be re-opened if circumstances change or a review is scheduled. (129)</p>
263.	<p>Q: Following this consultation will social work staff be more consistent i.e. cases seem to be allocated and deallocated at random and the new social worker does not necessarily know the service user.</p> <p>The consultation in relation to the Day Opportunities draft Strategy will inform any wider evidenced improvements we might need to make across Adult Social Care. (258)</p>

264.	<p>Q: How do I find a Social Worker to help me?</p> <p>If you have care and support needs, you can request an assessment for yourself, or someone you care for by contacting our contact point by telephone on 0121 303 1234. Alternatively you can make referral for another person using the form on the link below: https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/115/how_to_contact_us_about_adult_social_care_services_and_support.</p> <p>You can also contact social work in the following ways:</p> <p>Email: acap@birmingham.gov.uk</p> <p>If you have a speech impairment, are deaf or hard of hearing you can contact Birmingham City Council by Next Generation Text (also known as Text Relay and TypeTalk). Dial 18001 before the full national phone number. Minicom: 0121 303 1119 (83)</p>
265.	<p>Q: Will the number of social workers increase under the new proposed model / strategy?</p> <p>As part of the draft day opportunities strategy and proposed model, there are no plans to increase the number of social workers. (54)</p>
266.	<p>Q: I work in the field and can see what is going on; care assessments don't meet people's needs. What will Birmingham City Council do about this?</p> <p>The new model of social work, Three Conversations, ensures that the citizen is at the heart of any discussion and subsequent decision making. Three Conversations is built around a series of "conversations" and has a person-centred approach and is currently being rolled out across Birmingham. The roll out is being evaluated by an independent organisation. (283)</p>
267.	<p>Q: How will you ensure that social workers take into account the thoughts and knowledge of providers when it comes to clients reviews and assessments?</p> <p>The new model of social work, Three Conversations, ensures that the citizen is at the heart of any discussion and subsequent decision making. Three Conversations has a person centred approach. As part of supporting the best outcomes for each citizen, the social workers are required to share relevant information as appropriate with providers who are involved in supporting the citizen. (282)</p>

268.	<p>Q: What if something serious happens with a Day Centre such as a safeguarding incident?</p> <p>All staff within day centres across Birmingham are expected to be aware of, and have completed, Safeguarding Adults training. (128)</p>
269.	<p>Q: How will you ensure that social workers take into account the thoughts and knowledge of providers when it comes to clients reviews and assessments?</p> <p>It is expected that social care workers would involve those contributing to the care of an individual. The person being assessed or reviewed must always remain at the centre therefore consideration should be given on how best to support the person in this process. (13)</p>
270.	<p>Q: Will there be specialist Social Workers who understands client's needs?</p> <p>Within the constituency social care teams there are individuals who have specialist knowledge about the needs of adults who are eligible for support. (215)</p>
271.	<p>Do Social Workers know anything about Neighbourhood Networks?</p> <p>Yes. Social workers are being introduced to the neighbourhood networks, and phase one was completed end of January 2019, and phase two is currently being rolled out. It is expected by the end of the year that all social workers will be aware of neighbourhood networks within their constituencies. (53)</p>
272.	<p>Q: Missing link with/ between social workers and service available – can this be included in the consultation that social workers are kept up to date about services, make it part of BCC training?</p> <p>This has been fed back to senior managers for discussion. (231)</p>
273.	<p>Q: Where does capacity of the individual come into this? What someone choses to do, may not be in their best interest, so will we be having 'Best Interest' meetings?</p> <p>Where it is deemed that an individual lacks mental capacity in respect of making decisions, then Birmingham City Council has a duty to consider what is in the best interest of the individual. Best Interest meetings are a forum for discussing and making decisions in respect of the individual. (264)</p>

274.	<p>Q: My son/daughter has been attending a day centre for 9 years, and a review has not taken place why is this?</p> <p>The expectation is that each citizen who is in receipt of an Adult Social Service should have an annual review. Sometimes these are not always face to face with a social worker. Birmingham City Council is required to monitor the number of reviews that are taking place across day centres and the quality of those reviews. (281)</p>
275.	<p>Q: You mentioned about choice. How can a citizen have choice when a social worker tells them what they feel and tells them what they are having? Where is the citizen's choice in that?</p> <p>Social workers will adhere to a person-centred approach so as to ensure that the choice of the citizen is at the heart of any decision making. (295)</p>
276.	<p>Q: How will you ensure that social workers will implement Choice in their reviews?</p> <p>Birmingham City Council is implementing a new social work model, the Three Conversations Model, which very much focusses on the individual, their desires and outcomes that they want to achieve and how they want to achieve them. Exercising choice and control is a key part of that. (10)</p>
277.	<p>Q: I don't get the sense that social workers see enablement as a priority. How will enablement be implemented as a result of the Strategy?</p> <p>Birmingham City Council is implementing a new social work model, the Three Conversations Model, which very much focusses on the individual, their strengths, desired outcomes and how they want to achieve them. Enablement is a key part of supporting someone to regain their independence and increase choice and control, which is a key focus for the Council. (14)</p>
278.	<p>Q: Will the draft model change how social workers approach assessments and review people's needs? Particularly with assessments of people's ability to work?</p> <p>Birmingham City Council is already implementing a new social work model, the three Conversations Model, which focusses on the individual, their desires and outcomes they want to achieve and how they want to achieve them. (18)</p>

279.	<p>Q: How will you ensure that social workers will implement choice in their reviews?</p> <p>In line with the Adult Social Care Vision, social work teams have embraced a new approach to assessments. This involves a move away from a traditional form of assessments to a more person centred approach of finding out exactly the support that the individual requires and how best to intervene so that the individual gets the best outcomes for them. This approach known as "Three Conversations", is centred around choice and control, and is integral to an effective review process. A new template has been introduced across all team so as to support a consistent approach and practice. (71)</p>
I) Transitions	
280.	<p>Q: Is a day centre being offered to people leaving school/education?</p> <p>Birmingham City Council supports eligible individuals who have completed their education. (284)</p>
281.	<p>Q: Families don't like to engage with Social Workers they feel there is a stigma attached to meeting with a Social Worker and on occasions when suggested by the school or college families / young people should meet with a Social Worker to begin the transition process they refuse. Perhaps the Social Workers who are allocated to these young people could be called Transition Worker. Is it possible to rename this group of workers?</p> <p>This is a sensible suggestion and will be considered in any service re-design in the future. (260)</p>
282.	<p>Q: When is all this wonderful work going to happen? E.g. educating organisations and the public to better understand the work with people who have very complex needs transitioning from Children Services to Adult Social Care. Unless you really fight you don't get a service.</p> <p>Changing public attitudes is often a long process. Addressing issues of this nature requires a multi-agency approach and is not the sole responsibility of Adult Social Care. There is already an established partnership between Disabled Children's Social Care and Adult Social Care. (224)</p>
283.	<p>Q: 18 plus – Are BCC speaking to schools at transition?</p> <p>The consultation has included special educational needs schools and colleges for young people at the transition to adulthood stage of their life. (134)</p>

J) Miscellaneous	
284.	<p>Q: Is it Birmingham City Council policy to give preference to internal providers?</p> <p>No. A social care worker works with the citizen to determine the type and level of support they need. This informs the type of provision they receive. (5)</p>
285.	<p>Q: Is BCC still buying services from Capita for computers/IT?</p> <p>Yes. There remains a contract until 2021 for services including data centre management, bulk print and telephony. (145)</p>
286.	<p>Q: Is there a day centre non-attendance policy in place?</p> <p>Birmingham City Council does not currently have a policy in place that is applied to Providers of day opportunities. (68)</p>
287.	<p>Q: Can individuals at a day centre be allocated an advocate?</p> <p>Birmingham City Council has recently commissioned the Birmingham Advocacy Hub https://www.pohwer.net/birmingham.</p> <p>In respect of day services the Hub provides 'Group Advocacy' which involves bringing people with similar needs and issues together to support each other through Group Advocacy. These groups give people the opportunity to work together, share their experiences and raise joint concerns. They could potentially provide a facilitator to go into a day opportunities setting.</p> <p>The Hub is also delivering a community advocacy service that has less relevance to statutory requirements and is available to all citizens over the age of 18-including people living with mental health problems, learning and physical disabilities.</p> <p>https://www.pohwer.net/community-advocacy (38)</p>
288.	<p>Q: Why don't they sell old buildings that are left and not being used? E.g. Bordesley Green Day Centre is still empty.</p> <p>This is not a question on the Draft Day Opportunities Strategy 2019. (275)</p>

289.	<p>Q: Can we have GOLDD back in South Birmingham (like at Fairways)?</p> <p>GOLDD operates within three of the City Council's centres. The Fairway's GOLDD is still operating as are Beeches GOLDD and Alderman Bowen Elders Group. (152)</p>
290.	<p>Q: How much does BCC think the numbers choosing day care centres will change?</p> <p>There is data showing that younger people are not choosing the current Day Centre provision in the volume they once did. This trend has been in place for a few years now and before this draft Strategy work commenced. (197)</p>
291.	<p>Q: If we all decided we've had enough and left our people outside the Council House, what are you going to do?</p> <p>We want to work with carers and service users to consider and implement the proposed Strategy in a measured and safe way, if the draft Strategy is approved by Cabinet. (205)</p>
292.	<p>Q: It's difficult to get into these day centres. Is there a waiting list?</p> <p>Some Day Centres operate a waiting list and any information relating to these details would be available by contacting the centres direct. (280)</p>
293.	<p>Is there a legal document that day centre managers can use to phone service users homes like a whistle-blower? (This question was raised by one of the PFP members, carers explained that this is already in place – they gave examples of two internal day centres that would call carers / advocates if they felt there were any issues with the service user).</p> <p>This is in place within Birmingham City Council day centres. This forms part of the safeguarding procedures, all staff within Birmingham City Council is expected to be aware and have to complete training on this.</p> <p>There is also a whistle blowing process and the can be viewed at the link below</p> <p>https://www.birmingham.gov.uk/info/20154/foi_and_data_protection/286/concerned_about_serious_wrongdoing_whistleblowing (64)</p>

294.	<p>Q: The welcome centres – why don't we give them the same power as the day centres – to report a problem to family members / carers re issues with a service users?</p> <p>All providers of services are expected to be aware of safeguarding. The City Council regards safeguarding is everybody's business. Therefore, centres should inform carer/advocates if there are any issues with a service user. (47)</p>
295.	<p>Q: Additional support whilst at the day centre. Will additional resource be provided to help my son eat a full meal? He only eats a small amount and then stops. Then after a while he eats a small amount again. I am concerned that he is not fully supported at present will may be provided appropriate support in future to eat a full meal properly.</p> <p>All citizens who are supported in the service will have a detailed risk assessment and support plan which will reference support requirements. Any issues relating to an individual will be managed through person centred planning, concerns should always be raised with staff at the centre. (290)</p>
296.	<p>Q: If there is an adult who has identified a centre which is independent - does the funding arrangement allow the individual to make the choice? Would like clarity on this.</p> <p>Yes, this is part of the conversation between social work staff and the service user who should be informed that the funding arrangement can be used to attend external day care provision if it meets the goals identified in their support plan. (244)</p>
297.	<p>Q: What about when people don't have carers or parents to help them?</p> <p>Birmingham City Council commissions an organisation called POhWER to provide the Birmingham Advocacy Hub. The Hub offers free, confidential and independent advocacy services to help people understand their rights, be treated as equals and be heard.</p> <p>The Birmingham Advocacy Hub delivers the following services:</p> <p>Independent Mental Capacity Advocacy (IMCA) / Relevant Person's Paid Representative (RPPR) / Independent Mental Health Advocacy (IMHA) / Care Act Advocacy /NHS Complaints Advocacy / Community Advocacy / Group, Citizen and Peer Advocacy</p> <p>https://www.pohwer.net/birmingham?gclid=EAlaIQobChMI-vaw5Ib94wIVCLDtCh1pQA6XEAAAYASAAEgLz6PD BwE (217)</p>