

Birmingham City Council Day Services Review

An overview for senior managers

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Core thoughts for commissioners and planning leads

- Knowledge
- Aspiration
- Individual planning
- Building the market
 - Within BCC
 - Out with BCC



Background

- £7 million BCC provided.
- £7 million BCC commissioned
- BCC
 - 50% 5 days
 - 50% 50 plus. 12% under 30
 - 50plus, 4/5 days, living with older family
 - 28% + paid support
 - 74 % transport

People Aspirations

- Most, individual, families, planning facilitators and commissioners lack images of possibility and exposure to possibilities. This reduces aspiration
- General focus on being busy, 'respite', safe
- No real mechanisms for individual control

People Planning

- Planning is not person centered or asset based
- Doesn't identify why, how, how long and outcomes
- Focus on choosing from a menu of activities
- People's services not being effectively reviewed
- Current planning does not provide understanding and information on which to, locally and strategically, develop day opportunities

Services Style

- Typical pattern of use:
 - Bus/travel
 - Base
 - Activity
 - Lunch
 - Activity
 - Base room
 - Bus/travel
- 120-150 minutes
- Monday to Friday. Daytime

Services

What

- People using services & families generally place great value on relationships, sense of place, staff commitment
- Most activities typical of traditional day services. Sparks not created by 'the system'
- Not placed in wider life
- Staff lack access to aspiration information, images, training and challenge
- Generally inflexible working arrangements

Services Place

- Birmingham vibrant. Most services are close to community centers. Little knowledge, connection or engagement
- Assumption of separation. Stronger in learning disability services
- Lack of knowledge on how to engage. Interest
- Lack of external changing and adapted places
- Service allocation by location.

Services Leadership

- High levels of commitment to people using services and 'their' service
- Generally little awareness, images of possibility and aspiration
- Focus on low level change
- Lack of senior management or commissioner drive for change
- BCC:
 - Hands off
 - Bureaucracy and processes
 - Control of budgets, staff, vehicles

Strategy Vision

- Strong awareness of a need for change
- Lack of knowledge to identify and describe destination
- Are resources in place to deliver change?

Recommendations

- To raise the knowledge and aspirations of all stakeholders through information sharing, access to best and emerging practice and skilled challenge of ideas and practice.
 - Relevant images of possibility
 - Visits and information sharing
 - Practice exploration and development
 - Reflect on strategic value of current coproduction activity

Recommendations

- To make person centred, asset based conversations (assessments) the standard planning and review process across all teams and services, with minimal bureaucracy and funding options that support individual (and family) control.
 - Agree planning standard
 - Implement and measure high quality planning
 - Introduce process for identifying anything that stands in the way of delivering creative plans
 - Gather aspirations, challenges and solutions

Recommendations

- To make 'ordinary' activities and community lives the focus and aspiration for day opportunities.
 - Understand community
 - Understand how community can be built
 - Make community the default setting

Recommendations

- To enable and support the services provided by BCC to identify activities and communities to specialise in, and to adopt ways of working that will enable them, if they are chosen by people and offered the desired quality, to contribute to a marketplace of support.
 - Identify and address the barriers to development across all and individual services
 - Develop individual service development plans – including leadership, staffing, transport
 - Provide ongoing development support
 - Agree that services will exist if enough people choose them. Funding to follow people
 - Separate out the off shoot project.

Recommendations

- To support the development of existing community based providers and new supports and services to, if they are chosen by people and offer the desired quality, work with BCC services to offer a real marketplace of support.
 - Agree standards
 - Support existing service to develop to meet those standards
 - Support local social entrepreneurs to develop new services

Essential elements for coproduction to work

- People as assets not recipients of services
- Share power and responsibility
- Be honest and open about what is possible
- Determine how you will work together – what values bring you together?
- Know what it is you are coproducing!
- Commit to action and collective decision making/problem solving

