

Appendix 2: –

Draft Day Opportunities Strategy Consultation

Consultation Findings - Questionnaire Analysis

(Revised August 2020)



Consultation Findings

Consultation Events

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

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

Questionnaire responses

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

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

Table 1.2 Number of questionnaires completed

Completed Questionnaires	Standard	Easy Read	Total
Number of questionnaires completed	451	541	992

[It should be noted that the number of respondents quoted subsequently may not be equal to the number of people completing the questionnaires due to respondent's multiple replies to questions.]

Questionnaire Analysis

The questionnaires contained 4 separate sections:

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

Section 2 – Contained questions about the Proposed Day Opportunities Strategy

Section 3 – Contained questions about the Draft Day Service Model

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

I. Questionnaire Responses

Section 1: Tell us who you are:

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

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

Table 2.1 below details the responses to this question. The highest percentage of respondents to both the standard questionnaire (38.16%) and (47.53%) to the easy read questionnaire categorised themselves as “I am a resident of Birmingham and attend a day centre in Birmingham” followed by “I am a resident of Birmingham” (23.35%) standard and (41.26%) easy read and “I care for someone who attends a day centre in Birmingham” (16.75%) standard (7.72%) easy read.

Table 2.1. An overview of people completing both the Questionnaires

Category	Standard		Easy Read		Combined Total	
	No.	%	No.	%	No.	%
I am a resident of Birmingham	145	23.35%	401	41.26%	546	34.27%
I am a resident of Birmingham and attend a day centre in Birmingham	237	38.16%	462	47.53%	699	43.88%
I care for someone who attends a day centre in Birmingham	104	16.75%	75	7.72%	179	11.24%
I represent/own a local business	3	0.48%	2	0.21%	5	0.31%
I represent a charity that covers the Birmingham area	29	4.67%	7	0.72%	36	2.26%
I represent a community group in Birmingham	11	1.77%	4	0.40%	15	0.94%
I work for Birmingham City Council	64	10.31%	7	0.72%	71	4.46%
I am a Birmingham councillor	2	0.32%	0	0.00%	2	0.13%
I represent a public sector organisation	7	1.13%	0	0.00%	7	0.44%
Other	16	2.58%	12	1.23%	28	1.76%
Not Answered	3	0.48%	2	0.21%	5	0.31%

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

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

Table 2.2. An overview of people completing question 2

	<i>Yes Number</i>	<i>Yes %</i>	<i>No Number</i>	<i>No %</i>	<i>Did Not Respond Number</i>	<i>Did Not Respond %</i>
Standard Questionnaire	240	53.10%	205	45.35%	7	1.55%
Easy Read Questionnaire	282	51.65%	244	44.69%	20	3.66%
Combined Total	522	52.30%	449	44.99%	27	2.71%

In response to the standard questionnaire (45.35%) responded **No**, (53.10%) responded that **Yes**, they were completing the questionnaire on behalf of somebody else, with (1.55%) not providing a response. In response to the easy read questionnaire (44.69%) responded **No**, (51.65%) responded that **Yes**, they were completing the questionnaire on behalf of somebody else, with (3.66%) not providing a response.

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

Example Question 3: There was a combined total of 997 responses to the question – the combined total for those that strongly agree is 225.

$$225 \div 997 \times 100\% = 22.57\%$$

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

Q3. Standard: What do you think about the proposals in the draft Day Opportunities Strategy?

Q3. Easy Read: What do you think about our ideas for changing day services?

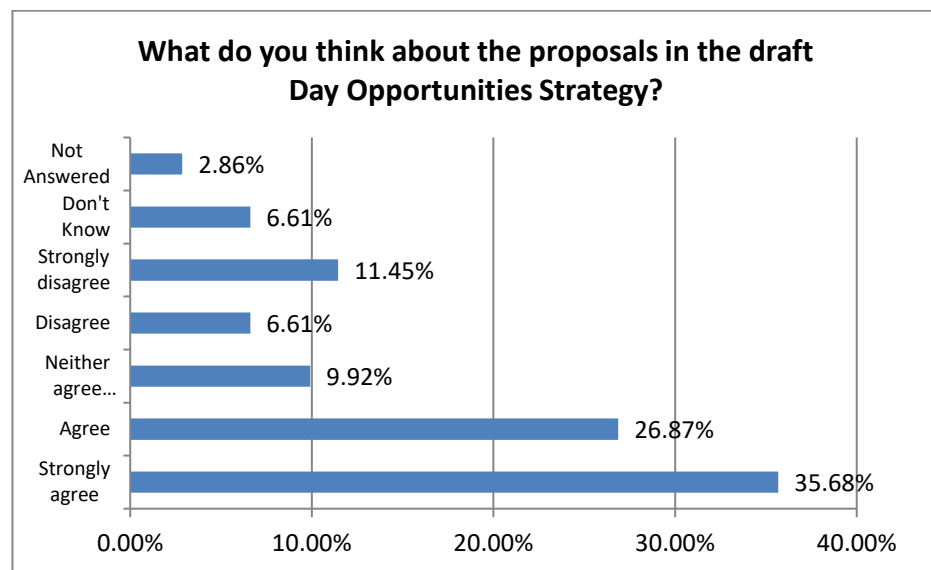
Table 2.3. Responses to Question 3

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Strongly agree	162	35.68%		63	11.60%		225	22.57%
Agree	122	26.87%		136	25.05%		258	25.88%
Neither agree nor disagree	45	9.92%		56	10.31%		101	10.13%
Disagree	30	6.61%		92	16.94%		122	12.24%
Strongly disagree	52	11.45%		130	23.94%		182	18.25%
Don't know	30	6.61%		59	10.87%		89	8.93%
Not answered	13	2.86%		7	1.29%		20	2.00%
Total	454	100%		543	100%		997	100%

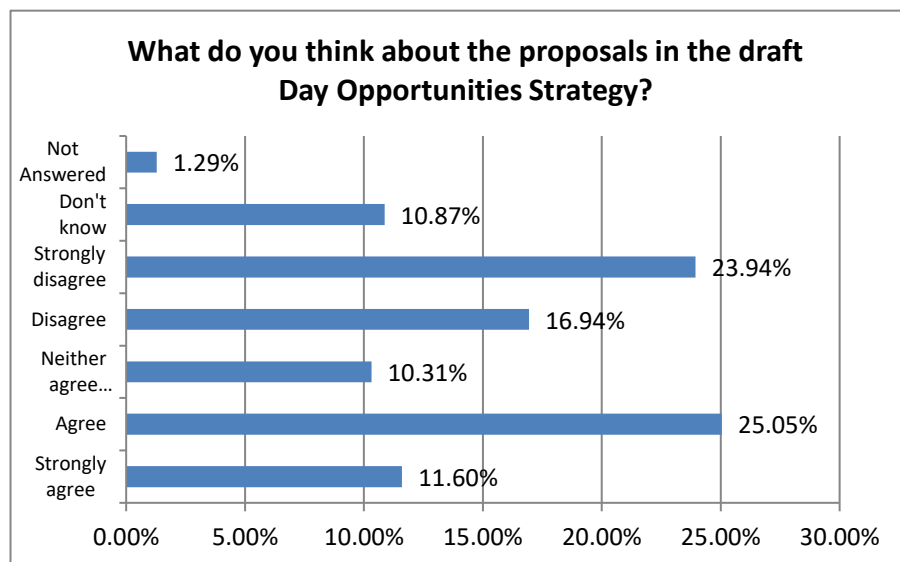
A high percentage of those who completed the standard questionnaire were in agreement with the proposals (62.56% agreed and 18.06% disagreed), whilst a higher percentage of those who completed the easy read questionnaires were not in agreement with the proposals (40.88% disagreed and 36.65% agreed). The overall level of support for the proposals was 48.45%.

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

Standard 2.1 – Overview of responses to the draft strategy



Easy Read 2.2– Overview of responses to the draft strategy



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

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

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

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

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

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

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

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

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

Table 2.4. Responses to Question 4a

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Strongly agree	253	56.10%		164	30.26%		417	41.99%
Agree	134	29.71%		267	49.26%		401	40.38%
Neither agree nor disagree	20	4.44%		44	8.12%		64	6.45%
Disagree	18	3.99%		17	3.14%		35	3.52%
Strongly disagree	14	3.10%		18	3.32%		32	3.22%
Not sure /Don't know	10	2.22%		30	5.54%		40	4.03%
Not answered	2	0.44%		2	0.37%		4	0.40%
Total	451	100%		542	100%		993	100.00%

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

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

Table 2.5. Responses to Question 4b

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Strongly agree	249	55.21%		185	34.13%		434	43.71%
Agree	138	30.60%		281	51.85%		419	42.20%
Neither agree nor disagree	25	5.54%		32	5.90%		57	5.74%
Disagree	13	2.88%		7	1.29%		20	2.01%
Strongly disagree	12	2.66%		11	2.03%		23	2.32%
Not sure /Don't know	12	2.66%		23	4.24%		35	3.52%
Not answered	2	0.44%		3	0.55%		5	0.50%
Total	451	100.00%		542	100.00%		993	100.00%

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

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

Table 2.6. Responses to Question 4c

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Strongly agree	236	52.33%		124	22.84%		360	36.22%
Agree	116	25.72%		254	46.78%		370	37.22%
Neither agree nor disagree	34	7.54%		49	9.02%		83	8.35%
Disagree	30	6.65%		36	6.63%		66	6.64%
Strongly disagree	20	4.44%		44	8.10%		64	6.44%
Not sure/Don't know	12	2.66%		31	5.71%		43	4.33%
Not answered	3	0.67%		5	0.92%		8	0.80%
Total	451	100.00%		543	100.00%		994	100.00%

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

Table 2.7. Responses to Question 4d

	Standard			Easy		*Combined Total	
	No.	%		No.	%	No.	%
Strongly agree	216	47.79%		97	17.90%	313	31.49%
Agree	125	27.65%		231	42.62%	356	35.81%
Neither agree nor disagree	36	7.96%		65	11.99%	101	10.16%
Disagree	27	5.97%		52	9.59%	79	7.95%
Strongly disagree	31	6.86%		56	10.33%	87	8.75%
Not sure/Don't know	12	2.65%		34	6.27%	46	4.63%
Not answered	5	1.11%		7	1.29%	12	1.21%
Total	452	100.00%		542	100.00%	994	100.00%

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

Table 2.8. Responses to Question 4e

	Standard			Easy		*Combined Total	
	No.	%		No.	%	No.	%
Strongly agree	94	20.84%		92	16.94%	186	18.71%
Agree	76	16.85%		150	27.62%	226	22.74%
Neither agree nor disagree	46	10.20%		88	16.21%	134	13.48%
Disagree	72	15.96%		65	11.97%	137	13.78%
Strongly disagree	136	30.16%		82	15.10%	218	21.93%
Not sure/Don't know	22	4.88%		58	10.68%	80	8.05%
Not answered	5	1.11%		8	1.47%	13	1.31%
Total	451	100.00%		543	100.00%	994	100.00%

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

Table 2.9. Responses to Question 4f

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Strongly agree	200	44.35%		124	22.79%		324	32.56%
Agree	122	27.05%		258	47.43%		380	38.19%
Neither agree nor disagree	48	10.64%		48	8.82%		96	9.65%
Disagree	24	5.32%		37	6.80%		61	6.13%
Strongly disagree	31	6.87%		40	7.35%		71	7.14%
Not sure/Don't know	18	3.99%		30	5.51%		48	4.82%
Not answered	8	1.77%		7	1.29%		15	1.51%
Total	451	100.00%		544	100.00%		995	100.00%

When asked what is the impact that the draft Day Opportunities Strategy would have on them and or family members, a higher percentage of those completing standard questionnaires felt it would have a positive impact (57.08%), whilst a higher proportion of those completing the easy read felt it would have a negative impact (39.78%).

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

Table 2.10. Responses to Question 5

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Very positive impact	164	36.28%		55	10.13%		219	22.01%
Positive impact	94	20.80%		106	19.52%		200	20.10%
No impact	48	10.62%		55	10.13%		103	10.35%
Negative impact	32	7.08%		91	16.76%		123	12.36%
Very negative impact	49	10.84%		125	23.02%		174	17.49%
Don't know	52	11.50%		97	17.86%		149	14.97%
Not answered	13	2.88%		14	2.58%		27	2.71%
Total	452	100.00%		543	100.00%		995	100.00%

Section 3: Draft Day Service Model

The Draft Day Service Model refers to the three-tier model of support including; (1) Enablement, (2) Personalised Support and (3) Specialist Intensive Support. The three tiers are designed to reflect that different people will need different levels and intensity of support dependent on their needs. In relation to the proposed day service model, a higher percentage of those completing standard (61.64%) and easy read (62.18%) questionnaires were in agreement with the proposed Day Services Model. When asked about the impact the Draft Service Model would have on them and or their family, it was felt that the model would have a positive impact.

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

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

Table 3. Responses to Question 6

	Standard			Easy			*Combined Total	
	No.	%		No.	%		No.	%
Strongly agree	158	35.03%		96	17.45%		254	25.37%
Agree	120	26.61%		246	44.73%		366	36.56%
Neither agree nor disagree	51	11.31%		57	10.36%		108	10.79%
Disagree	30	6.65%		38	6.91%		68	6.79%
Strongly disagree	46	10.20%		47	8.55%		93	9.29%
Don't know	34	7.54%		51	9.27%		85	8.49%
Not answered	12	2.66%		15	2.73%		27	2.70%
Total	451	100.00%		550	100.00%		1001	100.00%

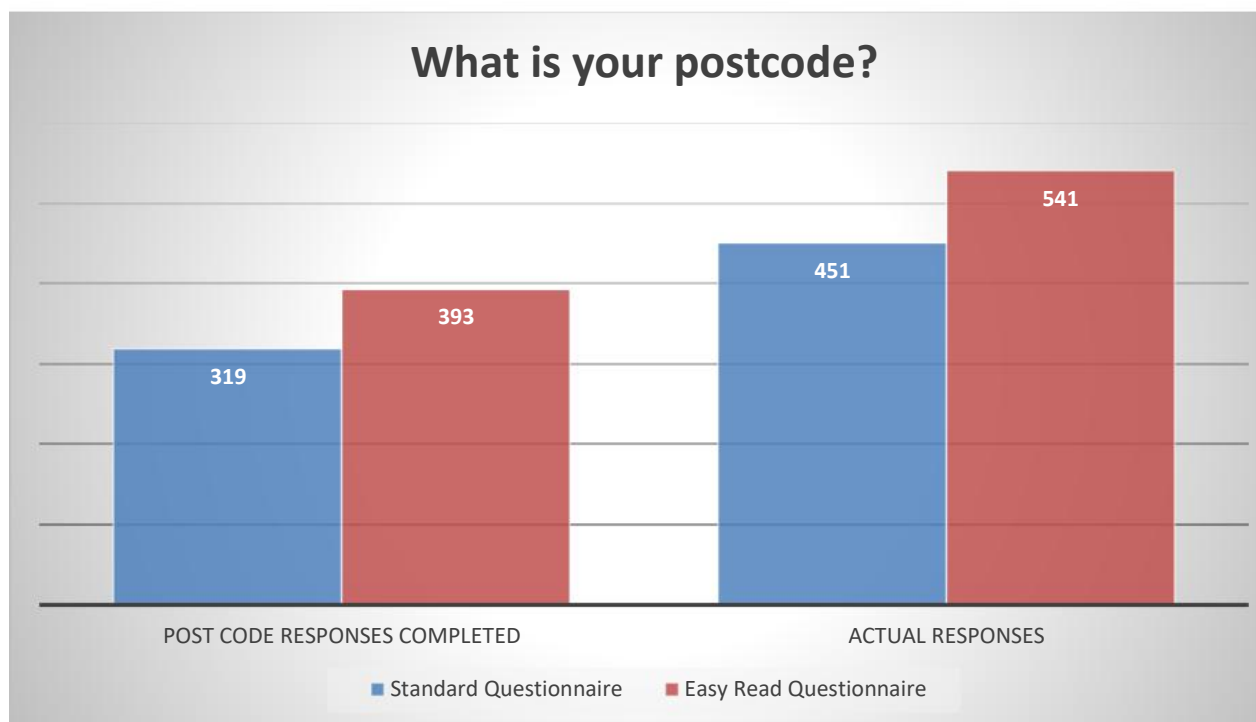
Q7. Standard: What impact do you think the Day Service Model would have on you and all your family members?
Q7. Easy Read: How would our idea for 3 levels of support affect you and your family?

Table 3.1. Responses to Question 7

	Standard		Easy		*Combined Total	
	No.	%	No.	%	No.	%
Very positive impact	157	34.66%	49	8.99%	206	20.64%
Positive impact	90	19.87%	167	30.64%	257	25.75%
No impact	48	10.60%	86	15.78%	134	13.43%
Negative impact	36	7.95%	40	7.34%	76	7.62%
Very negative impact	52	11.48%	76	13.94%	128	12.83%
Don't know	51	11.26%	107	19.63%	158	15.83%
Not answered	19	4.19%	20	3.67%	39	3.91%
Total	453	100.00%	545	100.00%	998	100.00%

Questionnaire Section 4 - Equalities Information

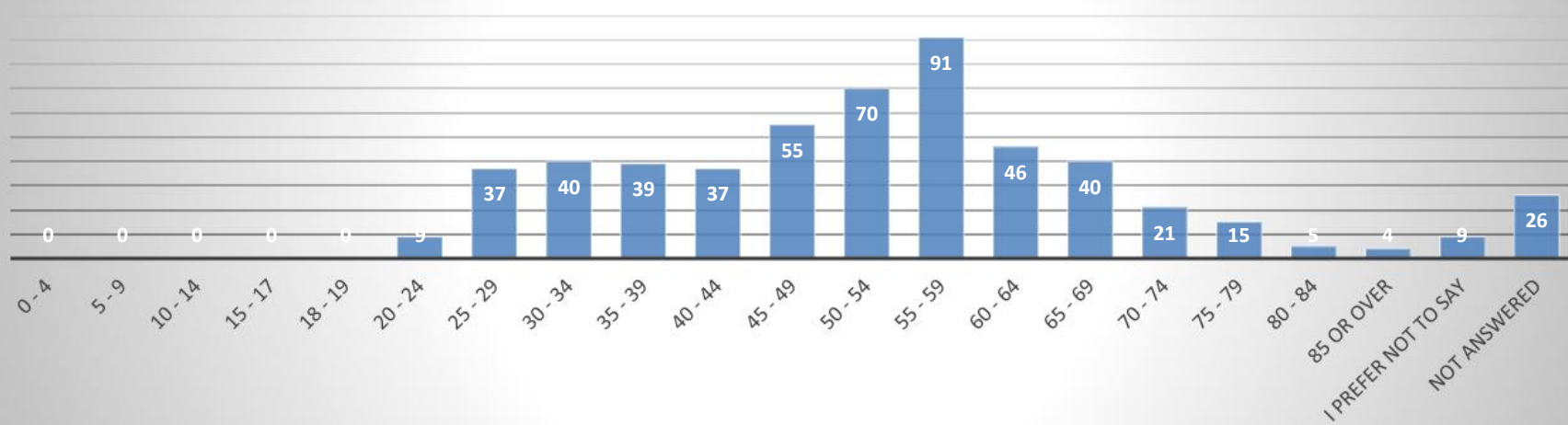
	Post Code Responses Completed	Actual Responses	Percent Completed
Standard Questionnaire	319	451	70.73%
Easy Read Questionnaire	393	541	72.64%
Total	712	992	



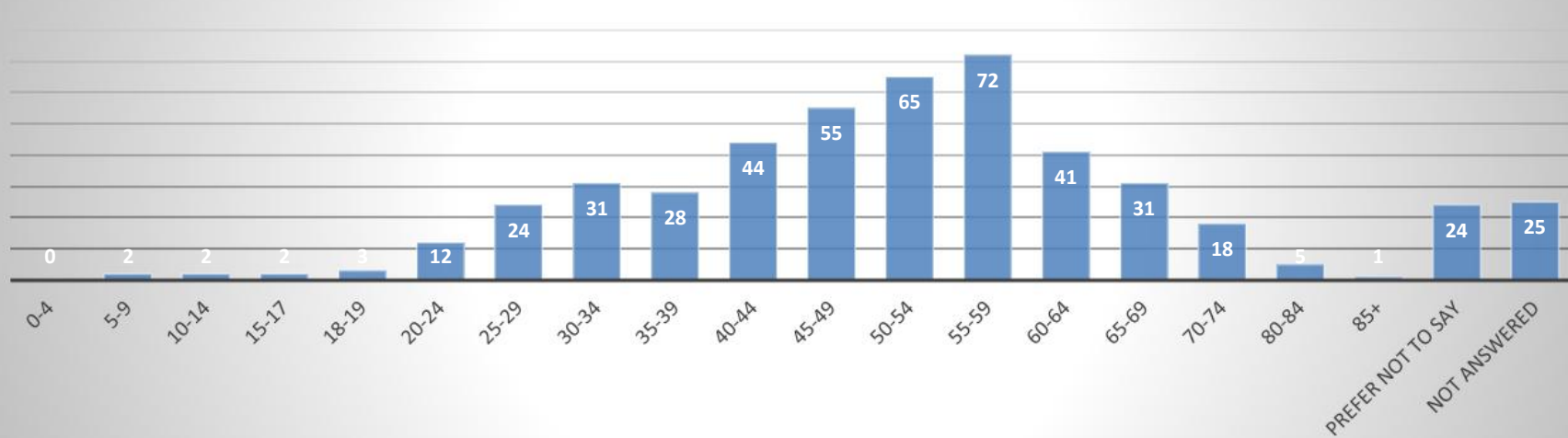
Standard Questionnaire		
Section 4: Equalities Information		
How old are you?	Numbers	Percentage
0-4	0	0.00%
5-9	2	0.41%
10-14	2	0.41%
15-17	2	0.41%
18-19	3	0.62%
20-24	12	2.47%
25-29	24	4.95%
30-34	31	6.39%
35-39	28	5.77%
40-44	44	9.07%
45-49	55	11.34%
50-54	65	13.40%
55-59	72	14.85%
60-64	41	8.45%
65-69	31	6.39%
70-74	18	3.71%
75-79	0	0.00%
80-84	5	1.03%
85+	1	0.21%
Prefer not to say	24	4.95%
Not answered	25	5.15%
Total	485	100.00%

Easy Read Questionnaire		
Section 4: Equalities Information		
How old are you?	Numbers	Percentage
0-4	0	0.00%
5-9	0	0.00%
10-14	0	0.00%
15-17	0	0.00%
18-19	0	0.00%
20-24	9	1.65%
25-29	37	6.80%
30-34	40	7.35%
35-39	39	7.17%
40-44	37	6.80%
45-49	55	10.11%
50-54	70	12.87%
55-59	91	16.73%
60-64	46	8.46%
65-69	40	7.35%
70-74	21	3.86%
75-79	15	2.76%
80-84	5	0.92%
85+	4	0.74%
Prefer not to say	9	1.65%
Not answered	26	4.78%
Total	544	100.00%

Easy Read - How old are you?

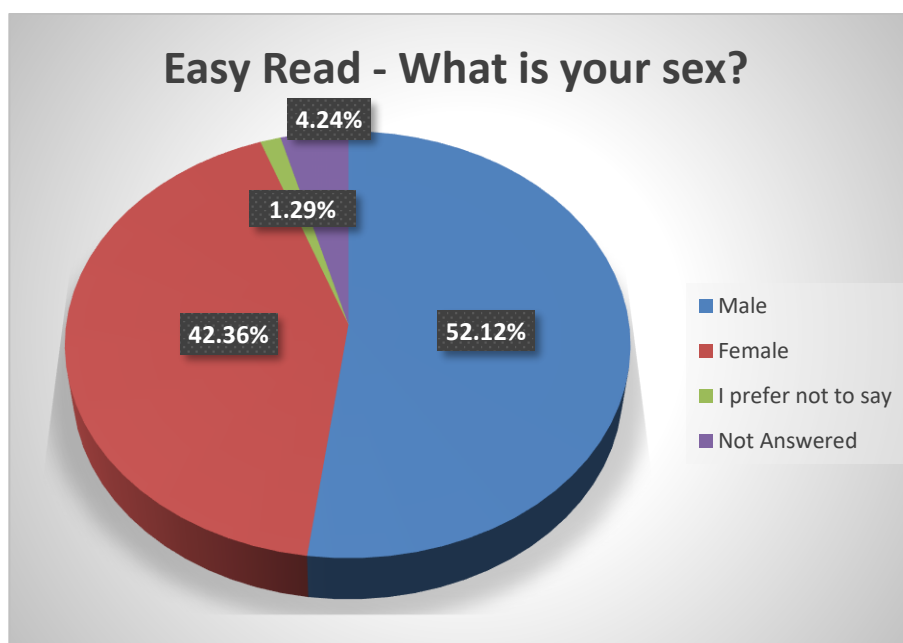
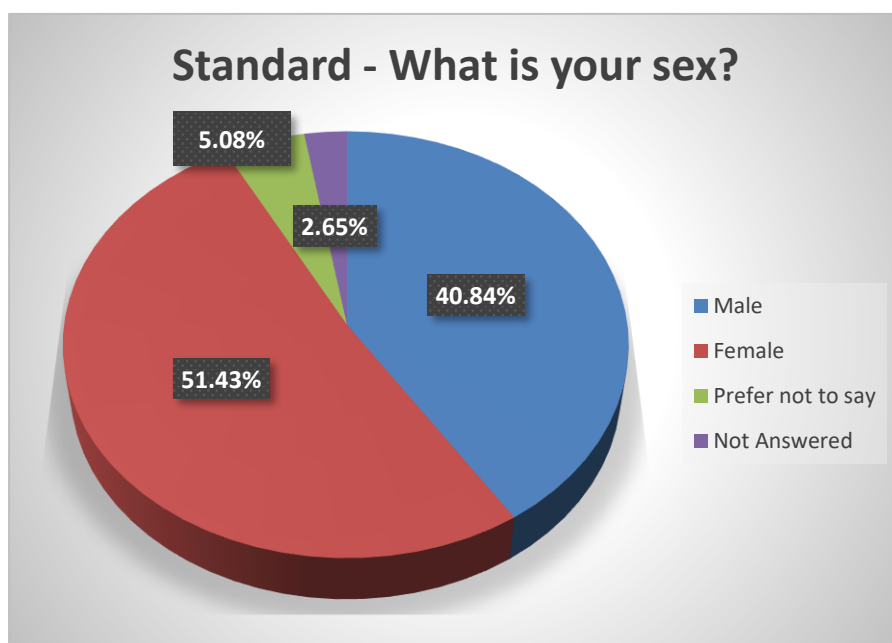


Standard - How old are you?



Standard Questionnaire		
Section 4: Equalities Information		
What is your sex?	Numbers	Percentage
Male	185	40.84%
Female	233	51.43%
Prefer not to say	23	5.08%
Not answered	12	2.65%
Total	453	100.00%

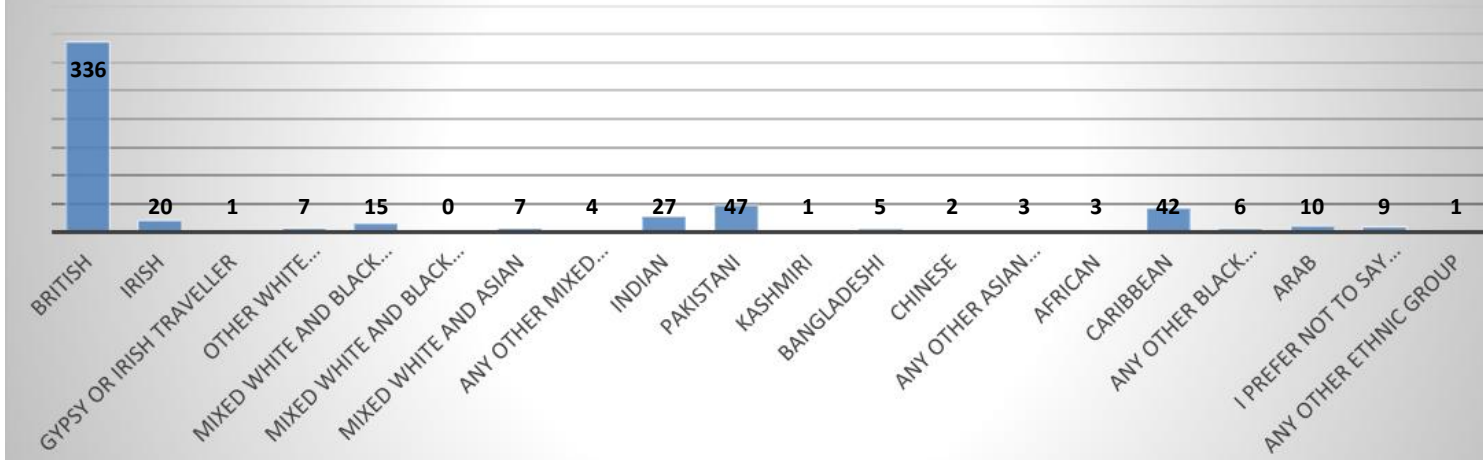
Easy Read Questionnaire		
Section 4: Equalities Information		
What is your sex?	Numbers	Percentage
Male	283	52.12%
Female	230	42.36%
Prefer not to say	7	1.29%
Not answered	23	4.24%
Total	543	100.00%



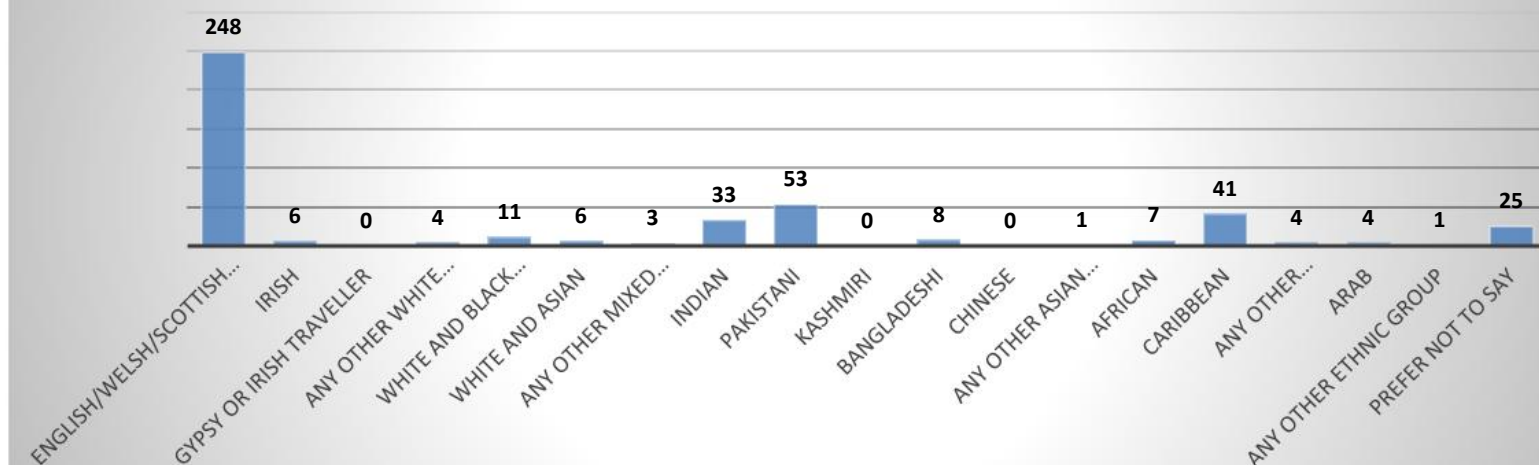
Standard Questionnaire		
Section 4: Equalities Information		
What is your ethnic group?	Numbers	Percentage
English/Welsh/Scottish/Northern Irish/British	248	54.51%
Irish	6	1.32%
Gypsy or Irish Traveller	0	0.00%
Any other White background	4	0.88%
White and Black Caribbean/African	11	2.42%
White and Asian	6	1.32%
Any other Mixed background	3	0.66%
Indian	33	7.25%
Pakistani	53	11.65%
Kashmiri	0	0.00%
Bangladeshi	8	1.76%
Chinese	0	0.00%
Any other Asian background	1	0.22%
African	7	1.54%
Caribbean	41	9.01%
Any other Black/African/Caribbean background	4	0.88%
Arab	4	0.88%
Any other ethnic group	1	0.22%
Prefer not to say	25	5.49%
Total	455	100.00%

Easy Read Questionnaire		
Section 4: Equalities Information		
What is your ethnic group?	Numbers	Percentage
English/Welsh/Scottish/Northern Irish/British	336	61.54%
Irish	20	3.66%
Gypsy or Irish Traveller	1	0.18%
Any other White background	7	1.28%
White and Black Caribbean/African	15	2.75%
White and Asian	7	1.28%
Any other Mixed background	4	0.73%
Indian	27	4.95%
Pakistani	47	8.61%
Kashmiri	1	0.18%
Bangladeshi	5	0.92%
Chinese	2	0.37%
Any other Asian background	3	0.55%
African	3	0.55%
Caribbean	42	7.69%
Any other Black/African/Caribbean background	6	1.10%
Arab	10	1.83%
Any other ethnic group	9	1.65%
Prefer not to say	1	0.18%
Total	546	100.00%

Easy Read - Ethnicity



Standard - Ethnicity



Standard Questionnaire

Section 4: Equalities Information

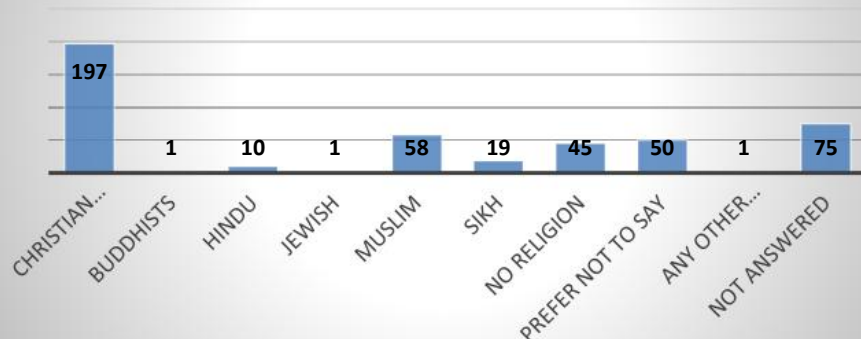
What is your religion or belief?	Numbers	Percentage
Christian (including Church of England, Catholic, Protestant, and all other Christian denominators)	197	43.11%
Buddhists	1	0.22%
Hindu	10	2.19%
Jewish	1	0.22%
Muslim	58	12.69%
Sikh	19	4.16%
No religion	45	9.85%
Prefer not to say	50	10.94%
Any other religion	1	0.22%
Not answered	75	16.41%
Total	457	100.00%

Easy Read Questionnaire

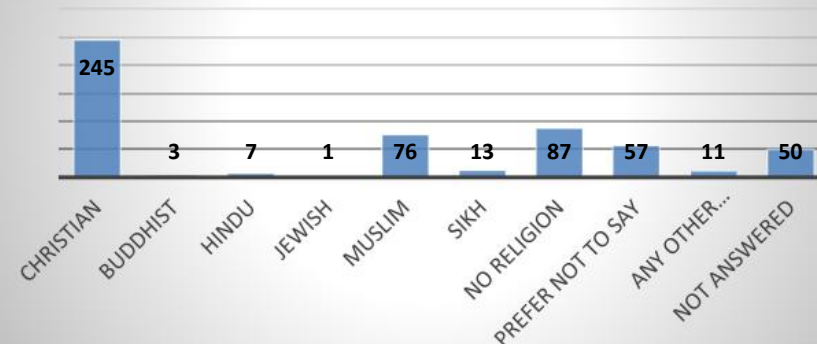
Section 4: Equalities Information

What is your religion or belief?	Numbers	Percentage
Christian (including Church of England, Catholic, Protestant, and all other Christian denominators)	245	44.55%
Buddhists	3	0.55%
Hindu	7	1.27%
Jewish	1	0.18%
Muslim	76	13.82%
Sikh	13	2.36%
No religion	87	15.82%
Prefer not to say	57	10.36%
Any other religion	11	2.00%
Not answered	50	9.09%
Total	550	100.00%

Standard - What is your religion or belief?



Easy Read -What is your religion or belief?



Standard Questionnaire

Section 4: Equalities Information

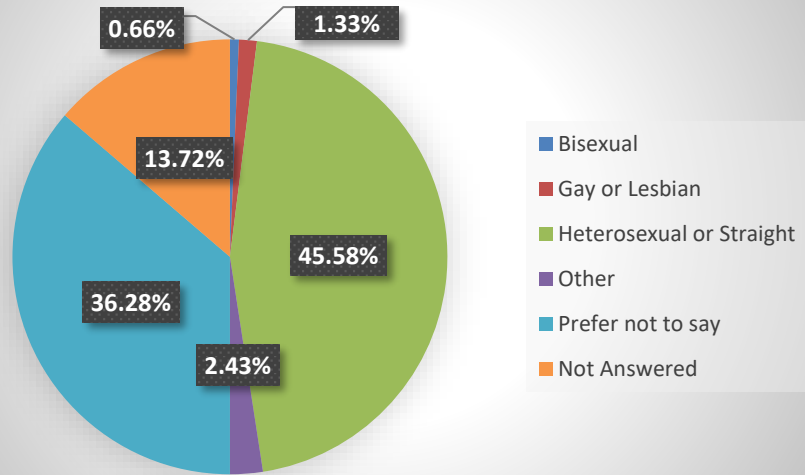
What is your Sexual Orientation? Are you...	Numbers	Percentage
Bisexual	3	0.66%
Gay or Lesbian	6	1.33%
Heterosexual or Straight	206	45.58%
Other	11	2.43%
Prefer not to say	164	36.28%
Not answered	62	13.72%
Total	452	100.00%

Easy Read Questionnaire

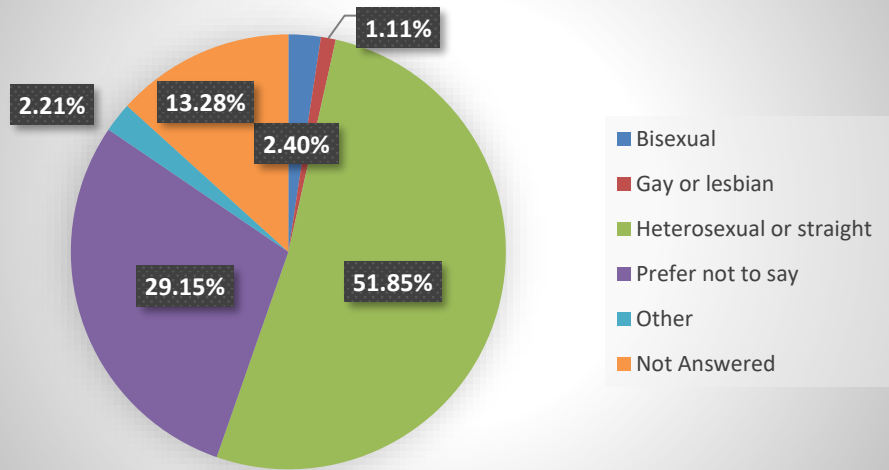
Section 4: Equalities Information

What is your Sexual Orientation? Are you...	Numbers	Percentage
Bisexual	13	2.40%
Gay or Lesbian	6	1.11%
Heterosexual or Straight	281	51.85%
Other	158	29.15%
Prefer not to say	12	2.21%
Not answered	72	13.28%
Total	542	100.00%

Standard - Are you...?



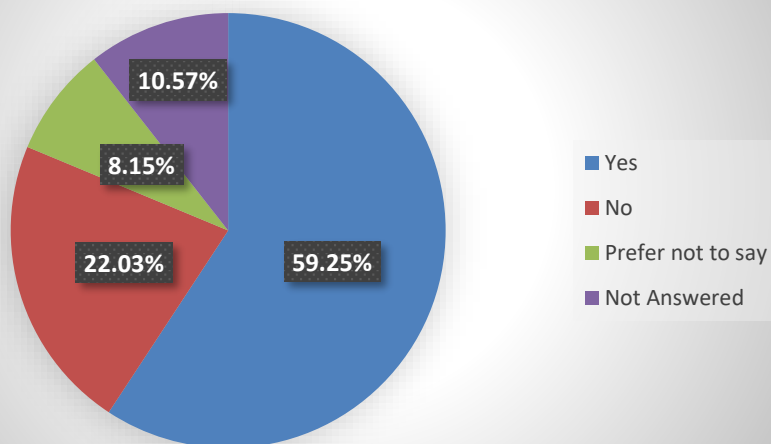
Easy Read - Are you...?



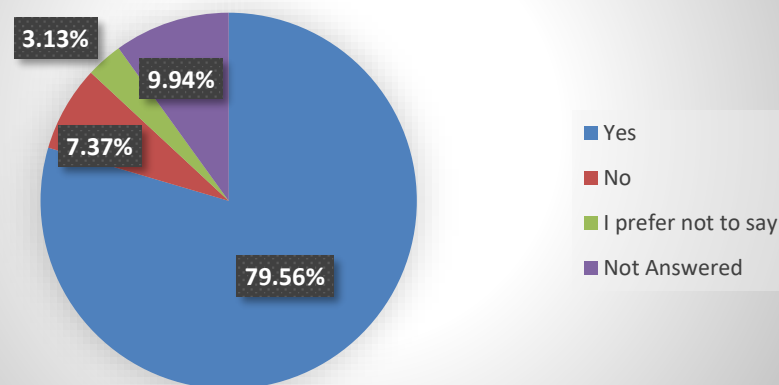
Standard Questionnaire		
Section 4: Equalities Information		
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?		
	Numbers	Percentage
Yes	269	59.25%
No	100	22.03%
Prefer not to say	37	8.15%
Not answered	48	10.57%
Total	454	100.00%

Easy Read Questionnaire		
Section 4: Equalities Information		
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?		
	Numbers	Percentage
Yes	432	79.56%
No	40	7.37%
Prefer not to say	17	3.13%
Not answered	54	9.94%
Total	543	100.00%

Standard - Do you have a disability?



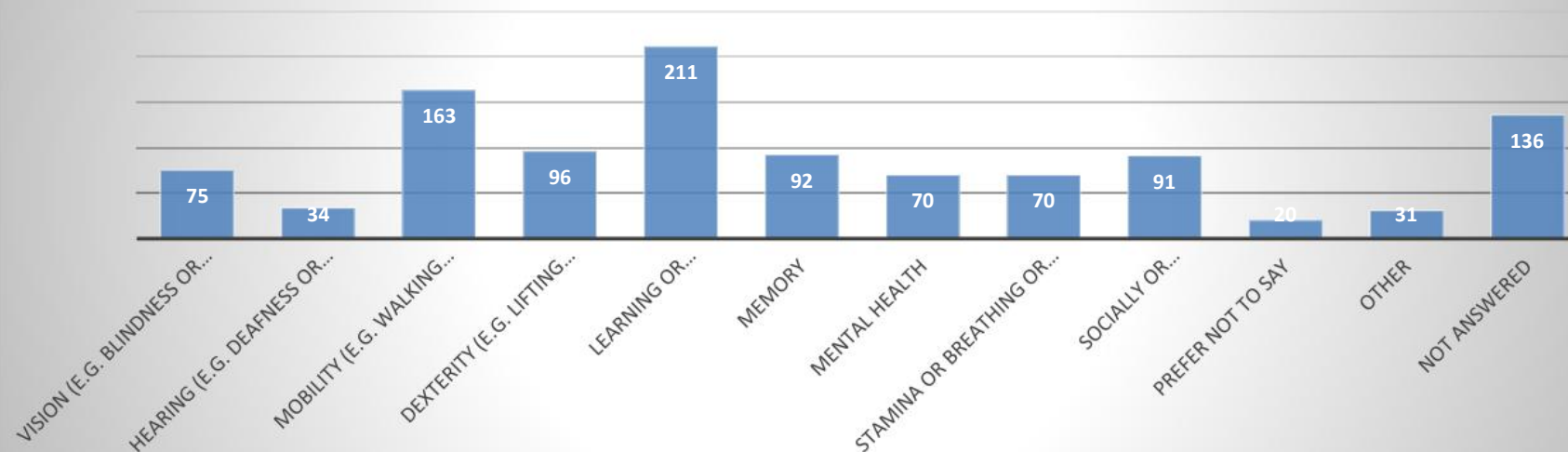
Easy Read -Do you have a disability?



Standard Questionnaire		
Section 4: Equalities Information		
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? <i>If Yes, What type?</i>		
	Numbers	Percentage
Vision (e.g. blindness or partial sight)	75	6.89%
Hearing (e.g. deafness or partial hearing)	34	3.12%
Mobility (e.g. walking short distances or climbing stairs)	163	14.97%
Dexterity (e.g. lifting and carrying and carrying objects, using a keyboard)	96	8.82%
Learning or understanding or concentrating	211	19.38%
Memory	92	8.45%
Mental Health	70	6.43%
Stamina or breathing or fatigue	70	6.43%
Socially or behaviourally (e.g. associated with autism, attention deficit disorder or Asperger's syndrome)	91	8.36%
Prefer not to say	20	1.84%
Other	31	2.85%
Not answered	136	12.49%
Total	1089	100.00%

Easy Read Questionnaire		
Section 4: Equalities Information		
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? <i>If Yes, What type?</i>		
	Numbers	Percentage
Difficulty with seeing	99	6.99%
Difficulty with hearing	62	4.38%
Difficulty getting around	190	13.42%
Difficulty lifting and carrying things	146	10.31%
Learning disabilities	377	26.62%
Hard to remember things	129	9.11%
Mental health	80	5.65%
Getting very tired	117	8.26%
Autism or Asperger's syndrome	92	6.50%
I prefer not to say	34	2.40%
Other	7	0.49%
Not answered	83	5.86%
Total	1416	100.00%

Standard - What type of disability?



Easy Read - What type of disability?

