

Appendix 6: - Draft Day Opportunities Strategy Consultation – Themed Comments (Revised August 2020)



This document is a substantive compilation of comments that were recorded at different Day Opportunities Consultation 2019 events and taken from the questionnaire responses completed by people.

Some of the comments recorded at events are already published on the consultation web site but this document brings together the comments in themed sets.

The comments are themed in alphabetical order. This does not suggest any order of importance but makes the document easier to navigate.

Amongst the comments are questions which were submitted via the questionnaires, so were too late to be considered for the Frequently Asked Questions process.

Additional comments have been added following an audit of consultation documentation.

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A) Carers

	Support
1.	Help me to achieve being a carer.
2.	Carers will have less service provided and will be expected to fill the gap to save the council money. Service Users will have less service and a smaller community to participate in. The remaining community will be the more disabled and less balanced.
3.	Many have been at the centre for years – carers must be in a huge panic.
4.	If it happens! If it comes down to carers providing support, it would make things a lot worse.
5.	Carers need a break in order to recharge their batteries. Caring is a very demanding role 24/7 and as such government and local council should not be adding more stress affecting carers health and wellbeing.
6.	Carers are working with other professionals to get the right support.
7.	Have to fight for everything and it makes you tired.
8.	Parents further commented that they know Service Users best, even where their needs have been assessed.
9.	Carers are doing an excellent job. If we behaved as badly as Social Workers, we'd be on the front of the Evening Mail.
10.	If anything happens to us (carers) people will have to go into residential care which will cost, you (BCC) more.
11.	Day centre is our lifeline. We have told you this over and over.
12.	I am not my sister or my Mum's carer. I have my own family to support and life can be incredibly stressful and at times has made me ill. I feel that the new day care strategy will put more pressure on myself as I will be having to constantly check that plans are in place for my sister to get out safely in the community.
13.	My daughter needs a lot of support. When she is here, it gives me a break.
14.	This place provides important respite for families. It allows people to work and to get on with their lives.
15.	As a family we need routine for our special needs daughter. Our work life balance will be greatly affected without this routine.
16.	The people we care for have all deteriorated in the last ten years.
17.	Individual needs aren't always acknowledged by the system, e.g. respite and lack of provision.
18.	They don't know our lives; they don't live our lives.
19.	There should be better engagement with carers. Engagement should be small groups. Most are concerned about closure, so unable to engage beyond stopping closure.
20.	Carers may be affected by changes to the day services (finding time to care for the person – work/carer balance).
21.	Carers need to be recognised as full-time employees.
22.	The Carers who are joining these people should also be provided with the source of free transportation.
23.	If my son did not have a place at his day centre, I would not be able to go to work, pay the mortgage etc. This would give me a choice of putting him in a care home or losing our home! It would also isolate him at home and take away his friends and routine.
24.	Carers can find themselves having to give up their careers and independence. This is a form of bereavement.

25.	My family would have to help a lot more taking them away from their work especially to ensure I am safe, well and have food and drink.
26.	It would affect my family's jobs; they may not be able to go to work.
27.	I am elderly and when I pass away my daughter is going to take over my son's care. She has a job and career so if there are no day centres, she will have to give all this up to take full time care of XX.
28.	Carer to family, i.e. husband / wife, and as their condition changes they have to reduce hours at work to provide more support in daily living.
29.	I need to go to work. My son is at university, but he will have to take on debt to manage. I look after my mom and sister. I didn't ask for this.
30.	I (as a carer) would also like to work.
31.	More stress on my elderly mother who is not well.
32.	Need to also think about older people who are carers. Providers thought that this was a serious concern as many carers are elderly.
33.	My carer is 70 years old and I am 75, this change would make my carer unwell.
34.	My mother is very old and would not cope with me at home.
35.	My son lives with myself (mum and dad) we are both 80 years of age. My son not having a day centre will not help my family. As we are unable to take him out.
36.	It is harder to care for people as parents get older.
37.	The powers that be don't care about carers. We are carers. Some carers are in their 80's and 90's.
38.	Finds it difficult as she is 80 years old caring for 3 adults with disability.
39.	As you get older as a carer it gets harder.
40.	My mum is getting old now and can't do as much as she used to do so it would be very hard for her because she would worry and have to take me with her everywhere.
41.	My dad cannot do anything and struggles to walk anywhere even in the house. I would become an alcoholic. I am already under the hospital for this problem.
42.	My sister cares for me and my dad who isn't well. This would bring more stress to our family and make me very anxious. I get bored at home.
43.	My family would like more support with my care.
44.	I need day services to support with care from my mother.
45.	The people that run Social Services don't have any idea re the stress carers are under. People might want to go out in the morning, but they will still want a base to come back to for their lunch.
46.	Negative, if my brother doesn't go to his day centre, which he loves, it's negative for me, his carer.
47.	It would have an impact on us if my husband was unable to get funding as going to Headway is centred on people with ABI and not just mental health in general as in a lot of city run establishment.
48.	Concerned more pressure on family.
49.	My family are good, but I can't keep relying on them.

50.	They need to do their own things too. While, I am in the day centre, they don't have to hold their lives for me. The day centre is enough for me to spend some days with other Service Users (friends), then go back home later to relax. I'm safe and well looked after in the day centre and this already makes my family happy.
51.	More stress on service use that will make an impact of family and family life.
52.	My day centre supports both me and family. It is good as my family also gets rest as do I.
53.	I enjoy coming to the day centre and it gives my dad time to do chilling.
54.	It would mean I would most likely be stuck in everyday and go nowhere. They also would get hardly any respite from caring for me as I live at home with my family, I would get bored if I didn't come to the day centre. My family also have other family to care for so closing or reducing the amount of day centres would be detrimental to my well-being.
55.	Sister lives in another city unable to support, lives in residential home.
56.	Shows how much the government appreciates you if get £66 per week. I don't have any money.
57.	What you're doing is putting carers into a position where they have to give the people skills.
58.	A Social Worker would not be able to do the carer role. Hockley Day Centre is like a second home.
59.	Me and my wife have difficulty going on holiday with our son and manoeuvring him around.
60.	Used to send them to respite, but "I cried when they left" so didn't send them back.
61.	Carers do get together and arrange things themselves taking their loved ones out themselves can be unstructured.
62.	Drying up of carers.
63.	Without the service it would put both carers and service users into a strained environment, as it helps both to gain own self independence and strength and helps a tranquil environment for both.
64.	XX's placement is important to her family as there are 5 siblings who also have severe disabilities.
65.	Do not need that added pressure and uncertainty of what they want to do especially at this age.
66.	My husband or myself would have to stop working to provide the care that would be needed as our son would not be able to access services outside in the community. He could not travel on his own or have any knowledge or ability to be able to integrate in the community. If he could he would be doing it now!
67.	Carers are not given travel time – so they rush.
68.	It is good that some places provide transport. As carers we have so much responsibility and so much to do this clears some time for us.
69.	We have to fill in the blanks for each area. There is a project called Squeeze for carers where they all get together and talk. Sometimes carers are stressed and need help so we guide them and advise them on what to do or where to go. After the sessions, they say that they feel relieved as they were able to talk.
70.	Carers have their own lives and their wellbeing is also important.
71.	I have had conversations with a few carers, and they have locked themselves away in houses due to caring for their family and not being paid enough for bus fares. I think it would be a good idea for carers to be provided with off peak transport passes so that they can come out and live their lives. Some people say that they will be in a wheelchair themselves in two years due to having no money to go out. 'Ring and ride' is difficult to get.
72.	If there are no day centres the full burden of care will fall on the carers.

73.	Carers also need a support network as they can get lost.
74.	Carers don't get to meet each other through drop off/pickup as the transport do that.
75.	I am a fulltime carer to my brother X. Please consider carers, we save council a lot of money.
76.	I am one of a growing number of ageing carers who continue day in, day out with very little support from other services. As carers we save the government many millions of pounds by providing a caring role and not opting to place a family member into residential, or nursing care. The proposed 3 levels of support feel more like a threat and are very worrying. The future of day services looks to me to be very bleak.
77.	I care for someone who has multiple physical conditions and a learning disability. I am an elderly carer and also have my own physical problems.
78.	I have concerns about finances, and whether more responsibility will be on carers, who may need to work and 9-hour day. I also have concerns about safety, if my brother was [not] doing things from [the centre].
79.	It is upsetting for service user's families, as they grow older, wondering what will happen to their family members should they pass away. Having the routine taken away from service users will cause them more anxiety.
80.	It was suggested that coping mechanisms and a support network could be identified for Carers. It was agreed that this would be a lifeline to Carers as sadly in some instances there was nothing else to their life apart from caring for their relative and they themselves could become depressed as they had no outlet to go or people to talk to. It was shared that when they drop the client off sometimes staff could talk over carers and dismisses their presence not even asking how they are. It was believed that the need for a culture change is overdue. It was acknowledged that this may be due to not enough staffing however the STRATEGY needs to have more to cover a Carer element.
81.	My underlying concern is what is going to happen to my son if something happens to us. I can't put this on the family.
82.	Carers feedback that they felt they were not being involved enough in the strategy.
83.	The age of the carers could not cope without the day centres, so seriously think very carefully on how you change this situation. If you go down the route you could end up having to place some of the students into homes which you do not have.
84.	There is an impact on our health.
85.	We want to give Councilors our kids for twenty-four hours, they couldn't cope.
86.	Birmingham City Council will find clients may be going into a care home sooner or later- which will increase the costs to the city. Older carers cannot cope with extra work like having an individual budget.
87.	How much have the council really helped because all you do is put them into care homes. You are pushing us Carers to breaking point when we are forced to put them in care homes will stop why don't you work with us; we want to support them.
88.	Disability has been part of my life since I found out my son has a disability.
89.	Good networking through coffee mornings which works well in Sandwell to get parents linking.
90.	Staff and carers know what individual can or cannot achieve and they should not in position for service user to fail because there are consequences for me as a carer.
91.	The council is not helping us carers; they are putting us in stress and our health at risk.
92.	The person I care for will be agitated and show challenging behaviour which will cause me nervous breakdown.

93.	Councils must understand what you need. We need the day centre it's the only respite parents, brothers, sisters, in other words, the carers get.
94.	I'm looking at not in education or training.
95.	However, the level of support needed/safeguarding issues will be so great, how will it be managed?
96.	For XX would one to one be available?
97.	What if carers don't turn up - unpredictability for personal support not arriving.
98.	Agree, however the level of support needed/safeguarding issues will be so great, how will it be managed?
	Respite
99.	Day centre is respite for parents, who are with citizens 24/7.
100.	Coming to the day centre gives my family and parents a break.
101.	Day centre provides respite to both sides of the coin.
102.	It would result in more pressure and responsibility for the family. A day centre- 5 Days a week - is essential for this person to function and be motivated and mentally stimulated by experienced, well trained staff.
103.	The day centre also gives me some respite and I can relax knowing that he is safe. It also allows me to do my voluntary work in the community. Day centres play a very important role and they need to be there as a base for both citizen and carers.
104.	I feel that I will end up having my 'free time' lessened and my caring role increased. You talk about carers having a few hours off during the day to take up meaningful activities. I could end up having to spend more time doing the paperwork involved with 'direct payments' and sorting out carers.
105.	If day centres close, those people who have family members who are full-time carers end up becoming even more dependant and carers will have no respite whatsoever. Having a son who has been a young carer and is still a carer as an adult. The only respite for him is the day centre where he knows he is safe. Getting rid of this service will impact even more on his mental health and social interaction.
106.	For my auntie it would make things better as she would prefer to be at home doing activities she enjoys, however due to the level of support required the impact for family members to support X would be much greater and then also removes a form of respite for carers.
107.	Being at home day after day has effects on wellbeing, may cause depression. Some family members may not get a break and could find daily routines so stressful and tiring.
108.	Coming to the centre, will make life easier for my husband and myself because of our health. My husband has problems with his knees, and I have breast cancer.
109.	I would like to say thank you again for the support at Moseley. Sometimes it goes unnoticed how it helps many live longer. Caring gets more difficult and I personally could not carry on without your day care services.
110.	By continuing these centres, we can continue to have some respite in our daily needs as well as the service user having a break from home life.
111.	We've done this for a long time, when we want something out of the pot, there is nothing for us, for example no respite.

112.	Day centre is our lifeline.
113.	Family carers get a break when their loved ones attend the day centre. This helps prevent carer breakdown in some cases and gives carer respite which is vital.
114.	When daughter/son/relative comes here, this is respite for their carers.
115.	This (the day centre) also provides respite for me.
116.	Respite support is very important for carers.
117.	The day centre is vital. For my son we need this support/ break. It is his life.
118.	When I come to CPM it gives mom and dad a break and it gives me more independence.
119.	It will affect me as my son's carer as it is also respite for me. I strongly believe my son's mood and behaviour will change dramatically when he loses structure in his day.
120.	Carers to have more respite as they feel that their needs are changing all the time.
121.	My son only comes to the day centre for two days per week, but I am trying to increase this from two to five days as myself and my husband are in our seventies and it is getting harder to cope. His coming to the day centre gives us and him a break.
122.	Centre provides rest and break for carers and users.
123.	Day service also supports my carer. It gives her chance to shop for food for us and a short break Monday to Friday which allows her to continue looking after me daily.
124.	Used to get respite but don't anymore, there is nothing out there now and going private is expensive.
125.	A lot of carers are older and worn out. There is no respite available (hasn't had respite for 3 to 4 years).
126.	Support for carers is required as we are getting old ourselves.
127.	It's like having a baby for 50 years and a lot of work has been involved. If it wasn't for this day centre, we would not cope.
128.	The day centres give the carers respite and the opportunity to have their own lives. Therefore, the carers as well as the service users must be central to this strategy.
129.	Going to respite is hard because so much process to go through.
130.	The day centre enables me to get a break from my caring responsibilities.
131.	As a carer I am very anxious about what will happen to the day centre. I don't get a break from caring except for this time.
132.	Carer's respite is important.
133.	Councils don't understand what you need. We need our day centre for respite for parents, brothers, sisters and carers.
134.	My family would find it difficult if I did not attend the centre.
135.	Agree with new ways, but X needs a day centre as we need to have a rest in the day to do what we need.
136.	Family get respite for the brothers who live at home. I have four other brothers who attend the day centre.
137.	I am very elderly and going into the community is now harder for me. My place at the centre gives my family respite.
138.	I enjoy coming to the day centre as this gives my carer a break. Also, I like meeting my friends and my nieces & nephews attend and I am happy to be with them. I enjoy the complex needs activities and sensory stimulation.
139.	I have an elderly parent at home. I attend the day centre for my carer, for my challenging behaviour and learning difficulties.

140.	If the day centre closed, it would be a very negative effect on my son, myself and other family. I'm 79 and rely on the break the day centre gives me.
141.	Attending centre gives my family time to attend to anything they need to when I am here.
142.	As a carer for my brother, the five hours he goes to his day centre is also my break as caring is a 24/7 job. When you do it on your own the day care centre is also my lifeline.
143.	The Day Centres do help as it gives us carers that break to do what we need to do e.g. appointments or work etc.
144.	I would like my son to remain at the day centre which he loves. It is our only respite to do the things which we can't do with our son.
145.	Important to access day service as he has very elderly parents. Day service provides respite to family.
146.	It is a nightmare, not only for our son, but for the whole family, not to have a proper day centre.
147.	Our two sons are autistic and have learning and behavioural problems. The day centre provides some relief for us during the day which we need to be able to look after them well.
148.	My brother is in his 40's lives with mom, 79 and this is the only respite other than when I can help. He enjoys the routine of a day centre, his friends and staff. To take away the day centre would have a major effect on us as a family.
149.	How can Service Users, with complex needs, access the services if you are closing down all of the day centres and getting rid of various services? What will carers do in the meanwhile? It's a community in the day centres for most elderly and disabled and people with complex needs. The day centre is a lifeline for both carers and clients who attend.
150.	If day centres were not here, we would not be able to cope with caring for our sons as we are getting older.
151.	I have my child 24/7 and the only respite I get is when they go to the day centre.
152.	The organisers have not taken into account the carers, who need the break to be able to attend appointments shopping & do their housework. Life is very difficult caring for a disabled child-adult it doesn't get any easier. Why do you want to change a thing that has worked all these years & has gotten better than 30 years ago when X started at Moseley?
153.	As a carer I am very anxious about what will happen to the day centre. I don't get a break from caring except for this time.
154.	At present my sister attends a council run day centre four days a week. I would like her to continue to attend a council run day centre in the future. My Mum has advanced dementia, so I gave up work two years ago which is a huge financial burden to my own family to help look after my Mum and support my sister. I don't think privatising Adult Social Care is the way forward as I believe that with the minimal budget she will get, it will not enable her to afford a like for like package and this will impact greatly upon her quality of life. This would then have an impact on my life as I will soon have to go back to work and it worries me greatly that both my sister and Mum will end up in long term care or abandoned and isolated in their home forgotten by a system that is supposed to look after them. At the moment we manage because I know my sister is safe and happy whilst at her day centre. We have tried to increase her days to 5 days a week and despite her Social Worker assessing that this is necessary we haven't heard from him since he did his initial review in January!
155.	I cannot comprehend how my daughter would be supported from 9-4 5 days per week for at least 40 weeks of the year. I think that she would have to spend more time at home, which would then need me to be at home also and then my few hours of work, respite, housework would be significantly reduced. I would not be prepared to accept that she could go onto the shared lives scheme and go and sit in someone else's home all day.

156.	Cannot emphasise enough our support to keep the day centre (Elwood) open. We care for our daughter and are 83 (father) and 80 (mother). We are both in poor health and struggling. Elwood is our only respite. We only wish our daughter could go five days a week, but Elwood cannot provide transport on a Wednesday and my husband is not able to drive following a stroke and I have mobility issues and cannot walk. A taxi is not possible as they want a chaperone in the vehicle as well. I have campaigned to save Elwood in the past but have never needed it as much as we do now. You have saved thousands by providing the day centre as I am sure our daughter would be in a care home by now.
157.	Birmingham City Council needs to understand the mess they are creating. My mother in law has looked after her 50-year-old disabled daughter for 50 years. Birmingham City Council have reduced the amount of Respite centres and the amount of days which my sister in law can attend has gone from 54 a year to 20! My Mother in Law can no longer cope or live the way she is as she's not got anytime to recharge and recover from her caring role, so she is looking at permanent care for her daughter! This will start to happen much more and the cost to the council will be colossal! You need to be supporting carers not half killing them with your cuts to services as you'll just end up with more in long term care!
158.	Giving people the facility of day care, often gives the family a break, particularly in the case of the member being looked after by the spouse.
159.	I have four other brothers who also have a range of support needs, so attending the day centre supports my family as supporting me to have my needs met.
160.	A lot of families use the day centre as a baby sitting service – they do not get anything from going to the centre – it gives the families respite and a break which they all need and deserve the only good thing is they get out of the house and are in a different environment and are around people – different faces to the families – different routine which probably helps them with these mindset.
161.	Also, family get respite for two brothers who live @ home.
162.	Carers need much more support too when we get older as the tasks involved in caring for our relatives make us more tired. We cannot cope.
163.	Carers need respite- if more pressure put on carers.
164.	Carers require respite. Respite is really important.
165.	Cares really do need a break too as well as those we care for. We need good respite options.
166.	From 9-3 a break for us as carers.
167.	No respite available as BCC have closed them all.
168.	Respite – Day centres are part of respite, but we need respite for us, so we can have a rest.
169.	Support is important for carers - need respite!
170.	Their families will feel the burden and will have to take more responsibility which may affect their lives too, which is the same with respite. Families feel they are left to “fend for themselves” without any support. Service users are happy with what the Day Centre provides and do not like change, they find it scary and choices would be limited.
171.	There has been a huge reduction in carer respite and has caused a real concern.
172.	I think Heartlands do a good job in supporting my son as I am at work 10 till 4 each day.

173.	Going for a walk it is one hour - what will happen after that. He comes here from 9.30 - 3.30 and this gives me time to do things. If he is going to go out only for 1 hour, it is not good for me.
174.	Yes, that's true, give us all the money and we could organise holidays for those we care for, and go with them wherever we choose.

B) Closures

175.	Day centres have been cut to the bone already and, if anything, need more investment. Council should not be thinking of taking already assessed service users out of day centres.
176.	Do not think they should close completely.
177.	I already access the community with staff from various places and I have access to lots of different in-house activities and have made lots of friends at the centre too. I would be worried if the centre closed as then I wouldn't have my friends anymore.
178.	I don't want it to close. It makes me feel stressed and worried when you keep saying that you are changing the day centres.
179.	I think they should keep day centres open. They socialise people and gets them to know others. It gets people out of their properties when they might otherwise be stuck indoors.
180.	I would be upset if it closes and would be very angry too. I would miss it a lot and miss my friends.
181.	I would be very sad if day centre closed. I love coming here. I feel good. Smile and look forward for tomorrow.
182.	X clearly says that he does not like the idea of day care services being closed. Reasons being, everything costs money. X says he only has a limited amount of money spare. He also says by attending day care services, it provides time for him to socialise with his friends. X also says being inclusive with the day centre community help them to feel independent as the services avoids needing support in the community for him.
183.	X is happy the way things are done in day centre and doesn't want it to close.
184.	Keep the day services open.
185.	Why change something if they obviously suit some people's needs. How can you change day services when you are closing a lot of them?
186.	But don't close the day centre.
187.	Save the centre that will be a good start.
188.	As long as people who receive help now continue to get it and services are not closed or scaled back.
189.	But not at expense of closing the centre. Leave things as they are.
190.	It seems to me it's just a verbose, long winded way of setting in motion the closure of day centres. Unless you have first-hand experience of how vital a lifeline these day centres are, you wouldn't be trying to suggest they are not needed, and users can just "pick up skills in the community" and other such vague language we've heard in consultations.
191.	All the people that attend Moseley have access to the community and the inhouse activities which are many and varied. I think the people that attend Moseley would be upset if it closed as they would lose all their friends and feel like they would have nowhere to go to meet up. A hot freshly cooked nutritious meal is served 5 day a week, ensuring a proper meal at least once a day. We should care for our vulnerable citizens. Always.

192.	It is very wrong that you are even thinking about closing day centres and sending us out on the streets. We would have no friends. You do not know us or care if you do this.
193.	Any closure of my day centre would affect me strongly and my family.
194.	The ideas you propose are already happening here at Moseley centre, but if you decide to close the centre, I will lose all my friends.
195.	Day centre closures would have a significant impact on my mother, this is her only time to socialise and undertake activities. This would also impact on me and my children's lives. How would I work? I would have to claim benefits which would cost government more long term.
196.	Don't close Four Seasons.
197.	I know that he would get bored and upset if his centre or 4 Seasons were to close, and I know this would affect the family.
198.	If day centres are phased out it will make things a lot worse for me and my family. I need the support I get from my day centre.
199.	If day centre closed it would make things a lot worse.
200.	If day centres are taken away from some very vulnerable people, this will lead to massive isolation, poverty, loneliness, and then people will become ill and need to be looked after by the NHS which is under massive pressure. I myself would be one of the many people who would be put into isolation as I do not live on a bus route. I would need 2 buses to get to Elwood. I know that there are day centres closed near to me.
201.	If my centre was to close, I would be stuck at home every day. I would be lonely without my friend.
202.	If the day centre closed, I would miss my friends and staff. I'm concerned that I might not have enough to do and be bored.
203.	If the day centre were to close, it would have a big impact on family life as my son is dependent on this service.
204.	If the day centres were closed this would have a big impact on all our lives. Our son would lose his community and we would have no respite care at all!
205.	If you close day centres, probably a care home is the option far sooner.
206.	If day centres close you will make things a lot worse.
207.	If you close the centre it would be devastating to X. He has been going there for 30 years. He hates having a day off as he loves the environment at the centre. He has his friends and his social life such as bowling, meals out etc. Everything you suggest is already being done, so why fix something that isn't broken?
208.	If you decide to close the centre where would I go? I love coming to Moseley Centre. They already take me out to various places and provide lots of different in-house activities for everyone.
209.	X is happy with current day centre activities; he is happy attending the day centre. He believes that closing or changing the centre would affect him and his family as it's hard to adapt to change.
210.	Would make a big difference if I no longer attended a day centre.
211.	He needs support by trained staff. We want the day centre open, don't want things to change.
212.	Do not close our centres.
213.	Happy coming to Beeches Gold Day Centre. Keep it open.
214.	I am happy attending my current day centre. My mental health would suffer if it was to close.
215.	I don't want the centre to close. Really important to make friends and to do things.
216.	I enjoy coming to the centre. Please don't close centre down.

217.	I hope Moseley Day Centre will remain open. It is a lifeline to service users and carers. Thank you.
218.	I hope you decide NOT to close Moseley Centre. I have made quite a lot of friends the time I have been here. The freshly cooked meals are tasty and notorious. I get to access the community with staff and my friends at Moseley Day Centre. There are lots and lots of various in-house activities that I can attend and take part in.
219.	I just want the centre to stay open.
220.	I like the day centre. I don't want it to change.
221.	I live in inner-city Birmingham and I am already affected by cuts. Do not take away my day centre provision. I will suffer. People with disabilities do not deserve this. Go tax the rich. Hands of our services!
222.	I want this service to stay open.
223.	I want to keep Ebrook Day Service.
224.	I want to stay at my day centre.
225.	I would like to keep my day centre; this is my choice. I am very happy at my day centre. I like my day centre to continue as they are now. Thank you
226.	I would like to continue to come to Beeches Gold. Keep centre open.
227.	I would prefer Moseley to remain open. I have been coming here for some time. I am in my own routine and happy to do so. The meals are freshly cooked and healthy. The staff have read my ISS to follow how to look after me and keep me safe. The sessions are many & various. I can attend if I choose, I live to wander from room to room to see my friends. It is a very safe place at Moseley Centre.
228.	It would affect me and my family, friends, and customers, community if we didn't have our beautiful place to be. Four Seasons has been good for me. I am very happy to go to this project, please don't take it away, I don't like change and my mother would find it difficult for herself and me.
229.	Our day centres are a useful source of help and support for the service users. They should be modernised and updated instead of closed.
230.	Thank you for giving advice. But I hope CPM never gets closed because we are like a big family and the clients won't have anywhere to go and they would just stay in their homes not socialising with each other or make friends.
231.	We need the centre open for all these people and for the carers. I'm very angry that our people who need to get out in the day for company. It's a shame that the government won't do more for people with complex needs.
232.	Why are you closing places? There is a lot I want to say but it's keeping it clean. This place is well set up for all kinds of activities. This place is sound. It's got all the amenities. It's well run.
233.	Please do not close Moseley Day Centre. It is the heart and soul of lots of people's lives. X loves Moseley Day Centre as do many others.
234.	I want my day centre to remain open.
235.	The service is working very well, the council should leave things the way they are. At the budget consultation the leader of the council said he could not see why disabled people needed buildings to be looked after in. I think this strategy is a smoke screen to disguise a plan to close the day centres.

236.	I think the Day Care Strategy is a way of cutting costs and closing all council run day centres. We are never listened to and I find the whole thing depressing.
237.	Strategy is a sneaky way of depleting day centres and then closing them to save money.
238.	The idea of closing disabled people's centres does big damage to the draft Day Opportunities strategy's quality.
239.	I strongly disagree with any centre being closed. My son needs the centre to occupy his days. He needs to interact with other people, and he is unable to travel on his own and needs transport to the day centre. He has made a lot of friends and he is very happy to attend his day centre.
240.	Save our centres!
241.	Please do not close my centre because I am happy here and feel safe here.
242.	The strength of feeling shown by campaigners against the closure of the Fairways Day Centre shows just how valued these places are and whilst this closure was rightly halted under threat of court action and substantial community and political pressure, the council is not making an investment in the building and as of February this year, no new referrals had been made since the court action, indicating that the council intends to run it down to the point where there is no one left to object to its closure. The current draft strategy, with its emphasis on providing alternatives to day centres, rather than looking at how day centres can be modernised to meet future need, looks set to compound this and apply the same approach across the rest of the council owned day centre estate. The shift in commissioning will also see the future viability of a number of VCS run day centres threatened meaning that day centre closure will become the de facto preferred policy option within the city.
243.	Any potential closure will cause X to suffer and day centres should not be dismissed as outdated or too expensive.
244.	Cuts and restructure will affect his wellbeing. If day services were not there for X, I and rest of the family would have to cover the days X is at home.
245.	Day centres would have fewer people going to them and it would make it easier to justify closing them.
246.	I do believe you will sacrifice day centres in order to achieve your plans for day opportunities in the community to move forward. You will not have the funding for both, and so personal budgets/direct payments will be affected and cut, and day centres closed.
247.	I don't agree to close day centres.
248.	I feel it would bring about the end of the day centre.
249.	If day centres close it would be devastating for us as a family. My sister would stay in all day with my elderly mom who has dementia. The environment is negative, unhealthy, confusing for my sister. It would be a deteriorating situation affecting her health greatly if her day centre closes. She will not be able to access outside activities/ opportunities.
250.	If day centres like ours cease to be viable, because there is a move away from funding places at them, there will be serious consequences not only for us as providers but also for large and growing client group.
251.	If it results in closing day centres it will be a major negative impact. My wife's main social outlet is the day centre.
252.	Negative impact if the day centre is going to be closed. It will have a devastating effect on my son and the whole family. To go to the community for work will not suit a severely disabled person.
253.	If you are aiming to close day centres or reduce my brother's access to them then we already know the outcome as we witnessed his decline for months when he was in between day centres. My brother's health and wellbeing are upmost in our family's thoughts. We don't want to see anything that would damage that.

254.	Strategy will lead to closure of day centres.
255.	Us elderly would have no day centres to go to, do they want us to just curl up and die.
256.	Just an excuse to empty out day centres. Despicable.
257.	On condition centres are not closed.
258.	If the day centre closed it would have an enormous negative effect.
259.	If my day centre closes, my family carers will struggle to look after me & I may end up having to go into residential care. I want to stay with my family and attend a day centre at Harborne where I've been for 34 years.
260.	If there was no day centre it would not work for them or us.
261.	Will have disastrous effect by closure of the day centre.
262.	Day care centres have already been closed. More closures will limit lives for those less able.
263.	Don't close the day centre.
264.	Feel sad if the centre should close. I want the day centre to stay open, I want to see my friends, learn new things. I would not be able to get into the community to see things I want to. I want to come to the Friday evening club.
265.	Fine for you to close these centres but I am sure you will have a lot of carers giving back the service users I have started to look for alternative employment.
266.	I am disgusted that the council is trying to close the centres down as they are doing an excellent job under very difficult circumstances. There is not enough staff, due to lack of funding! The staff can't do as many activities as they would like, due to lack of funding! The service users were to go to college, but this was stopped due to lack of funding. You NEED to GET your PRIORITIES right and consider the service users and not how much you can save & stop wasting public money on air brained ideas. The only losers of your proposal are the service users.
267.	I do not want the centre to close as I enjoy going to Hockley and Acupack. I like meeting friends, doing work that I can do, I like how staff support me to do things and learn new things.
268.	Cutting of services – causes huge issues.
269.	Other services have been closed. In the end, it all boils down to budgets.
270.	He says although all help is of great support, he feels taking away day care services will cause his own stress levels to go up and down.
271.	I worry that all these meetings we attend and questionnaires we keep filling out, are just a smoke screen to hide the fact the council are going to shut the day centres, regardless of what we think or say. We went through the same thing with the closing of the respite centre. We were ignored then and worry that we will be ignored again this time.
272.	I would be lost without coming to Hockley Day Centre, it is my world, not coming to Hockley and Acupack would be devastating.
273.	I would miss my friends if the centre closed. I enjoy going on walks watching people and learning how to do new things like make a drink and a sandwich, it would also be good for my family to give them a break.
274.	If closure happens this would be very difficult for me as I have been attending for over 20 years. All my friends and social network is at Hockley. I have loads of choices here and access to the community.
275.	If the day centre closes, I would feel upset and angry. People would not understand my condition when I go out. People understand me at the centre.

276.	If you close the day centre, I would be lonely. I look forward to the centre and would have difficulty in accessing other services on my own.
277.	I think this is a prelude to closing the day centre.
278.	Feel it's a prelude to closure. We should be talking about closures as this is what this will lead to.
279.	Carers view was that they could not see how BCC were consulting without this resulting in closures at the end
280.	Amendments are good, but not if it means closing the centre.
281.	If the centre closes, we are in trouble.
282.	We don't like changes and would be upset if the centre closed.
283.	Attendees stated that the Centre should remain open, for the following reasons: It is clean, with very good facilities. Service Users are very happy with the meals. They could go out shopping if they so wish. The staff are highly thought of by the carers/parents, because they are helpful and attentive.
284.	I feel that if the day centre closes then citizens would lose their independence. Attending the day centre makes them happy, keeps them active and they have a good network of friends. We don't want them to lose their social circle.
285.	Carers felt that enough day centres have already been cut and we should be keeping the ones that are left open as they are needed. It was felt that there could be health and safety issues if any more closed.
286.	Thoughts are still the same. I read the last 110-page booklet regarding the strategy and model and a lot of it was a repeat. It's still about closure that is my concern.
287.	This is just another way for BCC to cut day centres.
288.	It would be sad if the centre closes. I would not see my sister every day and the friends and staff. I like the aspiration out of hours club to be with a few of my peers.
289.	Keep the day centres open for those who need them. Those whose needs are complex & do not want to be pushed into the community. If the day centre closes, what happens during the winter, adverse weather?
290.	Major concern's that this day service model will lead to closures of many day centres and services across Birmingham to the most vulnerable groups who need these facilities.
291.	My mother is a pensioner and I have 2 other brothers and sister who have a learning disability at home. If you close the centre it would be difficult for family to cope. I would miss my friends at the centre.
292.	People will die if you close day centres. In the real-world buildings are not built for disabilities. Name me 10 public buildings that have a hoist in their toilet.
293.	Sad if centre should close, I would like to come every day.
294.	The council is clearly aiming to save money by reducing services and all the false aspirations are not fooling anybody. It is appalling that so much effort is being put into this disguised plot to close the day centres.
295.	It causes anxiety in the family if there is change or if day centres were to close.
296.	My worry is that the centre is being run down then BCC will say it's too expensive to refurbish it, then close it down.
297.	If you had to close the centre it would be because there isn't a need.
298.	Leave the day centres open and apply to government for more 'Rescue Money'.

299.	Taking away this (day centre) will take away a big part of their lives. They have built a family and relationships as they mix with people with different needs and staff and have one to one support.
300.	Will be sad if this day centre was closed.
301.	Carers expressed a wish for the day centres to remain open, as this was a requirement for those that attend Harborne Day Centre.
302.	Don't want the day centre to close. Please!
303.	We don't want the day centres closed. Keep them open please.
304.	I like coming to the centre and I don't want it to close.
305.	I want this day centre to stay open.
306.	Day centres funded by Birmingham City Council are in danger. Are Council run day centres safe?
307.	The first paragraph is wrong. There is a mandate to close the day centre – you should be straight with people.
308.	Whatever you decide will have a big impact. If the day centres close people (carers) will have to put their kids in care which costs even more.
309.	If this place closes, my son will be uprooted again for the third time.
310.	I was at consultation at Stirchley Baths, I know you are planning to close centre.
311.	On page 7 of the consultation pack you talk about moving away from traditional building services – this means closure.
312.	If this centre is closed - I will take legal action.
313.	You want to sell the land to developers; you need the cash – the centre must stay open – my son has best service.
314.	Feels like it is engineering the closure of day care – and that this has already started.
315.	Worst case scenario is closing of the centre. We don't like help; we are quite independent. Council cuts hours and closes centre. It's good we have a voice.
316.	We appreciate places like this. The centre on Aldridge Road closed, we fought for it by protesting years ago. But it closed.
317.	My son will be devastated.
318.	Is the consultation really to fool people - day services are going one way or the other – this is really about closing centres.
319.	If they (BCC) ever think about closing the centre down, we will protest!
320.	I know the day centre is going to be closed and sadly this consultation is just a ploy.
321.	No Information given about whether the centre will be closed, despite direct questions about this.
322.	We don't want the day centre to close.
323.	Please keep the centre open and give more support to staff and service users.
324.	Concerned about the future plans for the centres as there are rumours about centres being closed down.
325.	Fears all these meetings eventually will lead to day centre closures.
326.	A common theme is that all users feel the day care centre is at threat of being closed.
327.	Some people have managed to save day centres but how long for. People will be isolated if these close down as they will not have a place to socialise in.
328.	Please don't close day centre.

329.	It has caused anxiety with the Internal centres; the “closure” word was not in the original. As a manager, I’m trying to give reassurances, but it is not working.
330.	Because it’s to do with the amendment, it may lead to closure.
331.	Back in 2000, Cllr Lines wrote a report about no one needs a day centre. Since Aldridge Rd closed, the plan’s likely to close more within 2 years.
332.	If day centre closes, it would be hard for my daughter, working in local community would not work, she would stay at home more than go out.
333.	There were a few queries about the shutting of the day centre and wanted the focus to be on expanding the provisions the day centre already offers as everyone in the group enjoyed what they were doing.
334.	The worries outlined in some of the comments are all linking to what seems to have happened when this type of consultation has happened before. In brief I am concerned this is leading to partial or complete closure of certain services our department and other relevant organisations provide to the groups of people concerned. When this has happened, people are left then with just a partial service or none at all. Things should have been left the way they were before, so we are not in the same situation we are now. If it wasn’t broken why change it to eventually think that we need to go back to the way things were before.
335.	Worried about centre closing.
336.	There is a lot of work and changes that need to be undertaken before we take these drastic measures to close and reduce day centres. It would result in many people isolated, suffering with depression, in need of care, families already under strain without respite, and more carers unwell.
337.	Please keep day centres open and do half and half. Direct Payment for those who want this. Please don’t change the whole system.
338.	Day centres will close, people will get money for one to one package then after a twelve-monthly review this will be reduced, and the person will be stuck at home with no stimulation or activities.
339.	The fear is by moving more activities into the community this will mean that the Government will make cuts and put less money into day centres, eventually closing them.
340.	You said it clears it up, by not saying which day centres are being closed/left open, you are not being clear.
341.	You are confusing people as you are not being clear about which centres are being closed and which aren’t being closed. This is worrying people.
342.	Savings to be made by consolidating day centres.
343.	Demand will drop if people are not being referred to day centres and this will be a way for Birmingham City Council to justify closing day centres.
344.	Their main focus was the threat of day centre closures, as all supported service users who currently utilized day centres, and how this would impact their family. They were scared that history would repeat itself, like it did in Tamworth, and that service quality would decrease – and then so would the quality of life of the service user.
345.	There was large concern regarding the closure of day centres and funding cuts with the new strategy. Whilst this regards implementation not the consultation, it was the main topic of conversation.
346.	There are concerns that there will be day centre closures.
347.	Four Seasons is a good project and they must continue.

348.	Agree all, providing the centres are kept open.
349.	X is my son and attends Moseley ATC. It would be devastating if his Centre closed.
350.	Be sad day if day center was closed.
351.	Carers were concerned that this Consultation is a prelude to the closures of day centres.
352.	Centres that have been closing, people are just forgotten, talk about...., they are not listening.
353.	Don't want Centre to close!
354.	I enjoy coming to Centre please don't close centre down.
355.	I fear that it is likely to have a negative impact as to me it appears that the council are trying to close day center's by the 'Back Door' e.g. not offering day centres places to people leaving education but pushing individual budgets which will reduce the need for day centres as the day centre population is ageing, those that are leaving are not being replaced by younger people.
356.	I feel that the intention of BCC is to reduce the number of people attending the day centre's in order to say they are being under used and therefore need to close some of them.
357.	I hope it (the centre) doesn't close.
358.	I left another centre because they said it was closing but it's still open. I think they should leave things alone.
359.	If my centre closed this would have a very bad impact on my elderly carer and 2 other siblings who attend this day centre also.
360.	If you close our day centre what happens to our lovely staff who we trust and, also, the service users? We love our staff and trust them and know our relatives are safe and looked after.
361.	My brother would really struggle if the centre closed. The college he attended previously closed and my brother was bored as he was at home all the time. He has developed proper friendships and he meets up with his friends outside the centre. He is more talkative at home when he returns from the centre.
362.	Please don't close the centre down.
363.	Point 1 – Feedback was that the information presented was interesting so far but concerned that this will lead to closure or reduction of Day Centre support.
364.	Social Workers have been told that day centres will be closing so they suggest private day centres and they don't look at the provisions/facilities at that centre, for example, female/male toilets.
365.	Some of the facilities have been since reduced e.g. Moseley DC 1985.
366.	This consultation is a big ploy and decision to close has been already decided.
367.	I feel that if the intention is to eventually close day centres (which I know you will not categorically provide an answer to) then you need to be transparent with the service users and their carers. If, as you say, you are doing these consultations without the preconceived idea that the day centres will close, service users need to be informed of the bigger picture.
368.	I will miss the day centre.
369.	In Birmingham we are an older aging population, but we are closing down the DCs.
370.	Your statement about maybe fewer DC, I would like to know if Hockley DC is a potential that may not continue, I just want to clear answer.
371.	We want to know what is happening in the future if the centre closes? (Carer x2 SU x1)

372.	The day centre may close, so what are the alternatives? There is a vague notion of going into community – what does this mean in practice? How will this be achieved? A proper consultation would have addressed these points.
373.	Where will we move to (if the centre closes)?
374.	Are you going to close the day centres? Will you claim that people were properly consulted if you do?
375.	Is this leading to day centre closures?

C)Community Activities

	Accessibility
376.	Good to get people in the community, but it's not going to work. It's not accessible for people with disabilities.
377.	There should be workshops in schools about Disability Awareness for young people.
378.	A lady came to me, learning how to do the travel training. I had a problem one day on a train, someone started to swear at me. I told my sister about it.
379.	My son likes to sit by himself on two seats, sometimes people want to sit by him, and he doesn't like this. This could get him in trouble.
380.	Transport is a problem. Public transport is a "no no".
381.	Taxis are too expensive.
382.	Shopping in city centre but difficult to get there.
383.	All buses used to go to New Oscott.
384.	As an older person with M.S I don't feel it would be any help to me as I require transport, accessible bathroom etc.
385.	Birmingham is not a starting point re accessibility. Fairways carry out relevant planning.
386.	There should be transport which caters for our people's needs.
387.	There is often no flexibility in terms of people accessing the community and much of this is based around costs/funding. There are few places in Birmingham who cater for people with disabilities, which can be difficult when trying to access the community and can be expensive.
388.	Re: Access to the community: Availability and cost of transport is an issue for services and can limit how often and where we take people out to visit. There is also the issue of toilet facilities that we have to consider before we go anywhere as well as access for wheelchairs.
389.	Re: Access to the community: Would be good to create more awareness among churches and mosques about helping people to access the community.
390.	I would like to think a lot of facilities going forward would be available if there was to be more transport available.
391.	It is hard to access the community on public transport using a wheelchair. Need to be able to access places easier for wheelchair users.
392.	The vision is great but more needs to be done to facilitate disabled adults to access community facilities.

393.	Accessible transport is a big concern for me in my day centre which stops me giving my service users opportunities to spend a day outside of our centre.
394.	The vision is a positive one but needs support with public transport to access activities.
395.	For some without some imagination around transport it won't happen. For many going out in the evening is problematic.
396.	Community is not ready in terms of personal care suites and I would need at least two people to do my personal care and that will be costly to the department.
397.	Are there enough hoisting equipment in disabled toilets in the city as I'm a wheelchair user?
398.	Day centres help you to achieve your goals. It would be good if the wider community of Birmingham was more accessible to disabled people. However, without day centres this is not possible as Birmingham is not a disabled friendly city.
399.	Where and how many toilet facilities are in Birmingham with hoist for wheelchair users stand aids? I was travel trained but unable to do this on my own.
400.	Who will enable me, as there is not enough personal care facilities in community hoists (wheelchairs users)?
401.	But not every day, if people will be unable to attend day centres. There are not enough place/ activities in the community with the right facilities.
402.	Service user says he does not know about travel, he needs help.
403.	If it means traveling to and from places would buses be put on for this purpose?
404.	To go out in the community we need a lot more support, not just in terms of staff but also those who run businesses in the community in order to make places accessible, safe and pleasant to visit.
405.	Son with Downs was out in the community, approached a child and misconceptions prevailed about his intentions/actions.
406.	We have to train the public.
407.	Going out in the community, people can be rude. Here people don't get that. So why change it.
408.	I went on a trip with group who were just enjoying themselves. A man nearby was becoming increasingly irritated by the 'noise'. He came up to me and said, "if they're not perfect, you should kill them at birth". I replied, "you're not perfect".
409.	There is less choice now at Alderman Bowen than there was several years ago – there is less transport available – trips have been cancelled at the last minute because transport isn't available, they don't have enough on the day. There are very few trips out now.
410.	If service user goes out on a one to one basis what happens when the carer needs to use the toilet? What are they supposed to do with the service user? If there are disabled toilet facilities or if the service user is male and the carer is female, how is she supposed to help him with his toiletry needs? With the centres they go out in groups, so this does not become an issue.
411.	The problem with accessing community activities is that there are time constraints when accessing things such as swimming. It means that staff would have to accompany the citizen and transport is required. External venues need to be more flexible with timing to offer a wider window, e.g. swimming, as it takes time to get ready and travelling via transport and by the time the citizens are there, it is time to go back to the centre.
412.	My sister has been told things like; "won't it be wonderful that you can go to Hydrotherapy?" but what they fail to mention is the things or difficulties that will need to be overcome or put in place to actually make this happen. The day care strategy isn't up and running so how will the experts ever know it will work?
413.	Planning that includes every aspect. I.e. transport, access.

414.	Going out in the community is not suitable as there are no changing facilities.
415.	I.T. is an issue for elderly people who haven't got family etc with internet access to help them access care.
416.	When I was caring for my disabled 94-year-old mother, who died in September 2018, there were no BCC day care services accessible to her and I could find no services in the B20 area. I applied for her to join the 'Ring and Ride' scheme, but never had any offer of the required wheelchair inspection, for which they told me there was a waiting time of months. I had to transport her and her wheelchair to B44 (Kingstanding) 3 times a week to access day care provision run by Age UK and by a church-based provider.
417.	Accessing the wider community! Have you ever tried taking someone out into our community, the obstacles are overwhelming and dangerous? Elderly and disabled will literally be left out in the cold waiting for public transport. Dropped curbs and uneven foot paths are a hazard to people with unsteady walking! No toilets with hoists. Fitting in with their community will cost huge investment from the Council. It's very short sighted to think this will be easy. I'd be really worried about the effects on my Mum and Sister if a carer were to take them out. They are vulnerable and need a safe building where they are warm, safe, stimulated, socialise and able to contribute to their community with their friends.
418.	I agree with these but if limited mobility is not possible for me.
419.	It is difficult to push the wheelchair on the roads in Birmingham.
420.	Public transport is not easily accessible for wheelchairs users especially if there is more than one of you. Weather also plays a part in access to the community so basically, I would be reclusive, and my son would also be unable to have a life of his own.
421.	Public Transport – my sister does not have the awareness of danger; she is unable to travel on her own.
422.	Physically challenging to use public transport and it takes a long time.
423.	Logistically expensive to get people out and about in the community.
424.	My son has had some travel training, but he was bullied on the bus, so it is not suitable/appropriate for him.
425.	The new day services model does not consider the inequalities faced by disabled citizens in society. It does not consider 1) Lack of changing places, toilet facilities in local communities and high streets, 2) Lack of accessible services, around 50% of high street shops for example do not have ramp access. 3) Hate crime, when we speak to our disabled citizens, they feel that people stare at them when they are out in the community. It makes them feel vulnerable and unsafe. Is it realistic for Society's attitudes to change? 4) When disabled people with dysphagia go out to eat, many venues cannot cater for them and do not have blenders to help with eating requirements. This is challenging, not to mention overcrowding tables, chairs and people which makes it hard for people to get past.
426.	As a day service in Birmingham, we enable and empower our people to access the community with trained care staff, volunteers, adapted vehicles, and necessary equipment, safeguarding policies and all the relevant planning. It's with our day service that we help people access the community that would otherwise be isolated.
427.	I'd like to think that it would mean things remain the same, as the person in my family has high complex needs with a high-level care package that includes her living independently and accessing a day centre and her care costs outside day centre opening times. Without the day service though my sister would struggle to access services as her care needs are 2:1 and the community isn't fully accessible with changing places, facilities lacking in local services and high streets. When we assessed Northfield Swimming Baths for her, she would need a 3:1 staff ratio and the pool wheelchair and straps were currently unsuitable for someone with involuntary movement. The community still has challenges to overcome before it is fully inclusive and accommodating.

428.	Better shops for wheelchair access.
429.	They should be do things what normal persons should be able to do, or doing what they choose with their day, like going out to the local centre.
430.	Need for a better transport so we can fit into place in better way and enjoy the activities we like to e.g. go to a talent show. We need better transport and carers who can handle us if something goes wrong.
431.	Better access on roads, more drop kerbs, not just by traffic lights, so I can cross, roads easily.
432.	I cannot access the community on my own.
433.	This is all well and good if you are healthy enough to do the activities and transport yourself. What about the people who are too disabled to get on the bus or leave their home without help?
434.	Still a lot of prejudice and hostility towards disabled people in the community. If we go out, we have to wait in the corner at restaurants.
435.	Would go to the gym if they had appropriate changing facilities but they don't. This is the case with a lot of places.
436.	Transport - need support to go out to the community, we don't currently have this.
437.	We need more toilets, more refreshments at the centre. There is more people with disabilities coming here. Centre needs to be upgraded.
438.	BCC services not fit for people with Physical Disabilities. Service User wanted to go swimming but was told he could not because they needed to provide changing places and a hoist. The Service User has to wear incontinent pads when going out into the community.
439.	Service User also experiences difficulties at eating places in Birmingham. Generally, it is difficult for service users to access services out in the community.
440.	Transport is another issue when accessing the community. Services like Ring and Ride are essential and are a big asset to the community. If that goes bust it will create a lot of isolation.
441.	Something else needs to be put in place if something happens to Ring and Ride.
442.	Transport was discussed and an example of where Ring and Ride Service now allows Community Groups to book transport on behalf of Citizens as they have nobody who can support them to do this from home, so this is supported through the group.
443.	Centralised transport would be needed (point 3 of the proposals).
444.	Public transport is more accessible than it used to be, but there is still room for improvement.
445.	There is a lot of creative work being done by the Providers with positive outcomes within the community. Transport and access remains an ongoing problem. Risk assessments are still needed in a number of areas before taking citizens out into the community.
446.	The providers are working well currently with local communities often forming good working relationships with business owners who will see their citizens on a regular basis and will form an idea of what their needs are. Providers are challenging places that aren't accessible.
447.	Discussion took place around working with Parents and Carers to open up opportunities and hopefully remove restrictions and obstacles that prevent community-based activities.
448.	Lack of confidence, fear of going out, worried about the reaction of public.

449.	Community with support would be beneficial dependant on the readiness of the community.
450.	Need to educate all within the community.
451.	Ensure a very robust transport strategy e.g. wheelchair access on public transport is poor.
452.	Ring and Ride (better processes are required).
453.	Too many community services are not available to the public, e.g. swimming pools not open.
454.	My son went to Four Seasons, but he couldn't stay because he kept falling over. He is unable to use the tv by himself.
455.	There is a lack of resources/ specialist care suitable outside of the day centre.
456.	It is harder when people don't have a visible disability when accessing facilities such as cinemas. With Learning Disability, some people can't read, there should be more pictorial signs.
457.	Have to consider and be aware of people's attitudes, for example if I take my son to the cinema and he's noisy people don't understand and look and tut.
458.	I have to take my son (Autistic) to certain screenings at the cinema where he can run around without people being rude.
459.	The idea is good but very few facilities have the specialist equipment needed, such as hoists for swimming.
460.	Access to certain places can be an issue.
461.	Transport support needs to be addressed.
462.	Would like to see more toilets with hoists.
463.	Not always traffic lights on busy roads which affects where I can go independently.
464.	Have been travel trained but struggle with going on public transport as it is often too busy.
465.	Use Ring and Ride but it is not always reliable.
466.	For points I have previously stated, improve our city dramatically before the disabled people will be able to access their vibrant city! Don't change or close services until this is done as it's dangerous and harmful to the vulnerable people of this city! It's very cruel to give people the impression that the day care strategy will enable them to access their city when I know how difficult or near impossible it actually is for a disabled person! This part of the strategy isn't worth the paper it's written on as it will never work in our City as it's not adapted enough!
467.	Linking people to community assets should be very localised. Travel can be a barrier to access for some.
468.	There needs to be more transport available to help disabled people get to these activities.
469.	As you can see, I strongly agree with all the statements on the opposite page, however, individuals need to be aware that the reality of achieving this for many is difficult. This is because one of the main problems accessing the community and being independent is limitations on being able to safely travel and access things without support from others.
470.	The services are not linked up enough. Transport lets things down unless you have a family member who's free in the day then you are reliant on the public transport, or taxis which are expensive.
471.	In principle this sounds great, however my experience portrays the reality as being somewhat different. I have a brain injury with needs that are different to other individuals with brain injury and so cannot be generalised to the rest of the population. Such experiences include not being able to gain a ring and ride, despite several attempts to gain one. As a client at Headway providing many varying activities at different locations, which are a far distance from myself, transport such as ring and ride becomes vital in

	my rehabilitation which without becomes an obstacle. With the population of those with disabilities being at a high volume, the idea of providing personal care for each individual's needs seems unrealistic and if unsuccessful provides false hope.
472.	I would like to see where the activity was happening before, I attend. I would be a bit concerned about transport although I can use a bus my mobility is poor.
473.	Accessing public transport is essential for citizens to have more choice and freedom.
474.	Cost of activities can be problematic.
475.	I need specialist transport, a carer, and a personal care suite.
476.	Don't feel safe on normal buses.
477.	Would need support to travel on the bus.
478.	If environmental was safer, no potholes for wheelchair users, accessible toilet, drop kerbs.
479.	Transport would be a problem especially for wheelchair people. Uncertainty about ring and ride. Normal transport buses take pushchairs as a priority not all wheelchairs are easy to manoeuvre.
480.	People in the community are unpleasant.
481.	Additional hazard for wheelchair users.
482.	Things need to change within the community as per disabilities.
483.	Change perception of disability in the community.
484.	Community is not ready.
485.	Improve community access of disabled adults.
486.	Strongly agree because community is not ready, and the citizen is a vulnerable person.
487.	Better service on transport. I use ring and ride, which is unreliable and late more often than not.
488.	There are not enough physical activities for disabled adults suited to their needs, even if we have to pay.
489.	The community does not always understand the needs of people with learning disabilities & are not welcome. Not always good facilities for toileting etc.
490.	Accessibility in the community is still an issue. Whilst some supermarkets and other places country wide have made more of an effort for accessibility to be made the norm, this has not been rolled out everywhere. Opening up a dialogue with the places would help.
491.	Another member of the group referenced that Solihull have very much changed their focus towards accessing the community. In addition to this there are also services that can come to day centres, e.g. a mobile cinema.
492.	Members of the group felt that it was important that this needs to be done in conjunction with other areas and organisations, e.g. town planning. Hopefully this would improve access issues such as wheelchair or toilet access. Access at places such as railway stations also came up in discussion. Transport and accessibility of transport was again raised as an issue.
493.	In the community, there needs to be more done by BCC to help change attitudes and promote accessibility. This is how people will really make the most of a vibrant city, as currently a large section of people cannot use it, even if they have skills/training. Care has to now push boundaries.
494.	It has been known that Taxi Services want to charge an excessive amount of money just because a person has a disability and the taxi driver will not assist that particular person. This leaves them vulnerable and upset. Although there is a vast transport system

	within Birmingham people still face huge prejudice and limited access to the community due to lack of catered facilities for disabled people.
495.	Ring and Ride is often unreliable, and, in some instances, providers have waited for over an hour to get through by telephone.
496.	Re: Access to the community: Due to transport costs and availability a lot of options to get people out and about are not cost effective.
497.	Ring and Ride is expensive and not always reliable. Would be useful to maximise voluntary transport schemes or look at other funding options. As many services will struggle if Ring and Ride folds.
498.	Issues with transport.
499.	Transport support - can adopt a similar system to education.
500.	Support is needed to facilitate access to the community. Queries were raised about Ring and Ride and transport. Transport is expensive and if funding is being cut this will have a massive impact on what services can deliver.
501.	It would make it a lot worse for my family because it interrupts them from doing their own things. It would be very difficult for me because I use an electric chair and I would need facilities in order to process my own needs.
502.	Disagree, he can't travel on his own.
503.	As long as all opportunities are accessible.
504.	Accessibility (for people with Cerebral Palsy) – lack of changing facility.
505.	Transport is costly and is a big issue.
506.	Needs better transport services from taxis/ buses.
507.	Transport is a big issue, poor quality taxi system.
508.	Carers have a lot of anxiety with the transport.
509.	Public facilities in Birmingham are getting better / more accessible.
510.	People are becoming less independent due to limited access to high streets.
511.	Peoples negative attitudes need to be addressed as people with disabilities are entitled to feel safe.
512.	Parents concerned about the availability of transport for Service Users to attend a range of activities.
513.	Accessibility to toilets is essential.
514.	Transport is a big thing.
515.	All agreed that transport is another key factor.
516.	Transport is a common concern.
517.	More facilities should be made available e.g. for wheelchair users, lower level kitchen surfaces to participate in cooking classes – accessibility is essential, especially for safety.
518.	There is no room to get around shops and the height of some of the shelves or rails and closeness of the aisles is a big problem for service user who can't get out on their own.
519.	Shops are not wheelchair friendly even if they have access and often the facilities (w.c.) are not well deigned.
520.	Parked cars on pavements are a big problem.
521.	Better signage if paths are closed / diverted into places that have disabled access.

522.	Works as a teaching assistant, there is only one shop in the city centre which has a mobile hoist, maybe the new library.
523.	Would like to go to church but find it difficult to access unless I get a lot of help.
524.	Whilst the premise of accessing the community was liked, it was thought to be too ambitious for this strategy change. There's a huge number of things that would have to be changed massively to allow service users to operate in the community – booking specific taxis, making sure a guard was ready to put the ramp down at train stations etc. Furthermore, outside of the day centres often service users can't access the community due to their needs. The day centre becomes their community.
525.	Transport is often a big issue when trying to travel, community based or trying to get to say an appointment at a hospital
526.	Used to use buses but can no longer access them due to type of wheelchair I use.
527.	Service users require better access to available facilities.
528.	When talking about accessibility and travel, transport is a big issue & costly for our services users to have opportunities outside the centre.
529.	No changing facilities in a lot of places.
530.	Can't access a lot of places, such as the cinema, bowling, swimming pool because they don't have hoists in the toilet.
531.	Don't even have sufficient toilet facilities in hospitals, e.g. Royal Orthopaedic.
532.	Can't get on public transport – lack of accessibility, can't accommodate. Need suitable wheelchair support and personal changing rooms.
533.	I don't see how this will be put into practice when Birmingham City Council are no longer funding transport and are cutting community transport.
534.	Wheelchairs have to compete with pushchairs on buses.
535.	Still issues with reliability of Ring and Ride services as well as uncertainty around its future.
536.	The clean air zone will make it more expensive to travel into the city centre.
537.	Find it difficult to access buses and taxis because wheelchairs don't fit.
538.	My relative can't get into the city centre using public transport. Wheelchair won't fit on to the bus as the space from platform to seats is too narrow.
539.	In some cases, toileting issues.
540.	If money was put into preventing isolation at an earlier stage, you would get people out into the community and interacting and then you wouldn't need these services so much.
541.	That is a language you associate with much younger people. It goes back to SILOS. I have a bus pass and use the bus a lot, but services are quite poor. I can get a bus into town easily but from my bus stop to symphony hall is a 15 min walk which I can do but a lot cannot. Generally, public transport is very poor.
542.	Transport is an issue generally when linking in with day centers or the community unless they provide transport, people cannot go.
543.	There is not a lot of transport available for the blind or partially sighted. It is getting better, but it is still not enough. (What can they access as a Birmingham resident and not just because they are blind.)
544.	Some people feel happy going out on their own, but some people are scared due to safety. Look at more support.
545.	Sounds really good going to take my son to Sense. I am feeling excited and looking forward about going there. My son used to not get out of bed all day and it would be hard to get him out.

546.	Transport – pushchairs etc. taking up positions for disabled people, leaving them behind.
547.	Public transport isn't always accessible e.g. some train stations have no lift.
548.	Getting rid of elitism amongst access to services.
549.	Transport has not been mentioned in this consultation. Transport is needed/ it is hard to find out about transport. Taxis are expensive.
550.	A lot of buses don't have correct equipment.
551.	Accessibility toilet facility/changing rooms.
552.	Again, transportation is an issue. Accessing services or experiences within town is difficult. Requires a power wheelchair to assist this.
553.	X would like more choice (being able) to going into the community and would like to know what is out in the community for wheelchair users.
554.	Are they supportive in community with IT? Allow for internet access.
555.	Community facilities do not have the full range of equipment e.g. Hydrotherapy pool.
556.	Different parts of Birmingham, the North has more resources than the South.
557.	Discussion about difficulties experienced at times with people accessing the community. Several references made to DWP and the lack of awareness and adjustments made for people with disabilities. Report was made of a formal complaint being made against one DWP office and their treatment of a young disabled woman.
558.	Don't feel safe on bus.
559.	How do we make it real? No funding. No transport – funding cuts led to transport being taken away. Issue with Ring and Ride.
560.	If clients are out in the community the availability of the facilities was considered as well as ease of access to them. It was agreed that clients required specialist meals due to specific diets and sometimes food needed to be pureed. Are there facilities for this? They highlighted that any new strategy needed to ensure that dietary needs were accounted for and all clients with allergies catered for i.e. those with lactose intolerances.
561.	In the community the pavements are extremely difficult to use for wheelchair users or anyone with limited mobility who has to use walking stick or frame as the pavements are so uneven and broken, they are a tripping hazard. Also, people park their cars on the pavement all over the place so that you have to walk in the road to get around them.
562.	Is the community prepared for people with learning disabilities? Just taking my brother in his wheelchair for a walk around the block is difficult, what with uneven pavements and cars parked all over them and trying to cross the road can be dangerous with the way some drivers speed along.
563.	Only 2 personal suites in city centre.
564.	Point 4 – Service user commented that the transport available for service users with disabilities is weak. Ring and Ride requires 2-day notice and taxis are often unwilling to support a short journey which can make service user feel isolated. Appropriate services are required to enable independence.
565.	Poor attitudes from public who are not educated in dealing with disabled citizens e.g. supermarket queue incident.
566.	Quality of pavements - ensure suitable accessibility.
567.	Ring and Ride slots are long are sometimes the wait can be excessive, it does not help the service user waiting.

568.	Service users had to pick and choose shops due to width of doors.
569.	Some facilities are not within the bus service routes.
570.	Some people have had Travel Assist training, but others have not and do not want to as they feel vulnerable and unsafe. Some service users are not confident travelling by public transport and do not have the skills to do so. Service users may be targeted in the community due to their vulnerability. Not fair to ask them to do this when they have travelled by minibus or taxi for many years. Some service users need to be accompanied when travelling; how will this be done?
571.	The bus is not safe.
572.	Some parents need transport provided if their child is unable to access public transport.
573.	The suitability of changing facilities was discussed and although universally a number say they have disabled facilities they are not assessed and not always fit for purpose. It was shared that a number visited have used this space as a storeroom when they have clearly stated they are for the disabled. Other places visited have has space for wheelchair transfer, but the toilet had been a standard one. It was agreed that these copies were only playing lip service to the fact they were advertising their facilities as being disabled friendly.
574.	There are communities who are very closed to disabilities as they don't have any experience an example as given about taking disabled women swimming, the lifeguard was difficult as they just don't understand how to communicate + react. Stigma comes from ignorance.
575.	There are no local facilities by us; we would need to travel to go to the swimming or all the way into the city centre just to go to the cinema.
576.	Transport availability.
577.	Transport issues.
578.	Transport/Escort facility.
579.	We have everything here. Anything out in the community is difficult to get.
580.	We need more opportunities to be available to so that we can access community activities.
581.	What about taxis? I think there should be taxis made available to help us to go out and about and be more free and independent. I think the council must pay for taxi vouchers, bus passes and train passes.
582.	What is difficult is accessing activities outside of the centre, in the community.
583.	Wheelchair users cannot do anything for themselves out in the community and need the Day Centres. Would be happy for them to go out in the community if they have qualified trained staff.
584.	BCC is not picking up on shops that are not disabled friendly.
585.	Design Phase isn't considered for all users, but this is essential to be considered @ early stages. Purpose built facilities only go so far. For example, they have hoists into the pool but nothing to get the hoist.
586.	I would go out and about more if there were more accessible changing rooms with hoist, and accessible buildings.
587.	Should be able to go to the gym if blind -with an instructor to support.
588.	Sign language.
589.	Some places do not provide the right facilities for disabled people like disabled toilets or they ignore disabled people.

590.	Some service users are at the day centres because they are not able to fully function out the community. They would not be able to do anything or take part in anything without the support of the day centres.
591.	Support can be offered by Guide visual.
592.	The lack of appropriate disabled parking spaces was highlighted, and it was agreed that this restricted their access to activities and public spaces.
593.	There is limited transport at the centre, maybe you should have a contract with Ring and Ride to collect people.
594.	Swimming is important, but hydrotherapy at Four Seasons for example needs support for protective clothing, changing facilities, toilets and showering etc. It all costs time and money to provide.
595.	Working with building and town planning is a lovely sentence however the reality is different. Have to ask railways to get ramp out.
596.	On ground floor not first floor.
597.	Walsall bus - new bus - didn't have pull
598.	Access
	Activities
599.	Users should also be allowed to skype each other and do activities together such as going shopping or to the cinema.
600.	Cinema, art and craft, grown confident, going to the park- when shopping has an understanding of the food he likes.
601.	Like working in the outdoors – too much going on at the centre, like the quiet.
602.	Like mixing with the other people on the allotment and having different visitor like the police, schools and local supermarket.
603.	Like growing all the different fruit and vegetables.
604.	I go to college but like to come to New Roots when college breaks up for holidays.
605.	Yes, we go on days out, we went to the seaside last year and we are going to Malvern Autumn Show, we are going to show the pumpkins we have grown.
606.	I like to play and go to watch football.
607.	I like cricket. The college has arranged for me to go and spend some time at Edgbaston cricket ground and do some work experience.
608.	Not really, maybe swimming.
609.	We take them home to eat.
610.	Go out with my family.
611.	Go swimming and go to a disco.
612.	Go shopping.
613.	Sometimes go to the theatre to see a panto for my birthday.
614.	I like jewellery; Mind and Body (sessions); dancing; gym and bowling.
615.	Visits to the cinema resort to see the planes going over. Used to have a physio group, used to have a spa bath, woodwork class, used to go out for a meal.
616.	Specialist bike to bike ride – no longer available.
617.	I work hard at the allotments (New Roots) and like when we do things outside.

618.	I like working at the allotments making stuff and the football group. I help the centre walking and swimming groups, when people visit, I help them.
619.	I go out to play football with Day Centre to Aston Villa, but I need support to go there.
620.	I like the sports here cricket, football.
621.	I like the activities at the centre. I have a lot of activities in the centre.
622.	My sister needs activities to keep her occupied.
623.	Attendees of the day centre expressed their interest in various activities; using computers, using the library, going shopping with relatives, bowling, playing darts, playing dominos, arts and crafts. Some expressed that they would like to use computers somewhere other than the library, but it is difficult for them to get out. Many said that they partake in activities much less frequently than they would like to.
624.	To be able to visit garden centres/allotments. Outside activities. Different groups to go out each day to ensure that everyone has their turn.
625.	Maybe they should have exercise classes.
626.	She likes arts and crafts and IT. She comes here (the day centre) five days a week.
627.	My sister likes to dance and sing at the centre, but she won't do this at home. She is happy and secure here.
628.	I wouldn't have anyone taking me to go to a disco at night-time (service user lives in support housing). At the centre I can enjoy the centre disco.
629.	The centre does a lot of health and well-being activities.
630.	Would like to have more trips.
631.	The centre is good. I like cooking; dancing; exercise and singing.
632.	I would like to learn how to cook and to iron clothes and keep all my activities as they are.
633.	We would like to learn computing and access gym facilities.
634.	Passionate about meaningful activities – such as gardening.
635.	I Enjoy cooking.
636.	I Like to do Arts & Crafts.
637.	I Like Computers.
638.	We do rehearsals – 2 shows per year.
639.	Enjoy washing up and cleaning.
640.	Would like to learn how to make things.
641.	Would like to try jigsaw puzzles.
642.	I like working on the till; iPad; numbers; Maths; reading and writing; Makaton; disco; music; I make my own tea and coffee; knitting.
643.	I like cooking and disco dancing.
644.	Service user likes knitting at the centre but finds it difficult to teach her a skill which I have not got. I use YouTube videos to support.
645.	He makes music tracks for the exercise sessions.
646.	Learn to cook from scratch from Elwood DC.

647.	Computers – learn to type via a speech app.
648.	The Gardening team has an allotment.
649.	Drawing.
650.	Reading and writing.
651.	iPad.
652.	We work inside doing woodwork and making things.
653.	As one-one carer, I feel more sensory activities would benefit so many service users who have complex needs.
654.	It's very positive to come to the centre, but it would be nice if they had the odd/occasional trip.
655.	X did say he likes to ballroom dance.
656.	All I would do is go shopping on a weekend if I didn't go to Four Seasons.
657.	Four Seasons meets my needs, I have varied day with lots of different things to do, plantings seeds, sowing watering, making hanging baskets, community work doing Kings Heath Planters. Crafts, baking, trips, meals, bowling, cinema, open days, bonfires, serving customers, off site plant sales, picnics in the park. I do enjoy this with all my friends and feel safe.
658.	I am happy at my gardening place, I make hanging baskets, seed saving, grow vegetables, sweep and tidy greenhouse, weeding, go out on day trips, bowling, meals, picnics. Baking using vegetables and fruit we grow. Give leaflets out to customers, plant sales, crafts, football, cricket and feel safe. Me and my friends are all very happy here.
659.	I like coming to the centre and being busy. I like going out and doing things like the theatre, seeing shows. I go shopping on my day off with friends from home.
660.	That will make me happy to all different activities.
661.	I totally depend heavily on going to my day centre. With them I can see my friends, have opportunities to develop, go out into the community, have holiday opportunities, have support to do healthy activities like tai chi, wheelchair dance, swimming and more.
662.	I just want to be able to go out with people in a day centre. Local shop also round town.
663.	I like to go to circus shows. I would like to go trade market and warehouse and also street market, jumble sale, fruit market, cottage farm and go to the shops like the sweet shop. Get sweets, various different strawberry picking, cinema, theme park, shop high street but need transport for that. I hope you consider this thank you.
664.	I already have access to different activities in Birmingham, the park, museum, meal out, theatre, cinema etc. With my carers at Moseley Day Centre.
665.	At Moseley Day Centre I have the opportunity to go into the community with my carers on a regular basis. I also enjoy the art sessions, quizzes, music activities, sports, garden games. I have access to the sensory rooms at Moseley Day Centre.
666.	More music.
667.	Pub lunch.
668.	Some of the group go walking (Walk 2000) as this aids their mobility.
669.	Some do football on a Thursday.
670.	Pampering/aromatherapy.
671.	Music.

672.	Gym.
673.	I enjoy coming here and enjoy drawing, painting, and reading.
674.	I like the coffee morning.
675.	Going swimming tomorrow and I like going to the football too.
676.	Like cooking and shopping.
677.	Would like to go to a butterfly farm.
678.	Would like to play golf.
679.	Would like to go swimming.
680.	Would like to go on a bouncy castle.
681.	Take part in aromatherapy at the centre.
682.	Give opportunities to travel.
683.	Enjoy Knitting and craft making.
684.	Enjoy Shops – going out.
685.	Enjoy Therapy and Support.
686.	Enjoy Shopping.
687.	Enjoy Gardening Centre.
688.	Opportunity to go out – Service users went out with support worker for fish and chips – really enjoyed this experience.
689.	Enjoy Arts.
690.	Like to exercise, music on you tube.
691.	Play quiz on Friday, Relaxation.
692.	Going out to the community – meeting people.
693.	I enjoy reading, you socialise, enjoy exercise, trips and I enjoy knitting.
694.	Went bowling 2 weeks ago and is going on a canal trip 5th September, to memorial on 29th July.
695.	Enjoy painting and drawing and decorating ceramics.
696.	Like playing dominoes.
697.	Enjoy cooking and learning new recipes which I try to do at home.
698.	Enjoy going swimming, shopping and the cinema.
699.	Need to take them out more - trips to cinema, concerts, bowling, also travel in and out of the UK.
700.	More Sewing materials.
701.	Enablement activities that will be paying for the additional activities such as using a suitable hydro pool.
702.	Would like to go to a nightclub.
703.	I like to learn about money and washing up and going out to different places. I also like to see and speak to my friends and make new friends. I like going to the park and having a picnic.
704.	I like writing and colouring, going for walks and to the park, seeing my friends and going to the snack bar and spending my money.
705.	I enjoy the disco every Friday. I would like a dance with my friends. I like to come to the centre to learn how to do things for myself.

706.	It's good to come to the centre. Bike sessions, I-pod sessions/Computer Sessions Socialise with others.
707.	I like listening to music dancing and having fun.
708.	I like to come and use I-pods, computers, meet my friends, do my knitting and involved in the disco. I like taking part in the aspiration monthly evening club at Hockley.
709.	I want to come to the day centre. I enjoy local walks and music interact with my peers.
710.	I want to attend centre because I like riding bikes, cooking, disco, music and socialising with my peer/staff.
711.	I enjoy going out for walks.
712.	I want to do DJing.
713.	Went to Wales.
714.	Like the football.
715.	Enjoy the swimming.
716.	It would be nice to have more opportunities to go out, such as the gardening projects.
717.	We used to be able to go to Edgbaston Cricket Club to watch matches; it would be good if we could do this again.
718.	Service user - Would like to do other activities like swimming and woodwork but does also enjoy the activities that Moseley Day Centre provides.
719.	Service user is interested in swimming and woodwork, in the past woodwork did take place at the day centre but since the trainer retired this does not take place.
720.	Service user enjoyed gardening at Four Seasons, which is Moseley Day Centre's garden project, which operates just around the corner two roads away, although service user does not do it anymore.
721.	Good thing to go out to visit parks.
722.	Good thing to go out to socialise – visit what's appropriate.
723.	Want to travel and grow confidence, like shopping.
724.	Want to go to London – visit Arsenal FC.
725.	Enjoy shopping and swimming. Do lots of different things.
726.	Would like to travel by train.
727.	To go out more.
728.	I really like coming to the day centre, I like drawing, I like the computers (IT enablement), I like knitting, I like gardening, I like community walks. I would like to try the cooking group.
729.	Client would like to do gardening whilst at day centre. Fun days for the community to attend - fund raising activities.
730.	Boxing Activity (Punch bag).
731.	I like to dance here.
732.	I like flower arranging – working on allotments.
733.	I like playing on the musical organ.
734.	I love bingo.
735.	Enjoying going out to the community to play snooker.

736.	I'm hoping to learn swimming.
737.	I like woodwork.
738.	I like the travel on the minibus.
739.	Like going out on trips.
740.	Enjoy cooking and baking.
741.	I would like to attend Hockley Development Centre to learn and develop sign language, Makaton, bike session, badminton session, cooking, exercise and day activities in the community.
742.	Take bowling - shopping - treats for people's birthday. Enjoyable experience.
743.	I have been coming to Four Seasons for 20 years. I've learned how to do watering, potting plants, hanging baskets washing up. Put pots in shed, move plants into poly tunnels and sow seeds. Go to off-site sales in the community to work in the community king's Heath planters. Go out with friends and staff on day trips, bowling, meals, picnics.
744.	I like to go on the bus, I like to cook and dance.
745.	More outings to the cinema and day trips.
746.	I want to do growing flowers, plants, vegetables with X and go out with my friends and staff.
747.	I have varied activities where I am. Gardening, bowling, camping, cinema, baking, BBQ, bonfires, open days.
748.	I like all the different things I do at Four Seasons. I like seed sowing, potting up, watering, making hanging baskets, going out to work in the community with staff cooking all the fruit and vegetables we grow. Go for day trips, parks, picnics, learn new things to help me.
749.	X wants to go shopping and do things.
750.	Would like more options to do things at the centre, keep fit, shopping. Stay at day centre not to stay at home. More independent at centre cooking and healthy eating.
751.	She wants Ebrook to be like Heartlands Day Centre: more activities - she plays keyboard at Heartlands, goes shopping and bowling.
752.	I need encouragement at times to do things. I like swimming/ going out walking and music.
753.	I like to be active. I play badminton. Help to wash up. Keeping fit. Swimming and I like being with group.
754.	I like swimming, walking in the park, bowling.
755.	I like doing all my activities - flower arranging, bingo, panto, boat trip, shopping, zoo, pub, meal, nail care.
756.	I like music, tap dancing, football, disco, singing, going to Drayton Manor. I want to be more active in Ebrook setting.
757.	Photography, day trips, cooking, healthy eating, historical places i.e. churches, old places, museums.
758.	I would like to go shopping all the time. Visit cafes for cups of tea/coffee more community trips.
759.	I enjoy shopping and cafe visits.
760.	I like computers, cooking and going out to the Villa shop.
761.	I like shopping.
762.	I would like to go out bowling to the pub and on a coach trip out for the day.
763.	Dog Walking.

764.	I am very happy at day centre. I see my friends, I do bingo, I relax colouring, singing, dancing, gardening, cooking, crosswords, shopping with teacher, walks, go to park.
765.	I like coming to Beeches Day Centre, going walking, eating healthy, exercise, cinema, seeing my friends/ coming on day centre minibus, going out in minibus to go out in community with my friends.
766.	I like going in the minibus with my friends.
767.	I like camping with my keyworkers, day trips, watering, planting, spacing out, picking vegetables. I would like to do a digital and slide photograph course.
768.	Instead of trying to do more outside the centre, spend the money on bringing more into the centre e.g., woodwork session, gardening, art, cooking.
769.	I would like to come to skills development centre to learn British Sign Language or Makaton, gardening/learning money handling shopping experience/day outings to various places and learning English letters.
770.	She likes cooking; going to the gym; football and bikes.
771.	Likes sport, cleaning dining room.
772.	Likes to make fish cakes.
773.	Bike riding gives people exercise.
774.	The lady I care for wants to do more drawing.
775.	All users said they enjoy the day centre, especially stimulating activities such as cooking, painting.
776.	Users like a good variety of activities.
777.	Movie nights, going out for meals – give carers some respite.
778.	Adult kids like to do housework; loves everything at the centre; comes five days per week.
779.	Daughter enjoys disco, arts and crafts, community centre, gets choice, like it here! Made friends – happy – grown in confidence.
780.	I like to see my friends every day. I enjoy the bike riding and spending time in sensory activities. I like to spend time in the gardens and relax with my peers. I like to make my own drinks and listen to others in my team chatting.
781.	I like doing the bike riding sessions at the centre.
782.	I like coming to see my friends at the centre. I like to go to the shop within the centre and choose my choice of drinks. I like going out to eat, and bowling.
783.	Customer service skills. Planting and growing plants and seeds and vegetable, fruit, making hanging baskets, label plants, seed sowing, pricking out, keeping cottage tidy and greenhouse and maintain a site, weeding pathways, baking, cooking, crafts using produce we have grown, make pasta sauces, apple sauce, apple cakes and pies and crumbles have apple pressing day for Apple juice - open garden days and be involved with Highbury Hall.
784.	Already in the community activities every day, cutting lawns and hedges, pot washings, filling pots with compost, plug planting, seed sowing, maintain site, customer orders, hanging baskets, watering, community-based work, planting plants, serving customers. 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?
785.	Pot washing, compost pot filling, planting plugs seeds, grow vegetables, cook vegetables we grow, baking crafts. Mow lawns, weeding, maintain a site, customers hanging baskets and pots, weeding, watering serve customers, go in community to plant up

	high street planters, have apple pressing days, open garden day, involvement with community, Highbury hall, orchard project, day trips, social outings, picnics in park, cricket, football, badminton. Making drinks, BBQ's, Party for celebrations.
786.	I attend Four Seasons 3 days a week with different activities every day giving me pleasure, friends and fulfilment. I have lots to do mowing Lawns, weeding, woodwork, pot washing, filling pots with compost, potting up plants, growing, watering seeds, sowing vegetable & herbs, pricking out, growing vegetables and fruit, cooking them and eating them, day trips, community planting, cricket football, badminton, tennis, picnics, open garden day, apple pressing. Can you offer me a better day than this.
787.	X said he would like to go out bowling & swimming.
788.	This person said "like to go to town and bowling. I want to go to the seaside with the centre'.
789.	Staff arranges outings too, such as coffee mornings, they can go to in groups with the Service Users. Or sometimes they will go out for pub lunches or fun activities like bowling with Service Users.
790.	The person said, "I want to go out to town and bowling, and I want to get a job on the computer room here at the centre'.
791.	I went to Handsworth Park for swimming.
792.	I like going out to the pub.
793.	I would like to go to a Gym.
794.	I like music karaoke, sport, cricket, football, quizzes; it will affect the future disco socialising.
795.	Feel a sense of achievement e.g. chair hockey being so much fun.
796.	1 -2 -1 activities.
797.	Beeches do exercise to suit service users.
798.	Bowling – coffee bar.
799.	Brandwood, Kings heath on Saturday – snooker, shuffleboard, net ball – goes in the car.
800.	Chance to go to historical places + churches.
801.	Choice: like music, fun and games.
802.	Colouring.
803.	Community – snooker.
804.	Could do with taking them out more for lunch, cinemas, concerts, bowling trips. To go once all in or out the UK.
805.	Day Centre previously did a lot of holidays, none existent now.
806.	Disco, bingo, coming here have fun.
807.	Do woodwork.
808.	Drama + arts + craft.
809.	Enjoy doing sociable things like going to Christmas dinners.
810.	Enjoy doing things with the family, weddings, etc.
811.	Enjoy going out - service users – carers.
812.	Enjoys Beeches Gold activities.
813.	Enjoys doing cooking at the day centre.

814.	Everything is in house that would mean people not getting out of the day centre. Solihull very much moving out into community e.g. Three Tree's people can drop in for a coffee do an activity. Join a group.
815.	Films, Flower arranging, Bingo (Pictures).
816.	Garden project.
817.	Art + Craft – grown confident – Park, shopping – point out food he likes, difficult for 80 years old carer, 3 people suggested – walking party.
818.	Given choice likes to make cheese on toast with support.
819.	Go out for the day – town.
820.	Go out more Moseley Park, have a cup of tea.
821.	Go out with staff – not on her own.
822.	Goes church every Sunday and has got a bible. And would like to go more often.
823.	Going out- cinema, shops, café.
824.	Going out shopping with Family, T.V. family – pleasant experience, shopping, visiting zoo.
825.	Going outdoors more.
826.	Going to the pantomime.
827.	Good – disco & football.
828.	Gym – theatre visit.
829.	Haircut – Chemlsey Wood.
830.	Hand massage.
831.	Health – eating, exercise, bowling.
832.	Healthy – walk + swimming.
833.	Hobby craft do jewel making.
834.	Hoping swimming.
835.	I do basketball with 4 seasons.
836.	I do enjoy stopping at home and watching DVD & television after the Centre.
837.	I enjoy being able to different activities on different days – college, day centre, gardening project, day at home.
838.	I go to attend night centres to do alternative activities, also I do swimming.
839.	I go to Headway & they take me to the indoor sports centre.
840.	I like doing my activities with my friends, i.e. music.
841.	I like spacing plants moving plants from greenhouse to poly tunnels Happy when I help aistones (difficult to read) giving leaflets out I have loads of friends here.
842.	I like the activities at day centre, and friends.
843.	I like to go to the disco but not in the community as there are strange people there.
844.	I like to have curries at lunch time, or pizza and salad.
845.	I prefer Italian food, sometimes we get that here in Moseley.

846.	I prefer Macaroni cheese for my lunch. They don't do that every day here, but I would prefer this.
847.	I really enjoy going to HRC I do lots of Activities I have lots of Friends there.
848.	I want to go on Picnic.
849.	I would like a job here. I like sports; football...would like to do more games.
850.	I would like to be able to go swimming and to the gym regularly.
851.	I would like to be able to have access to computers for learning and playing games.
852.	I would like to go out for drinks at the pub.
853.	I would like to go to the pub on a Friday.
854.	I would like zoo trips arranged.
855.	X and X like music, fun and games.
856.	X would like more activities, she likes computers, exercise, spending money and going shopping.
857.	Life happy karaoke & exercise.
858.	Like and want to keep my activities at the centre, bowling, shopping, music, bingo.
859.	Like horse riding.
860.	Like to dance and jump.
861.	Like to go out in the minibus on day trips.
862.	Like to play and watch cricket and football. Enjoys going to Villa Park.
863.	likes music at Centre, drumming is VERY IMPORTANT for him.
864.	Likes pampering sessions has nails done at the day centre.
865.	Likes to go to the cinema, eat out at a restaurant, go swimming.
866.	Likes to go to the park and play ball.
867.	Likes to walk, cook and go out for a drink, gardening also.
868.	Look forward to coming to the day centre – enjoys the quizzes and there are lots of things to do.
869.	Loves going out in community for pub meal.
870.	More Makaton/signing and fitness groups.
871.	More activities e.g. simplified yoga.
872.	My activities are mon-gentle stretch, Tues-music & drama, wed-cinema & knitting, Thurs-base area & nails, Fri-craft/bingo & disco.
873.	My son was interested in Disco at centre on Trittiford Road.
874.	No bowling outside.
875.	Playing pool, English, like I.T., Numeracy + library + drama.
876.	X would like to go to a train station to watch trains.
877.	Said likes coming to Centre playing snooker at Sports and Activities at Centre.
878.	Shopping to buy bingo prizes.
879.	Socialise / communication skills / exercise.
880.	Son goes to Keep Fit on Monday at Cocks Moor. At home he is always on his tablet.

881.	Sports, snooker, music.
882.	Stopping here. Sports darts.
883.	Swimming football karaoke disco drumming.
884.	Taking our son to golf.
885.	Try gardening.
886.	Twice a week they undertake Walk 2000.
887.	Watch Emmerdale.
888.	We did camping at Four Seasons. This was fun. Need more of these activities.
889.	Would like the chance to go into the garden and do some gardening.
890.	would like to do a concert for service users and carers at Centre.
891.	Would like to get in touch with people I used to know over the internet e.g. social media.
892.	Would like to go outside.
893.	Would like to go to the library more and get some history books.
894.	Would like to learn computer skills and go on a pub meal, football goalie.
895.	Would like to partner up with a friend and go out and about looking at things.
896.	Would like to visit the Dogs Home/shelter.
897.	Yes, would like to go to a train station to watch trains.
898.	Cycling in CHP on the weekend.
899.	Enjoys going to the MAC centre and to museums.
900.	Experience going to theatre as don't do it at home.
901.	Great to have a wider range of activities.
902.	I want to go to discos, but often these are at night. Does day care always have to be in the daytime but at night too perhaps.
903.	I would like more holidays.
904.	If taken by Elwood staff, e.g. gym which was tried and enjoyed, but ceased. Also enjoyed visits very occasionally to Cannon Hill Park, but this has stopped.
905.	Lessons English and Maths.
906.	Likes ironing with support.
907.	On bus – town & a day centre
908.	Open day centre on evenings/weekend.
909.	Said he can't swim but would like to try it.
910.	Said likes coming to Beeches day centre and going out shopping, bingo. Would like to stay here!
911.	Talking to other people.
912.	We want more community activities please.
913.	Would like to do educational things.

914.	Really enjoy, disco, art and craft, community centre – come home - don't get choice when here. Likes friend – happy – confident in helping.
915.	Day centre provide a narrow base of activities, need to expand.
916.	I attend a rehabilitation centre called Headway for people with acquired brain injury. Attending sports sessions with support and one to one.
917.	Laugh and joke.
918.	Like a dinner.
919.	X enjoys coming out and trying different activities.
920.	Mind and wellbeing.
921.	Community and Arts.
922.	X enjoys coming out and try different activities.
923.	S/U - likes to play with a ball and to look at photographs - also likes to go for a walk.
924.	Attend a garden project.
925.	Garden project; I am safe here.
926.	I like attending day centre.
927.	I like coming to day centre and allotment.
928.	I like coming to the centre I like attending I like getting on the bus to the centre.
929.	I like coming to day centre to do all my sessions.
930.	I like it at centre.
931.	I like the location of this centre.
932.	I like to attend for 5 days a week.
933.	I like to go to Ebrook most of the time.
934.	I love going to my day centre.
935.	I really like it here.
936.	I would like to come to the day centre enjoy being around my friends and come out of my wheelchair.
937.	I would still like to come to the day centre and allotments.
938.	I'm quite happy to come to this day centre.
939.	It's ok's going to the centre.
940.	My son loves his day Centre.
941.	Stated her service was great.
942.	Stated that his service was fabulous.
943.	Stay with 5 days at Ebrook.
944.	The person I am filling in this form for, my sister, loves going to the day centre.
945.	There are so many great things to do here at Moseley Day Centre.
946.	They feel happy doing the activities.

947.	We are happy with the current service!
948.	We do enjoy coming to the centre.
949.	Would like to attend Hockley Day Centre 5 days a week.
950.	X2 – son's happy with centre as it is, activities are good.
951.	XX is our son and loves going to his day centre and enjoys all the activities there.
952.	Said happy at centre.
953.	I like coming here. Not closing.
954.	Why I like going to Ebrook.
955.	I want to continue here.
956.	Bingo.
957.	I do bowling with 4 season.
958.	I like swimming, walking in the park, bowling.
959.	I like the dances.
960.	I love shopping.
961.	I want to learn to cook.
962.	Knitting.
963.	Like cooking - helps out.
964.	Like going out.
965.	Likes cooking, washing, walking.
966.	Likes music and dancing and artwork.
967.	Likes shopping.
968.	Likes the disco.
969.	Likes to go bowling.
970.	Likes to see his friends.
971.	Likes walking.
972.	Listening to music.
973.	Music group/karaoke.
974.	S/U - like music - bowling - swimming going to the cinema with his friends in the centre.
975.	Would love to go swimming.
976.	Visiting family, bowling.
977.	Like to go out shopping for the day.
978.	Sometimes swimming.
979.	We do gardening with 4 seasons, and I like working with plants.
980.	Like to come to centre and going out.
981.	There is a mobile Cinema that comes to you. We need a balance.

982.	What activities exactly?
983.	I only remember football
984.	Keep fit- and relations
985.	Recycling – does not like noisy things.
986.	Likes going to doctors and coming on minibus to the centre.
	Community Integration and Support
987.	Not a lot in local area for people to access.
988.	Would need additional support to access outside activities within the communities.
989.	For the most part Service Users do not go out from the Day Centre alone and are always accompanied by staff members where required and needed, as appropriate to the person's care needs and requirements.
990.	I always go out.
991.	I'm happy with the choices I have, I like challenges.
992.	I like to go out.
993.	If I am forced to carry on, as I do now, with no PA or adequate day centre provision to provide support I become depressed, lonely and isolated. I get imprisoned within the 4 walls. In the winter when the weather is bad, I cannot go out even for a little ride in my chair. I am old with MS and unable to learn new tricks, but I still need an adequate provision of service from BCC.
994.	Open longer hours to make them more user-friendly day centres.
995.	Concerns about additional charges for transport as private day centres not included.
996.	Being around disabled people is important.
997.	Whole point of a proposal is something new. The day centre may close is what the amendments mean. There is a vague mention of going into the community what does this mean in practice. How will this be achieved?
998.	If we have support (without having DP) it can be in the community and the centre, it's not a case of either or.
999.	It would be good to do more in the community but still have a day or so in the centre because of the structure and it's safe. It's more free and easy. In a job, it can be a bit more challenging.
1000.	There is a challenge, it is a cruel world out there our job is to protect them.
1001.	Experiment last year taking people out of day centres.
1002.	I've tried to access the community, but it doesn't work.
1003.	A combination of both would be good.
1004.	Council not helping move people closer to family where they can get the extra support from without extra cost.
1005.	How they going to support? Where is the budget going to come from for the activities and transport?
1006.	Could hire a bus if needed.
1007.	Service user is travelled trained and can go on bus to centre.
1008.	People would need some support.

1009.	The same group member also said that members of their service see the centre they attend as a hub. Seems to be a built in bias in the strategy for centre based services.
1010.	Re: Access to the community: We do take people out and about, we go to pub lunches, have contacts with local schools and scout groups as well as local churches.
1011.	It's also an issue of knowing people's capabilities and managing these. Some people you might be able to take to the theatre others maybe to a park or gardens.
1012.	I worry that if the service is not run by the Council, it will be just about making money.
1013.	We are parents and carers for our son and support him like take him out swimming and other activities.
1014.	Socialisation – mixing e.g. funfair for people with learning disabilities.
1015.	Private day centres don't cover cost of transport.
1016.	Internal day centre transport is integrated to cost of package.
1017.	Carer – Extra care schemes are not practical for us.
1018.	There is more people attending who use wheelchairs, need to make the service around them.
1019.	There needs to be more staff to support people. There needs more time given for positional change.
1020.	Can't predict how people will be feeling each day, planning is crucial.
1021.	Negative to positive – access the community.
1022.	Community meeting places and buildings are still needed. Will some form of activities still be delivered in the traditional way as a way of groups still being able to touch base in familiar settings? Elderly citizens depend on meeting for lunch with friends and other service users, they benefit from sharing mealtimes together.
1023.	Facilitate the right support.
1024.	Important that people who don't want to attend day trips don't fall through the cracks – find out why they don't want to go out.
1025.	Peer support can be very powerful.
1026.	Suggestion that all capabilities should be considered. E.g. fish and chip day, some clients are on liquid diets and can't speak, but still see the more capable enjoying – concerns this could have a negative impact on individuals' self-esteem.
1027.	There's a need for greater communication with day care centre staff and the council, as day care staff know clients best after their immediate families– safety and trust felt with day care workers.
1028.	X is a cold, very clinical centre.
1029.	There isn't enough choice for young people.
1030.	People are reluctant to offer support to others outside their family due to health & safety.
1031.	BCC day centres have staff whose roles are Driver/Support Worker which is more efficient as staff can do two roles.
1032.	Learn from other internal centres strengths; give them a better choice of activities.
1033.	BCC services are outdated. BCC services are not fit for people with Physical disabilities e.g. Osborne Centre.
1034.	It's nice to have opportunities.
1035.	This cannot be done without a great deal of support, because of behaviour problems.
1036.	This has to be what the person wants and not put on them.

1037.	This is already being done.
1038.	Is there anything in place for us? Will you give us choices and options? Who will support us? I want myself to be heard. I am very upset as I have achieved so much at my gardening projects, planting, seed sewing, pricking out, watering, weeding, cutting lawns, weeds, maintain site, BBQ picnics, cricket football, day trips of our choice, community work planters work.
1039.	Provider representative commented – that the 3rd sector provide grant funded activities via the Neighbourhood Network Schemes developments.
1040.	Less buildings and more integration with local communities.
1041.	I don't mind going out and about, but I would not want to do that every day particularly during the bad weather. Equally I don't want to sit at home watching tv all day.
1042.	I struggle in the community I suffer from extensive pain which limits what I can do.
1043.	I do not think he would benefit as he prefers one to one support.
1044.	I need daily full-time care and cannot be left alone at all.
1045.	Also, in compliance with the Care Act, businesses need to be made aware of this and be sensitive, for example, someone wasn't strong enough to stay in control of their tray when placing it on the table and the drink spilled on the floor. McDonald's staff quickly cleaned it up and even replaced the drink. Although this was more due diligence younger staff may have not been so mature and not handled it so well.
1046.	Helping disabled people to have equal opportunities is great but using it to save money, as Govt. is doing, rather than to give people better opportunities, is bad. Transport and day centres are still needed. Individual payment can put pressure on carers or be misused and will need to be closely monitored which could be costly.
1047.	But I need a consistent day service as I wander, I get bored easily I need one to one support in the community which will increase the cost of my care if I no longer access the day centre.
1048.	I like to meet different people, and this would help. My family would be happy for me to have variety.
1049.	My sister will have to do more for me.
1050.	I do not trust the community to support the people I care for.
1051.	It may be hard for some who don't like moving out of the day centres.
1052.	It will depend what care package is offered for each individual.
1053.	I think it is important to go into the community so we can learn things.
1054.	If the money that has been wasted on this consultation in man hours, venues, paperwork and presentations was put into more staff for the day centres then each person that attends the day centre would be able to go out into the wider community with their friends with adequate staff to accompany them. The person I support loves activities, cinema, pub lunches, swimming, bowling etc, but he wants to do these things with his friends. He would not be happy doing any of these with a P.A. At one time may people that attended the day centre also attended Bournville College but due to cuts that was taken away from them. If you want to improve the lives of services users stop giving services with one hand and taking it away with another. People with autism dislike change.
1055.	I want to continue to attend Alderman Bowen and go out into the community with family in the evening.
1056.	My family want me to attend the centre as they take me out in the evening.
1057.	I want to attend the centre and go out into the community with my family.

1058.	The community centre values the work people do here. But in addition, the project is a community in itself, made by the people who have strong friendships and support for one another here. They have a peer group with people who share similar issues/ struggles. Just going to shops/ high St with 1 to 1 support is not a very meaningful supportive way of being part of community. We do supportive ways of being part of community. We support people s do meals, day trips, go to shops, bowling i.e. use facilities in community, but true community is more than that. People at our project have important friendship, have shared years together. Whatever strategy is put in place should support community projects that people have and value.
1059.	Issues were raised with PIP/disability living allowance and how these might impact on people being able to afford to go out and about in the community.
1060.	Going out in smaller groups is more enjoyable as they get more time and their needs can be properly catered for as opposed to going on a day trip in a large group.
1061.	Expanding activities e.g. disabled swimming – users understand it's not appropriate for everyone but those able said it would be really enjoyable – some are able to go with family member's, but others do not have these networks.
1062.	People are nervous but at least it involves mixed people.
1063.	Want to go out to the Community with support.
1064.	Agreed they don't feel a sense of local community, unaware of community events, see the daycentre as their community.
1065.	We need to have a hub/centre in the Southside of Birmingham.
1066.	Important to keep the mind occupied – need to go out more in the community, attend daycentre to do activities they cannot otherwise do at home.
1067.	Staff who transfer and cover a variety of centres need to have the skills to support the Service User.
1068.	Previously went to Oldbury Portway Centre – did use to try their large hydro pool – lack of support at Fairways to support this option.
1069.	Some families go out into the community together.
1070.	Need to locate a Hydro pool in Birmingham for daughter – Wilson Stuart and Victoria open in the evening. Focus to investigate.
1071.	Can't see how any of this can be implemented given issues with costs and practicalities, e.g. cost of travel and cost and lack of availability of services such as hydrotherapy. Don't imagine that Birmingham City Council will build any new swimming pools.
1072.	Have to pay £100 p/w to transport relative to and from the centre.
1073.	Activities are expensive not just for people with disabilities.
1074.	Lack of money impacts on choice and range of activities available.
1075.	There's only so much they can do (need variety of activities) can't do the same thing all the time.
1076.	The Service offers a choice of a lot of different activities for the Service Users to participate in throughout the week. However, there are limitations on the types of activities that can be offered by staff, sometimes for practical and/or health and safety reasons. Since a lot of attendees at the Day Centre have both physical and/or mental health disabilities. Therefore, activities have to be thought through properly and adaptable for the needs and limitations of Service Users.
1077.	It was discussed that one size will not fit all. It was felt that day centres could possibly be revamped and be used as an out of hours venue.
1078.	X likes to come to work, do cooking, go to the gym, supporting people and learning new skills.

1079.	As long as a choice is given, and the day centre remains open to all that wish to access it and other options are given for those that want them but not because of budgets.
1080.	I would like to see more activities. He would like to do more outdoor activities as he would enjoy more varied activities.
1081.	My son needs to interact with the community outside of his family.
1082.	If I was able to access the proposed facilities, I know it would have a positive Impact on myself and family because they would not be constantly worried about 1. me being fed, 2: I been washed and dressed, 3, have I done my shopping. Then maybe my family and I could enjoy more socialising time together.
1083.	I feel that each individual should be treated as an individual, each citizen fits into every box, so there needs to be a lot of flexibility. There needs to be a base where the citizen can come back to if things don't work out and day centres are needed to be there to support the people, providing a caring loving friendly safe place.
1084.	I feel that the day centres should be staffed to be able to access the citizen to other activities in groups. 1 to 1 idea make both the citizen and carers isolated they wouldn't make friends easily.
1085.	Individuals often feel they are a burden to relatives & carers who need a break. The disabled person needs a break from carers. Community services don't have the training to give appropriate support which causes frustration to clients as they don't understand. Clients are then discouraged to attend. Therefore, specialised support is needed. Brain injury clients have multiple disabilities that need support and we often aren't considered.
1086.	Headways- Job - More money for the clients to do more things like exercise and things to help with speech. More access to physiotherapy.
1087.	I have a brain injury with multiple needs and am currently accessing Headway B.S which deals with both physical and cognitive issues I have. This support is crucial. I also have to rely on my friend taking me as BCC no longer pay for taxis and I can't use ring and ride as it crosses the boundary.
1088.	I would like to be able to have more money / benefits to be able to go out and achieve my goals and buy my clothes etc.
1089.	I want to do things as well as coming to a day centre.
1090.	I got into the community with my carers shopping.
1091.	People with different needs do need support. When out in the community they need support.
1092.	Good for some people but not everyone. My son couldn't do lots of community activities.
1093.	But he needs 1-1, can't be left. Some days may refuse. No road sense.
1094.	A bit of both, going community and day centre.
1095.	People should be allowed to take part in activities.
1096.	I like both New Roots and going out in their community.
1097.	I like Ebrook but I would like to do a bit of both. I like my friends at Ebrook.
1098.	This is best achieved by organising this in a day centre and using day centres as a base.
1099.	Disruption to day centres unnecessary. Efforts should be concentrated on improving day centre services trips etc. rather than time limiting a proportion of service users. This artificially creates an excuse of "under-use" to consolidate existing day centres.
1100.	As I would need one to one to go places with me.

1101.	The understanding of the users is that they will be doing extra alternatives rather than be brought into another activity outside day centre by where they live in the community. They don't realise they will lose the day centre where they go if ones are capable to choose, it should be on a trial basis for a period of say a month. Then asked again 'what they would like to do'.
1102.	I want to do some in Day Centre and some in the community.
1103.	Only with a lot of support.
1104.	It would be at expense of the day centre.
1105.	I need lots of personalised support, lots of transport (drivers too).
1106.	I don't want to go too far.
1107.	Some people have limitations and disabilities and may need added support.
1108.	Where are all these trained people coming from?
1109.	X would like to go into community and centre.
1110.	Would like to have community activities but also be able to go into the centre.
1111.	While considering service users, please look at the bigger picture. Some people with 'severe learning disabilities' cannot go out into the community. Also, for someone with severe learning disabilities there is very limited activities. The community do not want our people out there. They are too vulnerable and open for abuse.
1112.	We are the parents of X if he goes to the community, he would require lots of support.
1113.	Who will support us?
1114.	I couldn't stay at home all day I would have to have something in place and someone to support me to do things. I would like you to let me know who is going to do this, Community places to access, were will they be. I would like you to listen to my choice. My choice is to continue to access my gardening project already in the community.
1115.	She would like to take part in different activities with staff help because she said that she needs help to go about.
1116.	I would be in the house and will not be able to go out anyway.
1117.	I don't want to get bored.
1118.	There is no proof that it's going to benefit citizens and there seems that the council are treating people different because people using wheelchairs (visible) are saving to get more support than others. Some will still have the option to attend the old model of day centre.
1119.	Will notice the lack of support for ABI sufferers / family members.
1120.	It won't be long before the one to one hours will be reduced.
1121.	Specific disabilities or hinderances have the requirement of specific help centres for individual alternate disabilities.
1122.	X needs support when interacting with strangers outside his home or day centre. Needs support with all financial transactions and expenditures, impact without support may lead to X becoming very, very upset and agitated.
1123.	Go out to access the community/ local schools.
1124.	Mental health, social isolation, if not coming to the day centre.
1125.	Combination of day centre & community is best.

1126.	There is a lot of unknowns and the things people can do, but there has to be a full spectrum of support with staff who already know their needs, communications etc.
1127.	Health professionals; Community Nurses; Social Workers; Occupational Therapists; come to the day centre to give an overview of what they do.
1128.	Day centres should still be on the model.
1129.	I agree abled bodied people, can pick up skills helping charities, but day centres need to be protected.
1130.	Day centres still need to be in place for those who want this. Not all citizens will be able/want to do things in the community. They still need somewhere to go where they will see/make friends, go out, do different activities and carers get respite.
1131.	We still need to retain day centres. Not everyone wants to or is able to access community services. Lots of items e.g. learning about money managing, safeguarding, health and safety.
1132.	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.
1133.	Majority of service users at day centres would not cope with the outside community on a daily basis.
1134.	Day centres needs revamping and have targets to get people more active and be more involved in benefit work. Carers should get a free bus pass (to take service out and socialise) like other counties in the UK.
1135.	Funding should be pushing into day centres with external providers providing services as and when needed. Both parties need and should work together. Services and facilities that are beneficial and in their best interests to enable them to live long productive and happy lives.
1136.	I want to do things as well as coming to the day centre.
1137.	I would like to go out in the community.
1138.	I like going out from the day centre.
1139.	Require more service. I would like to go out more with X and stuff.
1140.	Going out more in the community.
1141.	I think both doing things at the day centre and doing things in the community is good.
1142.	To make new friends and to try out new activities within the community.
1143.	I would be happy with some changes being made at the centre.
1144.	A familiar environment and people are very important to my Dad and we would have difficulties encouraging him to go out and mix with different people that he does not know and in unfamiliar surroundings.
1145.	X may not want to go into the community with someone he doesn't know.
1146.	The service I receive at the moment gives me access to the community and support to do activities I enjoy. It is very important that I know, and trust helps me. Will the council support community initiatives?
1147.	I would like you to show me about different activities in Birmingham and who will support me to do this? Will I have a plan if you take my service away?
1148.	To reduce council costs and increase support in the charity sector, it's a good idea to open other opportunities for able bodied people. I think daycentres should still be protected for those who need/choose it. Where people choose to attend charities, there should be a pick and drop service with a co-ordinator appointed.

1149.	I wouldn't be able to go anywhere without continuous support and the right transport to get out.
1150.	Go to a different place try different shops.
1151.	I like to go to day centre and do more things in and outside the centre. I want it to be more grown up in some ways
1152.	X's communication skills are limited. She is unable to understand individual budgets. She would probably enjoy having a variety of community and other opportunities.
1153.	I will be unhappy I can't go out.
1154.	X would need support with this.
1155.	X goes to different places in the week. Monday goes to a food club where he makes his own lunch. Wednesday and Friday Ebrook Day Centre. Thursday, he goes to a gardening club at Liberty House. Friday night goes to a social club.
1156.	Only if there is a care package provided. It would be difficult for X because of his communication skills.
1157.	Because the person I care for does not like to go into the community on his own he just goes out with family. He is very stubborn we need more support.
1158.	I like the challenge of going into the community however I could not do this if I was not alternately at a day centre once a week.
1159.	I live alone since my parents died. I have cerebral palsy which makes me vulnerable in the community. I lose my balance, fall in the community. I would like to engage in activities when not at the day centre.
1160.	Would like to take part in many activities with help.
1161.	I believe the system is going well. I understand people may want to go to other places, but it should be organised through the centre. Any external support should be organised through social workers.
1162.	Although active and alert most of the time. Sometimes I have problems with mobility and a medical condition that makes life a little bit difficult for me.
1163.	Would help him to be more independent, but he's too trusting of people, would not be able to travel on his own or deal with his own money.
1164.	Could make things work as if more people are out in the community, people like my brother may not have a centre to attend or there may be a huge impact in funding for day centres, leaving him with either nowhere to go or to change where he goes with no adequate support for his needs.
1165.	X likes to go a bit not all the time.
1166.	Have power to go out more places.
1167.	I like coming to the centre but would be open to more ideas.
1168.	I like doing things in the community, but I think we need day centres as well.
1169.	There is not enough support for me to access the community.
1170.	There is no proper support for me to access community.
1171.	As long as the support is there, if someone is with the service user.
1172.	It really depends on if the choice to attend the day centre is also offered alongside community-based activities.
1173.	I take part in activities outside as well as in with support from staff.
1174.	I would be happy for someone to come to my home & take me out to places of my choice.

1175.	I need help to even leave the house, does your idea mean I would get one to one help to do these activities. I don't think so.
1176.	I believe that I would be unable to leave the house and just be a visited prisoner in my home. - My husband would not be able to get any break.
1177.	I don't know if I would be supported in the same way that I am now.
1178.	I like to go out and about and let my carer know through nonverbal behaviour.
1179.	I don't want to go museum, McDonalds, cinema every week.
1180.	We would not be very happy to let her go out on her own, we have never done that, and we are not going to start now. Happy to participate in activities with carer in attendance.
1181.	Being able to go out is dependent on the weather.
1182.	Need more opportunities and activities, but there is a lack of funds.
1183.	Money is an issue when financing activities.
1184.	With some help.
1185.	I want to go to things that are designed for me. I like Four Seasons and Mencap group.
1186.	Not many day centres support for complex needs.
1187.	Would cause worry if our son was forced into situations that he could not cope with.
1188.	The people we work with in our day service, face many challenges and we work hard to ensure we are raising awareness for disability. The more awareness the more our people will be considered, and hopefully local high street and services can be inclusive and accessible. We deliver a bespoke service and are service user led, many of our activities have been born out of the ideas from our citizens: a rock band, horse riding lessons, music, tuition, art lessons, accessing the community health and wellbeing sessions, wheelchair dance, tai chi, day trips, holidays, shopping, meals out, advocacy in social service reviews, attendance to Birmingham City Council meetings and more. We go above and beyond for our people. Perhaps we are different and unique in our service delivery because we are a third sector organisation. We feel we have a duty to raise awareness for the challenges our disabled citizens face. The cost to services for our people will have an impact and often it not for the better, we just leave people in isolated circumstances.
1189.	The stress concern and worry of our daughter going out into the community on her own would cause immense stress. We would not be happy at all.
1190.	We are happy for our daughter to participate in activities that she is happy to get involved with, but there must be staff in attendance at all times.
1191.	I would like to access the community more.
1192.	It is unrealistic to expect my son to cope in the community.
1193.	Here the needs are complex, and any service would have to be able to cater for these.
1194.	In order for people (clients) to be in the community it takes a combination of support from Social Workers; day centres, carers, everyone.
1195.	There needs to be more opportunities for disabled people to go out and get involved in activities with able bodied people.
1196.	Adults with autism need fun and fulfilling opportunities to do on a day to day basic - they need to be free and accessible facilities - holistic support - art therapies- music therapies-mental health support.

1197.	As overleaf, it will be difficult additionally for citizens to transition who have been used to "service provision" for many years in buildings- concerned how this will be managed especially with citizens who live with older carers potential to have an additional impact on other services.
1198.	My citizen does not wish to participate in a lot of opportunities available to her and at 67 years of age the choice is hers. As her carer I take her out with me every day. She has no idea at all regarding money and needs support when making purchases and directions.
1199.	Holistic support should be adopted wherever possible. Sometimes restrictions do cause difficulty i.e. going away and getting environment checked prior to attendance to ensure adequate health and safety.
1200.	All these activities outside a day centre depend on the ability of the person you care for. - Wheelchair user - No communication - 24Hr Care requires - Epileptic - Severely disabled.
1201.	Ebrook staff/ service user – the change has been good as they have seen what's out there in a different practice.
1202.	Lower level dementia doesn't necessarily need a day centre or supervision there is not enough, clubs etc. out there in the community. Some organisations don't want people with mild dementia attending their clubs etc.
1203.	Difficulties of how we get people involved outside the house. Some people are very private. Some people's perception of day centre is a feeling that their life is being taken over by others.
1204.	We are changing the way we work for younger people getting in their 50's. Having sessional groups. Within 1 centre – room divided into different activities e.g. nail painting & gardening. Have increased the staff to support the model – We also have volunteers coming in and running activities.
1205.	Would like the opportunity to go out on a 1:1 basis more – at moment have to go out in a group.
1206.	Day centres should become hubs; a network should be built up so that people are aware of what activities they can access and where.
1207.	Learning disability adults need to be out in the community. Dementia service users need a base.
1208.	Closed internal services but they went out to external. Dementia and adults growing older with LD are growing in number. Neighbourhood networks is a preventative service to support people to stop coming in to care and accessing communal / community services.
1209.	Delighted – that the amendments have been made. Older people want to be in a place where people can be well looked after. Believes that the service is as much for service users as well carers. Offers a lifeline to carers. People with complex needs require a day centre.
1210.	How about bringing additional activities in the centre rather than people visiting a variety of different places.
1211.	We have links with the local community; Moseley Folk Festival is always popular.
1212.	With the Commonwealth Games in Birmingham it would be lovely if this was inclusive for all.
1213.	Service user – would like to go out into the community but would like more support to be able to do so.
1214.	Socialisation with other day centres to get to know other users.
1215.	My son can do some things, but for others he needs constant supervision. I'd love him to go out, but he can't do certain things like go to a disco or party.

1216.	People with mental health issues often need a safe place in the community where they can drop -in, spend time, get support, all without being stigmatised.
1217.	Day care centres are not ideal for people with chaotic lifestyles.
1218.	There is such a broad range of services and clients, and you will always need services for people who are unlikely to ever fully integrate into the wider community.
1219.	Perhaps if a trainer could come into the centre then that would work. Trying a new activity for a few weeks to see how it goes and evaluating the sessions before putting on anymore.
1220.	Service user would require 1 to 1 help with certain activities like swimming.
1221.	In house transport services to support specialisms.
1222.	Variable activities, with flexibility and appropriate integration.
1223.	Whilst going out into the community is important it should be recognised that day care centres can be their own communities.
1224.	In terms of involvement with local community, felt that aspects of this already exist.
1225.	A lot of service users are sent to specific activities, but they need more choice of activities.
1226.	Some of the Day Centres specialise for specific needs but it needs to be more flexible e.g. Moseley specialises in woodwork, Elwood does something else instead of all activities being in one specific day centre. We need to utilise the Day Centres more so that others can attend.
1227.	Families use us as a hub not just for Day Opportunity Services, they rely on us to provide a holistic service and we provide a lot of intervention which if ends, all good work will be undone.
1228.	Community is not where people live, but where they go is where they see their community.
1229.	Services working together and joining up is crucial and beneficial.
1230.	Impressed with Neighbourhood Networks. Thought it was important to focus on more local provision rather than sending people across to the other side of the city. Has found from own experience that this helps people to find out what else is happening in their local area and to make links. It is a good way of sharing information and what your service can do.
1231.	There are no resources in local area for people to make use of.
1232.	X agreed that she would like to go shopping in the community and attend day centre.
1233.	I have help from home care with my wash and my tablets and breakfast, but I can't go out on my own, I would be scared. X does not understand the cost of things or how to budget. She has extensive support from her main carer. I would need lots of support to participate in activities in my community and I'm not sure I could afford it.
1234.	I like doing things in the community but need help to do it. I need support to get places and get home safe.
1235.	I think we should have more support when we go out.
1236.	Routine is important for everyone. Special activities are usually a treat at weekends.
1237.	My brother was in a private day centre, this was no good as he was just left alone in a corner.
1238.	I like what he said, I like the ideas. I like doing things outside the centre.
1239.	I like to be out in community sometimes and come and see my friends at the centre.
1240.	I like to be in the community and also at the centre too.

1241.	I feel I am a burden to relative & carer and discouraged from the community services. There will be less opportunity to talk to others with similar disabilities. Specialist support helps us learn more about our injury (better insight/ awareness).
1242.	My son would not feel safe just going out with one person. He is happy to go out in a group of people who have the same abilities as himself and knows that he will be going back to the centre afterwards.
1243.	Keep the centre going but within that base explore further options outside of that – the centre to be a place where they can come and go.
1244.	More choice and more activities with the day centre as a base.
1245.	If the day centres were not there, both the service user and their carers would be excluded from the community. As the day centres allow service users to take part in activities in the community and allows carers to use the free time to go out and about.
1246.	Carers are happy to volunteer in the day centre offering services. One carer has a licence to drive the bus if they are short of staff.
1247.	The disabled are already pushed back in the community and struggle to make themselves understood even with the professionals such as doctors and hospital staff.
1248.	She has a 'Home School' diary so we know what activities she has done. We are concerned about her weight, so we worked with the centre to manage her weight
1249.	Carer – It's good that staff watch my sister's weight. They have healthy eating options so we can watch her weight/food at home. We can see her progress via her Home Diary
1250.	Brother has gained in confidence and improved communication. Has also learnt toilet training and lots of other skills in a short amount of time.
1251.	Staff are very supportive.
1252.	Even if they want to go out there's nowhere to go.
1253.	Need to look at grassroots to get things in place.
1254.	I don't go out by myself; I need support, something could happen.
1255.	People need to be aware that there are people with special needs. It is being recognised in the community that there are people with very complex needs.
1256.	Community as a whole needs to come into our world not us coming into their world.
1257.	My sister will not allow me to go out – I would like to go out with staff support.
1258.	At Brook house staff took me out and I would like the centre to support me to go outside.
1259.	Thought it was a good idea to consider other things for service users to do.
1260.	I just want to be more happy and go out to more places in the community.
1261.	It would be great to see priorities changing in relation to the provision of health and social care day opportunities. Birmingham is such a great city and its citizens with needs should be able to access diverse and effective day opportunities to increase their enjoyment and participation in at their community.
1262.	It would take away some of the concerns of our family member not being a valued member of the community. Currently, Day Care provisions are not appropriate for all.
1263.	X enjoys coming out of chair and trying different activities.

1264.	Might be a better outcome for X as he will have a wide range of activities to choose from in the city and may have lot more left over to pay for carer to take him out to get access to activities instead of just being in the centre but would also like access to the centre.
1265.	I like to see different people and going into the community for activities will help this. I enjoy my days at the day centre but would like the variety.
1266.	Yes, I do because service users can explore Birmingham city centre and other places.
1267.	Their disabilities can also prevent them from doing lots of things in the community no matter how much you try.
1268.	Partnership: One provider gave the example of a young autistic man who was held back by the lack of services provided. The Day Care setting was not challenging him enough and limiting his progressions. Furthermore, the mum could not afford more than one Day Care session, as the direct payment did not cover it. This lead on to discussing how partnerships between providers would allow for a more tailored approach where vulnerable adults could have the right level of care.
1269.	Weekend outings to be available rather than just weekdays.
1270.	There is a school next door to Elwood, that has closed down for some time. Could this not be made into a day centre instead of it being left unmaintained? With all the things that are going to change, to bring things into today's perspective why not charge a normal fee for service users like myself to attend the day centre? This would also help towards the upkeep of transport.
1271.	No one is listening to what I want my wish and personal choice is to attend Four Seasons and continue with gardening, growing plants and vegetables. You and these meetings are not clear on what you want for my future not giving me any information about the community options and who will support my future progress.
1272.	You fail to use social value well for vulnerable adults. Look how the city council procures yet people with learning difficulties can't get work volunteering or anything else. Also, you don't assess community groups who want to deliver sessions, which often can't afford to use spaces in the local community, yet you want local how will this work.
1273.	It is important to listen to the needs of all adults with "special needs" these with physical difficulties cannot always easily access external providers.
1274.	In theory the proposal is what is needed, my biggest concern is that many social workers are given budgets and will only get what is free rather than pay for the specialist services that those needing personalised support need. Brain injury is not recognised unless the person is in a wheelchair.
1275.	The carers also said that they felt comfortable sending the service users to the day centre as they were well catered for, but that it would be nice for them to be able to have more events on the weekends or in the evenings.
1276.	Our own experiences previously of community-based services is that they have not been as well organised as day centres and are run by people who are underpaid.
1277.	We prefer that Hockley plan, support and control the activities in the community. Hockley should be Hub.
1278.	Sometimes more able clients help supporting others and are able to speak up for them. Does depend on the individual whether they wish to access the community more. Having a mix of clients can be beneficial and stimulating to the more severely disabled.
1279.	She said that she needs help she cannot do things outside on her own. Someone has to be with me.
1280.	Some users are aware of a staff shortage which restricts them being able to go on daytrips and outings they would perhaps like to go on.

1281.	Ties in with the social work 3 conversations model. Using social prescription also helps to refer people onto the right activity to support the individual.
1282.	It appears that although a person with a disability may be able to do a lot for themselves, there are times when accessing the community is difficult, again with funding not available. Sometimes there is disagreement with the outcome of some assessments.
1283.	It's important to look at other day centres all of them offer different things.
1284.	As long as they are supported by staff they are used to and not volunteers. Although each individuals' needs are different and so would need to be catered for.
1285.	This has to be assessed against the service user's ability to undertake the activity.
1286.	It is very difficult for my aunty to understand any changes due to her complex needs. As her advocate observing the proposed changes, I feel that they are highly irrelevant to X due to the level of support required to access anything in the community.
1287.	As we work with people with dementia their ability to access the community diminishes. They have to be monitored carefully as some will decide that they would like to 'go for a walk'. They need a routine and in some cases a change in that can produce an adverse action. They can also spend a day doing activities, eating a meal etc. and will not recall anything.
1288.	It was confirmed that it would be a Birmingham based service with resulting informed strategies. It was agreed that it would benefit from having local venues to hold meetings – i.e. Sutton Town Hall, libraries, community hubs and churches such as the facilities at the United Reform Church Sutton and Holy Trinity were suggested.
1289.	X is physically disabled and enjoys being in a social environment and different surroundings, enjoys watching football, likes to be out and about. Has council got the budget to do outdoor to shops, cinema etc?
1290.	Make the most of a vibrant and developing city; ensuring access to the wide range of activities Birmingham has to offer. The committee strongly agrees with this statement especially on integration of day opportunities with the wider everyday world of Birmingham ensuring users are seen as, and live life as, integral and equal participants in City life and the wider community. While integration of day opportunities into the wider community is a worthy goal, it is vitally important that existing day opportunities remain while the wider community assets actually become available.
1291.	I have seen first-hand how effective luncheon clubs are - that is a non-threatening way of bringing people together, informally and is to be encouraged - consistency of services and this and other areas, as the report says is also to be encouraged. I have seen how effective centres, such as the Phoenix Centre in Erdington are, though it now seems to have reduced services and staff. Why, if BCC's direction is for improved Adult Services? It should be wider advertised at bus stops, as to who can use these services.
1292.	It seems to me at first a simple plan of each day centre to work towards the needs of the individual and accessing a wider range of experiences. Plus, all day centres working with each other for best practice, to share resources, ideas and planning. Staff have to be flexible and realise the needs of the people they are supporting neither staff or service users should be pushed too far beyond their comfort zone or capabilities, if boundaries are crossed too far there is no shame in a step back/ If it's not a happy, settled friendly environment, you have no chance of making a relaxed, informed, useful and positive hub/base to work from, to work towards all round development and a balance person in staff and service users. All agencies should share information openly when appropriate.
1293.	The Service Users all go out, when there are the drivers available. They have their activities and go out into the community they have their friends a purpose in life.

1294.	The cutting back on transport [public, disabled, ring-and-ride etc.] is causing issues which is stopping citizens from accessing services. It will be interesting where the money is going to come from to fund the extra transport needed to provide the right infrastructure to support the proposed changes.
1295.	We want to bring people out from their caves with some form of socializing.
1296.	It is about finance too. With travel training you do apply for a bus pass and enablement help to find them activities and apply for bus passes to do that. I do not know who is funding this for them to get out and do those things in the community.
1297.	Some people want to do different things and they are not being given the opportunity.
1298.	The skills of the Day Centre staff need to be retained.
1299.	It needs Day Services that mix with the local community and local people.
1300.	Services in the community need to get better at being more inclusive.
1301.	Access to support groups, partnerships.
1302.	As long as there is someone to help me.
1303.	Attitude of others.
1304.	Because my son has complex care needs and is vulnerable in community (community).
1305.	Being at home more will impact on my family/carers.
1306.	By partnership working, Providers could be "critical friends".
1307.	Carer mentioned that her daughter does need a day centre in her community.
1308.	Carers + service users need to know they are safe, transport and that they enjoy the activity.
1309.	Community based is a good approach.
1310.	Community based organisations can provide support e.g. IT support.
1311.	Community groups are a perfect way to do it.
1312.	Community means everyone working together.
1313.	Concerns that Parents can only do so much. Many Service Users are unable to get out and about.
1314.	Costs of other facilities are expensive.
1315.	Created everything Internal, what work has been done with public. Understanding the community – invite them in.
1316.	Designed an award programme so parents are happier + gets them out and about + families feel better.
1317.	Don't see anything out there for my daughter.
1318.	Done travel training - public getting frustrated.
1319.	Embrace community – invite community to come and see day opps. Providers make it a two way. "Support" is ambiguous. Information needs to not just be put online! Where do you get information?
1320.	Everyone has a right to set up particular groups.
1321.	Fear of isolation accessing activities with 1-1 person.
1322.	For citizens to be able to be more independent and access community assets about practical issues.
1323.	Give the choice if they wish to give it a try, but they should be supported 1:1.

1324.	Good idea but only if there are enough activities for complex service users to do, the whole of Birmingham community have to work together, and making sure there is access + soft environment out in community, people need to do more checks on paths and roads.
1325.	Group discussed need for risk assessment when supporting people to access the community.
1326.	Group discussed the need for accessible communication for those who may be unable to read, not having access to the internet or phone or who may have a language barrier.
1327.	Group felt that there was a lack of understanding in broader community about accommodating people's needs.
1328.	Happy and safe for when the centre take me out.
1329.	I do feel that commissioners have little to no understanding of the complexities of the needs of people with learning disabilities, particularly with people on the autistic spectrum. They appear, on the surface, to have high abilities but the simplest of changes can make life very confusing. Those that are able to travel independently but can be traumatised by something as routine as a bus breaking down or even a road diversion so, accessing community activities would be very difficult for them. They are also likely to be victimised by certain elements in society. Unfortunately, as a society we are a long way off from disabled people being treated inclusively.
1330.	I do not want to go out into the community without someone from the day centre (citizen).
1331.	Have to look at public attitudes.
1332.	He would not be able to take part in as many activities as he does at the centre as some of them are so expensive to pay for in the community, it would use up a lot of the money.
1333.	I like going to the park. I go on my own, and also, I use the bus and train. I want to be able to still do these things.
1334.	I want staff to support me with activities in Birmingham.
1335.	I was told that volunteers will be supporting the person I care for. There is no way I am going to let him go out with unqualified personnel.
1336.	I would go out to the community with someone I know and trust. This does appeal.
1337.	I would like to move house to own place with support.
1338.	If the right level of support was available, I would agree but that level of support will never be forthcoming.
1339.	If they want to!
1340.	Important that they are able to go to the Temple.
1341.	Brain injury specialist services are needed rather than community as they aren't trained in the area.
1342.	In the centre there are safeguards to make sure that service users get their medications and meals at the right time as staff are always monitoring and there is a routine. If service users are out in the community with a carer how can the family feel safe about and know that the medication has been given or that the service user has been fed properly?
1343.	Individuals may get picked on when accessing community-based assets.
1344.	Local centre based activities are essential for those who cannot travel great distances.
1345.	Micro/macro infra structure to be in place to enable people to access Birmingham's facilities.

1346.	It all 'sounds' like a fanciful vision from Birmingham City Council. The reality is the choice is not there. Every meeting I've had with social workers has brought in 'cost effective' and only access to one thing on offer. Where is this range of activities being offered? It sounds like you want to make mainstream activities accessible rather than tailoring services to the needs of the users.
1347.	It all seems like a great idea: however, it needs to be spread out throughout the community. How do we raise its presence in each area and promote it in business meetings? How do we make people aware? The presentation is generic. Some people need the ability to learn how to travel. It is about awareness – making others aware.
1348.	It was agreed that unfortunately there is a lack of understanding from the public in centre scenarios. One Client stated that they had to wear a helmet in case of seizure, and they were self – conscious of it and this brought them to people's attention and people made incorrect assumptions about them.
1349.	It was suggested that for any community activity staffing levels had to be examined thoroughly. It was shared that visits could not always be arranged currently due to staffing as a high proportion of staff were required to comply with Health and Safety issues. It was also noted that if outside activities were arranged it would increase the pressures on staff left at the centre and a first aider is required to be at the centre at all time. It was shared that there had been holds placed on trips from the day centre and it was agreed that this was a shame but unavoidable unless extra staffing was provided. It was agreed that it was a Catch 22 situation.
1350.	More learning and support the better.
1351.	It would have an extremely negative impact because the person concerned in my family would not be able to access the outside community – even with lots of support. Implications of these proposals would be a major impact for people and for a lot be extremely negative. The person would end up being at home in the house with their elderly mother who has dementia – not a healthy environment.
1352.	More needs to be done to link service user up with who can help them.
1353.	Must improve the experience of individuals and their families in accessing services.
1354.	Need clarity on how people will be enable and access.
1355.	Need knowledge and expertise from day centre staff.
1356.	Need to ensure specialist provision and interconnection between the services. Forum is excellent idea - should be for other areas.
1357.	Not every day.
1358.	Not everyone likes to go out.
1359.	Not just looking at social care – should also include Health Care e.g. particularly people with dementia.
1360.	Not many take place now, but service users like going for meals/ shopping/ bowling, swimming. Lack of staff don't allow for these to take place.
1361.	One parent's son attended the centre 5 days a week. They said the service user enjoyed coming to the centre and that they really benefitted from it. They did say that it would be helpful if the centre was able to take service users out for a walk or help them leave the centre during the day as parents are often elderly people who can't walk very far, and exercise is good for them. The centre providers respite and a break for carers.
1362.	Options in local communities are few and far between. BCC needs to do more to encourage lower level activities.
1363.	Principal Carer – Outreach work in the community is very important.
1364.	Provide support – what community neighborhood networks are there locally? The need to follow through service support.

1365.	Providers wanted to see greater scope to create more opportunities for younger adults and work with other Providers.
1366.	Ratios would be greater.
1367.	Reliant on others - to support you to do activities you want to do.
1368.	Representative from Chinese Community Centre talked with NNS – Asked as this facility is based in the city centre how will this fit into the new model and was advised that this will fall under the local Constituency Team.
1369.	Safeguarding issues with community.
1370.	Safety in the community – ensure you will go through.
1371.	Some people would like to go out in the community more, but this requires support.
1372.	Support & facilitation must be provided if you want people to get out more.
1373.	The day centre may close, so what are the alternatives? There is a vague notion of going into community – what does this mean in practice? How will this be achieved? A proper consultation would have addressed these points.
1374.	The market needs to tailor activities to meet need.
1375.	The service staff always encourage/support users to using outside services by escorting them to swimming pools/pubs/bowling. Instead of closing centre bring services to the centre.
1376.	The tolerance of the community was queried as unfortunately they could be stared at due to cultural and physical differences. It was also queried whether the community was ready for Citizen's from the Centre?
1377.	The wider community is not ready for people with complex disabilities.
1378.	There is no respect for anybody let alone people with learning disabilities.
1379.	There is not enough focus on the support service users get in a Day Centre.
1380.	They also had concerns about crime if they were out in the community e.g. knife crime and whether they would be target as they sometimes needed specialist support. Carers added that safety in the Community was a major concern for clients and the safety procedures for any community visits needed to be robust.
1381.	They should have 1 to 1 for going out and council should give the carers more money what they do.
1382.	We already go out, last week we went to a garden centre, where they showed us how to plant some things and they are coming to visit us at New Roots to see what we do.
1383.	We are the parents of X. He has a learning difficulty and if he goes out in the community, he needs one to one. He has no real road sense.
1384.	We ask people to voice where they want to go in the community.
1385.	What will happen if they don't want to go into the community one day because they change their mind?
1386.	When you have privatised services will they let people have like me come and provide voluntary services and go out with them and support them. If we do not have a structure this will not happen, they will not have the environment for us to come in.
1387.	Would like to see accessibility and inclusion, family, community and culture as areas of focus.
1388.	Yes, it would be nice if our loved ones could go safely and be supported to go out in the evenings. This would give us a break too and allow our relatives to experience more normal things as they could even go out with their friends safely.
1389.	You should be thinking about us if you close the day centre you need to think about our mental capacity. We cannot go everywhere especially out on the street.

1390.	Discussion about the need for continuity of services available – which is of particular concern in an environment where cuts are being made. Continuity and consistency is particularly important to those with autism.
1391.	Domains: Social participation/connection/connect services need to be specific.
1392.	I cannot get around on my own mental health.
1393.	I like people to look after me so I can do all the things for myself and know someone else can help me if needed. They show me how to do things.
1394.	Live in a bungalow and go out with friends within the community.
1395.	Most staff are aware of service users' needs and this will need to match and tailored to meet their needs.
1396.	Not enough staff to go out to provide 1 to1 support to promote to do more activities outside.
1397.	People are now attending all different day centres.
1398.	People with LD need to meet people with similar disabilities and background (Peer Support).
1399.	Residential care space bigger than needed for just residential care which is why they started to also run day opps.
1400.	S/U - does not go out at Ebrook but goes out in the community when at home.
1401.	Taking a group of us to activities.
1402.	There is a hydro pool at Four Seasons, and this is well used by service users. This must continue as it is beneficial.
1403.	We need reassurance from you that someone will be taking us back and forth as family is incapable of doing this.
1404.	We need the flexibility of having support workers, as this important.
1405.	When you go out you've got to be with friends, not on your own.
1406.	Yes, gather stories. Stepping Stones, Sutton Coldfield - come and visit. In Nottingham councilors come and see what parents do.
1407.	You need to look at key facts such as social behaviour.
1408.	Centre should stay open longer!
1409.	For 1 year one citizen has been inactive.
1410.	Getting adult if able, to use.
1411.	I myself don't get the help I need.
1412.	I need a lot of help to do things.
1413.	I need this service to stay in Edington.
1414.	I use the services provided for me.
1415.	Many of the service users suggested Ebrook stay open for longer hours. It's only open until 4pm and the service users leave and go back on the buses at 3pm.
1416.	Needs extra support to come to Centre.
1417.	Nothing else in the day.
1418.	To help X do something on the day she doesn't come here.
1419.	We need more hours to be able to so activities with citizens.
1420.	We agree to take part in activities if happy to do so but with carer attendance.
1421.	Would like other things to do on the days that I don't attend the day centre.

1422.	It all depends on the ability of the people involved. Obviously, some would thrive, learn, go on to a richer more productive life. I truly believe younger people depending on individual ability would thrive, however! I feel strongly that there is still a need for day centre for others.
1423.	Makes things better; Staffing issues within the home. Social services intervention to make this possible.
1424.	I attend the centre 4 days a week I would like to know more about travelling on my own.
1425.	How would they be supported in the community?
1426.	However, what is out there?
1427.	Why are you closing down/discounting clubs + fitness + healthy opt + etc.
1428.	Why are you closing leisure centers
1429.	Will be able to get into the community more rather than just staying in the Day centre?
1430.	Bungalow, go to flats. Friends – community
1431.	Within the context of the day centre.
	Day Centres are Important
1432.	People become isolated when they don't have the support, they need to access the community.
1433.	Discussion about people being institutionalised. Other felt that it is just as important that people feel part of a group and it's not just about being institutionalised.
1434.	A lot of the Service Users attending the Day Centre absolutely need and like structure and to know what they are doing and when on any given day. Change can sometimes upset them, if activities get moved around or cancelled at the last minute.
1435.	Any new activities have to be integrated and brought in slowly, and staff plan all activities a week ahead of time. So that everyone is aware and knows what activities they will be able to take part in the following week at the Centre.
1436.	Service Users are encouraged by staff to do as much as they can for themselves and they like to be active on the whole and stimulated and involved in tasks and games.
1437.	Sometimes family members of the Service User come along with them to the Day Centre too and they get to know the staff, and over time the Service becomes almost like an extension of general family life really for their relative.
1438.	This Day Centre is very important to the people who attend it.
1439.	If we go into the community, we need support to access facilities; here there is support on site.
1440.	Service provision is changing, with there being more opportunities out there and the ability to utilise services like direct payments – it has allowed there to be events outside of day centres. Yet day centres are still central to services and there must be an emphasis on keeping these open and well-funded, to aid the citizens with their choice/control and independence.
1441.	I don't think many service users will want to change or use the service. Who will fund the placements for us, centre or family? Will we have any days at the centre to keep in touch and to get help with placements/ activities/ we have a key worker to help us if family not around
1442.	I am able to engage with people that have been through the same experience as myself and learn about what is wrong with me.

1443.	I am very sad thinking my project might close. It gives me life skills and enables me to reach goals in all my activities. I access the community doing Kings Heath planters being involved with Highbury Hall Orchard Project. Highbury Park Activities. Apple Pressing, open gardens, cricket, football, badminton.
1444.	You have not checked that activities and the wider community is suitable for a person with disabilities. Day centre gives you as a disabled person somewhere to go where you can meet friends who also have disabilities. They give you a sense of community and understanding. They arrange trips which help you access the wider community and activities, which on direct payments would be unable to do.
1445.	I want to do things with my friends at the centre.
1446.	I would like to go to the day centre and out in the community, but I like my friends at the day centre. I like to try doing different things.
1447.	Makes worse because I would miss my friends and the activities as we all are one big family in the day centre.
1448.	I enjoy going to Ebrook I have settled with staff and other service users and helps with my social interaction.
1449.	I would like to attend Beeches Gold and go and try activities from there.
1450.	I want the day centre opened because it enables me to interact and meet with my friends. I also want an opportunity to do more activities with them.
1451.	The day centre services are my lifeline. If I haven't got a day centre to go to; it's not worth me living. My full-time carer (my husband) is not in the best of health, therefore me attending the day centre gives him the opportunity to get respite (and have a rest). I have the opportunity to cook a fresh meal whilst at the centre every week. And this is the only fresh cooked meal that me and my husband eat in the week because we both cannot cook. Day centre staff makes sure that we have a good cooked meal every week. Husband is 81 and I'm 76.
1452.	I was at Forward for work for a year and was not given a placement. My mom is old now and she needs some time to do things and she knows that I am safe at the centre.
1453.	Without the day centre I don't have my friends and my support systems. I depend on the day centre as my place of outlet. I am begging for the day centres to be kept open and will do whatever it takes to make sure I have a day centre to go to because it is my lifeline. Support worker and staff at the day centre help me to sort out my problems. Please don't take that away from me. It makes me very emotional to think of how worse things will get without having this day centre service
1454.	I come here because I like the people.
1455.	I would rather come here than go anywhere. I like the staff here, it's lovely. We get what we want.
1456.	I get anxious when I am out sometimes and if I get very upset, I have an absence. I would get very worried if I was not with my friends. I go out with my family but love being with all my friends at the centre.
1457.	I care for my daughter who attends a day centre I know she is in a safe environment and has many friends. Her speech is poor so communication is vital and somewhat difficult trying to find and access various providers of services has proven to be a nightmare in the past. So, what has changed for her, the only option has always been a 'day centre' where I can relax knowing she is happy and being cared for.
1458.	Family have stated that she likes attending day centre, likes music, local walk and sensory stimulation.
1459.	I want the day centre to remain open otherwise it will be chaos for my mum.

1460.	I would want to continue going to the day centre and to be around people who understand me.
1461.	I enjoy going to the day centre, I feel safe and happy and get to see my friends. I like the centre. I would feel sad if I could not see my friends. I like to see the staff to help me do flower arranging, going to the cinema and shopping.
1462.	My confidence has improved since going to the day centre. If I couldn't come to the day centre, I would miss my friends and having a laugh with them and I would miss going out. I would feel sad. Going to the day centre gives me something to do during the day rather than being bored and staying in the house.
1463.	I would be upset if I could not come to the day centre, I would miss learning new skills and my family would be upset.
1464.	I would like to come to the centre and socialise and learn new skills. People in the community probably don't understand me and cooperate with me.
1465.	I like coming to the day centre, this makes me happy as I see my friends and learn how to cook and make a sandwich and a drink.
1466.	I want to attend day centre because I like riding bikes, art + craft, disco aspiration.
1467.	If my son had not got the centre to go to, he would be bored sitting at home.
1468.	It would make me feel sad that I could not come to the day centre. I go to the gym, football, swimming and see my friends. My carer who is my sister works and would not be able to care for me and work. I do a lot of things at the centre and I would miss out on these if there was no centre. I feel very anxious.
1469.	I have the opportunity of being supported to be out of my wheelchair, to see my friends, listening to music and playing musical instruments. I enjoy coming to the day centre.
1470.	Carers felt that they would be happy for citizens to access services in the community as long as they were accompanied by staff from the day centre.
1471.	I love coming to Harborne Day Centre and doing the activities.
1472.	This is the only internal day service on the south side of Birmingham.
1473.	Harborne is fantastic.
1474.	X has got worse over 39 years, difficult for the carer to fully support, here there is trusted support.
1475.	At Harborne R.C, the service users value the sense of community they enjoy at their day centre, the support from the staff team and the break it provides for themselves and for their carers. However, many feel that the principles of greater choice and services in the community have little practical application to their families given the complexity of their needs.
1476.	Service User suggested undertaking a race to raise money to keep the day centre open and other money raising events. The Service User loves Harborne Day Centre and has been coming for 10 years, she attends 5 days a week and it's a way of socialising and taking part in different activities. She has made friends that are more like family, she loves it here.
1477.	Get excited to come to the day centre.
1478.	Without the day centre I would just be at home with my mom.
1479.	Happy with knowing what and when things are happening, having routine and familiarity.
1480.	Need a building for safeguarding.
1481.	If they don't have regular staff, they won't understand our kid's need, that's why building based is better.
1482.	I would like to recommend Harborne Day Centre to other carers loved ones to attend.
1483.	I love it here-I don't want anything to change.

1484.	The centre gave them a good quality of life and meant they could be with and around the people they wanted to be with. A service user spoke and said that they really enjoyed the day centre and wanted to go there as much as possible. She expressed that she already got lots of choice of activities and gets control over what she wants to do.
1485.	General opinion we got from the Service Users we spoke with were that they love coming to the Day Centre, as there is lots of choice of activities to do and they get to meet friends they have made through going to the Day Centre and socialise a bit.
1486.	Service users were generally happy with the Centre and the staff who run it and would not change anything.
1487.	It gets me out.
1488.	The community has very poor facilities, buildings and services for us, so we still want to keep the day centre.
1489.	All agreed the daycentre is a lifeline and the main form of socialisation in their lives – otherwise would be sat at home doing nothing.
1490.	Happy to come to the centre. Have been coming here for nearly 5 years.
1491.	There is nothing in the community, so the D/C is a big asset.
1492.	Day care provides socialisation even for those who live independently.
1493.	Being able to come to a day centre along with a family member who also accesses this service.
1494.	The day centres are already doing what was presented and I don't think that co-production in the community would give any better value for money. They certainly would be less secure, the day centre is the one certain, stable thing in my brother's life and is secure.
1495.	This centre is my child's lifeline. They are brilliant.
1496.	Everything said before day centres closed - my child shuttled to another day centre - Hockley which he now enjoys. He will not cope with yet more change.
1497.	My daughter is very happy at the centre she meets all her friends.
1498.	SU – Like coming here.
1499.	People have their own timetables here with activities of their own choice.
1500.	Loves the activities at the day centre.
1501.	Want to continue with the activities they do at the day centre.
1502.	Feelings of happiness when attending the day centre, enjoys the activities.
1503.	Activities are geared for them.
1504.	Everybody at the day centre are given activities to match their abilities. Everything is structured here to their abilities.
1505.	As long as I can come and access the service I have.
1506.	For my mother's needs, going out into the public is not an option and day care is needed for families who need this service to have a life.
1507.	I love it here and would not like to see it go.
1508.	Being at the day centre makes me happy. I like to see my friends making jewellery and learning how to cook.
1509.	I am unhappy if I wouldn't be able to access the day centre. All my friends and staff who support me are always there for me, I am able to do lots of activities that enable me to continue with using my skills in all areas and maintaining my skills, it's very good to be here for my wellbeing. If I wasn't able to access my centre, I would feel isolated, and lonely.

1510.	I would feel sad if I couldn't come to the day centre. I come to Hockley to work in gardening. I like to go out and garden at people's houses. If I didn't come to Hockley, I would miss my friends in GF's.
1511.	I enjoy my time at the day centre. It provides me with a structure and a feeling of belonging to a group. I am not sure how I would be able to recreate this environment if the facility was not available. I have attended the centre for a long time, my friends are here, I feel safe here, my support is here.
1512.	I like coming to Hockley to do fun activities, and to see my friends. I would be lost without Hockley to see my friends and colleagues.
1513.	I like coming to Hockley because I do lots of different things like, exercise, walking, Acupack work, green fingers work in the people's gardens. I just like coming here to meet my friends and the staff. They support me to do things like, shopping for personal items and then coming back to work in Acupack.
1514.	Likes to come every day to Care First.
1515.	Offer varied activities to continue to stimulate with a day centre.
1516.	Continue coming to centre – transport to home and daycentre – got a clear routine.
1517.	My parents died, if I don't come here, I have nowhere else to go.
1518.	Like the centre.
1519.	Like the routine.
1520.	My son would not say anything at home but opens up when attending the centre.
1521.	When I am here, I am open but at home I am more of a quiet person.
1522.	People are grateful this service is here and in the country.
1523.	I like coming here and talking to the centre groups and being involved.
1524.	These centres are ideal for everyone's needs.
1525.	All see the daycentre as a lifeline relief and feel lost when it's closed e.g. over Christmas.
1526.	Monday's go out with Headway for support.
1527.	We do activities away from the centre which are organised by the centre.
1528.	Day centre is not just to come in and stay – they provide days out, stimulation and personal care.
1529.	Very happy with the centre. This centre works well for people with high support needs.
1530.	We want to stay at Fairways as there isn't anywhere else to go. When they were closing Fairways last year we didn't have an alternative centre. Nothing else outside of the centre.
1531.	Fairways is a model for all centres. The centre provides a service for older people, people with mental health issues and people with learning disabilities. The building is suitable for people with physical disabilities with complex needs.
1532.	The council shouldn't leave older people with complex needs without a day centre.
1533.	The building is made suitable for physical disabled. Suitable for service users with complex needs.
1534.	We want day centre not community on for older users.
1535.	As long as I continue to attend my day centre.
1536.	I enjoy seeing my friends and spending my money in the snack bar. I like learning new skills and being at the day centre.
1537.	Without a day centre I would be bored.

1538.	Without the day centre I would be bored, and I like coming to the day centre.
1539.	If I didn't come to the day centre, I wouldn't be able to see my friends and have a good time, take part in lots of activities that encourage me to do my best, this enables me to be using my skills at all times. I enjoy tidying up around the centre, making sure it always looks clean and tidy, I'm proud to be part of the day centre. I'm also involved in Aspirations evening club which the centre provide monthly, allowing me to have social gatherings with all my friends, without this, I would be lost.
1540.	I want to come to Hockley Day Centre, I love coming to Hockley to see my friends and staff, who help support me to be a quality life.
1541.	I will lose my friends and it's not fair on my carer, I enjoy coming to the centre.
1542.	I would like to attend Day Centre with my friends / staff from Hockley.
1543.	I love coming to the day centre, my sister goes to work, and it's difficult for her to get someone to look after me. My friends are here, I enjoy all my activities at Acupack/Hockley, I like my independence.
1544.	I enjoy coming to the day centre. This enables me to learn different skills, which I can't do at home. Also, I will gain a lot of independence and use it to help myself with support at home. I like being with my friends and socializing with the staff. Using the I-pad which helps me to communicate and support me with the day to day tasks such as coaching, learning more with Makaton as I am deaf, and hard of hearing, this is very important to me.
1545.	My son attends Alderman Bowen Day Centre and has done since he was 18 years old, he is now 37. He is entirely reliant on the services and both physical and mental support that he requires from the people that work there. He has major problems interacting with his peers or people he does not know; however, he has built a close relationship with his peers at the centre that he enjoys seeing weekly. He needs structure and routine along with support that he would only receive from the environment he currently has.
1546.	I feel we need this service and all the support we can get.
1547.	This is my lifeline.
1548.	People that attend day centres attend them because this is the right support for them. If they were able to travel, use public services or integrate with people or their community don't you think they would already be doing this or that would be supported to do this by their family. If these services close it will affect these services users lives and those of their families/ carers too. Carers would have to leave employment to care for them.
1549.	Services provide an excellent level of services for users. They ensure users build users to push with their peers always encouraging users to push themselves to grow and develop new skills. They support and provide a safe and nurturing environment whilst making sure they develop living skills and where possible integrate users into the community but always at the user's pace. They listen and support users to make the right choice for them and always listen and change ideas if requested.
1550.	X would like to continue to come to the day centre, if she doesn't have this opportunity again, she will be upset and quite sad.
1551.	My uncle loves the day centre at Alderman Bowen - he has been using it for probably the last 30 years. He doesn't feel confident enough to go out into the community. All his needs are met very well at the Day Centre.
1552.	My uncle likes a set routine and familiar faces which he gets at Alderman Bowen any change will cause all of us unwanted grief.
1553.	I want to continue to attend the centre.
1554.	I want to come to the centre.

1555.	X enjoys the daycentre at all times, is highly autistic and carers have to bring to the day centre-even when it's closed to prove centre closed.
1556.	I have been attending the day centre for over 25 years. It is a place that is part of my life. I see all my friends, have people's encouragement at all times. Everyone has my best interest, look out for me and support me to achieve my best, and looks after my wellbeing.
1557.	However, without a day centre, X. would exhibit behaviours as he would become bored and lose his friendship groups. It would also impact X, elderly carers who need respite.
1558.	My sister has many problems including agoraphobia. The only place she goes is the day centre – picked up and dropped off by fully trained staff. You cannot just replace day centre staff with anyone; they are knowledgeable, sensitive, caring, professional, reliable, dependable, and patient. You aren't going to get that from just anyone who puts themselves forward as a 'qualified carer'. It would be irresponsible to sanction that.
1559.	X stated, "I'm not happy that I cannot come to the centre in the future". Because I could not see my friends, I would miss all my friends, I do not want to move. I would miss the gardening of people's gardens and driving out in the van. My choice is to stay here and see other people. Will be dependent on the centre. My carer and sister would not be able to work, she needs to go to work.
1560.	Would be distraught without day service as is very routine based.
1561.	I badly want to still attend the day centre, majority of my friends are here, I like coming here it helps me to come out of the house, and I feel safe. I enjoy Acupack/Hockley Day Centre, I gain loads of experience trying out new activities and gain my independence.
1562.	I want to come to Hockley and then go out with my friends.
1563.	X said she wanted to come to the centre to meet her friends. She also said her mother gets a break when she comes and her family know it is in a safe environment.
1564.	I enjoy coming to the Day Centre as this has given me lots of choices.
1565.	I love coming to Mary Rose where I learn things in a safe place with help from the staff.
1566.	If having complex needs means I still have the opportunity to access the day service, then that's okay. Without my day service at Cerebral Palsy Midlands, I would be without support, I'd be stuck at home more and more and would lack things I can access and do.
1567.	The day centre helps me to be with my friends and make new friends. I have support off staff who listens to me, when I talk. They help me access activities by encouraging me.
1568.	I think it's very important that we have day care centres. It has helped me to interact with people of different backgrounds and take part in different activities I feel that coming to a day centre all week helps me emotionally because I am mixing with people during the day & doing activities. It makes me feel valuable as a person.
1569.	My son loves his daily trips to the centre it gives him focus and continuity. For him it would make his daily life worse as he can become very isolated when not being actively part of a communal activity that the centre provides
1570.	I need my day centre as this is my only social place. I get to do things that help me. The staff help me with my mobility and when I need toilet. The centre also helps me to learn new skills, they take me away to Blackpool for holiday.
1571.	I love coming to the centre, I don't want to leave because I enjoy myself. Just want Alderman Bowen because I meet friends, I feel fantastic.

1572.	Studies such as that by Kings College London (2018) show that, day centres are a life-enriching gateway: To companionship, activities, the outside world; to practical support, information, other services - to the community and to enjoyment; for socially isolated people unable to go out without support. And that they offer added value beyond the purposes for which they are commissioned or funded and beyond the expectations of those who attend, given their original reasons for attending.
1573.	My son has been coming to the centre for a few years. His behaviour has changed dramatically for the better. His social skills have improved greatly. His behaviour has improved a great deal. I think it would be a great disservice to these weak and vulnerable people who hardly have a voice or an opinion.
1574.	Why change something that works. My son functions very well structure due to his autism. I believe making changes within the centre and disrupting his daily routine as it is will affect his mood and his behaviour.
1575.	The purpose of having a day centre is for service users to have opportunities during the day, which supports the carers and service users.
1576.	Crap. I am happy where I am with my friends and my varied activities. I feel safe here.
1577.	Carer – My daughter is happy here at the day centre, she gets support from staff.
1578.	Carer – There is more choice here, the staff are more interested.
1579.	We have staff that do the best care and we can get advice, support with problems, not have to bring it to other professionals.
1580.	Care staff gives us guidance.
1581.	The facilities are here, use the centre to maximise use.
1582.	A service user at The Fairways, he and his wife were in this small group discussion. His wife brings him to The Fairways 2 days a week but has also found another place to take him privately that the council do not fund. Service User has dementia, but said he really enjoys going to the day centre, and his wife uses it as respite, and it allows her to get on with daily tasks. He said he enjoys doing word searches and using the computer but does have a bigger range of activities at private centre.
1583.	If we didn't have daycentres, I would be bored. It would be good to come here.
1584.	I like coming to the centre best. I don't want to stop coming to the centre
1585.	I have a choice and I want to come to the day centre, if I would choose the centre.
1586.	Service users know the day centre inside and out – need to be very careful about upsetting the 'status quo'.
1587.	With day centres you can ask for help to allow service user to live a fuller live.
1588.	We/family are happy that she is happy and secure.
1589.	Carer – Really satisfied with staff, safety is good, family are comfortable, there is lots of entertainment to keep people/users active, they have a "good life".
1590.	When my son turned eighteen, I looked around at other opportunities and facilities for him, but they were either not suitable or turned him away as they could not meet his needs. The day centre was the only place that was suitable and met his needs.
1591.	Parents explained that they trusted the workers, and service users really enjoyed being at the Centre.
1592.	Respite for service users, feel safe, enable stimulation and benefits.
1593.	I am happy coming here it's a break away from home.
1594.	My son has attended a day centre for over 30 years, he loves it, the people like and care for him and know he's safe.

1595.	Carer – Strategy sounds good especially for young people, but as my son gets older there will always be a need for day centres because they will always be vulnerable.
1596.	Our son likes to have a routine and does not handle change very well. When he is at the centre, he is willing to go out into the community as he knows that he will be returning to the day centre and will be out in the community with people he knows.
1597.	We all prefer to have the centre and get supported to do things outside. We want to do things with the staff helping me.
1598.	I like the centre because I make friends here. I would not be able to go out on my own. My family will worry about this, not allow this.
1599.	Would rather come to centre to do activities and socialise with friends.
1600.	At the day centre my sister moves around independently but out in the community she needs support.
1601.	I like the centre and I'm very good at listening.
1602.	Day centres are specialist meeting the specific needs of a diverse group of people.
1603.	Day care centre is not a medical model. It values people rather than focusing on the disability.
1604.	I'm happy here at the centre.
1605.	Continuity; security, this is the only place they know. Independence in the community would be difficult because of their needs.
1606.	Hot meals, couldn't do this at home; piece of mind and feel safe.
1607.	I'm safe here and people look after me, they are all nice people. There are good activities. I learned to read and write, didn't have a lot of schooling when I was young.
1608.	I'm happy here.
1609.	Activities are good, keeps my son happy and engaged, he loves it.
1610.	"My son has autism, but he loves it here because he has many friends. We want our kids to have quality and they get it here. We want more things done at this Centre, not less. They (the service users) do a variety of things each day. They're always keen on the planned days out, and the only thing that stops them is when the driver goes sick."
1611.	Day centres give people opportunities to do things. My Son/Daughter really enjoys and looks forward to coming into the day centre.
1612.	Really speaking the staff who work at the day centre know how to care for and look after the person they care for; they know about the service users' needs and their capabilities 2nd to us as carers. The staff at the day centres have been caring for service users for years, we do not want any changes to the day centre and how it runs.
1613.	Likes the way the day centre is run, and it is a safe environment for the person they care for.
1614.	Day centre is where he likes to be, it is a routine for him.
1615.	We like the variety of activities we have access to at the centre.
1616.	I enjoy being at the centre.
1617.	We wouldn't want any community activities to replace existing day centre activities. We need to add to what we have, not lose anything.
1618.	It would be nice to have more days at the centre; she gets bored at home.
1619.	I think the day centre is fantastic for my sister she loves coming to the day centre.
1620.	Service user has improved a lot since coming to the day centre.

1621.	The good thing about the day centre is that we feel it is a safe place for service user to be in.
1622.	We have 2 service users who attend Moseley Day Centre, they both enjoy coming to Moseley Day Centre.
1623.	Coming to the day centre for the service users becomes a routine for them and they don't like the routine being broken.
1624.	Carer – My son has diabetes, at home he doesn't do anything, just sits down. He loves coming to the centre, he's happy, does activities. I'm doing two roles (mother and father) at home, so it would not be a good idea to close the centre, not now or in the future.
1625.	My worry would be that more people would end up having to spend even more time at home in front of the TV. Day centres are structured and offer various activities and involvement, day centres are sociable places where people get to know the staff & service users. Who then allow the service user to have a close group of friends. Many disabled people can have very little contact with extended family as they are not involved and very often excluded due to embarrassment of lack of interest in the disabled person.
1626.	I like being at day centre, I like support going out, I like cooking at centre, I like being with friends.
1627.	It's a constant and reliable service.
1628.	The impact on me is positive at centre, have a lot of choices. At home I would not have these choices.
1629.	Day centre is important to me it brings me out the house to socialize with other people, and do things I enjoy
1630.	I enjoy coming to the centre and interact with my activities and stimulate my mind.
1631.	I can do things for myself; the day centre helps me to get out of my wheelchair and feed myself and dress myself. Without the centre I am limited.
1632.	X has pointed to the day centre image to say he wants to come here.
1633.	Is happy coming to day centre and meet with his friends, although is non-verbal with yes/no only communicated re this through pictorial images/Makaton and gestures.
1634.	I want to attend day centre so I can see my friends, enjoy activities and trips out. It is also for my family to have a rest when I come here.
1635.	X enjoys coming to the centre as part of her daily routine as my behaviours change when I don't attend the centre, as my routine is important to me.
1636.	X relies on a reliable and consistent service at the day centre as it provides a set routine for her as when not at the centre, the family experience behaviours.
1637.	The impact would be to offer X consistent routine for her needs.
1638.	Due to X complex needs, the day centre offers and meets her needs along with weekends to respite centre to help the family.
1639.	Through facial expressions, X would like to continue to come to the day centre.
1640.	I would be happy to continue to attend the day centre because I'm able to do so many things and would not be able to do otherwise.
1641.	My daughter wants day centre, she sees friends at the centre and does things that she likes, she can go out from there. She can learn new things. It is good for me as well so I can get out to shop.
1642.	X would only see one person instead of all the diverse number of staff at the centre. As I have already said X already goes out in the community like going shopping, bowling, cinema & much more.
1643.	X has many disabilities and unless someone knows him well, I would not trust their ability to cope with him. When he doesn't go to the centre, he is very bored & depressed, which takes its toll on me.

1644.	If X didn't go to the centre, I wouldn't be able to attend appointments, meet friends for coffee, or basically have some sort of life as I never go out at night unless X is with me.
1645.	Some people need a secure unit as a base i.e. very vulnerable. Day centres are required for certain people although they can go out to do activities to their ability, they still need centre base.
1646.	It all depends on the ability of the person if severely disabled. If wheelchair users, then a day centre badge is essential.
1647.	I agree for the small percentage of SU. But not the majority, still need the use of building base day centres.
1648.	My daughter needs one to one in a day care centre.
1649.	The day centres are a lifeline for the majority of the SU and their carers. As a carer we feel our daughter is safer in a council run day centre than an external one as they are not monitored and smaller.
1650.	We are happy with the service and the opportunities you provide the people in your care. She relies on this service to interact with friends independently.
1651.	We are happy with the service my son receives. We would like it to stay this way but with more weekend and/or evening opportunities like discos etc.
1652.	It is important to recognise that many people cannot access / make the most of other adults in the community without the support of day services.
1653.	The Day Centres for disabled are just like another home for them, where they feel safe and are being looked after, in a different way from their own homes. Places where they can find their community. If there was any other way or place, to replace the day centre for a disabled person, the day centres, wouldn't exist for long years. Moving a disabled person to the open community, is a bad joke for the most majority.
1654.	Day centre is doing a very great good job for our son. Without it, would have a very negative impact on our son and his health.
1655.	The Day Centre for our son means life.
1656.	Harborne day centre focus on care plans for all their service users, its reliable, good staff makes a big positive difference to their lives, good service we don't want direct payments. We are very happy with the service we have please don't end this.
1657.	We are kept occupied and happy, have a good relationship to staff and service users using Harborne day centre. The day centre offers peace of mind for myself and husband. We both work full time without day centre X would be isolated and would be at risk of harm if left unsupervised in the family home. It would have a big impact on his emotional wellbeing and behaviour.
1658.	X would become isolated if this service was taken away and it would impact on his health and wellbeing and big impact on my carer sister and her husband. This service is very important for X it is vital and critical for X to attend the day centre. It gives him a sense of value and plenty of things to occupy him which keeps him stable, the day centre is therapeutic for X he had good support network around him.
1659.	X would not like day opportunities to change he wants the day services to stay here in Harborne. We don't want to move away from traditional building base day services we like the centre as it is.
1660.	There may be service users with physical disabilities who could be more independent and perhaps seek paid employment but those with learning difficulties and autism are more vulnerable and need the security of the centres.
1661.	We as parents are in full agreement for X to reach her full potential but feel she would be better suited in present environment.
1662.	In our opinion we feel X needs will be better suited in a building-based environment.

1663.	Agree of all, these are basic human rights already are done to my son in Harborne day centre. This is why myself and my family want Harborne day centre to be open.
1664.	All these are already performed in the day centre and would like these to continue.
1665.	If this day centre did not exist, people's needs would not be met.
1666.	The centre works and works consistently.
1667.	This (the centre) works! If it isn't broke, don't fix it.
1668.	This is a hub of communication between citizens; carers and staff working together.
1669.	Activities reflect the needs of citizens here.
1670.	You (BCC) need to understand the importance of this centre.
1671.	This centre has the ability to change. It changes to meet people's needs.
1672.	It's all down to management. Manager has great knowledge; knows people by name; has a very personalised service, this is very important.
1673.	The standard here is very high. Social Workers need to work to the same (high) standards.
1674.	Enjoy my meals at centre.
1675.	When you look at vulnerable people who are challenged by life events, then you really value day centres especially re communication and feeding needs and socialisation.
1676.	Since coming out of the residential home, coming to the day centre and accessing the community, my client's quality of life has improved. She needs the day centre.
1677.	This is not practical for carers and clients as day centres provide socialisation; friends and activities.
1678.	Day centre is important to each individual and their family as they socialise and do activities.
1679.	Day centres are also important for personal care and communication. New staff would have to learn the history of the client and this process could lead to challenging behaviour(s).
1680.	I don't have any family here; my mobility is restricted, and I have a brain injury. Going to the Elwood centre twice a week gives me company, new skills and access to advice and help with things I can't do.
1681.	I would like to continue to attend my current day centre.
1682.	My son attends Harborne day centre 4 days a week. Which I would like to continue with more outings into the community (Bowling, cinema etc) with friends and staff from the day centre who he knows and trusts.
1683.	It will not only impact myself the service user but also my whole family. It is a good place to meet other service users.
1684.	I want to keep coming to the day centre so I can see my friends and attend day trips and day centre activities. I also enjoy the friendships I have with the people who look after me at the centre.
1685.	I enjoy the day centre. I'm active whilst there, wall climbing, cycling, gym, football, and computers. I make my own tea in the mornings and look forward to group activities and day trips to the cinema and bowling and enjoy going out for team lunch with my friends.
1686.	Perhaps day centres should be encouraged to take the service users out more often to enjoy activities the city has to offer. I would prefer to stick with the current day centre as I know my daughter is safe and well cared for. Staff are well trained and well managed

	they treat the service users with great dignity and respect. My daughter feels safe and secure here and enjoyed her time here very much.
1687.	If you do that people won't be able to come to day centres and make friends - I hope you don't close CPM is a great and loving place.
1688.	I want to learn new things, it's important that I see my friends. I like a lot of staff and they make me feel safe.
1689.	I got support.
1690.	I like going to the day centre, my friends are there. I would like to try to do other things, but not if I have to leave the day centre.
1691.	It's a nice centre, I like coming here, I like helping the caretaker, he is a nice man.
1692.	I like coming to my day centre because it is good.
1693.	Would like to stay at day centre.
1694.	I am happy with everything I do at the moment.
1695.	I enjoy coming to my day centre and have been coming for 25 years and am very happy with my day centre. I don't want to stop coming.
1696.	I would like my day service to stay the same. I want my day centre to stay the way it is with brilliant support from staff and social interaction with other service users - my friends. I enjoy lots of activities and learn new things there all the time.
1697.	I want my day centre to stay the same as it is. I don't want the service to change I enjoy being with the lovely staff and my friends.
1698.	Happy attending day services.
1699.	I love attending my day services every day.
1700.	Support from day services.
1701.	I like going to my day centre. How will I be able to access the community? Who will help me? Where will the money come from? Will the day centre close?
1702.	I like helping people. My mum needs it so that she feels I am safe when she is at work. It is important that I get the chance to meet my friends and socialise with others. I like to help make drinks and support other people. I would like my centre nicer and have kind staff. Would not like strangers supporting me.
1703.	When I'm here I have lovely staff and friends I would miss them all. I like my gardening activities, going out in the community on day trips, bowling. I feel safe.
1704.	I would be on my own as my mom lives in a home. I wouldn't want to be with a carer all the time you like being with your friends and would feel vulnerable if I didn't have staff to discuss my problems with. I have been attending Four Seasons for 12 or more years. I have made close friends who are like a family to me. I don't want a direct payment to go out in the community.
1705.	My mom has dementia and is in a home. My sister lives in Cornwall. I have my close friends at Four Seasons, and we are a community project. This is where I want to come.
1706.	When I come here, I have all my friends and staff to support me. I would be very lonely if I didn't come to Four Seasons. When I get up in the morning, I know I'm going somewhere nice. I have carer in the morning and one in the evening, but I wouldn't like to be with them all day some are nice, and some are bad ones. When I've spent my day at Four Seasons, I tell my carer all about my day and what I've done.
1707.	Here he has choice.

1708.	He has something special here.
1709.	It's good for my brother to have continuity for my son.
1710.	Without this centre, my sister's life is not possible.
1711.	Staff do everything for her here because they know her.
1712.	Gives people a reason to live because have activities to do. People (SU) learn life skills.
1713.	When the day centre closed on the weekend, I had to bring my daughter here to show her that it was closed.
1714.	This is a good centre.
1715.	Thumbs up! Likes the centre.
1716.	The centre is pivotal to people's lives.
1717.	My son is happy here – he will die if he can't come here.
1718.	People have been coming here for half their lives.
1719.	Without the day centre there is nowhere to take my daughter to meet up with people of her own age and abilities.
1720.	I am happy with the service that I receive at the day centre and would like to continue with this service.
1721.	My mother is very disabled, and we don't go out, my brother helps us when he can. I am always happy at Four Seasons, as each of my days are different.
1722.	I wouldn't be happy if I didn't have Four Seasons, my mother is disabled, and my days are always good, funny with friends.
1723.	X is happy to attend the centre using centre transport and doing his activities at the centre.
1724.	I like coming to the day centre.
1725.	I like my day centre service and I like coming.
1726.	I want my day service to stay the same. I like coming to do my activities with staff who know me well and can help me to stay happy and healthy. I am safe when I am at day centre with my friends. I would miss it.
1727.	I am alright here.
1728.	X did say she like being at day centre.
1729.	X said she likes coming to day centre. My sister brings me, and I like a sherry.
1730.	My mom is now disabled after all the many years looking after my physical needs and all her care, so I now live independently in shared living and access the day centre. I'm currently happy. I would not want anything to change as I am getting all the relevant support.
1731.	Without CPM I would not be able to get out.
1732.	If there was no day centre the service users would have less activities to do and it would give them fewer socializing skills.
1733.	Be able to be in a safe environment, enjoy activities, enjoy day centres and events so I can improve my mentality. Visit the different cafes and restaurants and stop so I can buy what I need. it would be pressure on the family because I would be stuck at home. I want a place here to be around people who give care that I need. I would be able to enjoy day activities to improve my mentality.
1734.	At CPM I get supported with all my needs, I go on holiday. That gives my family a break and I don't want to stay at home and get bored.
1735.	I disagree and would not feel safe in community and know I'm safe at Elwood.

1736.	I have already said that the centre is a lifeline and really enjoy coming as I live on my own.
1737.	Unsure what changes are being planned, but we are happy with current services.
1738.	The care and support my father has received over the last few years from Elwood Day Centre has been outstanding, and we are very happy with the services. Birmingham Social Work team placed him in the best possible place at the time and it has suited him very well. We would prefer the services to stay as they are. Thank you.
1739.	Carer says that her son enjoys the centre because he gets to socialise and joins in with planned activities. She feels that day care services provide a safe place for her son because her personal experience is the community does not give people with disabilities the time of day. Carer likes the fact that day care services have a planned programme of activities with professional co-ordinators that promote well-being through social and health services. Carer also says that within day care services her son receives, he has a great deal of support from a field worker and counselling support with the organisation.
1740.	As I already have access to activities out of the centre, my carers at the centre assist me in going out and about. I live with my mother and she is unable to handle my wheelchair and myself out in the community.
1741.	At Moseley Day Centre I already receive the level of support I need. The staff have read my individual service statement to know what I need for my support.
1742.	Me and family hope that Moseley Day Centre will continue to provide services that they provide at the moment. I have the opportunity to go out into the community with staff at Moseley day centre who are all fully trained and aware of all my needs. My mother cannot cope with taking me out at the weekends, so the centre is valuable to me and my family.
1743.	My needs are being met by the present-day centre service. I have been assessed for person-centred planning and the day centre is my best option.
1744.	I am happy with the balance between activities provided by the day centre.
1745.	I hope I can still access all the activities I like with the support of my carer and staff at the centre.
1746.	I like that my carer has group support to manage my needs at the centre.
1747.	I don't want my access to the centre to be limited as I enjoy the big group activities in the hall.
1748.	I hope the balance between home and the centre can be maintained.
1749.	Day centre is good for me and my family. Centre is people I know.
1750.	I am happy with the way things are. I am happy with the level of care and support I receive at the centres. I am happy with my current level of independence.
1751.	The centre I attend helps me do all of above. My family manage money for me.
1752.	As long as it is done in conjunction with the many excellent sessions going on in the day centre.
1753.	It could potentially make things a lot better but I'm glad to say within our day centre we already provide those levels of support.
1754.	Ideas and concepts are very good as long as there is access to a day centre too.
1755.	I feel safe at the day centre. I feel happy. I have a bit of difficulty in walking too far.
1756.	I would feel unhappy if I did not have the centre to come to.
1757.	I would not have a safe & secure place to go if Moseley centre was not here.

1758.	I would like to do things in the community. I would still like to come to the centres as I enjoy going there. Centres are good for friends.
1759.	Yes, but still have day centre.
1760.	I like to feel safe and with my friends at the day centre that I am use too.
1761.	I need to attend Moseley Day Centre with care workers to assist me in my daily routines 5 days a week.
1762.	I have complete needs which are supported by staff at Moseley Day Centre.
1763.	I am happy about the level of activities that I am supported to participate in.
1764.	I enjoy choosing the activities I like to do at the centre I attend.
1765.	The centre I attend currently provides good care and opportunities for people with different needs
1766.	I like attending Elwood, change would be confusing for me.
1767.	In our case, feel day centre is far preferable with staff being able to take clients out occasionally.
1768.	I have been assisted in various activities through my day centre with staff supporting me.
1769.	It is a good idea for those day centres that are not up to scratch. But at Moseley it is great. I go out and also attend many services that they provide.
1770.	I am very happy at my day centre. I am supported by staff to take me out into the community to various venues. I also love the sessions that are provided throughout the week at Moseley Day Centre.
1771.	I am happy at my Moseley Day Centre; I attend 4 days a week and do lots of things there also. I am taken out into the community on a regular basis. Also, I have a very good network of friends with whom I socialise.
1772.	I like that my carer gets group support from other members of staff at the centre. I like that there is sufficient support for the different levels of care needed.
1773.	I would like to continue the balance of home care and activities at the centre. I like the socialisation aspect of the centre.
1774.	The proposed changes could be implemented within the day centre he attends.
1775.	I am not sure what this means for me. I need somewhere to go Monday to Friday and have something productive to do. Going to Four Seasons already meets all my needs apart from the hours could be longer.
1776.	I would rather socialise at Four Seasons so I can be with my friends. This is with staff I know and trust.
1777.	I want to carry on at Four Seasons it's very important to me to have people I trust and know will support me.
1778.	I don't want to stop coming to Four Seasons we do different things all the time.
1779.	I don't want to stay at home or go with people I don't know.
1780.	I am happy at my centre. I like to come to my centre. I want my friends to come to my centre.
1781.	Four Seasons is a very nice place to be. I have lots of friends here and I really like the staff. I can discuss problems and feel safe and happy here.
1782.	I need a routine. People who know and understand my needs, I want my friends and a program of activities so Four Seasons meets needs of me and others.
1783.	I could not stay at home or go out with strangers. My home life is too noisy. I don't feel stressed out at Four Seasons.
1784.	I enjoy being with people who have different disabilities. I feel comfortable with my friends at Hockley.

1785.	I would be very sad and lonely and bored if I couldn't go to HRC.
1786.	I am happy that X is here she is making friends doing activities etc. she makes friends easily.
1787.	We are happy with current services, but we don't know how future services look. The person I care for is happy coming to this centre. We don't know what future services will be like.
1788.	I feel that my son is achieving the right support and care and I am happy for him to carry on with the day service and support that he gets at the moment.
1789.	Take away the day centre from me personally, then I am automatically into isolation. By coming to the day centre I am keeping my independence, keeping my mind active, talking to all sorts of people, of all disabilities and learning new skills to help me stay positive.
1790.	I attend a day centre 5 days a week. I do not want to go out into the community.
1791.	I like attending my day centre 5 days a week. I have a learning difficulty and physical disability. I would need support in the community. I am happy with the service I receive at the day centre and would not like it to change.
1792.	Unable to walk very far and at Elwood Day Centre everything is here for me. The community is far too big for me to find everything on my own.
1793.	Day centre essential. Making payments too much extra work.
1794.	I attend a day centre 3 days a week. Prior to this I was isolated. Already a day centre has changed my life. I have made new friends who do not judge me. The community is not a safe place, I feel vulnerable as I can only walk short distance and with walking aid.
1795.	Due to my disabilities, I am more than satisfied with coming to Elwood Day Centre. I am not prepared to go out in the community, probably have a seizure due to the stress. I have made my lifelong friends.
1796.	Day centre essential - Managing payment too difficult.
1797.	I attend a day centre which offers a lot of activities which I would have to pay extra for in the community. A day centre is itself a community where I feel safe and not judged. The community is not ready for disabled adults. People are less patient and not well informed. My disability forced me to leave work. My mental health would suffer if I did not have a day centre to attend.
1798.	I prefer attending a day centre as I meet groups of people and feel safe as I have epilepsy. I take medication which means if I cut myself, I bleed easily.
1799.	Day centre essential.
1800.	I attend a day centre 3 days a week. This has built my confidence and built my social network. I have a physical and learning disability. I use a walker to walk and feel vulnerable in the community. The community is not ready for disabled adults. To be treated as equals I feel judged and worry about having seizures as I have epilepsy. I feel safe and accepted in my current service.
1801.	Due to complex need, only the day services are best for my client.
1802.	Everything that was mentioned in the new proposals is exactly how the day centre staff work currently. My experience of caring for someone in personal and daily life means I understand how these changes will impact these individuals. These individuals (well many) have mental impairment and this is long term. They are unable to access work voluntary or long term and the day centre is there only source of independence in life.
1803.	What activities are available? It would be more difficult to access a range of activities separately when the day centres offer this in one place! Its consistent care that meets the individual's needs.

1804.	I would rather go to Elwood. The people are friendly, like some activities. It's like one big happy family.
1805.	I like coming to Elwood.
1806.	No sense of direction only used to come to Elwood. It would make my depression and anxiety worse.
1807.	I like what I do now.
1808.	He feels safe in the day centre with people he knows & therefore if more people go out into community and the day centre closes, it will cause distress as either he will have nowhere to go or will have to change his day centre.
1809.	The service user needs more days to attend centre.
1810.	I enjoy going to a day centre. Any change that was made that stopped me meeting my friends I would not like - I would like more choices and be able to do more things myself.
1811.	Staff at the centre are a great help!
1812.	I am happy with my service at Ebrook and don't want community activities.
1813.	X wants her normal Ebrook staff.
1814.	I would like to attend for 5 days a week.
1815.	I like to go to Ebrook and do active things.
1816.	X seems to enjoy the service she gets at the moment. Home would need a lot of help with personal payment. Respite aspect of the day service is very important.
1817.	I want to come to the centre.
1818.	I would like to come to the centre.
1819.	I think most day centres already provide this service. In addition, at day centre they have the opportunity to socialise.
1820.	I would like to feel that all day services will still be in place for those citizens who need them, if they do not "fit" into any of the three area's the council are looking at changing.
1821.	Day centre adds activities to service users lives that they wouldn't be able to do at home.
1822.	Has been coming here a long time really like it.
1823.	My son comes to centre different from Queen Alexandra College, here are friendly staff, made friends, he is like a family member. Part of their interaction.
1824.	Carer – My son likes coming here, it's like a second home.
1825.	The centre is switched on about people (SU) with complex needs.
1826.	I can only talk about my situation; this centre is their life.
1827.	Like to continue attending day centre, like to do things on the day not at the centre. Love coming to centre made friends, people same issues, community is limited in what is on offer.
1828.	Our sons are happy attending the day centre, but there is not enough for them to do which has an effect on their behaviour and wellbeing. Although they are temporarily attending Heartlands Day Centre whilst Ebrook is being refurbished and they are given far more opportunities to be kept busy and fit and to go out if they wish at this centre.

1829.	If I do not come to day centre, I will be bored. I like making friends, I like cooking and other recreational activities. It helps you having a break from home. Day, different activities group and keep weekend for family activities. It helps to socialise with friends and staff and in the community.
1830.	I still want to attend a day centre.
1831.	I do not want the day centre service to be replaced. I want to do things on the days I am not at the centre.
1832.	I agree with promoting independence and more opportunities for service users, but I am not sure there are enough services outside of day centres in the communities for them to be entertained on a daily basis. Day centres provide numerous activities for service users and I see on a daily basis how much they enjoy and benefit from that.
1833.	I would like to stay in the daycentre and socialise with service user.
1834.	X loves coming to the day centre as he socialises with others. It has helped him develop and his independent.
1835.	X loves attending day centre. He is always helpful when we ask him to get his centre bag. He gets ready easily and waits in the lounge for the bus. When he sees the bus, he is happy and calling the others to come, so they can go. If the bus is late X is not so happy and will have a sad face. Sometimes during bank holidays is often a bit confusing for him and we have to reassure him for a while before he cheers up. He likes coming to day centre and always happy to talk about it.
1836.	X's place here is very important to his routine he has severe autism.
1837.	My daughter likes to come to centre to see the friends and do some learning, how to use learning about craft.
1838.	X would prefer to come to the day centre, he is not happy when he has to stay at home. I would not like the option of having a direct payment.
1839.	I have 4 brothers and sisters who are at home, coming to centre I met other people and go to shops.
1840.	X's father used to take him out in community bus but his dad not well, and sister busy with their children. So centre is good times for her. She is waiting for her bus. Stand by the window looking out waiting for the bus each morning, she enjoys when he comes, that's the only time she enjoys with her peers.
1841.	Person centred planning needs to be based from a safe and secure building environment. My son has autism and just wants to attend the day centre. Direct payments are not suitable for those that cannot communicate their needs or what's happened to them. Opportunities within Birmingham City are not suitable for many including my son.
1842.	I feel safe within the day centre. I have been attending for 34 years. I have lots of friends & feel happy going there. I have problems with mobility and can grab at people in the community.
1843.	It will be good if I can continue to attend the day centre.
1844.	I rely on the day centre to see my friends, take part in activities in a safe environment. The staff understands my needs and behaviour. I feel safe and happy at Harborne Day Centre.
1845.	I am autistic and coming to the same place and being with my family is important to me and my sisters. I get upset if I don't come here.
1846.	Where is the point of someone else filling this questionnaire if you proclaim to work person centred? I would like to continue attending the daycentre!
1847.	I would like to attend the centre to learn activities and I like to interact with my friend, socialise which I really enjoy.
1848.	I enjoy it and like mixing with people e.g. my friends taking part in every daily activities allocated to me, etc.

1849.	X enjoys the service at the moment at Heartlands.
1850.	Coming to the day centre and doing different activities and going out in the community.
1851.	X enjoys the service she uses at the moment. Home would need a lot of personal support with payments. We are definitely a respite service for families, and we look after their loved ones.
1852.	Wanted to stay at Ebrook Day Service. No staying at home and supported from home. I miss X.
1853.	I would like activities in the community and still come to Ebrook.
1854.	If Ebrook is there as a day service for me, I want to do more things and have a choice in that context but if it means losing Ebrook, it affects me a lot.
1855.	Such changes can happen at Ebrook.
1856.	They bring the community together.
1857.	X is given the opportunity at the day centre to participate in activities. Sometimes he joins in.
1858.	I do not think the day centre needs to change. X enjoys coming here 4 days per week and he would be very upset if this changed.
1859.	I think it would affect the wellbeing of X and he looks forward to coming to the day centre. His daily environment would not change.
1860.	If Ebrook was not available our daughter would be very unhappy: Ebrook acts as a wonderful social forum enabling her to meet friends and engage in a variety of experiences - She is out in the community in going to Ebrook and really enjoys it.
1861.	I don't want it to change - I like Ebrook.
1862.	The support is needed at Ebrook for our daughter so that she has activities there, and from where she goes for meals, playing bowls etc.
1863.	Happy going to Beeches Gold and accessing my activities.
1864.	I would get fed up at home and I would like to still come to the day services.
1865.	I would be very upset if I did not have day services.
1866.	I would like to come to the day centre.
1867.	I would like services from my day centre because the carers do not take me out to the places, I would like to visit on my day off from the day centre.
1868.	I like coming to day centre and doing activities and going out in community on minibus.
1869.	X likes coming to the day centre.
1870.	X doesn't like to change; he is happy at the centre.
1871.	Stay at the day service.
1872.	I like going out from my home to the day centre each day because I meet my mates and learn things with others.
1873.	I am happy where I am and like my friends and trust the people and staff. I enjoy all my daily activity programmes.
1874.	My needs are being met and my life has been better since I've come to Four Seasons. I trust staff at this time in my life when things haven't been good in my home life. You are making me very stressed. I'm staying here.
1875.	I want to stay at Four Seasons forever. I have been attending Four Seasons for 9 years 1 month. I have lots of friends here and I want Four Seasons to stay open forever. Don't take away our community project.

1876.	As a carer, the day centre is a lifeline for me. I know my daughter is in a safe environment and it gives her the opportunity to get out of the house and mix with a bigger percentage of different people. Without the day centre the quality of ours and our daughter's life would dramatically deteriorate.
1877.	My daughter needs routine and stability and cannot cope with everyday activities outside of the day centre.
1878.	You would take away choices for my sister. She wants her day centre. She wants a place she knows meets her needs and all her friends. When she goes to her centre her friends, she meets there have different needs to hers. The centre meets all needs. Having many different staff means many skills under one roof. All areas are covered.
1879.	You will be taking away my sister's choices. She wants a community and a day centre.
1880.	I firmly believe that day centres are vital as a community to persons of special needs. They provide a safe environment in which the attendees can meet with others like minded and go out into the community as a group. They are with highly trained staff who understands their abilities etc. They understand what frightens them, their likes and dislikes. There is continuity. Alas the saying safety in numbers as our society does not fully understand these wonderful people with Special Needs. They know full well that individuals cannot employ good and plentiful staff to accommodate individuals due to poor pay and amount of staff needed to support people individually. Council paid staff, and paid better, receive excellent training and in my personal experience are excellent facilitators. Our Special Needs children are vulnerable, and I firmly believe this is all about saving money and not in the best interests of the individual.
1881.	Valuable service which is enjoyable and beneficial to all involved. Nice to interact with others and develop social skills.
1882.	We need to keep day centre open as a help for our relatives etc. they do not interact most people can. Meeting up with friends and staff.
1883.	I'm happy attending my day centre and would like to continue going. They take me out in the community, give me opportunities to learn new things and I can socialise with my friends. I'm very happy there. I get scared when I go out and often have falls which hurt me and scare me. I wish Birmingham City Council would invest in my day centre, they closed Collingwood and I spent 10 years at home. It affected my health and I became very down and drank a lot of alcohol. My day centre is my happy place and my only chance to meet my friends. It also gives me respite from my Mum who has dementia. I feel sad that you wanted to close my day centre without any concern for me and my friends.
1884.	As I get older, I'm worried that my needs will increase, at day centre they monitor any decline in my health or wellbeing and they let my family know. There are lots of disabled people who will need support in the future so we will need more day centres not less. I don't want the worry of having to organise my own transport and I can't travel on my own unless you want me to get run over?
1885.	It has taken years of hard work and dedication for staff at the day centre to have the level of understanding and empathy with my sister and all other services users that they have. This is irreplaceable. A lot of them are in their 50's - Change as massive as this would be too much to cope with- resulting in mental health issues, isolation, anxiety and depression. These day centres and all staff involved are very precious and under-valued. By all means offer wider opportunities for young people for the future but leave day services as they are if you really care about these people and not about budgets and saving money.
1886.	It would make me very sad. I depend on Four Seasons and have learned many life skills here. My mother has many illnesses and is in her 80s.
1887.	Look at Kings College studies for 2018 as life enriching such centres are vital.

1888.	The security and safety of the day centre is vital for someone of my abilities.
1889.	The proposals may seem to have good intentions so people can learn more about their specific interests and be taken out into the community, but this will phase out day centres which are essential for people - especially those who have great difficulty in accessing the outside community. Day centres provide social environment, learning opportunities, stability, cooked meals, brilliantly trained and supportive staff etc. I am not in favour of new proposals.
1890.	Please note if the day centre stays, I would agree if not I would strongly disagree.
1891.	Currently day centre service is good. Getting to know people. Involved in activities. Get me out of house.
1892.	Service at day centre is good. Nice to be involved with groups. Gets me out the house.
1893.	I am very happy with the service I currently receive. I feel the strategy proposed is vague and complicated. I want to continue attending the day centre.
1894.	I disagree because I think we still need day centres. Getting people into other activities is fine, provided they still have regular access to the centres. Day opportunities should not be given at the expense of day centres.
1895.	There are no alternative provisions which offer the same facilities, hours and staff.
1896.	My son is extremely happy going to Ebrook centre. He is an individual and citizen.
1897.	X would prefer the day centre she likes to meet people. X likes to be independent this gives her the feeling of doing her own thing.
1898.	I don't think that it would work for me not having a structured day. I like to know and be familiar with my routine and the people around me. I get upset easily if I am unsure of what is happening or if I cannot make my needs understood.
1899.	I enjoy attending Hockley Day Centre, everyone is so friendly and caring. The staff understands my needs and support me very well. I have my pad changed twice per day. I enjoy having my dinner alongside other service users, my meat is prepared in an appropriate way, so that I don't choke. I am encouraged to drink plenty of fluids. I enjoy a full timetable of activities including being out of my chair onto the soft play area to have an afternoon stretch, bike riding, being outside in the fresh air. I love the interaction with my peers at the day centre. I am always happy to attend and when I am there, I am very cheerful and vocal :)
1900.	I want centre.
1901.	I like coming to the day centre to see my friends. I would like to have a newsletter group about what goes on in the day centre/Birmingham City Council.
1902.	I enjoy coming to the day centre. I like gardening and sweeping up and seeing my friends, this makes me happy and I like it very much.
1903.	X likes coming to day centre. To meet new people and he comes out from home and likes riding bike.
1904.	Wouldn't benefit a person like my son as he does not have the capacity to understand. He has a learning disability severe and has autism and like routine which is to attend the day centre. And like the support provided by the team.
1905.	I only come one day and would like more days. I can feel quite lost when at home. At the centre I have friends.
1906.	I like coming to the day centre because it is good for me. I like going to the enablement project 'healthy eating' because I learn how to cook healthy food. The day centre is really important to me because I learn a lot.
1907.	My son finds it difficult to be at home and to go anywhere as he is very autistic and does not behave with other people around him. We want the day centre for him as it helps to go to work.

1908.	By attending the day centre it gives X the opportunity to learn new skills, enables to do activities. By ensuring her needs are met this has a positive impact on her physical & mental health. Also, a positive impact on her carers as well. She has the chance to share and experiences with other people. Make friends and have a social aspect in her life, which carers alone.
1909.	I prefer the day centre because I have other siblings with disabilities. The day centre supports my complete needs. This gives my carers a break for the days I attend.
1910.	Prefer to attend the day centre, without coming to the day centre, this person would get stress, anxiety and also gives carers a break.
1911.	I like coming to the day centre because it is nice. I like playing football at the centres and I like riding the bikes.
1912.	I like coming to the day centre because I enjoy spending time with my friends, I attend football and like being part of a team. I also enjoy going rock climbing and the cooking lessons and receive certificates for completing my rock-climbing course. I also enjoy spending some time on my team having a cup of tea, socialising with my peers.
1913.	X enjoys coming to the day centre as it gives him the chance to meet his friends, practice in activities, learn new skills.
1914.	I have very strict relatives; I want to come to the day centre every day and get upset when I cannot go.
1915.	It is good for me & I like it here. I love staff in GF's. I like to see friends here. If I couldn't come here, I would feel sad. I don't want to be stuck at home. If I were stuck at home, I'd miss out.
1916.	I like coming to the day centre as I enjoy socialising with my friends and peers. It also allows me to have some time away from home and give my mom a break. When I attend Hockley Day Centre, I get to attend rock climbing and sign language classes which builds my self-esteem and confidence. I have built many life skills whilst I have been attending the centre, which has developed my communication skills.
1917.	Enjoys coming to the centre and would like to continue coming five days a week for socializing and learning.
1918.	Would still like to come to day centre five days a week. Would still like to go out with the day centre for activities in the community.
1919.	Would continue to be happy at the day centre rather than someone coming to the home and taking her out. Negative impact on the family and her if she cannot go to the centre.
1920.	Enjoys coming to the day centre five days a week, enjoys seeing the people she normally associates with and enjoys participating in activities with the staff and other clients at the centre. Is very happy and comfortable at the centre. Enjoys having lunch with the people at the centre.
1921.	I want to come to day centre to see my friends and learn new things.
1922.	X enjoys the centre and will like to attend 5 days. Would like to go out in the community and attend centre. Has been coming to centre for a long time and enjoys mixing with his friends. Also gives family a rest, X has older parents at home and sibling with learning difficulties at home.
1923.	I would like to come to the centre and enjoy painting, like going on the computers, mixing with my friends.
1924.	These proposals seem so set against day centres and the very good job they do. I feel that proposals like this are very anti day centres. I feel this is unfair.
1925.	I feel safe for my son when he is at the day centre. I trust the staff and know that they will look after him. Birmingham wants to be a good city and a place to want to live, then it needs to care for people like my son.

1926.	My son enjoys going to the day centre and he does lots of things there, but what proposal you are asking to forget that one of many advantages of the day centre is the meeting and being with other people in a social environment. People make friends and more at day centre. This is very important part of my son's life.
1927.	The day centre is such an important part of my son's life losing it would impact him badly. These centres are important to people like my son. This centre is not just a place he doesn't just sit there, he does lots of things there like trips, out for lunch, cinema, shopping and all done with friends and staff. It is important to have day centres and I want you to do your best to keep as many of the centres open as possible.
1928.	X's day centre is very important & enjoys going out into the community.
1929.	X would be unhappy without his day centre activities.
1930.	I still want to come to my day centre.
1931.	Still want to see my friends and do my cooking.
1932.	Like coming to centre, like activities-cooking, shopping, days out. Wouldn't be doing same activities at home if didn't come to centre.
1933.	In some ways the idea is good, but in other ways it seems stressful. Like the idea of having a centre to go to and a sense of routine and structure.
1934.	Wants to stay at the day centre
1935.	X really enjoys coming to the day centre. It's important that she meets her friends, and everyday day routine is important as well.
1936.	X is confident at Alderman Bowen; she loves it there. She has been to other centres but has not settled. X hates change and I'm afraid for her wellbeing if there's any change.
1937.	X has friends at Alderman Bowen she enjoys her days there and looks forward to going 4 days a week, she is happy there and she does not accept change very well.
1938.	X enjoys coming to the centre & wants to continue attending & enjoys socialising with his friends.
1939.	X would like to continue attending the day centre to take part in the activities ran.
1940.	I like to come to the day centre 5 days a week to meet friends. I would also like to go out with your friend and partner to go to the community. I would like to go to bowling and lunch.
1941.	I like to come to the day centre to meet different people and friends. I like to do activities. Going to enablement session to learn how to use money and make my own choice.
1942.	I like X to come to centre, he is very happy here. He doesn't like change. Why change things when they are not broke. I would worry about X if I didn't know who was looking after him. I know all his helpers at the centre, and I would trust all of them to look after X.
1943.	Coming to the centre, accessing Acupack off site activity, meeting up with peers, going out in the community.
1944.	Want to come to day centre, I like to see my friends at centre, I would like to go to the park & outside. Help me to make a sandwich or other food. Help to make tea. Help to wash up.
1945.	I would like to attend the day centre each day to socialize, go to the games room when I want to, I like attending most of the activities, the aspiration club one Friday every month. I would like more community trips and activities.
1946.	X would prefer to come to the day centre to do activities and socialize.

1947.	Meeting friends, singing, cooking, bingo, I really like the daycentre and are happy that I can be a part of it. I'm also happy to be able to go to the gym, cinema. I like the staff they are always caring and try to support me with all my needs. They are also really understanding to my interests and always have a person to go to if I feel like I need a chat or a cuddle.
1948.	Attending the centre enables me to see my sister who lives with another carer. Also, to see friends I have made over the years at the centre. The meals are good + the trips +events. Christmas is always something to look forward to at the centre.
1949.	1. I want to come to the centre, 2. I want to go to the pictures with friends, 3. I want to go out for a day trip, 4. I want to come to the centre to do some cooking, 5. Coming to the centre enabled me to learn different skills, 6. I would like to take part doing washing up, 7. I would like to help friends by making tea.
1950.	Same reasons as already stated, my sister needs a structured environment with constant support and care.
1951.	I want to continue to access a day centre.
1952.	I would like to attend day centre which I enjoyed socializing with my peers and staff.
1953.	It's important that X attends centre as support carers to have respite due to X complex needs
1954.	X is not ready to access in the community. Mum and Dad prefer centre rather than direct payment.
1955.	X enjoys attending the centre Mum and Dad have addressed he is not having a lot of seizures.
1956.	If I don't come to the day centre my mother + I would struggle to cope finding my own care + activities and I would get bored at home.
1957.	X Enjoys the day centre as he has been attending for years. His parents are in their 80's and have bad health. Family need support. X has many fits daily and needs a reliable service.
1958.	X comes into the centre staff monitor him and inform staff and family of any concerns. If family did not have day care, he would end up in full time care as family would not cope.
1959.	Headway are very good.
1960.	Our son has been going to Harborne Day Centre for over 15 years, it is his only social interaction with friends. If it wasn't for that he would spend all of his time watching TV in his room. He has down syndrome, severe learning difficulties and a congenital heart defect. He loved the day centre, he chooses what activities he wants to do, and it is his lifeline. He cannot use public transport and I would not trust a PA with his health needs. I am able to relax knowing he is safe, happy and well cared for at the day centre.
1961.	BCC needs to support centres.
1962.	Preserve the service as the centre is working.
1963.	Someday centres have more funding than others, but people have their preference as more choice and needs are met.
1964.	We want the centre to stay because of everything especially the staff; management and activities.
1965.	The choice shouldn't be to replace day centres. The choice should be a mixture of community and day centres.
1966.	The staff at Moseley help me every day to take part in different activities. My mom is in control of my personal budget, my personal ISS states what I prefer
1967.	It will only affect me if you decide to close my centre. I am in a safe environment while attending Moseley Centre. Even when being taken out there is a risk assessment done by staff & driver. All these new ideas are already in place here at Moseley Centre, except for getting employment, in which case I would lose all my benefits.
1968.	What are these activities? Who would support me to do this? My place is where I am already doing this.

1969.	I attended Moseley Day Centre for a long time then was asked to try Four Seasons. This has given me the chance to learn new life skills and have a lovely site and place to do these activities and be part of this community project.
1970.	It's crap, I don't want to stay at home, I would want to stay where I am it works for me and my friends so why change it.
1971.	My needs are already being met at my project so why do you want to change this. Listen to what we want not what you want.
1972.	Wants to stay at centre.
1973.	Would like it to stay at the day centre.
1974.	X enjoys going to the day centre. X has made many friends at the day centre.
1975.	I like coming to day centre to all my sessions.
1976.	I want staff to support me with activities in Birmingham.
1977.	My Moseley centre helps me to access different places to visit in Birmingham, staff take care of me.
1978.	I don't know, all I do know is I want to keep my Moseley centre open. I use my centre 5 days a week. The staff keep me safe when I go out and inside the centre. I am asked what I would like to do and choose myself. If the centre closes, I will lose all my friends.
1979.	As I have said I do already receive the support and help from staff at Moseley Centre. So, this is not a new issue.
1980.	I want to keep my day centre open, I have lots of friends here, I like to go out into the community and also I like to attend the in house activities of my choice, I do go into the community with staff and friends.
1981.	X does not have capacity to understand but indicated 'don't know' and also said 'stay here in the centre'.
1982.	X wants to stay in the centre.
1983.	X loves going on the special bus to day centre, he knows what time the bus arrived, if it is late, he gets upset.
1984.	Your ideas are already in place here at Moseley Centre.
1985.	Staff at Moseley help people to access as many activities as they want. Their carer or parent controls the finances, staff listen to each and every person, people are able to access the community.
1986.	There really would be no difference here at Moseley. Everything suggested is already in place and happening. The only thing that would have a detrimental effect, people not being able to access their centre and missing their friends and all the activities and outings that are available to them.
1987.	Staff at Moseley already do these things. And personalised support plan is in place for staff to follow. There are lots of activities in house and in the community, staff will accompany me whatever I choose to do.
1988.	I would be worried that the Moseley Centre would close and not be able to see all my friends there again. Here at Moseley they already provide the things that are recommended the trips out into the community and lots of in-house activities take place throughout the day.
1989.	Does not have capacity to understand. But has gestured to stay here at the Day Centre.
1990.	Indicated to stay at Day Centre.
1991.	The day centre works well without changes.
1992.	X likes to come to the centre.
1993.	That day services can provide this.
1994.	Please keep my day services the same.

1995.	Working at New Roots to stay the same I got so much out of going to New Roots.
1996.	I get so much support with New Roots.
1997.	I love people - I do not want this thing to shut - in trouble.
1998.	I think attending a day centre is safer.
1999.	I enjoy attending the allotments and Alderman Bowen and being supported by the staff.
2000.	I enjoy attending activities at the centre and allotments as it keeps me safe.
2001.	I get support from staff at the allotments.
2002.	My mum would worry about me, if I was always out in the community and did not have a base like the centre and allotments.
2003.	Would like to keep coming to the day centre.
2004.	I want to continue to attend the day centre, because I like what I do.
2005.	Would like to stay at day centre.
2006.	We do this through the day centre.
2007.	It makes no difference because I attend the day centre and my needs are met.
2008.	I am very happy with my daily activity program. I have lots of friends at Four Seasons I can talk any problems through with staff. I enjoy everything I do here we are a family we have regular meeting to discuss what we want to do, and monthly programs goal to achieve I want you to Listen to my CHOICE anything I've said is true. I want to stay at my life skills project Four Seasons because I am a vulnerable adult who is and feels safe here.
2009.	X named activities, and were they are and that they provide safety.
2010.	Mom would cope she's elderly 84 years old I wouldn't feel safe have no friends. No one to take my issues too. My day is filled with activities where I attend at Four Seasons, I access community with staff and friends we are a community-based project open to the public we are involved with Highbury Hall Orchard Project do community activities.
2011.	I want to stay at the day centre.
2012.	Where can I associate with friends in the city as at present, I can do this at my day centre.
2013.	I need this day centre because it does a lot to help me within the centre.
2014.	I enjoy coming out to the day centre to mix and to make friends with new and old friends.
2015.	I live in supported living and if my transport is cancelled for any reason, I get a taxi as I wouldn't be able to cope on my own all day. I have been at my project a long time and I get a lot of life skills joy friends and care who know me and my needs.
2016.	I would be bored. I don't want to be left in front of TV all day. We all have different needs, which all need to be met. My friends and staff are very important to me. I would like to be given choice to do what I want. My choice is to be at my project 4 Seasons.
2017.	I have full activity programme everyday which gives me life skills. Who do I go to in community if I'm not safe and I don't like changes I like routine.
2018.	I am in emergency respite after issues at home who would have protected me if I didn't attend here and have trust to speak to staff and friends about myself. I want to be safe. Do you have a safety plan for me and my friends? I attend Four Seasons 3 days a week. I go shopping with staff 1 day and do nothing else with the carers I'm with.
2019.	I attend a garden project 3 days a week. I do a lot of different activities. We are very lucky to be coming here, it is very good. Myself and my friends we do lots.

2020.	My son really enjoys his placement at Four Seasons. He is very happy and settled there. Any proposed changes fill him with anxiety. His social life and activities revolve around the day centre.
2021.	The support he has is already exactly what he needs why make changes?
2022.	I do not think Birmingham Council realise how important that centre is both to the service users and carers they depend on the support the centre and staff give freely and whole heartedly.
2023.	All things above are achieved at the centre so why change it.
2024.	X gets bored at home and I'm sure you would not fund enough for him to have a purpose in life & keep him occupied 5 days a week. He loves his quiz's, cooking, going shopping. I do not think you are considering the carers also. X going to the centre gives me some respite. It enables me to go shopping, get the housework done meet up with friends for a coffee.
2025.	My family would worry if I was not with my centre community. I would be scared.
2026.	The day centre is like a "bus station", it's a meeting place. It's a sound place to meet and congregate.
2027.	I attend Four Seasons 3 days a week with different activities every day giving me pleasure, friends and fulfilment. I have lots to do here and I'm good at what I do.
2028.	We all have needs as individuals my needs are being met where I am so why change this now and close my place listen to what I'm telling you.
2029.	Without the day services I would have nowhere to go.
2030.	It's important for me to come to the day centre I have friends here. I do activities and I am learning to write.
2031.	We are already taking part in the community with this model of day centre are not going in the community every day. It doesn't feel family / personal if I was out in the community all the time.
2032.	If day centre wasn't available, it would make me bored as I love seeing my friends, my carer doesn't get a break so me being at the centre gives my carer some down time to go out and also have a little time off.
2033.	I like working at New Roots and working with the staff there as well and the other service users. I like working with them as a team.
2034.	I would like it to stay the same.
2035.	No need the changes to my present service.
2036.	Kept pointing to centre picture.
2037.	I want to continue to come to Alderman Bowen. I have friends and a girlfriend have and get to see them.
2038.	I want to come to attend Alderman Bowen.
2039.	I like it at Alderman Bowen.
2040.	My carers feel I am safe at the day centre as do I. I want to continue to attend day centres.
2041.	New Roots meet all vision. They give /offer people choice. They are in the community. They are a friendship group.
2042.	New Roots support me and my family and offer me and my family choices.
2043.	I like the variety of working at New Roots and coming to Alderman Bowen and sharing the activities.
2044.	I go to New Roots. We are in the community. I do the things I want to do.
2045.	If he still comes to the day centre, it will be OK. He has lost respite care because he's 65 we only have the day centre.
2046.	I like the day centre.

2047.	Mom, dad and me would be sad if I never came to centre.
2048.	I like my day centre it is safe and I see my friends.
2049.	I would be scared to go out on my own. I would stay home and have no friends.
2050.	I want to attend the day centre Alderman Bowen and my sister also wants me to attend.
2051.	I want to continue to come to the day centre. My family want me to come to the day centre.
2052.	I want to attend the day centre.
2053.	I want to continue to come to the day centre. My family want me to come to the day centre.
2054.	Me and my family want me to attend the day centre.
2055.	I want to come to a day centre and allotments instead.
2056.	I like coming to day centre and allotments.
2057.	X my sister knows I'm safe at the centre.
2058.	We disagree with changing or trying to reduce the amount of day centres staying open as this centre is a lifeline for us. It's a safe environment with all facilities needed to assist with my disabilities but also provides stimulating sessions that are both enjoyable and entertaining. We would like to go out more with the centre on the bus but funding (lack of) prevents us from doing this very often. But we do understand the need for more able service users to go out more in the community.
2059.	They are already there at the day centre for me and provided by my carers.
2060.	I support the centre whole heartedly, as I am not able bodied and physical things are difficult for me, I haven't got the ability to cope with outdoor or going to many places. I do much prefer going to the centre where entertainment is provided. I can see people I am used to; meals are prepared, and gentle staff is there for my wellbeing. Please do not change this for me and those like me who are happy with things as it is.
2061.	The day centre works for me from I was 16 years old and I still like the day centre. I feel safe and cared for. Rather than anything else, I can imagine in these changes which is mentioned. Yes, the changes may work for able bodied, but please think about people like myself who is unable.
2062.	X said I love my day centre. I look after everybody.
2063.	Happy with present service.
2064.	Want centre, want trips out.
2065.	I want to continue to come to the centre my friends are here, I'm happy here.
2066.	I go to celebration with my niece and family. I enjoy singing and acting at the centre.
2067.	My niece is happy and so am I at the centre.
2068.	I like it here my niece is happy with my safety at the centre and so am I.
2069.	I want to stay at the centre.
2070.	I am supported to live at home but like coming to the day centre to be with my friends.
2071.	X enjoys attending the day centre she has a lot of friends would like the chance to play music to others.
2072.	I like going to my day centre I have lots of friends and get a lot of help to do the things I enjoy.
2073.	Day service provides security. I am happy at my day centre. I know people at my centre, and I feel safe.

2074.	Day care services are very much needed in communities.
2075.	These centres are an asset to the community and service users. Also, a great help to all carers.
2076.	We need these centres to continue. These citizens need the support of these centres.
2077.	My carer brings me to Ebrook.
2078.	I like to come to this day service.
2079.	Want to come to centre.
2080.	I like coming back to centre.
2081.	Ebrook is nice.
2082.	I like it here at Beeches day centre.
2083.	I like going to a day centre.
2084.	X wants to come to Ebrook for activities with staff, friends.
2085.	X explained that she likes Ebrook.
2086.	Day centres are so important for routine and stability within the family.
2087.	If day centre support is reduced coping in the community would be difficult. Stability and routine are very important.
2088.	The staff are all here and I want to come here.
2089.	No, I am alright here. I don't want to go anywhere else. *Has written "no" next to the word 'job' on Question 4d.*.
2090.	I am alright here because it suits me.
2091.	I would be upset if I could not come to the centre.
2092.	I've always come here.
2093.	Service user said that he likes coming to the centre.
2094.	I like going to the centre to see my friends and do things.
2095.	I am happy to be at the day centre.
2096.	Happy to be here.
2097.	I am happy to attend the centre.
2098.	I enjoy coming to the day centre it gets me out of myself and like the company.
2099.	I like the service I receive – it helps me keep active and do things I enjoy as well as seeing friends. I can get here safely and easily myself. I worry about changes.
2100.	Service user enjoys attending the day centre, with friends and attending on a daily basis.
2101.	My brother has cerebral palsy and enjoys the things to do at the day centre.
2102.	I like centre, going to rooms doing different activities, garden would go out with the centre to park parties where I see friends. I like my supporters there.
2103.	The service user said she likes the centre and her friends here.
2104.	I enjoy coming to the day centre.
2105.	I love coming to the centre It gives me a bit of independence and the staff are brilliant.

2106.	We would like things to stay as they are now as a lot more changes have begun to happen like doing lots more different things in the centre.
2107.	Want to stay at centre.
2108.	I like to attend here regularly.
2109.	To be honest I want things at my centre to stay the same at my day centre.
2110.	I want things to stay the same.
2111.	I am fortunate I have much family support and with the services Heartlands provide makes me feel happy and secure.
2112.	I like to come to the centre. I like going shopping and day trips.
2113.	I want to stay at the day centre.
2114.	I miss the day centre.
2115.	I would like to stay in my day centre.
2116.	I like to meet all my friends at the day centre and have fun.
2117.	I like to come to Ebrook and be given the choice.
2118.	I like the day centre that I attend. I would not like to stay at home. I have lots of friends here.
2119.	I like coming to my day centre.
2120.	I would like to keep coming to my day centre as I enjoy my activities at the centre and meeting up with my friends.
2121.	I'm stopping at my day centre Beeches Goldd.
2122.	I want to stop here - Beeches Goldd.
2123.	Still attend Beeches Goldd.
2124.	I enjoy my activities at Beeches Goldd. I want to stay at Beeches Goldd.
2125.	I would still like to come to the centre.
2126.	I like coming to my day centre where all my friends and staff members are. I like my activities and accessing different places.
2127.	I already go to the day centre and choices are available for us to do activities.
2128.	I want the day centre opened because it enables me to interact and meet with my friends. I also want an opportunity to do more activities with them.
2129.	I would like to come to my day centre as I enjoy my activities at the centre and meeting up with my friends.
2130.	I want to come to my centre and go to my activities during the weekend.
2131.	I don't want to change my day service.
2132.	My family would be sad if I didn't come back to the centre.
2133.	I do not want my day service to change. I benefit to the utmost on how it is now. Why can't the individual's needs be accommodated, and day centres still be provided?
2134.	We need the day centre to be kept open - my sister has agoraphobia and these new ideas would not work for her. Plus she needs trained specialised staff who deal with her at the day centre.
2135.	I like my day centre and would like to stay here.
2136.	I want to come to the day centre.

2137.	I like coming here.
2138.	X likes to be at Ebrook and to be with people, many people.
2139.	If there is day centre support; It's fine.
2140.	As this person is unable to communicate verbally it is difficult to comment. But we do know the routine of coming to Ebrook is important.
2141.	The centre has been quite good to me, and I enjoy my activities.
2142.	Due to being elderly I benefit more from having the support that I receive from the day centre service. The stress of thinking that there may not be enough day centres for people like me who really need it, is making me ill. I need to know that I have a place to go to give my carer respite and to get the support that I need.
2143.	My son needs the day services open. He is happy to come here every day.
2144.	I don't want services to change. I am happy coming here.
2145.	Ebrook is her local community.
2146.	I like to come to Ebrook, I would come here seven days a week if I could. I love meeting my friends. This is the only place I am in control – every other situation means that I depend on the kindness of others. My friends here accept me just like your friends do with you- They are not just being kind as other people are to me, I am normal here. I love helping my friends especially X.
2147.	Could send me in a more depressive mood. The day centre provides a range of support which might not be available in the local community. Staff sit with and listen to clients.
2148.	I am happy with the service I'm getting. Yes, it's alright.
2149.	I would like to join all the different activities at the centre.
2150.	I would miss all my friends and activities. I like attending Ebrook 5 days a week.
2151.	I would like to attend Beeches Gold.
2152.	I would like to access the day centre and go into the community to see my friends.
2153.	Still attend day centre. Be supported in the community.
2154.	Because I don't want to go out into community.
2155.	I want to continue coming to the centre and New Roots.
2156.	I like the way things are at the moment.
2157.	I want to continue coming to the centre.
2158.	I would like to continue with the support I have already got.
2159.	The day centres are very important to both the carer and service users at the centre provides the community needed for those with disabilities and learning difficulties. Why change it?
2160.	I would like to come to my day centre every day.
2161.	X wants to stay at centre.
2162.	Make the change within day service put more money in.
2163.	Please don't change my service.
2164.	Things can change with day service all level can be met without going outside.

2165.	Service Users come and go to the Day Centre on different days throughout the week and some more regularly than others.
2166.	Hopefully in ten years' time we'll still be sitting here in this day centre.
2167.	They do lots here at the centre and go out to activities, with support from staff.
2168.	When Ebrook was here it was great. My brother's behaviour changed (for the better) however, when they left, his behaviour changed for the worse.
2169.	Day centre as Hockley filled with lots of meaningful activities; service users have a network of friends. If not broke – don't fix it. It's a cheaper way for council to save money.
2170.	The Day Centres are better prepared than most of the community.
2171.	Hockley DC has lots of facilities, have a wide range of activities, even open after normal hours close.
2172.	At day centres, carers know that citizens are in a secure & safe environment, we can enjoy respite to do other household tasks and go on holiday if needed.
2173.	Here people are safe and can do what they want for example run around.
2174.	Like the IT here. All like music and community here at centre, but like to experience what's out there, with the support.
2175.	If they weren't here, there would be a significant impact on our families.
2176.	A lot of what was said is already happening at the day centre. Son who uses the centres has learned a number of skills, gets to choose from a variety of activities and is supported to go out and about. The centre goes out for walks, rock climbing and sailing. They also have adapted bikes that people can use. Another important thing is that he has friends at the centre. Appreciate the support the centre provides – only care support received (carer is elderly and on her own) is from the day centre. Son attends 5 days a week.
2177.	The day centre is the one stable thing in their life – cannot cope with change, essential to maintain stability in their lives.
2178.	Enjoy Relaxing here.
2179.	I would like to go to centre.
2180.	Headway centre charity is fantastic, help with speech and writing the staff are very helpful.
2181.	I believe that Headway addresses well the difficulties clients face in their daily lives.
2182.	Mum is happy for me to attend New Roots.
2183.	If I didn't come, I'd be fed up.
2184.	My son X needs a lot of support at all times due to his learning disabilities. He gets very upset and panics at any changes being made. He has no understanding of money or trying to learn new things. He needs 24-hour support, he goes to Heartlands Resource Centre Thursday and Friday each week, he is happy how things are there now and not have any changes. He stops at home with me the rest of the week, I care for X and look after his needs, I am his carer. I also feel there is a lot more with special needs like X using the centre who feel the same way.
2185.	It's boring when centre is closed.
2186.	Family feel attending X is very good. She's able to do a lot of physical activities, rock climbing, bikes and skills like keeping tidy and personal hygiene in the kitchen will enable her to be more independent.
2187.	I go Mondays, Tuesdays, Thursdays and Fridays.

2188.	Currently this is very upsetting. I don't want to end up seeing less people. I want to socialise with familiar people, I don't want my world to become smaller than it already is. I don't want to spend more time at home watching tv because changes may dictate that I have to. I don't want to be with people who find it difficult to understand me. I want to feel safe & secure and have good interactions with people.
2189.	I like coming to day centre to see my friends. I like to learn new skills that enable me to be independent at home. I like to leave day centre with skills that can help me get a job.
2190.	X has had a very hard younger life. Dr X got her back her confidence also introduced her to respite at Hobmoor Rd, she still goes now, and loves it. Then I asked Social Worker about Alderman Bowen, she made an appointment to have a look around, went on waiting list and she got a place. X has changed 100% since she has been there.
2191.	My brother already misses that he can only attend day centres 3 days when he used to go 5. He has actually got horribly depressed when his last day centre was threatened with closure and he had nowhere to go for months till we found him another centre to attend. Those day centres are communities. He socialises there, learns new skills, practises things he can do, exercises his mind and body. He absolutely loves attending and declines mentally and physically if he can't attend for any length of time. The regular attendance is vital for giving his day structure and routine. And now he is getting anxious once again at these consultations with the spectre of day centre closures.
2192.	My cousin goes to a day centre and she doesn't like change in her life with her learning difficulties it just adds her more pressure with her life.
2193.	We need our day centres as we get older, he takes part in baking money skills he access the community twice a week, offered a healthy choice at lunch time, also goes out in the community for meals. Harborne Resource Centre staff continue to support X to access transport to and from home and also in the community on activities. I as a carer support X and my husband in all his health care appointments and personal care. X likes his day centre and it gives me some respite while he's away and I don't need to worry. This benefits X by socialising with his group undertaking activities in the day centre and in the local community. I will be interacting with his friendship groups. Day centre are what X likes and knows staff know him very well. This is what I say what works for some won't work for all as we all know. X like things to stay the same way. He required someone to be with him at all times because he gets lost and disorientated. X agreed with the changed from day to day, but his choice is staying with day centre.
2194.	A carer mentioned her daughter who enjoys being with other people which she cannot get in the community.
2195.	Family have a son/daughter with severe learning difficulties; closure of Ebrook Day Centre, Sutton Coldfield would have a devastating effect on son/daughter. Family member has many friends there and this would be lost should the Day Centre close. Son/Daughter has control over their life and enjoys the day centre very much and enjoys tap dancing, swimming and cooking. Health and wellbeing would also be affected –is very safe at the day centre and looked after. The activities at Ebrook are very well structured. Families have no confidence in Birmingham City Council and their decision-making process. Why is the legal route taken before anyone listens?
2196.	Day centre fits perfectly with his working schedule and allows for a break from caring.
2197.	All felt staff were supporting them at the day centre.

2198.	As a parent I am happy with the different activities that my son takes part in within the community that he accesses from the day centre with staff support.
2199.	Attending a day centre is essential to me. I live alone and am isolated without this. I would like support to do things on Tuesday, Thursday, Saturdays and Sundays. I would prefer to come to the day centre 5 days a week.
2200.	Being part of a group is what people want.
2201.	Carer said that she had a problem with moving away from buildings - and some centres should have had money to do other centres up. Also suggested skilled staff should be employed and her daughter needs a building-based area.
2202.	Centres and staff need commending. They do the best with what they have got and do it well. Utilise what we already got.
2203.	Centres motivate people to get up in the morning. Like us going to work and interacting with others.
2204.	Clients need day-to-day continuity to make friends at Elwood and the staff know the clients well and can give first aid/ care/ drugs as appropriate.
2205.	Day care services provide me with a safe space to be myself with my well-being, being improved daily.
2206.	Day centres are like bases; and then our relatives should be able to do all sorts within these bases.
2207.	X is very happy attending Moseley day centre.
2208.	Ebrook is part of a community in accessing activities away from your family or home (different environment).
2209.	enjoys the Day service and signed to say he enjoys his 5 day's and activities (photography, bingo) they all enjoyed coming to see their friends + socialising.
2210.	X said he like coming to the centre. X said he doesn't like staying home. X said when he comes to the centre he gets to go out in the community.
2211.	I am filling in this questionnaire on behalf of a lady who uses this centre 5 days a week. If she didn't, she would probably get to do hardly anything may go out once a week for lunch or to the shops. 1-1 worker not BCC employee.
2212.	I am from the Fairway day centre are all our concerns been taken seriously, us older generation need the day centre and people with complex needs.
2213.	I am happy coming to the day centre.
2214.	I am looking forward to going back to my day centre.
2215.	I am the persons key worker and he says he loves coming to the centre and learns what he needs and wants here.
2216.	I am very happy with this service and care I receive.
2217.	I do not want to leave this centre as they make me feel safe and happy.
2218.	I enjoy coming to the centre. I would like to keep coming to the centre. I like to see my friend and staff and do my activities. I feel safe when I come to the centre.
2219.	It is not enough to ask service users what they enjoy doing. Day centre staff will agree that their service users love doing activities (football, swimming etc...) as part of their everyday life at the day centre. What I have not heard anyone explain to the service users is that they will be doing these activities without the safety net of their day centre. For the service users who are able to verbally communicate their feelings, you will get a different response, one that describes the importance of the day centre to them. It was evident to those who were actually watching the service users yesterday that they interact much differently with their peers than they do with their PA's. It would be detrimental to their wellbeing to remove this opportunity of interacting with peers.

2220.	I have been attending for 7 years and it's a lifeline for me all the staff are very good, and I enjoy the variety of activities that they do with us.
2221.	I help my mum and dad at home to look after my brother. I think that the day centre should be left open for other people to come and be happy and meet people.
2222.	I live in Birmingham and attend Alderman day centre. I am unable to do outdoor activity and many other things. But I enjoy going to the centre and enjoy all the activities around me and hope that whatever changes are made it will be via support of the service users at Alderman Bowen, indeed in all the centre which supports people like me.
2223.	I want to come to Hockley badly. I love coming to Hockley to see my friends and staff who help and support me to have a quality of life.
2224.	I want to continue to attend the day centre, to meet my friends and Girlfriend every day and I enjoy all the activities.
2225.	I would be in the pub everyday drinking as I did before when you closed & I was told I was being trained for work then you closed it. I have good support from the team and friends at Four Seasons who have helped me stay on track and not drink all day.
2226.	I would be sad if I could not come to the day centre as I would miss my friends.
2227.	It gets me out of the house in the morning and gives a purpose to my week.
2228.	It's important for me to come to the day centre. As I have 4 other siblings. This makes carer rest as when I'm at the day centre. To be part of a group of friends and undertake daily living things which I wouldn't normally do.
2229.	It's important I attend the day centre as my sister also has health issues with similar conditions.
2230.	My brother attends Harborne day centre which in my opinion is a wonderful centre. A building-based centre Harborne day centre is what he needs.
2231.	My brother is here with his friends and his skills have improved. What can he do at home? There are no activities to keep him occupied.
2232.	My brother needs a routine in his life, and he gets that with coming to the centre. The occasional change he can cope with but the rest of the time he needs his routine.
2233.	My conditions are from birth. I'm having a good day when I see my friends and participate in activities with them at day centre.
2234.	My life would be boring. I would have no one to socialise with. My sister who I live with doesn't go out of the house. This is my life. Without my project, where I attend 3 days a week, I would be more and more depressed, sad and confused and not see anyone. This is not good for my mental state of mind. Listen to what me and my friends want and that is leave me and my friends where we are happy.
2235.	My daughter gets stuck in her ways. You cannot keep changing things fast as she cannot cope with this.
2236.	My relative could not cope with constant change. This day centre provides stimulation for him.
2237.	Needs routine or change causes him distress. He also requires a lot of support and does not have the capacity to make decisions, therefore he cannot decide what activities he'd like to do.
2238.	Not if it means no Ebrook anymore.
2239.	Point 1 – Service user really looks forward to attending the Centre as she does not find it easy to make friends.
2240.	Point 2 – Service User is more active at the Centre than at home. The centre provides motivation.
2241.	Present care service provided by the day service is good for us.

2242.	Said she would miss her friends if she didn't come to Centre as she likes company said very happy here.
2243.	Service users said they would be bored at home and relationships may become strained if they spend more time at home and have nothing to do, with no social life or interaction with others.
2244.	Service users want to feel safe and have a choice as to what they do. It is important to build friendship and interaction in the community and this could be lost should the Day Centre close.
2245.	That I am very happy at Moseley centre. I would not like the centre to close and lose all my friends. All the ideas on here are already implemented at Moseley centre, we do lots of different activities for people of varying abilities. The food here is freshly cooked and I always have discreet and respectful help with P/C. All the in house + outings are many and varied.
2246.	The centre has good staff, very caring, they are helpful, very good at helping when people have problems.
2247.	The day centre is a lifeline for both myself and my son who accesses the centre.
2248.	The day centre is great way for me to get out spend time with friends & get out of the house everyday as I get to do different things I get bored at home.
2249.	The day centre provides an opportunity for the service users to engage with others and to have trained and qualified staff providing meaningful activities - this is value for money.
2250.	The individual who receives support already has fabulous support.
2251.	The people we care about are vulnerable members of society which we find stressful. The day centre community gives our loved ones the company, friendships, security and entertainment that we all want for them.
2252.	There are people (SU) here with different needs and all are looked after, they are safe. Activities are geared for them.
2253.	Two service users said they want to come to the centre as their friends are here and they like the activities.
2254.	Wants to come to centre to see her friends and it makes her happy.
2255.	We love our staff and trust them & know our relatives are safe and looked after.
2256.	Without the day service I would have nowhere to go.
2257.	Without the support of day services my daughter would become lonely + isolated from all the friends she has there. She feels confident in that environment, she feels accepted, something she does not experience in the everyday world.
2258.	Work also needs to be done with other health agency professionals to ensure service users' needs are being met. If the Day Centre does close, then how will these service users be supported.
2259.	Would be bored if centre does not open.
2260.	X would be lost if he didn't have the centre to go to. It's his purpose in life. He has his friends there.
2261.	Client enjoy the familiarity of Elwood, especially when they have no outside friends/ interests and the garden is lovely.
2262.	One to one support has been very helpful at Moseley Day Centre. I have appreciated this.
2263.	Son is happy at the centre, looks forward to coming here especially Thursday and Friday because of football.
2264.	We are family, we see each other as the same.
2265.	X is very happy at Moseley ATC & hates having a day off. He classes it as his job.
2266.	X needs full care round the clock, so day care is important.
2267.	I feel secure at the centre there are plenty of activities there.

2268.	As stated previously, day centre works for my brother, he cannot cope with change.
2269.	I am concerned, especially if the day centres are closed down, my brother has complex needs, he doesn't really participate in activities, but he does enjoy being around other people and watching. He could not really benefit from outside activities as some might.
2270.	I fully understand that for some, the opportunity to be more independent would be advantageous. My brother attends a day centre 4-days p/w. He has autism and brain damage, his dexterity is poor, therefore he finds it difficult to participate in many of the activities, however! He enjoys the routine, being with other people, he listens to the conversations around him.
2271.	Needs support with filling questionnaire and needs someone explain letters, etc.
2272.	Happy current service.
2273.	I am a great supporter of using a day centre. Which I immensely enjoy and would be devastated if this service was reduced or closed.
2274.	I want to come to the day centre I enjoy coming out of my w/c interact with my peers and music.
2275.	I love my day centre at Hockley.
2276.	Strongly disagree; If Ebrook is regarded as a part of the community then.
2277.	Strongly agree; Yes, but still have the day centre.
2278.	I enjoy coming to the Day centre Alderman Bowen.
2279.	I like coming here.
2280.	I like coming to Beeches Gold day centre.
2281.	I like coming to day centre.
2282.	I like coming to the centre every day.
2283.	I like coming to the centre.
2284.	I like Four Seasons.
2285.	I like my Day Service and I like coming.
2286.	I like working at new roots with friends.
2287.	I love my day centre at Hockley.
2288.	I like coming to the day centre Beeches GOLDD x 3.
2289.	I want to stay at day service.
2290.	I would like to stay at 4 seasons.
2291.	I want Ebrook to be more like Heartlands (activities).
2292.	I enjoy coming to Headway.
2293.	I want to come to Four Seasons.
2294.	I want to stay at day services.
2295.	I want to stay at New Roots.
2296.	I would like to stay at 4 seasons.
2297.	Likes to relax to go to the four seasons.

2298.	I attend a day centre; I like coming to day centre.
2299.	These answers are based on the person I care for and how essential the day centre is to them.
2300.	How long is the centre going to be open for?
2301.	These answers are based on the person I care for and how essential the day centre is to them.
2302.	All singing all dancing centre.
2303.	Happy, happy.
2304.	XX likes the new refurbishment at Ebrook.
2305.	Indicated to stay at day centre.
2306.	I come to CPM every day I am pick up from my house to see my friends.
	Friendships
2307.	I enjoy coming to the centre. If the centre closes and I can't come I would be very upset and cry. Would like to go out more with my friends and staff. I want to go out like bowling. If I have to stay at home, I will be bored.
2308.	Friendships are important – son doesn't want to be at home every day.
2309.	I like the day centre; I like to go out in the community get to talk to friends.
2310.	This place is like a family.
2311.	By not having any friends and help from staff I will be lonely.
2312.	Mum and dad like me to go to day centre because I see other people.
2313.	It's only me and my daughter, at the centre she has a lot of people to mix and socialise with.
2314.	I'm happy at my day service, I love coming to see my friends.
2315.	X enjoys meeting her friends at the centre.
2316.	With X, my friend.
2317.	Main suggestion was that service users want to communicate with other centre users, to build friendships and closer links with the day centres so they can work together.
2318.	I like the friends I made here. I feel safer in the centre.
2319.	My sister has lots of friends, it's a social community where she can meet her friends.
2320.	There's also the social element.
2321.	I come to my day centre 5 days a week. This helps me to meet friends.
2322.	Without my day centre, I would become isolated and withdrawn. I would not see my friends that I have made at the centre.
2323.	The present-day service is working fine. I need to be with my friends and established community. Without the present facilities I would become socially isolated.
2324.	Likes to come here to socialise with friends.
2325.	Friendship and networking are crucial at day centres.
2326.	It's good for socialising and meeting people.
2327.	It's a good place to make friends.

2328.	It is important that people have an opportunity to be with their peers about both age and interest.
2329.	Like to spend time with friends.
2330.	Important to come to centre as have lots of friends. Also have friends away from centre too.
2331.	If Ebrook was not an option I would be isolated at home with my mom. I like to see my friends on a regular basis.
2332.	I have all my friends at the centre.
2333.	Being with my friends, feel able to talk and discuss problems.
2334.	Most of my friends go to Hockley and if I didn't go there, I would be very lonely. I would miss doing all of the activities that I do now at HRC.
2335.	There is a good mix of day centre for 5 days a week, and home life. The day centre offers a very valuable social aspect which would be lost/ depleted if the service user opted to be more home based. Day centres are valuable.
2336.	I want to keep going to my centre to meet my friends and do things.
2337.	I like to be picked up by the bus and do things with my friends.
2338.	If there is no more day centre apart from us taking him out, he will sit at home doing nothing, he will miss his friends he would not be very happy. Paul will walk out of place if he's not happy and will get lost.
2339.	Like community feel at day centre. Being with friends and staff, social aspect, security.
2340.	It's nice for me to meet up with friends and for dad to have a rest.
2341.	As a compliment to the day service I already receive, this will be positive. When I am not at the centre, I am alone, isolated and bored
2342.	I see so many people stuck with parents/carers, who can only do so much, and I'm concerned about the service user being isolated.
2343.	If provisions cannot be provided within the community, we have to ensure that individuals do not become socially isolated.
2344.	Parents and carers can only do so much at home, isolated without their social groups.
2345.	Service Users have made friends at the centres and without transport would lose these friendships.
2346.	At Ebrook, clients have a friendship group, and they want to see their friends outside of the centre but can't due to transport and support.
2347.	The majority of people in the discussion were parents of individuals that attended Harborne Day Centre and expressed how safe and secure they felt their child was at the centre. They said that the most important thing they found about the centre was the opportunity for service users to make friends. It stops users from being in isolation and gives parents and carers much needed respite.
2348.	Friends at the day centre are like family.
2349.	For some it is just simply the social aspect of coming to the day centre that they like as they meet friends, they have made there.
2350.	I miss my friends in the centre.
2351.	I've got friends here at the centre.
2352.	My friends are at my day centre.
2353.	I want to keep coming to the day centre to see my friends and help to look after them.
2354.	I do not want to miss my friends.

2355.	I need to socialise with my friends.
2356.	I would miss my friends. I wouldn't have any because they live far away. I would be very lonely. I love my days centre and all the things we do.
2357.	I enjoy riding on the bikes and seeing my friends.
2358.	I enjoy going to the day centre and seeing my friends and riding on the bikes. I would miss my friends and be bored at home if the day centre closed.
2359.	I want to come to the centre because I like to see everybody. I would miss people if I cannot come. I like to go out with everybody at the centre. If the centre closes, I would cry my eyes out. I enjoy coming to the centre.
2360.	If I don't come to the centre, I will miss my friends and staff. I will also stay at home and might not go out for days.
2361.	I enjoy coming to the day centre. This makes me happy and I get to see my friends. My family say that it is important for me to continue to go as I would be upset, and I would miss my friends.
2362.	Would be very sad if lost touch with friendship groups and respite.
2363.	To withdraw the centre and the staff would be sentencing users to become isolated, withdraw and contradicting the proposal by Birmingham City Council to integrate users in the community only make the more isolated and shunned.
2364.	I want to come to the centre and see my friends and then go to the shops with my friends.
2365.	Citizens have said that social friendship groups at the day centres were very important to them.
2366.	Developing peer relationships is very important in attending the day centre and seen as citizens community.
2367.	Friendships made at the centre are so valuable, without the day centre there would be no quality of life for users at all.
2368.	Giving opportunities to make real friends that would be denied to people with 1-1 support arrangements.
2369.	He likes to come to the centre he has friends here.
2370.	I really enjoy seeing my friends and making friends. I enjoy having fun as I live at home with my Carers.
2371.	I want to stay at Heartlands with my friends.
2372.	Like it at the day centre would miss my friends if I did not come.
2373.	Losing friendships at Day Centre.
2374.	X likes coming to the day centre to with his friends.
2375.	Members see things as a club.
2376.	Like to see friends and staff at the centre (x 2).
2377.	Some people prefer to go out in groups. Friendships are very important.
2378.	Would miss her friends if she didn't attend the centre.
2379.	I would like to come to the day centre I enjoy being around my friends and come out of my wheelchair.
2380.	would rather come to centre to do activities and socialise with friends.
2381.	Meeting my friend.
	Information
2382.	I want any info re LD and dementia services.

2383.	Not all providers' information is on the list.
2384.	Social Workers are not getting all the information on who providers are and what services are available out there.
2385.	HSBC/British cycling event was mentioned, which wouldn't cost anything, however the issue was making people aware. Therefore, it would be good to have a website or given a Facebook group with information of these events. The model should also be web based in terms of community interaction, so that users can see at a distance whether or not they want to join a group in the form of webinars for some activities, where it would not require travel, as this can be a problem sometimes.
2386.	People don't know what is out there for them.
2387.	Can you please provide further details regarding the levels of service available and what that entails?
2388.	Networking to find new facilities to use.
2389.	All agreed that day trips to other daycentres e.g. for the morning, to meet new people, and would like if other day centres provided information on their activities as this could improve choice as to whether to go there for a few months instead due to preferring their scheduled activities.
2390.	Where will I go or who will I go to if I'm not happy? Do you have community places names and contact details of things you think I can access and achieve at?
2391.	It was agreed that education is key to increase awareness on what provision is out there if they need it although there is an element of choice.
2392.	We also need to consider how we reach the most socially isolated who are unaware of available support in the community.
2393.	Simplifying information in terms of what care is available – easier for people to understand.
2394.	I would like to know more information about the community places, and safety for myself and friends where you tell us are out there can you give us a list of places please.
2395.	What activities what are they I already have an activity program in place that is involved in the community.
2396.	If you can tell us where we can access community activities and be safe.
2397.	Anxiety, stress, scared, talk saying out in community, but no information where these community-based things are. I don't want to go cinema bowling every week.
2398.	There is a lot of uncertainty the way the new services will run, and it seems that the family will have to look out for services and so far, there is not any out in the community and the council is not committing on providing a list with what is out there. If that is the house 7 days a week because there isn't anybody to get me out.
2399.	I am scared, there is no information on where these community-based opportunities are and how to access them. There is no assurance that they are going to run both models of day opportunities for a while to get used to it or have a safety net.
2400.	What exactly is outside? What opportunities are there?
2401.	Awareness of Birmingham, plenty of opportunities do to.
2402.	The mobile App – AccessAble – is not known to many.
2403.	Have tried Access Able but their website is not easy to use. Difficult to clearly see where facilities are located.
2404.	Many services are not listed on the council website and it's not easy to navigate & understand.
2405.	Can I have details of things in community for me to access?
2406.	I haven't been given names and places of where these places are, who will train me to access item and who to help me if not safe.

2407.	People who access day care services may not necessarily know what the other services are and therefore will be unable to access them. You could avoid spending £140 a day for a carer if someone wishing to access services is more informed and can access them independently. They need to be in possession of the full range of choices.
2408.	Getting the information – access online – individual home capacity – Birmingham City Council need to expand visual and audio material to support.
2409.	Advertisement - knowing what available in the community - paid - unpaid for carers activities.
2410.	Can be difficult for older people in particular to access information online. Discussion followed about technology.
2411.	Can't go online, lots of information is being missed, library shutting down.
2412.	Difficult to find out information – Neighborhood Network, Birmingham Connect to Support.
2413.	Don't know what is available for young people.
2414.	Don't know where to take son on weekends.
2415.	Finding out information.
2416.	Need support on what benefits are available.
2417.	Use Birmingham Connect to Support and AccessAble.
2418.	We all need support and information to help us with our caring roles.
2419.	We often do not know where to get help when there is a problem.
2420.	What's out there, there is a lack of information and accessible information, I've struggled with a lack of information.
2421.	How do we find out when changes are made? Groups will not always know what Services are available to all. Some can use internet and use sites such as "No Wrong Door", but not all will have this access, facilitator confirmed that NNS workers will be pulling all this information together in each locality and updating on a regular basis.
2422.	In terms of doing things near where you live, users said they're unaware of what's going on in their local area but would like more information on events and facilities they could potentially use.
2423.	It's knowing what's out there, i.e., Shared Lives.
2424.	Lack of information comes out.
2425.	Support and information are needed for carers so that we know where to get help and advice on all sorts of things like money management and health advice.
2426.	Better signposting of services.
2427.	Service users need to be sign posted on who providers are.
2428.	Would be useful for staff/people to come to centres to explain what they are and how they can be used (for Day Centre staff and clients).
2429.	Would like access to the community register held by Neighborhood Networks. Would like it to be accessible to external providers. Not aware of where the Neighborhood Network has been advertised.
2430.	Do you have access to other services for example Health? Having access to this could help SU to feed or drink by themselves.
2431.	The Provider highlighted that we are very behind the times – a decade at least. The Social Worker's do not know what is out there and the public doesn't either. How do we reach those that are isolated?

2432.	It was suggested they have Open Days at Ebrook which the service users can help promote.
2433.	How are you going to find different care and support services in our area? There is only the Day Centre in Quinton. (question + comment)
2434.	What opportunities are there available in Birmingham City Council for adults with service learning difficulties who are entirely reliant on services and carers.
2435.	Do you have anyone to assist you to get information?
	Referrals
2436.	For five years there have been no referrals to Harborne.
2437.	Needs to be operated at its full potential, require more service users, limited activities due to decline of service users.
2438.	Need more referrals at Fairways.
2439.	Would like an open day at the centre so perspective users can see what it's like and talk to current users at the centre.
2440.	Lack of LD referrals.
2441.	Fewer and fewer places are available and it is difficult for people who want to access Day Services if there is no availability.
2442.	There has been a marked drop in referrals from the Council for places at our day centre in the last two or three years. Previously 70% of our places were Council-funded, and 30% were self-funded. Now it is 60% self-funded and 40% Council-funded. We are assured that there is no rationing to help the Council's budgetary problems, yet we do not believe that there is such a drop-in demand from people who would qualify for Council support. All the evidence suggests the opposite. Regardless of the process to complete this review, the reasons for this decline in funded places and the degree to which this leaves significant numbers of people without care when they have an urgent need of it, should be addressed as a priority. We would ask you please look into this.
2443.	Age UK is receiving referrals from other day centres as the centres can no longer offer the support that the person requires there is no increase in funding.
2444.	Social Worker suggesting private day centres as they know these are closing. Social workers don't check the private Day centres. Concerns these may not be suitable.
2445.	Providers agreed. Service provision is not equal.
2446.	Demand would increase if there are more referrals.
2447.	Most referrals come from online and from the sons and daughters of service users, not everyone has access.
2448.	Providers are seeing a slowdown in referrals even though BCC talks about increases in numbers of adults with dementia.
2449.	Because it's to do with amendment, it may lead to closure. Birmingham have reduced. Referrals have slowed down.
2450.	Parents concerned that Social Workers are not referring Service Users to BCC day centres, but rather to privately run day centres.
2451.	Day services across BCC - getting adults, if able, to use.
2452.	Reason day centres aren't full is because they are not publicised. Young people are pushed towards Direct Payments, not the day centre. My brother died at 38 because of "cost cutting". My sister said she wants to die. It broke my heart.
2453.	Why are the referrals to day centres drying up

2454.	Birmingham have reduced. Referrals have slowed down.
D)The Consultation	
Capacity to understand	
2455.	I strongly think that a lot of the services users will misinterpret the whole thing that is being proposed to them, due to their lack of understanding and learning disability the form is also is very misleading.
2456.	X does not understand the questions and does not have the capacity to answer.
2457.	X did not understand these questions.
2458.	I do not understand.
2459.	Me and my family feel we need a fuller explanation to fully understand it.
2460.	Unable to comprehend what is going on.
2461.	Service user said the meeting was good but did not understand what it was about.
2462.	It is good that the council planning to give more choices, but this consultation was not beneficial to my brother as he did not understand what was about.
2463.	It needs to be explained more, it is too complex for service users to understand. It would be false to think that they comprehend what was being told to them. There needs to separate, more in-depth consultations with carers and family with more information and details.
2464.	I didn't really understand a lot of what was going on.
2465.	This service user is unable to speak or let us know what's she wants to achieve.
2466.	For most of the questions the lack of understanding was clearly evident, answers were changed whenever the question was explained differently.
2467.	I am confused with what is happening.
2468.	Due to my complex need I am not sure.
2469.	All service users are individuals and have different needs and requirements therefore, some of these questions are not tailored to the fact that some of them can't be answered or asked as their needs or disabilities prevent them from doing so.
2470.	" Not yet, later" (answered yesterday when asked) Today- Question: do you agree to the change? Answer "Don't"
2471.	She is confused with all these meetings and she feels like she doesn't know what is happening.
2472.	Support is geared to individual needs; the client may not have an understanding of the strategy.
2473.	I think the other thing with the practicalities is, we're representing people who can't communicate for themselves.
2474.	Would let down mommy. Did not understand or have capacity to answer.
2475.	This service user is unable to make choices and think about what they are good at.
2476.	X did not understand.
2477.	She is not happy with all the meetings, she is confused.
2478.	X said he agreed with these questions, however, did not fully understand or have the capacity to answer.
2479.	A lot of service users don't understand what these questions are about, so how can we trust the words you are talking about?

2480.	I feel that there could have been better communication and more information shared beforehand. I feel that a lot of people i.e. staff parents / carers did not know what was happening during the consultation and it was not clear enough. Although my son is filling out his questionnaire, he is not aware and does not understand that answering some questions are going to impact on his life and family life.
2481.	Need more support with Urdu, will be addressed by keyworker.
2482.	Communication Language.
2483.	You would have to ask my brother who is my carer.
2484.	This person does not have capacity and did not point to the pictures.
2485.	Can't think. Not think straight.
2486.	Confused.
2487.	I felt that the consultation yesterday by far surpassed the service users' capabilities. Many of the service users appeared bewildered by the presentation, and only demonstrated understanding when they heard words they recognised, for example, when discussing activities that they enjoy, and the initial discussion about football.
2488.	One service user had little or no understanding of the question or the questionnaire even with help. Only said liked coming to day centre and want to stay at the day centre.
2489.	Only one of the participating citizens had some understanding of the meeting the other was confused and did not understand what the meeting was about.
2490.	The question are confusing for person I care for because they have got very little information about consequences of their answers.
2491.	The questions are confusing- should be one for carers and another for service user.
2492.	This person did not really understand the question and said, "I need the same support as my friend in a wheelchair".
2493.	Went up to drawings and pointed thumbs up to say he understood.
2494.	I do not understand the first statement.
2495.	Moved to day centre not sure how to take it in.
2496.	She has moved from one centre to Harborne Resource Centre. She is not happy with all meeting, she is confused.
2497.	Supporting pictures/graphics used but not all questions understood – he was happy in the meeting.
2498.	When asked if she understood what the meeting was about and about each question, she said she understood. However, asking specifically each question, couldn't answer and didn't comprehend the questions as answered differently and each time I asked she either said don't know or failed to answer.
2499.	I find that a service user is not fully understand the meeting and consultation.
2500.	Does not have capacity to understand but indicated "don't know and also said stay here (in centre).
2501.	I have little understanding of verbal communication and I am unable to answer or support myself.
2502.	I am unable to verbalise my thoughts.
2503.	XX does not have the capacity to contribute to this consultation. So, I will answer these questions for him as an advocate.
2504.	I can read but not well. my understanding is fairly good of the questions being asked.
2505.	Answers were changed whenever the question was explained differently.

2506.	I am unable to communicate. I cannot tell a person to do this or that for me.
2507.	I find that a service user is not fully understand the meeting and consultation.
2508.	My cousin is blind and has learning difficulties she cannot write I do ask her the questions so she can answer them.
2509.	One service user not engaging, not comprehending.
2510.	Pointed to other options – did not understand the question.
2511.	XX helped me.
2512.	XX did not comment. XX did not understand these questions. XX does not have capacity and understanding in order for him to answer.
2513.	XX did not Answer. XX did not Answer the Question. XX did not answer and appeared very confused.
2514.	XX did not appear to have capacity to understand the question. She did not understand what was being asked despite the use of easy read pictures to support her. XX did not answer and began talking about boxing and when she was at school.
2515.	XX said nothing. He did not respond to support offered to help his understanding. He was non-responsive. XX did not respond. And he did say cabbage. XX did not say anything.
2516.	He cannot read or write.
2517.	S/User is able to only confirm with a 'yes' or 'no'.
2518.	XX needs help to understand and complete questionnaire.
2519.	Doesn't really understand question.
2520.	Don't understand.
2521.	When asked if she understood what the meeting was about and about each question, she said she understood. However, asking specifically each question couldn't answer and didn't comprehend the questions as answered differently and each time I asked she either said don't know or failed to answer.
2522.	Has pointed to several faces and appears to have lost concentration taking short break.
2523.	Looked at the pictures and graphics pointed to all and gave thumbs up. wanted all ticked.
2524.	Supporting pictures/graphics used but not all questions understood – he was happy in the meeting.
2525.	This person did not really understand the question and said, "I need the same support as my friend in a wheelchair."
2526.	Needs support with filling in questionnaire and needs someone explain letters etc.
2527.	No real understanding Information filled in by friend.
2528.	Does not have capacity to read or write.
2529.	Unsure of level of comprehension.
2530.	Unsure about the question don't fully understand.
2531.	Don't understand the question.
2532.	Citizen don't understand this question – no capacity.
2533.	Answers were changed whenever the question was explained differently.
2534.	Unsure about the question don't fully understand (x 2).
2535.	Does he understand what meeting about – No.

2536.	Does not have understanding.
2537.	I don't understand.
2538.	XX could not communicate her needs. XX gave a positive facial expression.
2539.	Thumb up.
2540.	Supporting through Makaton sign and pictures.
2541.	XX is very happy and smiles. XX's facial expressions.
2542.	Unable to answer questions independently.
2543.	Understands choices (fish & chips or milk or sugar)
2544.	I can speak clearly and make myself understood.
2545.	I can read but not well. my understanding is fairly good, of the questions being asked.
2546.	I can complete the questionnaire.
2547.	This person was asked how they felt about the meeting said it was "Alright", Asked if they understood said "YES".
2548.	My carer should do it.
2549.	My friends, looking after XX
2550.	I need help with choices. I sometimes bad choices. When things become complicated.
2551.	You will need to ask my brother. He does the shopping while I'm out.
	Documentation
2552.	A question could seem to be very loaded for a particular response.
2553.	Many of these questions seem to be very biased and are therefore difficult to answer. 1-1 support taking her out and about would be very boring for her - she needs her friendships.
2554.	Questions are very leading very little information about how object will be achieved.
2555.	It was a good questionnaire.
2556.	There is not an option to agree with some and disagree with some.
2557.	I find forms over complicated.
2558.	I think these survey questions are a bit bizarre. Of course, we want the best for my brother, I want him to do and experience as much as he can. I'm not going to disagree with that but if what you are getting at is shutting a day centre where he gets to do all of these things then no, he doesn't want that and nor do I. I answered neutrally on the "travel training" and "employment" bit as he is severely disabled needing 24 hr care, so these unfortunately won't be possible. I wish they were. I answered neutrally on direct payments question.
2559.	Some of these are very vague questions, and I am not sure if these are strategically in place for certain result. We are happy with how our day centre is run currently.
2560.	Not enough information is available to make an informed opinion. I suspect cost cutting and day centre closures are planned which would be detrimental for a significant proportion of less able service users.
2561.	All very vague.

2562.	I don't feel as though I have been given enough information to be able to tick a box. The draft day service model was not explained clear enough, who chooses which section the individual falls under a bit of each, the diagram didn't give this impression, maybe Venn diagram could be used to show that the areas could overlap (if this is the case) and that it just wasn't a choice of 1 of 3. How is this to be implemented was a question that wasn't answered. in fact, not many direct questions were answered, it was as if the people giving the talk were afraid to move forward, but Day centres are needed as a base to work from. People need to know there is a secure home hub.
2563.	Again, too little information to know. Without knowing what will happen to individuals, any response is meaningless.
2564.	These questions are too difficult to answer.
2565.	Talking about a person-centred approach, why don't you design a low barrier-easy language questionnaire containing simple yes or no questions for people having difficulties verbalizing? Give them the chance to fill it out in their pace and their way. This would be person-centred.
2566.	Clearer language is needed over the meaning of this strategy.
2567.	These questions are biased towards certain answers. The responses cannot be used to make any meaningful statistics. Q4 are the most meaningless questions imaginable.
2568.	This questionnaire is the worst possible form of response. The whole strategy is deceitful and misleading and reflects badly on the Council.
2569.	No boxes to explain my disability. I am disappointed that the council are looking for cheap ways to offer services, when often the cheapest services you pay twice for in the long run, because they are less effective, and cause more issues than results.
2570.	No brain injury box. There is no brain injury comment. No tick box for brain injury. You need more brain injury boxes. No brain injury box. Colloid cyst - ABI - No box for these options. There is no brain injury comment. I have an acquired brain injury and I think we should have a box for it. I personally think that individual's needs especially with reference to brain injury as in our case needs to be a separate issue. Not all put together under mental.
2571.	Again, I can't tick a box as the information wasn't concise enough. You can't make an informed choice when you haven't got the right information. There was a lot of politicians speak, waffle and no answers! For instance, what different ways would the service work in, it's no good giving a diagram to show how it would change, but no explanation or back up to how you are going change Day Centre's etc. The day centre is cog wheel, a central point you can't take that away, if you do, it all fall to bits, there would be no central control this leaves things open to misuse.
2572.	Terminology - 'Day service' perhaps daytime provision is more suitable. Also does the term 'Day' imply that everyone wants meaningful activities/support during the daytime only. 'Day service' is what most people traditionally associate with going to a day centre that is not accessing the community.
2573.	Questions aren't always right – rigged to get certain results, options not always right.
2574.	Issue with the questionnaires – all answered most as agree.
2575.	This is an extremely loaded set of questions aimed at getting a set of answers that the council want to justify closing much loved day centre.
2576.	I should not have come here without reading something first, but I don't know what I should have read :(

2577.	Not enough information to decide.
2578.	Not sure, as unclear what the detail is about.
2579.	Wording on form and understanding the form is very confusing, a comment box should have been available underneath each question. Trials should be made and noted on each individual for a short period of time and then carers input should be able to say how they are coping and how their behaviour has changed whether it is good and bad the impact on it has had on the change. On a normal well-being change can have an impact but old or young adults do not always say how they feel 'cos they don't want to upset people, family or carers. Input can help determine if they are coping with service users.
2580.	Flow charts don't work well with people.
2581.	The link failed so survey should be restarted with new deadline dates.
2582.	The link didn't work for me. Said invalid URL.
2583.	The link failed.
2584.	The link is broken and could not be directed to the draft day opportunities link.
2585.	Link not working for me but have looked online at strategy. Please check the link because may not work for others.
2586.	Link failed.
2587.	Need to know more and see the full draft.
2588.	I could not read the draft. The link was broken.
2589.	I feel the questions in this questionnaire are unfairly phrased and loaded in such a way that it is impossible to get accurate answers from those filling them in.
2590.	Can answer this when we have the full picture.
2591.	I could not open link.
2592.	Put the strategy in layman terms so that people can understand it, for example, the Proposed Day Service model.
2593.	A lot of these questions depend on the individual and their capability.
2594.	Carer – Difficult to find the right balance, need to use less jargon.
2595.	The current strategy ran out in 2017. This is missing in the consultation and needs to be embedded.
2596.	Amendments make less threatening and softer.
2597.	Waste of paper! Condense it down to 2 pages. Situation is black and white – complex and more able.
2598.	Citizens is not the right term.
2599.	The document could have done with better proof-reading 'Council does not have good quality information for citizens' regards how to access a personal budget' - that can be interpreted in at least 2 ways through poor use on the English language. Firstly, we don't have quality information for citizens regards - meaning we don't know how people feel, or the second and I think the intended meaning 'in regard to'.
2600.	need to know what is in the full draft.
2601.	When I came the first consultation the sentence was ambiguous from Cllr Hamilton – The amendment is clearer.
2602.	This is a loaded question.
2603.	There are hard questions to answer.

2604.	Do not like the term 'Citizen' we are all citizens.
2605.	All this paperwork is a "bunch of guff".
2606.	Carer said that she was pleased with the amendment.
2607.	Data given is misleading.
2608.	Definitions need to be included in glossary.
2609.	XX said that 2 hrs. to help to co-produce the document wasn't enough time – this was from the initial small group that critiqued the documents and where changes were made.
2610.	I have not filled in most of these questions since my personal details are irrelevant. It's the organisation which matters, and we are multi-racial, both service users and staff, the service users are all elderly, and the great majority have dementia, so they would tick a variety of boxes above.
2611.	If you do claim that this was a proper consultation before closure then that will be misleading, because nowhere in your documents have you made this clear – and given that you are dealing with people with disabilities, you should be making it clear.
2612.	The Figure of 700 is probably inaccurate as there are some people who don't go through the council- 20+ people who attend St Marks don't go through the council.
2613.	Figures seem to be missing within the strategy around the capture of Mental Health.
2614.	It was suggested that there needed to be an updated glossary on terminology used in the pack i.e. the difference between enablement and re-enablement.
2615.	The questions seem double standards meaning they are saying the same thing in different ways.
2616.	There is no box for individual people to say their personal recommendations.
2617.	There is too much paper. People don't want to read all of this.
2618.	Beware of language and code switching. (mixed messages)
2619.	I think we need a box for people with brain injury, as we do not fit into the other boxes.
2620.	None of the boxes on this questionnaire have a box for Brain Injury.
2621.	Young adults question should have give choice answers because it was confusing for them, such as "do you like to come to day centre?"
	Events and Presentations
2622.	The consultation presentation was not clear. There were ambiguous claims with what appears to be unachievable goals. Different methods of presentation such as flip chart and video clips could be applied.
2623.	Consultation presentation was not clear.
2624.	I haven't got a clue what the speaker was talking about.
2625.	The outcome was OK and we're looking forward to action taken toward this strategy.
2626.	Details were not given in the presentation.
2627.	The commissioners meeting, I attended made me feel like we are being bullied. I don't think the community understands people with a disability and also, I think you are beating around the bush you are not coming out with it properly about closing centres.

2628.	The consultation meeting on the 23rd April was a complete shambles. Far too many people attended and was too noisy. 9/5/19 had an informal meeting at heartlands much more beneficial all explained.
2629.	The meeting was pitched at my level, I understand what was said.
2630.	Firstly, I feel that this was not a proper consultation, more of a presentation. the 'proposals' are just basic human rights such as independence, feeling good. a proper consultation would have added these points. in day centre the option of getting a job / training is not an option for some as most have severe learning disabilities.
2631.	I feel what I attended is not a proper consultation where issues can be discussed. No mention of how what is in the proposed strategy will be achieved, because of this what is done to my son on day to day at Harborne day centre. it is very sad and unfair for the cabinet to take a decision in the light of a poor consultation.
2632.	I participated but there been only words. I lost my time. No specific strategy was explained. You spent lots of money for a presentation of nothing.
2633.	Friendly staff - Personalised questions to meet individual needs.
2634.	I don't feel as though I was consulted at all. The presenter repeated a lot of stories from their past and other examples. Avoided questions spoke down to people and I actually felt insulted the way this consultation was conducted.
2635.	I felt the consultation we received was much like a politicians spiel! No direct answers were given I feel we were spoken to like we were idiots that had no intelligence. Questions were side stepped or put out to the group to answer. Other staff felt the same.
2636.	I was very disappointed how the consultation was delivered. it made me feel I was talked down to and belittled. Plus, questions were not answered to make staff happy with the answers provided.
2637.	The consultant didn't answer any questions at all.
2638.	There was a great emphasis put upon the need for change in regard to the aspirations of the S.U however, it was brought up in the meeting that the roles of those who support the SU as in Care workers, would potentially change. This was downplayed & the point that the meeting was just a briefing more than a consultation, it was a bit confusing, nether one or the other. The fact remains that we are on the onset of a process of change.
2639.	We would like a clear and proper consultation, where alternatives are discussed in detail. This consultation has not done that.
2640.	The presentation (from the Consultation event) was vague. The sheet should be simplified for service users and carers.
2641.	This (presentation) has to be done in a different format, in a way for people to understand.
2642.	Need clarity with the presentation i.e. this is what it says, and this is what it means.
2643.	Presenter is very rude and very biased in what is being proposed. Doesn't say anything about the good work that the day centre does, the council isn't transparent.
2644.	Want somebody here to answer questions.
2645.	The city needs to be open and transparent with their answer.
2646.	Can't they send someone else in so we can educate them. Send the top Boss in so we can talk to them.
2647.	The information pack is good and easy to follow.
2648.	The presenter was good.
2649.	Felt the presentation was unclear – recommend questions being allowed throughout for clarification. Wish for a more open discussion.

2650.	Very Positive event.
2651.	Interesting & Informative, good opportunity to network.
2652.	Thank you, a well organised consultation.
2653.	Need to have hearing aid loop in place for people with hearing aids as I found it difficult to hear in a group.
2654.	Informative session.
2655.	Very Informative.
2656.	HAPPY with the meeting.
2657.	Presentation was very informative but there were so many people to reach, it is difficult to consider all angles at the time of the meeting. Facilitator was very knowledgeable, informative, pleasant and helpful - Thank you. Also note taker was very friendly and helpful - they made me feel like an individual who mattered.
2658.	Too many people, not enough room/chairs.
2659.	I felt that the presentation went over the citizens head.
2660.	Not really a consultation as not able to ask questions or give views at the time. Offered form to fill in but no discussions. Nothing new learned except saving money on building and not really thinking of individual needs.
2661.	Badly organised - poor responses, no answers to questions - No consultation.
2662.	Badly organised - chaotic start. Poor presentation - No actual consultation.
2663.	Accommodate for the numbers that might turn up. A whole group of service users were asked to into another room because of large turnout. They have to spend the best part of the day at Elwood as they had to wait for second meeting in the afternoon.
2664.	Stations more applicable to members of the public - less so to internal staff.
2665.	Well-presented and good discussions.
2666.	Really good.
2667.	Good session was useful and meaningful - very good.
2668.	I enjoyed the meeting and the people coming to talk to me and the room being full.
2669.	Poor acoustics. Background noise. Screen very small, slides not suitable for carers "easy read". No authoritative person like a Director, AD or Elected person to answer questions not covered in the handouts.
2670.	Meeting was fine about what was discussed and what choices are available to access.
2671.	Very Positive discussion group.
2672.	It's been interesting.
2673.	Meeting was well pitched.
2674.	I came here to collect as much paperwork and take back to Midland Mencap.
2675.	Pleasant environment, great to meet staff to see the centre, great to hear of current updates, explanations.
2676.	Very clear explanation, microphone use allowed for all to hear.
2677.	Format of group discussions need to be clearer, speaker said they would answer questions not the case - cross wires, more information could've been provided on the stands exhibiting.
2678.	Probably the best consultation yet - much was written down. Opportunities to have a say.

2679.	How to spread the word in the community, collect life stories (personal/ living witness), Space out some numbers on tables (drinks in the centre) to minimise noise pollution.
2680.	This event has been very useful, is it possible or there any way social workers can be invited or encouraged to attend.
2681.	As is so often the case at meetings such as this the room does not work well with background noise which is difficult for people with hearing impairment.
2682.	More information stations would have been good.
2683.	Found the verbal communication very good and useful Impairment and possibility larger print communication, larger printing email communication electronical.
2684.	This is a much better venue than Tally Ho - there is very limited parking which makes it difficult to attend.
2685.	I have enjoyed the event and the information provided has been very useful. I will be inviting some of you to our cluster meetings - Thanks for organising this wonderful event.
2686.	There should be a comfort break in the meetings.
2687.	Information Stations were excellent.
2688.	The presentation was too positive; my son would not be able to grow plants.
2689.	Lack of staff introductions other than the main speaker.
2690.	Poor turn out, too many chiefs.
2691.	Glad I came meeting enjoyable covered quite a bit.
2692.	Happy.
2693.	At the next meeting will we be able to is able to discuss any other comments further?
2694.	It's helpful for facilitator to explain.
2695.	It was fine/Ok. Booklets were well-presented and everyone could understand them.
2696.	Some Staff Members with presentation team not knowledgeable to answer questions.
2697.	A bit more information in the presentation as regards the general reason for the meeting.
2698.	Presentation did not come across clear, lack of information.
2699.	Looking forward to small group meetings.
2700.	Maybe a smaller, quieter venue would help. I know it's the nature of things but it's difficult to discuss - look forward to small group meetings.
2701.	Was able to get my concerns looked at.
2702.	Direct payment people had gone before meeting had finished.
2703.	Meeting was good, enjoyed the meeting with the group.
2704.	Good meeting and have a chance to give views.
2705.	Would have been beneficial to have representatives from employment, travel training organisation.
2706.	Very Good.
2707.	Very Helpful Information.

2708.	Presentation didn't give enough information! Felt that Service users were being given " sugar coated" version of the proposals. We want honest! Presentation didn't address anything! No time for questions and those that were asked didn't get answered! We lost our time. There was absolutely no information about what interests us. You spent a fortune to print all this paper but nobody told us about what specific changes you want to do.
2709.	It was a waste of time. There was absolutely no information about what interests us.
2710.	Waste of time. Real reason wasn't addressed bunch of back stabbers council sold us down the river - dictated to staff.
2711.	Helpful!
2712.	Good questions session felt listened to. A real shame that so few carers / parents attend.
2713.	Very Good 'Thumbs Up'
2714.	Service User enjoyed this consultation session.
2715.	Good to know people are interested in our opinions.
2716.	Very different from early consultations - responses will be different depending which meeting was attended.
2717.	I liked it.
2718.	Presentation could be more beneficial in community languages, so all are able to access.
2719.	Man, (presenter) was Okay, Strategy Rubbish.
2720.	Lots of noise level for table discussions. Consultations changing as they program - concern that those attending early consultations not so well informed.
2721.	The content of presentation was not materially clear as to whether attending a day centre for same would still be possible of a choice.
2722.	Could go on all day about problems.
2723.	Didn't receive much information.
2724.	9 attendees - difficult to capture cross represented voice.
2725.	Very informative meeting in detailing progress within the Birmingham area around opportunities available/ potentially becoming available in the region.
2726.	Very Good, listening well to the problems.
2727.	Presentation was very good. I gained a clear insight on City Councils Proposal's
2728.	Very informative, proposed model very impressive, some Hijacked the meeting with personal cases and attacked the model saying they didn't cater to their needs. It was quite sad to hear someone question if the presenter's job was necessary, when it is the reason they were sitting there - precisely for you to complain if you don't feel the model is adequate before it's put forward to cabinet appreciated this democratic process very much.
2729.	Better attended than St Barnabas church consultation. Strategy unconvincing - could all be cloak to true intentions.
2730.	Access poor for wheelchair.
2731.	Good discussion on our table.
2732.	Point/Question recorded for us.
2733.	There are good things and bad things I heard.

2734.	Lots of information, did enjoy the interaction with other people. The future is but a step ahead. Wouldn't like to be sorting day services across Birmingham, Wow!
2735.	Enjoyable, small Groups.
2736.	Update meetings.
2737.	Thanks for this opportunity to meet up with other providers to discuss the changes.
2738.	Meet with providers and social workers in same meeting.
2739.	Great discussions.
2740.	It really opened my mind and eyes to the issues at stake and found it useful and informative.
2741.	Felt questions were listened to and thoughtful responses. Would like to know outcome and that service user voices & carers voice is heard.
2742.	Educational about what the council is doing.
2743.	Projector not clear but well explained by presenter.
2744.	More information received than the previous attended at Elwood Resource Centre.
2745.	Very Good.
2746.	Very Good Information.
2747.	So many unanswered questions.
2748.	Not enough carers. Too many staff.
2749.	Would be helpful to have a short feedback from the other events presented to hear the key messages and this could have been timed at 2 mins per talk feedback\ to assist carers getting insight of thoughts and comments.
2750.	Would like my questions to be answered with a yes or no.
2751.	It was good to work in small groups and share our thoughts.
2752.	The staff who ran the sessions were helpful with recording and listening to our ideas.
2753.	Needs to be promoted more like other consultations to ensure all disabled people & carers/ families get a say. Everyone should be encouraged to do the questionnaires again as people know more about it now.
2754.	More discussion time would have been beneficial to all. Not enough time to go into details.
2755.	Too short time discuss.
2756.	One of the better presentations so far. Good to see service users present & guidance from staff.
2757.	Found information helpful & well explained.
2758.	Very Small location, overcrowded, Access to relevant documents was well presented.
2759.	Small Venue, Very Crowded.
2760.	Feel understand better plan.
2761.	Feel better about decisions for future.
2762.	Opportunity for more questions, however, I appreciate strategy is at infant stage.
2763.	Smaller group good, understood a lot clearer, felt voice heard OK.
2764.	Very informative and interesting - well put across.

2765.	Definitely understandable.
2766.	Informative at a good level.
2767.	Very disappointing meeting, the presenter did not answer questions always moves on to another question in a very confusing way.
2768.	Utter nonsense. Asked my questions which were avoided. Questions for the "Consultation" for the new strategy were questions which were impossible to disagree with. Very frustrating meeting and irritating.
2769.	The meeting had a lot of information but most questions the answer were not appropriate to people's needs.
2770.	It's not the fault of the presenter the content was poor. It didn't feel she was allowed to talk to us. It was good to have a second meeting to be able to attend.
2771.	Most of the people understood it, it was good more explanation about the direct payments.
2772.	Enjoyed the group discussion.
2773.	Felt that Head of Service doesn't support day centres. Showed negatively about them yet it's what the citizen are interested in.
2774.	Couldn't hear presenter, didn't understand presenter.
2775.	Presentation could have been clear.
2776.	Language used was not clear and not suited to the group. I get the impression she does not support or value the Day Centre.
2777.	Presenter failed to engage with anyone other than themselves. It was clear that they didn't support the daycentre. Therefore, it was a biased presentation.
2778.	Very valid point put across within a smaller group to focus on dementia work across Birmingham.
2779.	Great to catch up with new draft of day opportunities.
2780.	Good interchange of views in supportive environment - highly inclusive format and very informative.
2781.	I thought it was good but was disappointed that more people hadn't come.
2782.	Small groups would be appreciated.
2783.	Maybe the need for interpreters for families with language barrier. May be have small consultation.
2784.	It was honest presentation from Presenter.
2785.	The strategy links with the 3 conversations, but there is no mention of this in the presentation.
2786.	This event had provided a good forum for networking and producing a Community Assessment.
2787.	The questions asked by the presenter about closure of centre were not answer with clarity.
2788.	It was a good presentation, well explained, especially that the centre wouldn't be closing. Have a sister at this day centre. Very Happy, comfortable and safe around here.
2789.	there were too many questions that you have no answers to when you were asked in meetings
2790.	Low numbers of carers attending at Alderman Bowen as Carers are burnt out, they have had enough. Have many meetings to attend in connection with their loved one. Carer states five meetings alone in connection with their love one.
2791.	I came here today thinking we would have the centre closed – I feel none the wiser.
2792.	Those that attended, felt like previous consultations hadn't been listened to, and that this wouldn't be any different.
2793.	There needs to be engagement for other communities too to include Muslims, Sikhs or other religions. You could engage with GP surgeries or places of faith. Social media could also be used. The language, words or attitude that you use when presenting to

	people is important and better than things you write. We can show them what we want for them and future plans that they could have.
2794.	All professional's stations here today but appears not many turned up. All stations I spoke to were very helpful. Sense in particular was very helpful.
2795.	There should be Department Heads, Directors attending these consultations.
2796.	A previous event al Elwood Day Centre was chaotic with a large number of attendees and tables. However, again it was acknowledged that lessons were learnt, and the format was changed for the afternoon session.
2797.	A very good networking opportunity and proactive participants. It was good to share information + knowledge. I hope this consultation continues to be as effective with proactive outcomes.
2798.	Access to events for all service users.
2799.	An ideal networking event.
2800.	X is enjoying consultation today.
2801.	Badly organised.
2802.	Both presentation /facilitator good.
2803.	Citizens were disengaged and unable to understand, the meeting was down to just one-word descriptions and answers.
2804.	Consultation meeting duration: about right.
2805.	Consultation meeting location: very good.
2806.	Consultation meeting - Presentation: good.
2807.	Couldn't hear her, didn't understand her.
2808.	Councilor Paulette Hamilton was positively taking feedback from citizens this was noted by the PFPS planning members who would like to send their thanks for this.
2809.	Duration was too long.
2810.	Enjoyed.
2811.	Everyone found the presentation good, and audience appropriate. They felt everything was well explained, but some carers/parents stated that it wouldn't work for the public events.
2812.	Excellent and informative - Thank You.
2813.	Excellent.
2814.	Experienced the small group sessions at centre. Worked really well, easy read and pictorial – understood it.
2815.	Facilitator coming to table a good thing & presentation was really good.
2816.	Families preferred the smaller meeting. This helped them to understand the changes and give reassurance that day services are not closing at this moment in time.
2817.	Good table facilitators.
2818.	Good, able to meet each other and talk.
2819.	Good, I like the presentation.
2820.	Great networking opportunity.

2821.	Group felt that the session was structured OK and reported no issues.
2822.	Had a very good/fruitful discussion with presenter.
2823.	Hard to hear discussions on table.
2824.	Has a very limited, English skills, so did not understand what has been said, but paperwork will be sent home with him, for family to read.
2825.	Having meetings is a good idea to discuss imminent changes.
2826.	Having the stations was a very good idea.
2827.	I attended as a member of the public although I work for BCC, I was surprised on the low attendance, I am hoping other events are better attended.
2828.	I found this interesting.
2829.	I have never experienced such a consultation like it and have attended lots run by the Council.
2830.	I liked what was said.
2831.	I was told I cannot ask questions at the first event.
2832.	Informative, good discussions made some contacts. which will allow me support citizens I work with.
2833.	Interesting to hear them.
2834.	It was a good venue plenty of parking.
2835.	It was interesting to hear the ideas and suggestions.
2836.	It was mentioned that the Day Opps draft strategy wasn't explained fully enough at the beginning of the presentation – there were some people in the room that seemed still confused about it on the tables.
2837.	It's helpful for facilitator to explain.
2838.	Keeping me informed.
2839.	Knowledge sharing.
2840.	Like facilitator helping and explaining.
2841.	Location too remote and deserted. Attendance very low - should have been advertised more widely - notice in papers etc. Local councilor should have been present.
2842.	Location was good – good access to parking.
2843.	Lot information to take in, couldn't make head or tail of the presentation.
2844.	Maybe a bit too long.
2845.	Maybe home language interpreters for families with language. English not being their first spoken language. Maybe have small consultations.
2846.	Members felt that the FAQ's could have been included in the presentation and a reminder of the end date of the consultation.
2847.	More scenarios with presentation.
2848.	More time needed.
2849.	More time to understand.
2850.	More useful than some of the previous co-production sessions – good idea to separate providers and public.

2851.	Most informative presentation – questions need to be answered regarding funding.
2852.	Much useful information discussed, more information re-direct payments many do not know. Also, one day centre finding BCC funded clients not coming their way why is this?
2853.	Next time could we have someone who understands what the consultation means. Enclosed on the back of feedback sheet but also hope to send an email to the head of social services. To have our say is not ticking boxes which you have put in the paperwork. Listening to people views will give you a better idea on how we feel. If the consultation had been better organised we could have worked together in smaller groups all in one room to get the most important questions across from each group. Do you need help to organise a proper consultation because I am sure as carers we could do better.
2854.	No issues with parking.
2855.	No mention of topics from previous sessions which are important to this event.
2856.	No questioning during presentation.
2857.	People felt that the presentation lacked clarity. They felt unsure about what "accessing the wider community" actually meant. They felt that they didn't actually get an understanding of why the council was choosing to look at Adult Social Care now and how this model of working is different from the current one.
2858.	Positive to have facilitator + present.
2859.	Presentation was good and would probably suit some people but others it definitely would not.
2860.	Presentation was not suitable for service users.
2861.	Presenter who held the consultation was not capable of delivering the message. Also, we were told she was not going to answer any questions. Is this not a consultation to discuss what we thought?
2862.	Provided good explanation of process.
2863.	Service users have been here for 15 years and are happy. This is not a consultation meeting; you do not have room for me here hello where my voice can be heard, and questions answered.
2864.	Small consultation meeting was better. Enabled us to understand what consultation was about.
2865.	The meeting time was just right, not too long or too short.
2866.	The meeting was too long.
2867.	The meetings and booklet were vague not clear. Very difficult to decide if it will benefit family and individual - There are no examples it is harder for service users to understand what is happening.
2868.	The presentation was good, I liked it.
2869.	The presentations needed consistency in their delivery. The Carer had been to a number of presentations cross city and all were different and although it was acknowledged that this was down to the different target group the key message should be the same. He raised that one presenter had not read of notes and given incorrect information.
2870.	The question centred around Enablement and what it means and if the Head of Service gives a definition to the one in the pack this does not instill confidence from the public. He added that it is fundamental to the whole constituency to impart accurate information and not expand from the brief.
2871.	The stalls were good, but some felt that they needed more time to visit them.
2872.	There was too much paperwork on the tables that also caused confusion.

2873.	These meeting are upsetting me you are making me feel very unhappy.
2874.	This is interesting.
2875.	This is the second meeting I have attended. I still do not understand what is happening.
2876.	This person was asked how they felt about the meeting said "alright" asked if they understood said "yes".
2877.	To have students in 2 rooms was not a good idea as there was no inclusion in the main room. The whole place was not suitable for this purpose.
2878.	Useful Information, Good pace, chance to talk.
2879.	Venue fine.
2880.	Very clear.
2881.	Very happy with meeting (x 3).
2882.	Very interesting & informative.
2883.	Very patronising explanation of travel training.
2884.	Very useful presentation. Informative and easy to understand.
2885.	Visual impairment so couldn't get up (written next to Information Stations sections).
2886.	Was great to have the group discussion as we get to say what benefits the service user.
2887.	We came today to support - she did participate in the meeting but was disengaged, she does not have the comprehension to understand. We as her advocates believe the day centre is the best model to meet her needs. At times she requires 2 to 1 support. (Family members)
2888.	We came today, did part – disengaged.
2889.	What's happening today- Are service user understanding this question & implications in choice they make.
2890.	You have ulterior motives for these meetings.
2891.	Information about other things in the city: need more stalls – employment/placements
2892.	Enjoy the meeting. Glad that the Ebrook is being refurbished.
2893.	Nothing new was learnt from the meeting we attended.
2894.	Very patronising! (Example used - you see the bumps by the traffic lights – that makes travel training easier)
2895.	Was good to know about the things you do for the people they need what they need.
2896.	(Not) Long enough.
2897.	Found it very interesting.
2898.	Good discussion.
2899.	Good group work. nice to share views from other service providers.
2900.	Good opportunities to network.
2901.	I enjoyed the group work and would hope that our responses be taken onboard.
2902.	The event was informative and useful.
2903.	When I came to meeting 1st August after the big hall, this meeting I was still confused.
2904.	Too long

2905.	Did not announce what position she held when asked was told not important for us to know. WHY NOT?
2906.	When asked what her position was, to be told I do not need to know, was completely out of order, also she said she was a shy person is beyond belief for someone holding the meeting.
2907.	She has moved from one centre to Harborne Resource Centre. She is not happy with all the meeting, she is confused.
2908.	I liked it.
	Governance/Decision Making
2909.	I can only hope that you re-consider the decision you have come to regarding day services. We who work at Birmingham City Council staff which are highly trained, to assists people out in the community regarding the toilet situation, there are hoists available in the community to assist our people with complex needs. Staff in Birmingham trained by Birmingham are the best in the country.
2910.	I believe that regardless of our views decisions will be made as it is all about money. Not the offer of support or impact on individuals.
2911.	Will the council listen to our needs?
2912.	But you don't listen.
2913.	You need to understand how the impact of your decisions effects them (service users) and in so doing how it affects the well-being of all of us long suffering carers who are always trying to do the best for those that we love and care for.
2914.	There hasn't been transparency in previous years when changes were going to be made.
2915.	These are important decisions you are making, affecting thousands of people's lives - DO THE RIGHT THING PLEASE!!
2916.	Who decides what support you need - will people who do not have complex needs loose support and opportunities?
2917.	Many people from Birmingham City council lied to us and I don't believe a word you are saying as you don't care about people you just care about saving money! I matter you know!
2918.	Please listen to us and don't just disregard my concerns like you have always done!
2919.	I'm not very hopeful that our opinions will be listened too! We had a family emergency recently and it took me 4 days to get through to the duty team, how would a vulnerable person manage without the support of a Day centre?
2920.	This process has been done before with older adult day centres. People had their say but the centres were still closed. Centres have been closing on a large scale. People have been forgotten and the council is not listening. The cabinet that make the final decision are not in the real world. People at the top don't listen to what we want. It doesn't matter what is being said in the consultation.
2921.	Please listen to our fears as they are genuine concerns, I had over two years of lies so trusting the Council is really difficult. I think my friends and I deserve investing in not just having money thrown at us and told to get on with it. I'm worried that lots of my friends that were bullied into leaving my centre because we were told it was closing are now isolated and scared in their homes with no one caring or monitoring them, I fear this because it happened to my brother and I when you sold our old Day centre off for a housing estate!
2922.	Concern - 31 July 2018 sat in cabinet. This strategy was on the agenda item 10 observed members not aware of Day Centre and gets a vote. 3mins 11 seconds – no question asked. 3 mins 11 secs – no questions asked.

2923.	Want to know what's in the report before it goes to cabinet. There seem to be all kinds of people taken on to do things – that bothers me.
2924.	Queries on how cabinet worries, 10 people – majority wins. Explanation given of process and confirmed will be going to scrutiny. Important to let everyone know the process prior to cabinet.
2925.	Leader; Deputy Leader; Waste Collections. They may not know what others do. Then proposals are reviewed, then voted on. That's absolutely disgusting It's disgraceful. They need to "walk in our shoes"
2926.	Money is there but we are being told that there is lack of funding, yet you can waste a lot of money on these consultation events when decisions have already been made.
2927.	When everyone is around the table making decisions about day centres and its general ruin, would it not be a good idea that someone or some people come to the day centres and see just how they run/work. Especially as there are many different people of all disabilities and complex needs and just to see how the staff cope.
2928.	I'm shocked how managers who have hosted various consultation meetings have given a very one-sided view! Day centres work and they need investing in, not, closing down!
2929.	BCC decision making can have a significant impact on family members.
2930.	On behalf of my son, have any of the counsellors who have devised these changes ever worked with people like my son and really and truly understood what parent/carers go through with counsellors decisions?!!
2931.	We wish our ideas would be considered.
2932.	Carer – It is difficult to know who to trust.
2933.	No Trust in the system.
2934.	The parents and carers discussed how they had been having meetings like these for many years, and with these meeting always comes the fear of the day centre closing. They felt that the council didn't listen to what the people want and are constantly relooking at the strategy and presenting the new information.
2935.	I would like to request that we get MP's and local councillors join us to fight to keep our day centres open.
2936.	I feel this consultation is a waste of time as you will not listen to us and that you have already made up your minds.
2937.	Ultimately the decisions have already been made regarding day centre's!!!!
2938.	They need to put what has been said at the meeting into action.
2939.	This is not a consultation. These proposals are already set in stone.
2940.	If only they listened at the top. But they don't listen.
2941.	Decision makers are not in the real world.
2942.	Good job Scrutiny has sight of this otherwise it would just be bulldozed through. Scrutiny is good for us.
2943.	I have felt for a long time that Birmingham City council wants to pass the responsibility of adult social care into the private sector or family for many years. Call me cynical but I actually feel that regardless of whatever we write in this consultation we won't be listened to! I don't agree or disagree with the proposals but what I do disagree with is adult social care becoming only available in the private sector. I wholly believe that this is all a pipe dream and will put many vulnerable people at risk of harm, isolation and exploitation which can never be a good move. You need to be more transparent and honest to the people of Birmingham. This isn't about improving lives, it's about saving money!

2944.	Because all this was just to cover you with papers, when in fact want to close the Day Centres.
2945.	Sure, BCC has timescales for the strategy.
2946.	You can't execute something without knowing what is going to happen.
2947.	Want to see actions please, less talk.
2948.	The council are back stabbers – I've been a labour supporter but waste of money.
2949.	This whole consultation process and indeed this questionnaire is written in a very biased way, to me there will only be one outcome, once again the wishes of the vulnerable people in Birmingham will not be listened to because you have identified that you will save money by closing Day centres and that is what you intend to do! Listen to the people who are happy with their current care package! Where in this questionnaire does it give them the opportunity to voice this!
2950.	Lots of great ideas, Cabinet will say "No" if there is no money.
2951.	As long as we are listened to properly, our needs are more important than finance.
2952.	Need to learn from other authorities such as Cumbria who are much more successful than BCC.
2953.	I think it is important for senior managers and politicians to listen to carers- (us) and staff at centre about service users' needs and aspirations.
2954.	I would like to request that we get MP's and local councilors join us to fight to keep our day centres open.
2955.	Listen to what I have said.
2956.	Other than Health and Safety (Councilor Hamilton) what does Waste know about someone with disabilities? Only people who know about people with disabilities should be working on this.
2957.	We want the Consultation to be service User and staff driven and led.
2958.	Whoever is in charge of Birmingham City Council better listen.
2959.	We would like to see a copy of the draft document after our views and opinions have been submitted. How will Cabinet approve this strategy – will there be further consultations with families? Any decisions have to be closely monitored.
2960.	I think the council lacks willingness to do it.
2961.	Make sure that they take actions on our comments, if you don't do as we ask then I will roll up and die.
2962.	Make sure they act on our comments if you don't, I rather be dead.
2963.	Listening to our needs is more important than what you think we need.
2964.	These people have no voices we are there.
2965.	We want a straight and honest answer.
2966.	when you get back to us will you be changing it if we say no it's rubbish.
2967.	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
Process	
2968.	I feel that this is a box ticking exercise.

2969.	I would like to have a clear proper consultation with alternatives to ensure that myself as a father of a severely disabled son and the whole family will not suffer. I would like feedback by post to my home address.
2970.	Publicize this more widely! Unless of course you are fearful of accurate negative responses!
2971.	You have wasted more money & time you should know what is needed.
2972.	Valid point about the internet, the ability to use it highlights complex needs.
2973.	I felt the consultation did not give real answers. When asked about those profoundly disabled no proper answer was given. I feel it was more aimed at those with a mild disability which is good in itself. My concern is more for those with a profound disability. Came away dissatisfied with the consultation so did other staff.
2974.	Questionnaire access online for elderly carers some have never used computers or ever been online.
2975.	Please stop doing this, how many consultations and questionnaires can we be expected to complete. The whole process is very unsettling for my son. This whole experience just feels like a money saving exercise and is in no way has the best interest of the service users.
2976.	Prior to any sharing of information on consultation with service users the framework should be in place offering alternatives to enable staff/ managers. To sell the vision to both service users and carers. Without physical alternatives there are no objectives to convince individuals of tangible alternatives.
2977.	Concerns were raised about the lack of answers to previous questions. Also, that some people were not aware about the follow up meetings.
2978.	Some people did not get flyers, so they did not know about this.
2979.	Not sure of the process, purpose of the report is to make a recommendation strategy written by Graeme Betts in Jan 2017, presumably that's going into the report.
2980.	Some people have not had flyers and don't know about the amendments and engagements events.
2981.	Concerns about the follow up response to questions raised.
2982.	When will I hear back from this consultation?
2983.	I would like feedback and direct answers to my questions and comments.
2984.	Keep people informed about changes. I know where this is going, Staffs did the same thing.
2985.	There is an assumption that everyone wants to use or has the internet.
2986.	I couldn't get a direct answer from BCC staff so had to find out information in another way.
2987.	Not everyone has internet access some people are well educated and still do not want to use the internet.
2988.	The review is welcomed and needed (External Providers).
2989.	Some messages have not been passed on to carers from manager at the day centres – all amendments should have been sent via post not given to service user as they may not be living with their carers.
2990.	All think this is positive and the right approach.
2991.	If day centres close service users would need support in the community. it cannot be just left to carers to get on with it. this was quite a leading questionnaire and could be interpreted in favour of closing day centre and this is not what is wanted.
2992.	Still unsure of future services.
2993.	Appears to be ticking the boxes rather than finding out what the service users are doing.

2994.	Another example of poor planning.
2995.	There is no transparency to the process.
2996.	I feel that nothing is in place for individuals to access. No safety net in place for vulnerable individuals. Questionnaire access online for elderly carers some have never used computers or ever been online.
2997.	Some felt the consultation was an overload of information and that it could have been condensed into less paperwork.
2998.	This has been going on since 2012. They don't care about people. They didn't listen when we had a consultation in 2012. They just throw people to the wolves.
2999.	Publication of the material surrounding the consultation and strategy etc was criticised, as Service User cannot access the internet. Without the day centre she struggles to get information. They all felt the council needs to be better at getting information out there to people without internet access. It's hard for people to know what's available. Perhaps they should use local notice boards etc. Furthermore, the council have been very slow with posting updates regarding the consultation project. It took many weeks for frequently asked questions to be put online. They also felt that the FAQs mainly answered questions for service providers and didn't look at the public/service user views – they still can't find the information they need.
3000.	Over the years we have had many, many consultations and unfortunately nothing positive has come out of them, just more money spent! Yes, people are very cynical, it's a case of here we go again. Birmingham Council have got to prove yourselves and restore confidence from the people you are serving, but with this latest consultation yet again there isn't anything solid and stable or positive to work towards. Yes, some ideas (no fully formed plan-wishy/washy) but no evidence of how, what when, all if's and but's and maybes. The people delivering and supporting the consultation, seemed in the dark or hadn't got a clue. The officer on our table had some incorrect information, plus was unable to speak to the people when questions or idea's put forward. It all feels Deja-vu!
3001.	I am waiting for more information once a decision is made.
3002.	It seems as if it's down to politics, playing with the numbers there are real people not statistics, to play around with their lives and their reality. This is how homeless people end up suicidal, as a citizen of Birmingham you can see it happening and it's on the rise.
3003.	This (consultation/amendment) is about ticking boxes.
3004.	It is not good enough that not all responses to consultation questions are online – should have all been done by now.
3005.	4 weeks is a very short period for the amendment events.
3006.	Questions are not coming through quick enough!
3007.	This is strategic level but need to demonstrate practicalities. For example, I can explain to my sister what the internet is today, she'll say she understands then ask me what the internet is the next day.
3008.	This council is ambiguous – I was misled – it's meant to be a two-way process.
3009.	Failed to carry out Equality Assessment.
3010.	Needs to be promoted to neighbouring communities.
3011.	As a carer need to have more information.
3012.	No financial info available from council.
3013.	Happy it's about the individual's feelings and everything is being catered for them.
3014.	Co-production with service users is essential and progressive.

3015.	Consensus that the Day Services Consultation should have the Citizen at the heart of it and this should be done with the service user in mind.
3016.	Co-production: Does not like the word 'resilient' in the document: can become jargon rather than a meaning.
3017.	Given my voice power by making people listen.
3018.	I think the consultation has been a bit of a shambles and has probably cost a lot of money - so wasteful.
3019.	I would like to know about the cost of this.
3020.	A discussion took place around the timeframes and whether a 10-week consultation period was realistic. It was queried when this would be re-presented to Cabinet.
3021.	A larger amount of questions could be asked in reference to persons with specific disabilities in their life.
3022.	All together was good proposals, were made. But I feel quite a lot of the service users don't fully understand what is properly being proposed. Therefore, very confusing for both parents and users further feedback needed.
3023.	Also, this consultation, which was initially omitted when Cabinet took decision on 31st July 2018, has been very badly run and is divisive.
3024.	Been here before - since 2012 consultation.
3025.	Carer said that questions that have been asked for the consultation have not been answered.
3026.	Carers expressed their reservations about the consultation process and purpose.
3027.	Consultation does not focus on day centres.
3028.	It can be too much information for them too.
3029.	It was highlighted that paperwork given out and online links need to be checked for functionality and accuracy. It was noted that 60 providers are mentioned however only link to 34. BCC needs to take ownership of updating its systems to give accurate information.
3030.	It will be easier for The Consultation Model to be adapted for British born Chinese, but rather harder for the older citizens who are illiterate and do not want to change.
3031.	Need better communications.
3032.	Needs to be reduced in paperwork for able body to understand area is either black or white.
3033.	Not everyone has email or uses a computer.
3034.	Taking part in a consultation without being objective have means that the council will decide for us.
3035.	There needs to be regular updates of the website.
3036.	This consultation is inconsistent with budget objectives. It is dishonest and is a shroud over an ulterior motive. This should not be allowed and is a discredit to the city.
3037.	Taking part in a consultation without being objective have means that the council will decide for us.
3038.	There needs to be regular updates of the website.
3039.	This consultation is inconsistent with budget objectives. It is dishonest and is a shroud over an ulterior motive. This should not be allowed and is a discredit to the city.
3040.	this consultation is not transparent the first consultation was ambiguous I was also misled. Legally you are on a fine line. You are not consulting you should be asking us and taking our ideas forward you are doing something different from what you are saying.

3041.	This is about closing the loopholes so we can't find out anything.
3042.	Time scales - how is information taken out from questionnaire to go into reports.
3043.	We lost our time. here was absolutely no information about what interested us. You spent a fortune to print all this paper but hardly told us about what specific changes you want to do.
3044.	We need to complete questionnaires – emphasis the need.
3045.	I think the consultations has been a bit of a shambles and has probably cost a lot of money – so wasteful.
3046.	Councils must work with people who use services, we already have the service we want and need and the right staff.
3047.	Having consultations with those providing the primary care e.g. family members would be beneficial.
3048.	I don't agree with what and how it has done.
3049.	My daughter needs the day centre. After attending several meetings, no one has told me how this new system will be implemented or financed.
3050.	Things start then they stop.
3051.	Treated like equal during coproduction.
3052.	You are failing to carry out assessments, you are breaching the Equality Act.
3053.	You do not have any relative DC reps at the events you need to do this.
3054.	Didn't get any clarity on elderly and dementia support and have raised it.
3055.	I am feeling more pressurised with this system.
3056.	People with disabilities should be included and involved from the beginning when planning services.
3057.	Speak to the centres.
3058.	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.
3059.	No one has identified a specialism of an impact assessment.
3060.	I still don't know what you're commissioned to do. John explained. There seems to be all of people taken on to do things that bothers me.
3061.	These are my views – I have already complete a form with the person directly concerned.
3062.	If people are not happy how do, they complain? If they are not happy with the outcome of the consultation.
3063.	No one has identified a specialism of an impact assessment
3064.	These are my views – I have already complete a form with the person directly concerned.
3065.	I still don't know what you're commissioned to do. John explained. There seems to be all of people taken on to do things that bothers me.
3066.	Pictures to know who's who of staff
3067.	Sandwell people also use our services vice versa and John encouraged responses from Sandwell.

E) Direct Payments

Direct Payments

3068.	I feel unsafe in the community, I would not like direct payment as I don't think my sister could manage anymore responsibility and she lives in Scotland and no one else is here to help me.
3069.	Concerned about change to direct payments as this puts more responsibility on carers.
3070.	Personal budget is ok but with lots of support.
3071.	Push for direct payments. These are rubbish if the day services can't be accessed with direct payments.
3072.	To reduce day centres with a view that disabled citizens can access the community with the day service using direct payment is problematic. The community now is not inclusive, accessible and disabled friendly. Direct payments do not allow for disabled people that require 2:1 care. Where and how would these people get out and access the community? It feels like we are going back to pre-day centres, when disabled people were stuck at home, in institutions, isolated and forgotten about.
3073.	Still want a five-day service. With longer hours away from home. Will direct payments make a difference to me?
3074.	Although the idea seems that it gives the families more freedom in terms of what they can use the money for, in our family set up, somebody like my mum who's the primary carer for my brother would need additional support in managing the affairs. Therefore, in effect it would be harder, whereas now there is a routine whereby our brother goes to the centre and everything is acquired for us. Here then, anything I guess is routine aid for our brother so maybe the unknown etc could cause lives for failure and the service user.
3075.	Having to arrange the travel or activities may become stressful if carer doesn't speak English, therefore more help will be needed in arranging the travel or activity desired.
3076.	Furthermore, these direct payments being proposed seem like a bit of gloss to distract from the aim of closing day centres. Proposals need to be direct and clear. If accepting direct payments means users won't have access to day centres, then it is important you make this very clear.
3077.	The only way this strategy would ever work is if you gave a choice to all to opt for a day centre or direct payments. This is not happening at the moment as people that are leaving the education system are not being offered day centre places only direct payments.
3078.	You are listening, I have direct payments + day centre this works fantastic and balance.
3079.	Another concern with employing a carer to take my sister out, what would happen if they were ill for a prolonged amount of time, who monitors all this or are you expecting the disabled person to know the right channels or the right people to contact so once again they will be at risk! The thought of disabled people left for months without being checked or monitored is scary, you need to listen to the people who actually know what it's like for them!
3080.	I think direct payments definitely gives more control over one's choice through the flexibility it provides. Service users can choose to use their budget as they wish. However, this becomes a problem when trying to access the community.
3081.	If payments change to direct payments it would be totally impractical as my family have enough to cope with, without having to sort out payments to staff, planning, arrangements, tax insurance, travel fuel etc. It would be impossible basically to be cared for at the level I'm presently at and would probably end up me having to live in a home as my family wouldn't be able to cope.
3082.	He already has the support we need. I am a capable adult with a responsible job, and I do not want to manage a budget or employ Assistants. How are elderly parents or people with less idea how the system works going to manage this?

3083.	The Direct Payment system is too complicated, and it should be more flexible for the Care receivers and also the Care providers to use their budget on all the necessities of the care receiver.
3084.	I am very happy at my day centre enjoy coming 5 days a week looking forward to my friends. How will I manage direct payment? I do want the day to be longer.
3085.	For some people direct payment will be great, no doubt about it, but for the likes of my brother (severe learning disabilities autistic & epileptic, very bad short-term memory) it is not appropriate. he needs a building-based place to go to, Harborne day centre. He is so vulnerable and needs looking after the staff are wonderful and so are his peers. Direct payment can cause isolation and vulnerability for those who cannot speak up for themselves, the staff at centre have all sorts of experience and are regularly trained on different things.
3086.	Personally, I received a direct payment funded by myself and BCC. I have been forced to employ an agency for my morning care and social activities. My problem at the moment is things are not working for me personally. There is no structure for the times they arrive it could be between 4 pm and 7 pm for tea-time call and also sometimes they don't appear for shopping calls which was sorted with my social worker. I needed early in the morning and not three hours after noon. Please I need to help to get a suitable PA as I am sure this can work in the future.
3087.	BCC should focus on linking citizens to care providers to promote the updates of DPs. There are not enough resources for people with physical disabilities and associated needs.
3088.	I don't agree with direct payments I like the way things work now I don't want to go into the community alone.
3089.	Direct payments can be a wonderful thing but when circumstances change, and people need more help it all comes down to finance and budgets. Overall, direct payments do not and cannot replace day centres and all the professionalism and qualities they offer.
3090.	It is vital to focus on Strengths Choices assets and Goals, if they have the capacity. Providing support in a centre staffed by trained members with a range of skills is less limited than only having a very small budget to pay for all the skills required when looking after someone with disabilities. Giving direct payments allows for mismanagement. Skills and understanding on employing a carer through direct payments is a massive assumption that most carers will be able to do this. I as a carer do not want the responsibility of organising transport, trained staff and sourcing purpose-built buildings. Direct payments going to one person will decrease possibilities as costing would go up on organizing events based on individual basis. The city and 98% of buildings are not accessible for disabled people.
3091.	Not everyone can use a direct payment.
3092.	You must understand that for people with severe learning disabilities and other health problems, direct payment would not be for them. One size doesn't fit all.
3093.	Direct payments might be a better idea for X who might be able to access more activities outdoor as well as the centre. Negative: not sure how family will manage the finances as well as pay one to one carer. Will need support on how to manage the finances.
3094.	There is a lot of focus on using 'direct payments' what happens if you are assessed and the allowance does not give you enough to support your day opportunities as fully as if you were attending a day centre 10-3, 5 times per week.
3095.	The report mentions that there is not enough information about whether people want to have individual payments.
3096.	I think the negative impact could come from use of direct payments as main source of support. A lot of carers I know are elderly, not computer literate and will find it difficult to find/ arrange/ manage 1 to 1 support.

3097.	Might need support in managing the finances.
3098.	Attendees expressed concerns about Direct Payments. One carer stated that she would always reject Direct Payments.
3099.	The difference is if a young person is asked if they want a DP or go to a day centre or if they are just offered a DP. When a young person is leaving school, they must be asked if they want to come to day centres or to have DP. People aren't given choice. When young people leave school, they are not asked if they want to go to a day centre, they are only offered DP.
3100.	It is Direct Payment or nothing.
3101.	Direct payments - you are forcing them on people.
3102.	Direct Payment can be a pain especially when you have 2 payment cards and you have to pay a bill via phone.
3103.	Direct payments are going to mean a lot work and hassle for families to administer as they are going to have to double check everything to make sure all the information given, and paperwork is correct so that they receive correct payments.
3104.	Direct Payments are too complex and all the tax, national insurance etc. takes a big chunk out of the allowance. It is recognised that it is right for some.
3105.	Personal budgets/direct payments - Most carers feel these 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.
3106.	All the Carers agreed that they were not in favour of Direct Payments.
3107.	Direct Payments works if you have a good PA. If my son doesn't go out, he'd go ballistic. He has to go out every day.
3108.	The more people who take Direct Payments, means there is less need for day centres.
3109.	Yes, therefore artificially weeding out day centres.
3110.	The discussion then moved onto the topic of direct payments and what they can be used for. Many of the parents recognised that direct payments may be helpful to some, but that they were being pushed onto them. They also said that as they couldn't use them to fund the day centre, there wasn't much point in them using them. Also, if they were made available for the day centre, it seemed likely they wouldn't be able to be used to fund all the days there that the user needed.
3111.	Want the opportunity to use DP for appropriate facilities, and to increase their independence.
3112.	Training and education on direct payments is necessary, change is difficult for some and so need to be educated appropriately for a smoother transition.
3113.	Direct Payments are not for everyone, but I feel as if I am always being pushed to take one.
3114.	I have three adult (disabled) children at home. I wouldn't want DP because they are used to coming to the centre, in a routine and it is about not taking away their independence if they have a PA. For example, they do some of their personal care and chores around the house.
3115.	Inclusion in control of finance (DP).
3116.	Wouldn't be interested in a direct payment – used to how it is which is much more convenient.
3117.	Not interested in direct payments.

3118.	This is all heading towards Direct Payments. Some clients have elderly parents that are unable to look after their loved ones. The result of this consultation is move to Direct Payments or closure the day centres.
3119.	Direct Payments should be also available for Internal centres.
3120.	Direct payments are good, they suit people's individual needs.
3121.	Direct payments help. No one should be told how to spend their day or what's best for them. Direct payments give people that choice.
3122.	We do not support Direct Payment as we are too old to manage our accounts and care needs, it is too much responsibility.
3123.	Resource Directory is required especially for Direct Payment users.
3124.	Direct payments with carers, sometimes carers change, and quality of care is variable.
3125.	Direct Payments are a great way of allowing a person more independence and choice, rather than a particular amount of money or funding being made available.
3126.	There have been times when Direct Payments have been misused or not used for the purpose it was intended for. Some with disabilities often lose hope and confidence if services or access to the community prevent them from leading an independent life. In relation to Direct Payments, it is about equipping that person to develop their skills.
3127.	Direct Payments can take a long time to be sorted out and people with disabilities may have problems using the Direct Payments card i.e. a person who has sustained a brain injury would struggle in remembering access details or passwords. Direct Payments can also be open to abuse and not used in the best interests of a particular person – this needs to be monitored and the right questions need to be asked as to how this money is being spent.
3128.	Advocates and carers tell us that they struggle with Direct Payments. Particularly, those who are not very competent or confident with computers. A lot of people have told us that they don't want direct payments.
3129.	In favour of direct payments if it means not having to chase Birmingham City Council for payment of invoices.
3130.	There is also the length of time it takes to get extra days via direct payments. This can take a very long time as it requires having a new social worker allocated whenever a request goes. Some people end up funding the extra days themselves in some cases or not at all.
3131.	DP – better for provider, advocate and carer (if support is available).
3132.	Management of DP allows for control.
3133.	Maximise the opportunity to use budgets or direct payments to access support or activities of the citizen's choice. DP – better for some, others refuse. Chasing invoices – time consuming issue. Parents would rather pay themselves than waiting for their DP as quicker.
3134.	The Direct Payments model is highly confusing for people with complex needs. The strategy needs to focus on enablement, taking into account health problems.
3135.	Some members of the group felt that more could be done to improve the direct payment system. It was described as being clunky and reference was made to length of time to get payments through.
3136.	Citizens are entitled to support to move from personalised payments to direct Payments if they wish.

3137.	Providers were concerned about Direct Payments. For some Citizens this is a difficult process and they need assistance. Difficult to recruit Personal Assistants who are not always available at the time which is appropriate or required. Also do not always meet the individual Citizen's interest areas such as bowling or other social/hobby activities.
3138.	In BCC Direct Payments cannot be used to attend internal day activities. Local Authorities choose whether to allow this. Not all Local Authorities prevent the use of Direct Payments to access internal provision.
3139.	BCC should promote choice and independence. There needs to be a level playing field and should be an individual's choice where Direct Payments are used.
3140.	Providers further comments - Providers were further concerned that Direct Payments cannot be used for preferred activities and is limited to meeting care costs whereas Personal Health Budgets can be used more comprehensively and promote independence. There is no choice and control around Direct Payments.
3141.	Having a direct payment is like having a job you have to send out timesheets and send a report to the Court of protection.
3142.	There are too many limitations & restrictions for both direct payments and managed budgets. Accessing activities in the community will cost money e.g. paying for a member of staff or PA to go into the cinemas or eat a meal.
3143.	DP issues – prepaid cards – it's the transport you can't get – mobility does not cover all cost – need to send receipts in even if you have this card. It is very time-consuming.
3144.	Simplify process is D.P. No flexibility with change of days – won't let activate a taxi if not within their list.
3145.	Direct payments can be challenging for people who experience anxiety or who hoard.
3146.	There is a lack of information about direct payments. It is challenging organising your own support.
3147.	Direct payments not offered enough.
3148.	Service users are being told they cannot access this service with a direct payment it is too expensive. They are told that they can attend if they top up themselves.
3149.	As for direct payments, I feel that I would not be able to cope with managing it all. it will cause me added stress (are the beds soft in prison because I would get into debt!). The thought of managing my own budget and carers gives me much stress for both myself and my husband. Please one more time I am begging to keep day Centre open; we need them more than you realise.
3150.	Vulnerable people may not be able to realise that choosing direct payments or employment activities will limit socialisation, cause extreme stress and anxiety and not lead to meaningful, worthwhile life opportunities.
3151.	Stop trying to give people a budget to justify closing day centres. You are causing extreme anxiety for people who attend these day centres the stability they provide. These questions are very loaded in favour of the council's agenda for personal budgets.
3152.	"Accepting Direct Payments would mean the closure of this Centre. We're better off without it."
3153.	I do not know how to manage money and am likely to be able to learn. My carer would need a lot of information and help.
3154.	People with significant and substantial needs heavily rely and depend on carers, families and day services. People are being encouraged to apply for a direct payment, but many people are finding them difficult to manage and are saying that there isn't enough money. They tell us that the literature is difficult and that finding good carers to help them access the community is very difficult. Despite changes to improve social services in Birmingham, the services are overstretched, and assessment and reviews are difficult to get, they always feel like a cost cutting exercise rather than a review on the person and to help them.

3155.	Also, Direct Payments, there is no flexibility on the amount received. Direct Payments has not gone up in 7 years and cost of living is continuing to rise.
3156.	Maximise the opportunity to use budgets or direct payments to access support or activities of the citizen's choice. The committee agrees with this statement subject to the qualification that the appropriateness of this will strongly depend on the circumstances of the users and/or family and carers. Again, there is a need to ensure this part of the model does not distort the emphasis of the service unfairly away from those for whom direct payments is not appropriate.
3157.	It's an insult to keep pushing direct payment on carers and the vulnerable, we are not employers and do not want more pressure added to our already complex confusing lives! Do your job and stop trying to pass the buck!
3158.	If centres close down, we won't have any choice but to take up a direct payment.
3159.	Told by a social worker that had to have a direct payment for 3 days. No options were given; this has happened for a number of families in particular the transition team. Definitely didn't have a choice. Didn't know they had a choice and could refuse a direct payment. BCC explains how the pre-paid card works. Social workers are giving different messages about what a direct payments can be used.
3160.	I think the carer should have the control over their personal budget.
3161.	It will give my Dad more things to do / sort out.
3162.	I do this with direct payments + go to day centre =win, win.
3163.	I do this already. I have a good balance at day centre + with my PA (direct payments)
3164.	I worry if focus is too much on 1-1 support & direct payments that people will get less support overall and lose community group/ centre that are important to them.
3165.	Day Centres are suitable for less abled bodied people. A Direct Payment will suit the more able bodied.
3166.	Direct Payments is a good idea, but you must be careful as some people lack responsibility and it all gets spent too quickly.
3167.	If there are no safeguarding concerns around financial abuse.
3168.	I filled in a form for DP but have not had a response yet. They are slow at responding and it takes too much time. – It can depend on the area; some areas have a backlog and others do not. I emailed ACAP and they rang my wife for an assessment but then I heard nothing after that.
3169.	This is almost insulting. We do not have the money to buy our own things. BCC does a financial assessment to check income and expenditure. They tell us what we need to spend our money on but when we need something, we are not allowed to use the money on that.
3170.	It is a benefit to maximize direct payment and personal budget to access support but how about maximizing a person's income through benefit advice and counselling.
3171.	Need more educating on budgeting for DP
3172.	Can't force people to take Direct Payments.
3173.	Also, a lot of service users are going to day centres through Direct Payments.
3174.	Carer would like to know if service users would get like for like if they choose direct payment.
3175.	Challenge to get direct payment into place has been a horrendous process difficult to get money back from Council.
3176.	Citizens need more information on who the link is for Direct Payments.

3177.	Depends on activities of certain clients. (personal budgets)
3178.	Direct payment from 23/4 took details but did not follow up.
3179.	Direct payments – Difficulty in getting the money from the Council accounts to the individuals/own personal D.P accounts. Waiting for funding to be approved through BCC finance department.
3180.	Direct Payments – limitation with usage in internal.
3181.	Direct payments are not always appropriate and cannot match what is being offered in Day Centres. Who will be monitoring the care providers by theirs if the Day Centre does close? Many service users attend Four Seasons (gardening centre) and have done so for years; if this is taken away, they feel a part of their friendship base and community support is lost.
3182.	Direct Payments are not always the best option and have not increased for a while. Direct payments can work but service users have friends, activities and other interests at the Day Centre, which Direct Payment could not accommodate. It is about valuing people and not cutting budgets; they will suffer.
3183.	Direct Payments need to catch up e.g. can't use for internal services, should be equalise market – check and control.
3184.	Direct Payments won't cover for the cost of attending the day centre.
3185.	Doesn't want direct payments, he likes Ebrook.
3186.	Financial Assessment Team – Internal Day Services Representative discussed need for the mobility component to be included in assessment conversation, also that the introduction of The Winshuttle (?) invoicing system may benefit BCC it doesn't necessary benefit The Citizen and doesn't promote independence and limits choice, the promotion of financial management for individuals doesn't fit into this system. It should only be in place for Citizens who need not for all.
3187.	Funding for personalised support is enormous. - Direct Payment - engaging personalised support. Versus current care package proposed by the day centre. You must be able to cover all expenses.
3188.	Handling money (direct payment). Concerned that there won't be enough funding for person I care for to access activities that they have chosen to do.
3189.	Having read the information why not tell the truth and say you are looking for us to have direct payment and to think this will satisfy people, you are mistaken as there are not enough placements out there, also how do we access these?
3190.	How will abuse be stopped with direct payments? A lot of service users are very trusting of people.
3191.	I am not sure Direct payments would work for everyone. Some people still need their affairs tightly for them.
3192.	I am worried if they close this place. The person I care for comes here and enjoys being here. Individual budget won't serve my cared for person.
3193.	I believe that the intention of BCC is to try to push direct payments to provide community-based activities thereby reducing the need for day centre places. The realist is that direct payments would only fund activities for a couple of hours a day for only 2 days. For the reminder of the week our service users would not have any stimulation, they would not have the company of their friends at the centre and life would be less enjoyable for them.
3194.	I think the carer should have the budget control.
3195.	I tried direct payments, but it didn't work for me. I would prefer my child attending a day centre.

3196.	I wonder if direct payments will give people the equivalent support of a service/project e.g. A service user attended our project 3 days a week. After she left, she gets 1 to 1 support via direct payments she gets support twice a week, for about 3 hours a time. So she now gets 6 hours support, before had 3 days.
3197.	My family might struggle to manage direct payments as they are very elderly.
3198.	Internal service users can't have direct payments.
3199.	Maybe DP is not the best for everyone, no one was there to support the service user with what facility she could access. The service user wanted to go swimming, but she was unable to use the swimming bath of her choice because they did not have the facility and she was recommended another swimming, but she was unable to travel there.
3200.	Need information around Direct Payments.
3201.	Need to provide citizens with more support on Direct Payments.
3202.	Not happy regarding Direct Payment. Stated that they have been to interviews at the job centre, mentioned it was a waste of time as unable to work.
3203.	One Service User mentioned having problems in connection with making Direct Payments. This will need addressing.
3204.	People are getting pushed for D.P.
3205.	personal budget, depends on, if this will benefit the individual and make them happy.
3206.	Point 5 – Service user is not able to manage her own budgets so direct payments has not been something that she has looked at. Currently service is funded through a trust fund and CHC funding.
3207.	Some DP are not person centred because it is too restrictive. One service user wasn't allowed to access facility he required.
3208.	There is not enough support people with direct payments.
3209.	We have major concerns over our son managing direct payments on her own.
3210.	What concerns me is the decision for citizens to sort out payment but would not be able to come back here.
3211.	The Value of Direct Payments – it was highlighted that it implied that Citizens and Carer did not take this up due to lack of knowledge on the subject. However, this was not the case and at one event at a day centre the citizen's understood the concept however they adamantly refused to visit the stand as it was pointless as not enough hours could be given to provide a service for them. It was agreed that the information needed to be present in order for them to make an informed decision they had seen the providers before.
3212.	Would my carer do that? (personal budgets)
3213.	Would not be able to afford to do as much as what they do at the centre with direct payments.
3214.	Would not be happy with that (when asked how he would feel about direct payments).
3215.	X 2 s/users strongly disagreed that the direct payment model would suit them, they would much prefer to come to the day centre.
3216.	You will not get like for like.
3217.	All these aspirations could be achieved at existing day centres. Efforts could be made to invest more in existing day centre. Direct Payments are a very bad way of trying to provide care. They are never enough to pay for adequate services and reduce the quantity of care that can be provided.
3218.	Because it would be at the expense of the day centre. (personal budget)
3219.	But need extra help. (personal budget)

3220.	If we try direct payment but it is not us will we be able to go back to previous system?
3221.	It has been difficult to implement direct payments some providers find it difficult to get payment from the council.
3222.	Further concerns were raised about the costs of private day care centres who do not have appropriate facilities. Also, that Direct Payments are of limited monetary value.
3223.	People who have direct payments, but BCC don't always know where they are sending it.
3224.	A good day is being at Ebrook with her friends, would rather stay here at the centre – they don't want direct payments.
3225.	Solihull you can take cash from the card – Trust element.
3226.	Did you have a choice coming to the day centre on the minibus? 1 person said No, 3 said Yes, views were taking on carers concerned about personal budget would care packages for day centre by reduced.
3227.	Service users need good quality carers and would benefit from financial training and support on how to handle different issues.
3228.	In the report you mention that the majority of service users only have 2 1/2 hrs. of activities each day, that maybe so but for some that is all they can manage to concentrate on. That is also every day, Direct Payments would only provide the same 2 1/2 hrs. but for only 2 days, instead of 5 at the day centre. They go out regularly into the community but are much safer as they are with a group and staff. The more able body service users 'look out' for those less able, they help each other. That is far more stimulating than going out with a personal assistant for 2hrs at a time.
3229.	You mentioned that young people want direct payments - where are the stats and evidence to back this up?
3230.	I tried direct payments, but it didn't work for me, I prefer my son to attend a day centre.
3231.	can you say 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.
3232.	Managing direct payment = Diff.
3233.	Is there evidence to show that people want Direct Payments?
3234.	What are the fees like? Had letter regarding all topics going to take place including Cerebral Palsy through post through Direct Payment remittance advice.
3235.	Can the carer be a family member (budgets/direct payment)?
3236.	DP- assessed need on
	Personal Assistants
3237.	What safeguarding is there re: screening of people employed as 1 to 1 carers? I worry there may safeguarding issues too if someone goes to a project/ centre where they are not known well. Safeguarding issues are unlikely to be picked up.
3238.	I agree with all you want to achieve, but finding PAs is your major problem, and making sure each service user is assessed properly and the correct care package for support is in place.
3239.	My family would worry about me because of change of support assistants not turning up; Not knowing the people and experience; Consistency with the same person.
3240.	There is currently no support in place to train staff employed with a DP for example in manual handling or Dysphagia. If adults want staff trained, they have to find and fund training. The city is not accessible, no changing rooms, hoists, pureed foods etc.

3241.	There was talk about financing personal assistants, and that brought us to the question of whether personal assistants would be fully trained to tackle all problems if taking service users into the local community. They said they felt safe with them at the centre, but not so much outside of it without the centre's support.
3242.	Having been involved with direct payments from the onset it worked well for many years I was supported by a PA and agency for personal carers in the mornings but then BCC told me I was spending too much, £17.00, per hour for my morning care. I then had to employ a new agency at £14.00 per hour since it was enforced on me to change. I have had 3 different agencies and none of them have been able to provide the quality of support the first one did so due to this it has changed my views on a direct payment which I thought was a good thing. Why stop what was working so well?
3243.	If Personal Assistants are hired, they will not be able to offer the social side like day centres currently do.
3244.	Assessments will be carried out on our children, but the Agency/PA won't know them like we do so will only have limited information of who the individual is, their likes/dislikes, etc.
3245.	Personal assistant can't give the citizen a community, employed at the basic rate.
3246.	Further concerns were raised about Personal Assistants (PAs) who are not sufficiently skilled to provide support. Skilled drivers are not available.
3247.	My sister had a PA who was not treating her properly, we complained to Social Services about the provider regarding the service.
3248.	We have had Befrienders. One was very good, whereas another one left my son in the cinema by himself.
3249.	Gyms need to hire a suitable PA.
3250.	No PA will be as good as a day centre.
3251.	Day Centre staff are more experienced. Personal assistants are young and do not have the experience or given the training. Don't think PAs are the same as trained carers from BCC.
3252.	PAs may work better for people with physical disabilities, not for people with cognitive disabilities.
3253.	Young kids are being picked up to be PAs – they are not adequately trained or experienced.
3254.	Don't know where to get the support with a PA via DP in the community.
3255.	There are not enough PAs and people who want to become a PA would need training.
3256.	My son has Autism, a PA would need to be trained in Autism and challenging behaviour.
3257.	If you get a PA, you have to sort everything out.
3258.	With PAs you have to find someone who you trust.
3259.	We do a lot as a family but need to get a good PA as it's good for my brother to have continuity.
3260.	Wages can be a factor in gaining the right carer for a person with specific needs
3261.	Finding the right carer for the job can be difficult as people have different needs and there are often not enough of the right carers for the more complex needs people.
3262.	Most of the carers are unknown i.e. Children, neighbours and relatives that take relieve of other family members for a short time.
3263.	Days spent at home with only a PA for company is not good for the service user's mental health - they need to be in the company of peers and others that they identify with.
3264.	Have to think. If my son had a PA who was ill (on holiday etc) and didn't come, my son would go ballistic.
3265.	More support for people to find a PA if they have a DP.

3266.	It would be nice if BCC interviewed people who want to become PAs.
3267.	Good to have BCC support in choosing a PA.
3268.	The big question is finding PAs to support, they are not out there.
3269.	It was stated that there was poor communication in respect to volunteers and they were not encouraged or advertised for. Some could only offer a few hours a day and were not available for full days as they were was an ageing population of service users and volunteers alike. In contrast one provider could only attract college and University students who wanted to further their career path in particular with child-based project. Both had difficulties attracting the 20 – 40-year-old bracket. Another provider stated that they had requests for 1-2 hours support and they could not get anyone to fill it as most paid support is minimum of 2 hours.
3270.	Had to get rid of personal assistant, as there were trust issues. PA lied about activities that were carried out and took loved one back to their own home without notice or permission. Safeguarding concern so contract was ended.
3271.	Wouldn't use a PA again due to safeguarding concerns and lack of trust.
3272.	Perhaps set up a "bank" of Personal Assistants or "PA Finder" who could be called upon for a range of support activities and interest areas.
3273.	Providers also acknowledged that this may not always work. Some Citizens do not always want a variety of people calling in.
3274.	A Provider related a situation which may involve a young person with LD who might like to go out socially but is unable to because of an arrangement where they are "put to bed early" as that is the time the Personal Assistant is available.
3275.	You have to supervise a PA.
3276.	It is very difficult to access a good PA.
3277.	There are some good PA providers that provide payroll services.
3278.	PAs are not monitored, and needs are often agreed by Families/Carers. Work needs to be done to ensure that there is at least a minimum care standard to be reached e.g., First Aid certificates, minimum of Level 2 in Care. There is clearly still a "Do as I say" attitude happening at the moment.
3279.	PAs are sometimes a waste of time – some workers not paying attention to the service user. PAs should be monitored in terms of level of training.
3280.	Disabilities is still a vulnerability. We have seen people out with their PAs, and they are just not interested.
3281.	We have tried to find reliable PA staff in the past for weekend support, all good PA staff are busy, others look on it as a sitting service which it isn't.
3282.	My brother's day centre provides respite for his main carers (parents). He receives a direct payment in addition to this and this allows us to do the things through a carer that you are suggesting, such as going to Arena, park and shops. We will struggle to find a carer for more than the 30hrs we currently have. He enjoys the day centre, and this helps with his mental social well-being. DON'T CHANGE IT. IT IS WORKING FOR US!
3283.	People are being encouraged to take on DP but there is no register of personal assistants. I recently had two people very keen but could not get them personal assistants. They had to go back to a commissioned service. – a register is being worked on at the moment with personal assistants on it.
3284.	When it works, it works great. You have to identify the right people to support the person.
3285.	It can be two ways as people can be underpaid for services provided. Carers are not paid highly.

3286.	People are different; if talking about family, they do not always want someone else to care for them unless it is someone they know.
3287.	My daughter likes to go to the Day Centre and is happy with her peers. She enjoys the interaction with the group and does not want a Personal Assistant because it would not give her the contact with others that she needs.
3288.	Employing Personal Assistants do not work – if they are off sick or go on holiday there is no one to care for them. Direct Payments is not an incentive as this has not increased nor the value gone up for years.
3289.	PA market needs to be in place and working – PA register soon to be adopted.
3290.	Volunteers to support, PA register.
3291.	What are you going to get from PA as they are paid very low, won't get skilled person as pay is too low? That's why you can't drivers in private DC's.
3292.	Service users will be forced to spend long periods of time along with the PA either at all in the community. This is not good for the individual's health and wellbeing.
3293.	Agency workers do not know my relative. He takes time to get to know new people. This is difficult for him.
3294.	I am advocating on behalf of one to one care.
3295.	If they do not get the same one to one carer every time, there is no continuity, they would become confused and unhappy.
3296.	One to one been lonely, when sociable person.
3297.	Parents were concerned about accessibility and travel. Are Staff at venues able to work with people with special needs? Personal Assistants (PAs) who are paid a set rate, cannot give Service Users the same sense of community which they have at a day centre.
3298.	Reliability of 1-1 support.

E) Draft Strategy

Draft Model

3299.	How will the proposed model be supported across different agencies education, Health and Social Care all in different pockets at the moment makes funding very difficult?
3300.	Depends on how you decide on who fits in to what category.
3301.	I would agree but not at the expense of day centres. Who would decide on where each individual fits in the 'triangle' of levels of support they need? A Social Worker?
3302.	My care needs are high, and I need complete support from care staff.
3303.	As above - invert the triangle and put SIS as the largest cross section at the base.
3304.	Not all staff are sufficiently trained to work with people with complex needs and behaviours. Some have been re-deployed to these centres through staff re-structures and are not equipped to deal with demands.
3305.	If the model means fewer days centre it will be negative for us.
3306.	My elder brother attends a Day Service and I could see him struggling within this service model. As said above, I don't feel there is the right infrastructure in place external to BCC to support this model of development, and I am concerned about the measures that will be used to assess him.
3307.	Based on severe Learning Disabilities Specialist Intensive Support should be at the top.

3308.	I agree that this model would be very good for some people but it's not appropriate for me.
3309.	I do not accept the figures for the model. I think this is upside down. The majority of people that attend our day centre are there because they need specialist intensive support. I believe that what you understand as 'Personalised Support' is what those that know and work with many people termed as learning disabilities in fact need specialist intensive support and those that could fit into the enablement category are in fact the smallest number of service users at the day centre.
3310.	Nobody clever enough to organise this model.
3311.	The bottom triangle, which is the relevant one for us, is the smallest and suggests that the Council will not be putting its focus or priorities on the needs of those with dementia, an increasing segment of the population.
3312.	People being categorised in to 3 levels of support greatly concerns me as this would be decided by a social worker.
3313.	Many service users do not need 'skills development' but simply a dignified quality of life.
3314.	There is some crossover depending on individual needs.
3315.	This categorisation would lead to service users being denied day centre services and contributing to the community within day centres. Day centres need a mix of abilities to create a stable community hub from which outside facilities can be accessed.
3316.	Parents are concerned about the less able and the decreases in numbers. Concerns about the range of complex needs not being met.
3317.	Specialist interim support should be given priority and supported.
3318.	People's needs are increasingly changing and becoming more complex.
3319.	This model is much needed and ASAP. There needs to be the funds in place to pay for these services. New price structuring needed. Social workers need to better understand how to use the 3 conversations model and not just stop at each stage. Many prepare now being sent to 'free' services first when not suitable. A waste of time and money.
3320.	Some things I agree with, some things I don't. My son cannot be fully independent. He needs help
3321.	The proposed model would help me to become more independent and do stuff for myself.
3322.	Enablement should not be time limited. This is because mental health service users can have a relapse within months or years.
3323.	Who determines the measures that are put in place, particularly as the Enablement is time limited? How do you propose to promote independence? This then means based on your criteria, (whatever that will be), once an exit plan is in place, they are then moved out of service provision, but will that plan include further external access and support functions? As often happens when the right support is no longer in place, people then fall back into needing support, and would need to start the cycles again. Is the infrastructure (community support), in place to offer the right support and assistance, as I don't think it is?
3324.	Some clients may feel this proposed new structure may meet their needs, but we feel this would not be suitable.
3325.	In the principal I agree, but I am not sure if someone with a brain injury like me could fit in a rightful box.
3326.	I like to learn to read and write properly.
3327.	Looking forward to learning new skills and challenges.
3328.	Depends on whatever you and I agree on support needed.
3329.	Obviously, the page overleaf will not be appropriate to all citizens concerns with those with substantial complex needs.
3330.	There should be a box for brain injury, I feel that the council she have learnt that people don't fit into boxes. I am very disappointed that my disability is not even recognised even though it is highly prevalent. It seems like you are putting too much into the

	community to deal with the people with disabilities and a lot of us don't feel part of the community but feel like part of a family in specialist services where others understand my injury.
3331.	It's a continuation of what we do at home. It's a better way of learning the skills needed as repetitive learning is good for someone with learning difficulties.
3332.	The inverted triangle is an interesting case in point. Clearly Enablement and Personalised Support makes sense for those who may be helped by those mechanisms, but our client group fall in the smallest part of the triangle, namely Specialist Intensive Support. Given the growing occurrence of dementia in the population, as the post-war bulge ages (notwithstanding the fact that Birmingham has a younger than average population, the overall number of dementia suffers in the city is growing also) I would see the need for that part of triangle to be much larger, and probably the largest. I would turn the whole thing upside down have the SIS part as the base, and biggest, section. There is so much that is good here and I am sorry that, because of the overall stance on day centres, I cannot be more positive.
3333.	I think the current system works. I am all for change which promotes enablement, but a lot of the services users can't look after themselves never mind employment and I can't help thinking this proposed changes are financially motivated.
3334.	I agree with proposals and can see how some of our clients will sit within the various levels.
3335.	I think that the proposal is good as long as each service user is assessed correctly and placed in the correct band for their needs. My son attends the 4 Seasons Garden Project and thoroughly enjoys it. To have a 'good life' he would like more evening opportunities with friends. This is something we can't provide. He is really enjoying and thriving at the day centre. The direct payments help with his independence. If more people had the same opportunities this would be good.
3336.	We feel we already meet a lot of the proposed model ideas but having this in place would help workers know good from bad day services. Being an approved provider would be extremely benefit and help guide social workers where to go to best suit individuals.
3337.	Agree in principle but I think 12 weeks is too short for a lot of people. Will there be any reviews after this? I think it is better to have a more flexible service providing for example 12 weeks, 20 weeks, a bit longer depending on the person.
3338.	Although we provide services in the enablement section, often we only become involved when specialised intensive support is required but understand the thinking of the overall strategy.
3339.	Some citizens fit into all boxes there is an overlap.
3340.	My worry is about "categories" - currently we have categories of disability, but we could end up having categories of need, i.e. 12 weeks, a bit longer, or long term. Everyone's needs will be unique to them, and the time they need to be helped will be unique to them.
3341.	Dependant on the level of care.
3342.	I think any change where there is an increase of focus on service users is positive.
3343.	Provision in the specialist area is quite good. Getting the information across to people that enables them and then at a later stage leading onto specialised support is very much more difficult.
3344.	The day centre is very good but with the new model I think it will be possible for me to go out more. I like positional change as I am able to get out of my wheelchair more. I have also made new friends since I have been coming to the day centre.
3345.	Nice to have a group here and in this centre and to look at our needs. I can't use computer as much.
3346.	We need to focus/ tailor services to individual needs. We cannot ignore needs.

3347.	Trust Provider – Non-profit, working with BCC for many years. Provide support in recruitment and apprenticeships. Support Citizens to manage their finances. Support is shaped to the individual and promotes independence.
3348.	Can be hit and miss most times. BCC is offering enablement but then restrict choice. the discussion took place in relation to Social Workers pushing Direct Payments and explaining that BCC choices are limited.
3349.	There are now lesser enablement groups at Ebrook.
3350.	Further concerns were raised around enablement. Some Service Users clearly need more assistance than others. Concerns about the least able.
3351.	If BCC want enablement, they will have to find the resources to fund it.
3352.	They're going to need extra staff for enablement.
3353.	Need to avoid discrimination. Enablement should be a pace and level of ability.
3354.	Would like additional development to assist to feel more confident.
3355.	It's about the ability if my daughter cleans the bedroom, she would do it to her ability.
3356.	All feel that enablement is encouraged at the daycentre and know they can ask for help when needed.
3357.	It was discussed whether enablement had a time limit on the various categories as some citizens needs could move around the services. It was highlighted that time is not always relevant as some citizens in particular those with LD needs and disabilities may enjoy the service and want to stay.
3358.	It was agreed that the definition of enablement and re-enablement were closely tied.
3359.	It was recognised that some citizens sit above the enablement tier and this could be signposted and were advised to use activities in the community.
3360.	Enablement helps you to live an independent life.
3361.	Enablement supports you with your reading.
3362.	Enablement support older age people.
3363.	A lot of fine words about enablement but we have heard this all before.
3364.	Good to be independent.
3365.	Users are often underestimated. Staff can see huge progress in users from beginning to now e.g. washing hands before meals, these are transferable skills from the daycentre to home.
3366.	Independence is increased by voluntary work/employment.
3367.	Independent and I am aware of what information is out there – can ask local staff.
3368.	Request triangle shows enablement at the bottom not at the top.
3369.	It was suggested that the triangle is turned the other way around, specialist intensive support at the top, enablement at the bottom. Think priorities are wrong – told this has been previously captured.
3370.	If you look at a person you may not be able to see the disability.
3371.	Citizen stated that the Model was good, in the sense that it focussed on the service users, such as their choices and goals.
3372.	Carer said the Model was dreadful. Only people who need Specialist Intensive Support will be in day centres.
3373.	Service user stated that they went on an Enablement course, this was good, I did cooking and shopping.

3374.	Service user stated that It would be good to do more of this type of Enablement training.
3375.	The triangle model needed to be changed to suit people who need more support.
3376.	Citizen felt that the changes will give more attention to the more abled and the less abled ones will get less attention. There is a mix of people in the Day Centres; some more able than others.
3377.	Those who are more able will get more attention than those at the more specialist end.
3378.	The model needs to be inverted as it looks as if the specialist end will get less input.
3379.	We are doing the draft service model here. We want it here in this centre.
3380.	This model is for the younger generation and future users.
3381.	Citizen stated that everyone has different levels of need.
3382.	Model is ok.
3383.	Geared towards more able service users – don't see how it will benefit those with more complex, clinical needs. Think those who are more able will be kicked out of services.
3384.	Carer stated the thing is at one point my sister was able to be involved in enablement, then as time has moved on my sister has moved down the scale from personalised support and as she has got older. She is steadily moving into the category of specialist intensive support, so getting her into gaining skills for employment would be very tricky.
3385.	Approval of model - different levels of the hierarchy are extremely important to be understood – some users are very limited and cannot be independent.
3386.	Like model because it help people to improve and better themselves.
3387.	Model - Consideration of needs is crucial.
3388.	Need to include Autism in high level of needs.
3389.	Those who are keen should be identified and given the support to maintain.
3390.	Focus on enablement.
3391.	The model seems to be very logical and makes sense. Particularly, in the way that the first stages of the model focus on people being able to help themselves as far as they are able. It is important to give people a sense of purpose dignity.
3392.	Re: Day Service Model - Not many comments from the group. Only said was that the boundaries between the different levels are not always clear cut and can blur.
3393.	It needs to be continuous, looking at later years of life, getting advocates/ carers involved.
3394.	2-way process, certain stage of dementia.
3395.	Carers can have greater involvement.
3396.	Overall, very good, however, must need for regular reviews.
3397.	This seems like a good model, if realised. We need a clearer vision for who this consultation benefits and does not benefit.
3398.	Believed the model was too focused on negatives. Need to expand on the concepts they use.
3399.	It will be difficult to meet a variety of level of needs.
3400.	The Model should not segregate.
3401.	Complex needs should be integrated with others to allow for stimulus.

3402.	The use of the 3-tier model on page 20 of the consultation document was discussed by the group in-particular their thoughts on the enablement tier. The group concurred that it was true to where it should be. The representative from an organisation stated that they had already offered a similar model and had done for many years and was surprised that a similar scheme had not been replicated in Birmingham a lot sooner.
3403.	It was acknowledged that there were grey areas between the 3 models and through these community schemes some citizens had retained friendships for life and this was important for all those involved. It was felt that it would be beneficial to have some form of exit plan and it may well be established that they are actually in the right place. It was suggested that they could benefit from specialist support over a longer period of time.
3404.	Unsure how their Service will fit into the new model. Citizens who attend are 55 plus and attend as they are extremely isolated due to communication issues. Many can't read or write or speak any English at all and it will be difficult for them to engage in the new model. None of them have issues with Dementia although there are many that are over 80 years of age. It was recognised that the younger generation of British born Chinese who are English speaking will be the generation that will benefit from this model in the future.
3405.	A Third Sector Provider highlighted how national charities help support older people post discharge from hospital to prevent re-admissions in terms of providing assistance with hospital appointments and shopping helping to keep Citizens independent.
3406.	Lead Managers at Internal Day Centre commented that moving to the enablement model has had a good impact on Citizens and many are achieving aspirations. This support needs to continue. Needs further investment in training and facilities currently offered. This is a genuine need. Day Services are a valid service.
3407.	Don't filter service users by level of need, some of the community not ready to take up this challenge e.g. service user attend church coffee morning – started to swear.
3408.	Day Services need to undertake ongoing assessments and get feedback from individual service users.
3409.	I can learn cooking at the centre, learn preparing cooking – I need to be independent.
3410.	On paper the strategy seems to make sense. It has here to be able to recognise the difference in individual's needs. The model separates people into flexible categories – (Obviously these are implementation questions, however they were raised). Fear and uncertainty about the future was apparent. The idea of using external providers raised a question (noted above) about the security of them and if they were regulated. Needs to be some quality control done before people can be put at ease enough to send their service user to them.
3411.	Have a group at the centre looking at people's needs and helping them to learn basic daily skills (SIS). Looking to do cooking and gardening in sensory way – there is nothing like this in the local community.
3412.	I prefer to learn (enablement) here in the centre, not outside.
3413.	You need to be realistic about these individual capabilities!
3414.	Would like training - reading and writing, enhanced training, cooking, baking and keep fit.
3415.	Staff/SU – We enable SU to help themselves for example making a cup of tea.
3416.	I like to make tea; washing up; carrying messages and communications; taking service users to their bus.
3417.	Skills support is a good thing as my child has limited skills.
3418.	We need to focus on teaching Life Skills.

3419.	Service user - wants to learn how to read.
3420.	I like the idea of going to different centres and reading and writing is needed. If someone teaches in the group would be useful.
3421.	Life Skills support.
3422.	Staff for 1-1 support has not been factored in for enablement.
3423.	Difficult behaviours are not obvious; there is a need for research to find out more about the individuals. A lot of service users want to be in a group not one to one.
3424.	Manage routines dependant on the individual – support model may differ – variable level of need.
3425.	We haven't quite got where we need to be for a number of reasons.
3426.	Need to ensure its fit for purpose.
3427.	Match need to location.
3428.	I don't have a clear picture how the specialised intensive support of the service model would run and how long for it sound as if this would only be for an intervention period. I feel the day centre strategies are mostly for more able-bodied people who could go to work or training.
3429.	I thought it was fine with enablement at the peak of the triangle and specialist intensive support at the base, as the surface area denotes weight. Just because one suggests otherwise, doesn't mean the triangle has to be turned upside down. Still I would go as far as turning it sideways, with "time" along the axis, so that as time goes on, it leads to specialist intensive support. It will have direction, signifying progression. Triangle pointing downwards isn't very positive, plus makes "enablement" look heavy on top of "specialised intensive support " as if "SIS" has to carry the weight of "enablement". Sideways makes it look like an arrow going forward.
3430.	Not enough information is given with regards to how long the support would last before the individual would be expected to get a job which I think is extremely unlikely now or ever.
3431.	Prior to the enablement section perhaps there should be a preventative area.
3432.	It seems to be a logical model. I still have some nervousness about the implementation. The assessment will be key, who assesses need it should be involve the citizens and family/carer.
3433.	The model sounds great, not much thought on how it is going to be implemented. tailored person-centred care takes a lot of commitment and finance so it would need funding to be available.
3434.	The service needs splitting into two models - you cannot change to meet the needs of younger users without disrupting older users. Old users are following a traditional pattern and are settled. You need a separate for younger users.
3435.	Seems to be geared towards the more able bodied. I don't see how the new approach will meet more complex needs. Would like to see something more geared to those with complex needs.
3436.	Need examples from different areas of the strategy i.e. Enablement, Personal Support Specialist Intensive Support.
3437.	You would need to have programmed for each type of client each group, need to meet focus to all ages and disabilities.
3438.	No enablement in practice – all pie in the sky ideas.
3439.	The draft day service model is not realistic. If implemented it would have a huge impact on carers and their families.

3440.	The families and carers of service users can often be reluctant to change, and the idea of movement between the stages of the model may have some resistance. This reluctance comes from a place of worry but must be addressed as can lead to limits on the choice/control of service user. Many are lost without the service users and therefore dislike them going on residential etc.
3441.	Need more staff to put all of this in place. Can't enable people all at once.
3442.	All 3 levels of support I'm now receiving at the centre.
3443.	All the three levels of support are given by staff that have been trained at my day centre.
3444.	Coming to the day centre 5 day a week I already am doing things I enjoy. I have a 1 to 1 carer who supports me and have access to intensive support and facilities within the centre.
3445.	Don't agree with the groups as it will be segregating them.
3446.	Everyone should receive support for their needs and not be pigeon-holed. The specialist intensive support part should be the largest part of the triangle of the new model.
3447.	He won't be able to do it for himself. He needs more support.
3448.	How will the level of need be assessed? Who will provide the support? Continuity of service would be very important.
3449.	How would you decide which level of support they fit into? Leave them alone because this would not be done fairly.
3450.	This is what the day centre provides already on a daily basis.
3451.	I am already having support at the day centre which I am happy to continue with. My friends are all there and I look forward to attending.
3452.	I am enabled now to do gardening activities and access to the community, how do you propose to make it better for me? In my city it's not a nice place.
3453.	I am fairly confident in looking after myself.
3454.	I do already receive all the help and support from the staff at Moseley centre, so this is already happening here at Moseley. This is not a new idea.
3455.	I don't think the levels of support would be decided fairly.
3456.	I need some support to a degree.
3457.	I think people need to be showed how, and what to do few times.
3458.	I think people that need help to do more for themselves is a good idea.
3459.	I will need personal support all times.
3460.	I would like some support with my day services.
3461.	I would need extra support to do the things for myself.
3462.	I would need quite a lot of help although I do not have severe complex needs.
3463.	Indeed, lots of help to do things.
3464.	It would depend on the level of support and if they understand what is being done.
3465.	People cannot help themselves to learn new lifestyle skills, if there is not enough staff in the few day centres that are about. Knowing that BCC is doing this consultation, will you be unlocking the frozen posts to employ more staff especially for the people with complex needs.

3466.	Pointed to enablement, "That One".
3467.	Service users should not be categorised further Each service user should be encouraged to achieve their potential within the day centre.
3468.	Some people need some support and some people need a lot of support all the time.
3469.	Specialised support, I'll believe that when I see it, maybe for physically disabled but depressed or anxious people don't and won't get this.
3470.	"I have help to take my tablet and cook my meals, sometimes I make my own dinner, roast potatoes"
3471.	All 3 levels of support have already been assessed and are reviewed so the way in which you intend to provide support by direct payments would mean my son would not even get one day off from being a carer.
3472.	Carers also said there definitely should be focus on regular reassessment, and that they take in the history of what people have already tried when it comes to being enablement focused. They gave the example that their service user (was son/brother) had already tried travel training and they know it didn't work, so wouldn't want to push him to do it again.
3473.	I already feel that this support is offered in one place. Trying to access several different services (which I don't believe exist!) would be a massive upheaval and I know many service users struggle to adapt to change.
3474.	I am supported by staff to maintain my skills and abilities other people in my group need more help than me. Some of my friends are more able than me and help me.
3475.	I live on my own so not sure how easy it would be to find something suitable for me.
3476.	It really would not make any difference to me or my family as I am given all the level of support, I need according to my individual service statement.
3477.	X already gets the level of support that he needs.
3478.	Not help us at all - the 3 levels of support would be decided by who? The trained specialised staff at the day centre cannot be replaced.
3479.	Not sure what level of support my needs would come under, level 2 or 3, so don't know what this would mean for me and my family
3480.	The 3 levels of support would not be decided fairly because it would be down to the social worker who doesn't even know me.
3481.	The present balanced community at day centres would be destroyed. Different levels of support based on just 3 levels would discriminate against all service users. They are all individuals.
3482.	These 3 levels of support are already in place here at Moseley. I would be very sad if my centre at Moseley was to close. Staff always listen to me, in what I want to do or NOT do. I am happy sometimes to visit each base room.
3483.	The committee agrees the proposed overall emphasis and focus of the service, recognising that long term high dependency users could face more limited prospects for enablement and personalised support and, therefore, making sure the model does not work to their disadvantage.
3484.	The enablement team work to support people and identify ways for them to go out and socialise and do what they can. Sometimes these citizens are just in bed and do not have the confidence to go out there which is living proof that sometimes you have to push them or give them the information for them to make those choices. Some have travel training and go to college and one gentleman just travelled by walking to the end of his street which was a huge success. It does not have to be that they go out to work; some may even like to do voluntary work or go for coffee. It is good to support them to enable them to go out into the community.

3485.	Enablement is defined differently on the internet. This could cause confusion.
3486.	Enablement should be about gaining new skills, not only discovering or investing in old skills.
3487.	Model: Enablement – staffing levels – support appropriate
3488.	Should only need specialist intensive support when everything else has been exhausted.
3489.	Model – concerns moving away from needs – Needs is what Care Act says in Law – should focus on this – this worries me greatly.
3490.	Model – The triangle needs to be fluid.
3491.	More clarity around Dementia Adults.
3492.	The triangle in the presentation and in the draft strategy is upside down; it should be the other way around. There is a lot of people with Learning Disabilities that need meaningful days. The bigger section of the triangle should be at the bottom of the triangle.
3493.	Enablement – can be time limited but support can often be longer term e.g. personalised support level. Care can be long term; this is not reflected in the model.
3494.	Enablement can be delivered with a degree of personalised support.
3495.	Need lifetime review. Enablement is not always the right option.
3496.	Design principle – the proposed model is ok in terms of content but needs re-arranging, e.g. personalised support runs through all levels.
3497.	There's a massive group with more complex needs that need ongoing support to learn skills and retain those skills.
3498.	Issue of training in assisted living – transfer to a day centre hasn't been addressed but feels it would be beneficial for her son – need more specialist support, want more of a “can do” as opposed to “can't do” attitude.
3499.	Older people - whole adult transition – end of life.
3500.	Build on what BCC internal services are already doing.
3501.	Anything that make it better for clients.
3502.	Appoint coaches and assessors to support specialist support network.
3503.	At time she requires 2-1 support.
3504.	Comment was made that Solihull have developed a very similar model and approach.
3505.	Concerns that many Service Users have more complex needs. Carers felt that the priorities were wrong.
3506.	Discussion centred around whether each layer in the triangle would receive regular reviews and how regular was regular as this could be years. It was agreed that this needs to be outlined in the model.
3507.	Discussion centred on whether the Model supports the Clients and the Carer. It was agreed that there was a clear pathway for the client however the needs of the Carer are often overlooked and not considered in any planning. It was highlighted that it is hard to get support as a Carer who spent the majority of their time on this task with little in the way of respite, apart from a break when at a Day Centre.
3508.	Enablement – older people.
3509.	Enablement – This will cost so much money and extra staff will be needed, this has been factored in, everybody needs to be included in the model.
3510.	Enablement: cooking lessons every Thursday, would like more independence & do things.

3511.	Have enablement before at Elwood - nothing out there.
3512.	The proposed 3 levels of support feel more like a threat and are very worrying. The future of day services looks to me to be very bleak.
3513.	It was also queried at what point would enablement end and would Clients be given the opportunity to develop skills and whether the community would be ready to enable people to make provision for their personal care needs. Will there be money to build personal carers? It was thought that this would put constraints on budgets.
3514.	It was queried if there was flexibility around the model and whether the individual could state if they wanted to be moved do, they have to wait for the whole period of could they have a Review there and then.
3515.	Model is OK in terms of delivery.
3516.	Model is ok, need time.
3517.	Putting people in a box.
3518.	Specialist area – change.
3519.	Specialist intensive support – This should not be limited.
3520.	Staff resource needs is a big thing to achieve enablement.
3521.	The actions detailed are already performed in the day centre. Whole point of proposal is something new.
3522.	The draft model welcomed, however, some concerns on how people will be supported appropriately/monitored to safeguard abuser financial/furthermore safeguard against further hate crime/discrimination due to inadequate support.
3523.	The services won't fit into one triangle.
3524.	They thought the model although ideologically sound would need to be backed up by research and statistics ideas have been suggested in the past that have come to fruition.
3525.	Theory fine in practice won't work.
3526.	there are three different levels of care available, but transport cost is not included.
3527.	This enablement principle is a cloak over an underlying scheme to deplete Day centres.
3528.	This seems to be even further segregation.
3529.	This whole idea feels like segregation rather than integration It doesn't feel like enabling people rather taking away their security and possibly safety.
3530.	This will segregate people further.
3531.	Where are they going to get the extra staff? More abled getting Enablement support, the less abled are just being left
3532.	With regards to the Day Service Model – not sure how the enablement aspects will work. Currently the enablement team say that they can't give an estimate on the waiting time for assigning an Enablement Worker. Can wait from 6 – 9 months for an enablement worker.
3533.	Carer mentioned the report to cabinet to be about the new model - Enablement - Strategy - could this be use as (? Can't read word) and thinks the whole consultation should be rejected as we are putting people into categories.
3534.	I am worried about how they are decreasing numbers according to the individual's capacity.
3535.	I have already receiving this service within the Day Centre.

3536.	One size does not fit all.
3537.	S/users would prefer to come to day centre to do activities (enablement) and enjoy socialising with friends who also attend.
3538.	The Council should not be so obsessed with putting people into little boxes.
3539.	Think of people rather than limited ability.
3540.	This is not applicable to me.
3541.	Where would I come in the levels? As I still need support.
3542.	We are helping you here by providing that support.
3543.	We still need to look at needs and not just focus on strengths.
3544.	What will happen if someone does not. More information should have been given. It is very vague, and we don't know how it is going to work for individual.
3545.	3 levels of support – understood 1 person
3546.	Agreed definition
3547.	My sister will have to do more for me
3548.	Not the easiest group to work with
3549.	Please refer to my previous comments
3550.	Should compensate.
	Draft Strategy
3551.	This strategy is meaningless and misleading. It has nothing to do with the Council's true intentions and is a total waste of money. The Council want to close someday centres, and all this is a smoke screen.
3552.	It has some potential maybe to work for a minority, but on the whole, it is not realistically practical, and it is not based around individual's needs- in the long term it is based on finance and budget cuts.
3553.	Concerns as cannot afford private care.
3554.	The strategy states at the outset that the Council wishes to "move away from traditional building-based day services." This appears to contradict the wishes of service users and carers as expressed in the opinion surveys you have carried out.
3555.	I don't know how my life would be affected.
3556.	It may make things worse, if they are at home with parents or family members, the changes which take place may cause upsets for both, the carer and the person they're caring for.
3557.	Why has this got to happen?
3558.	This is all very well, as well as the new budget can still pay for all the new changes.
3559.	My person only attends once a week; and he is supported with many activities where he resides. It is important he spends time in others company. However, I felt disappointed for those who rely on the day centre on regular basis. The meeting I attended there were no independent advocates supporting the residents; only day centre staff. I don't feel the residents really knew what was happening or the impact it would have on them.
3560.	Makes me feel 50/50, it would do my mum's head in. Need investment in day centres.

3561.	Embrace changes.
3562.	Your ideas for changing the day services would be ideal for about 10% of day service users. The other 90% require the stability and safety of controlled day centres.
3563.	Strategy opportunities are supposed to try to include disabled people by taken the people into and out to an environment where they will for the majority be looked on negativity all it would result in is excluding them and isolating them.
3564.	I'm not a social experiment, I like my life at the moment, and I'm scared that the Day care strategy will affect me and my family. It appears that a lot of the organising would be down to me or a family member which is going to add so much stress to us! I asked that question at one of the meetings and you told me that a social worker would help with the planning, I almost laughed out loud and realised what a joke this Day care strategy is! I don't want a pot of money thrown at me I want a building-based, council run day centre 5 days a week!
3565.	The focus of the strategy and presentation is on choice and control, but the social workers are concentrating on the needs and not the assets and strengths of the individual.
3566.	It depends on some of the ideas.
3567.	It is all according what you are going to do as long as son D enjoys it.
3568.	Possibly good or maybe not so good.
3569.	This is a way government is taking responsibility off themselves and putting it on us.
3570.	I find it very disagreeable to how they are doing these things they call day care in Birmingham, and how they are not doing what they're supposed to do. Where is the trust? You read the questions seems double standards and they are tricky from the last meeting we had.
3571.	Depends on the outcome of the consultation.
3572.	Some things will be very good it is all to do with person's needs.
3573.	Agree and as before if they changes are in line with the ever changing needs and wants of the user.
3574.	I agree but how many people have you missed, who are sat at home depressed and just feel like killing themselves, while their home becomes a prison and it becomes unsafe or dilapidated because they can't cope and no body helps , they just want to tick a box and fob you off. e.g. GP's, Psychologists, councillors, City Council, Benefit Agency, etc.
3575.	Don't agree with what I have heard during the second consultation meeting about doing things differently.
3576.	The amendment document looks good on paper, but carers are worried that this will result in day centres closing. However, they felt that there could be more opportunities for citizens to access services in the community.
3577.	I believe that the council in their wisdom believe that they have got our best interest at heart, but in reality, are missing the point.
3578.	I disagree because my daughter is comfortable in the place she attends.
3579.	No! (x 9 responses), No thanks. (3 x response)
3580.	Social isolation, safety issues, people will get lost in system, carers stress, ageing population of carers, saving government money, getting people into community has already tried and failed miserably. Draft proposals not realistic, carers not being listened to, majority of carers do not want direct payments. Travel training is putting already very vulnerable individuals at great risk. Some people with a LD may have unrealistic expectations of what they would like to do/ achieve as opposed to their actual ability to do

	certain things. Would have a huge impact on carers and families. Caring very demanding they need a break or physical/ mental health is at risk.
3581.	Think the ideas are rubbish. want to keep coming to the day centre 5 days a week because it is very helpful.
3582.	This is a ridiculous scam intended to privatise this service. Disabled people are not for sale.
3583.	It could make things a lot worse potentially.
3584.	Strongly disagree.
3585.	Change in services will give me confidence and independence.
3586.	Changes are good if it's for the benefit of the people that's using the service.
3587.	Good.
3588.	I am happy with the new changes.
3589.	I like their ideas.
3590.	I like this, this is important.
3591.	I think it's a good thing to do depending on the person's ability.
3592.	I think the ideas are good in theory but questionable how this will be put into practice.
3593.	It's alright.
3594.	I agree with some ideas.
3595.	Very good if these changes do happen.
3596.	I think that all people should be able to do what they would like to do, with the right support & facilities.
3597.	I will have a more happy life.
3598.	Realistically the council is thinking and making decisions for disabled people. Please think about those who are unable to make any decisions at all, think of those who really need someone to do the thinking for them.
3599.	Things need to change.
3600.	Yes, I should have the same rights as my counterparts with support where needed.
3601.	Evidently, we would have to wait and see, but hopefully a positive one.
3602.	I agree with anything that can improve their lives it is all about them.
3603.	I am happy with it.
3604.	I understand that there will always be a need for improvement and change. I do hope that in doing all of this that at the final outcome it will ultimately be for the betterment of the user and what is the best possible result for their wishes and well-being.
3605.	On behalf of my daughter I feel if it's implemented properly and financed, it could work.
3606.	On behalf of the service user, changes to service provision if for the better would be very positive, but I am aware that facilitating the access of services is subject to funding and staff availability. What the service may want and choose to do may not always be possible if staffing and funding is not available.
3607.	The proposed ideas are very interesting only if the support is provided to help the carers with the changes. As long as the new budget can provide for the same services, that would be good.
3608.	We are happy for things to evolve as long as I can attend my day centre and keep my respite care allowance.

3609.	As a plan I agree with a lot of the proposals, however, I find it hard to accept that as a 70 years age women I would be able to access these proposed facilities.
3610.	As a citizen of Birmingham and not an employee I may need a service and would want to think services were improved.
3611.	I don't live in Birmingham, but every council should offer such opportunities to support its citizens.
3612.	The proposed changes will suit some but won't suit those who have complex needs.
3613.	I disagree because I feel not all my needs will be met.
3614.	I disagree it's the way forward because you will need to cut back on funding and you will close day centres.
3615.	No benefits.
3616.	On a personal basis - strongly disagree.
3617.	No benefit or impact.
3618.	Again, concentrate on what individual needs from our own perspective not what others believe we need.
3619.	All this would be subject to the client's needs and well-being.
3620.	Birmingham Council is a waste of space.
3621.	The presented information doesn't appear to bear reality to people's lives. What services will be provided with the person's needs at the centre rather than them being 'accommodated' in the mainstream world as an add-on?
3622.	If the day opportunities strategy was implemented fairly, I would answer: - but I doubt it would be done fairly. I have based my answers with respect to others - not my sister. I would answer strongly disagree for her. for a lot of people needing care and support, this may be the way forward but for others it will be too overwhelming resulting in isolation, loneliness and loss of vital services and staff, it is essential that day centres remain open for those who wish to attend them.
3623.	Citizens with severe learning disabilities and a high level of complex support needs will not fit into this strategy.
3624.	It's a load of crap!
3625.	All sounds good, but you need to find support works to support in community. From where we are sitting it's a little too late. My brother is in his late 40's needs around the clock support, for younger service users I can see this could work, but the right support package/direct payments need to be in place.
3626.	I feel that it would be more beneficial for the younger at age but not for someone elderly like myself.
3627.	Yes, as long as they are supported.
3628.	I don't believe it to be an ideal strategy consultation for services for people with brain injury.
3629.	Insufficient day care centres and support for family carers.
3630.	Council is being devious and dishonest. Social care management should be changed.
3631.	You ask for ideas, presumably positive ones but there is nothing positive about these proposals.
3632.	It is hard to give a verdict of "disagree" when so much effort has gone into producing this strategy and there is much in it with which I do agree. The fundamental problem is that it is trying to produce a model for day services which covers so many different categories of the service user.
3633.	This couldn't happen soon enough and is long overdue.
3634.	We agree and support the new strategy and hope it is very successful.

3635.	About time too!
3636.	Empowering and fluid strategy that prevents communities becoming socially isolated and hopefully when end of life happens, we are in a position to arrange a tailor made up of life service where nobody is able/willing to arrange the funeral.
3637.	I do (agree) as long as the council do what they say and not just shove it under the carpet.
3638.	The need to consult and develop day services is essential. Ensuring choice, independence is vital to ensure citizens have a person focused service.
3639.	I agree with they are saying and future ideas.
3640.	I agree with what they are saying on the future ideas.
3641.	I agree in theory with the proposed draft day opportunities, but I'm concerned that this will not be for every service user.
3642.	If it works, it will be a very good thing, but I think the residents will find they miss the safety of the day centre and they won't have as much contact with their friends.
3643.	The strategy works and sounds brilliant, but will it be possible to enforce with current economic climate. Will it just be more broken promises by Birmingham City Council.
3644.	If the strategy is successful it would benefit all of our service users.
3645.	It would benefit X greatly and they will gain strength and confidence in experiencing different situations although will need constant assistance as they wouldn't be able to do certain tasks on their own i.e. getting the bus or being left alone for long periods of time.
3646.	It would have a positive impact as I could engage in more activities and not have to try and fill each day on my own.
3647.	It's a work in progress and like most strategy's there's no guarantee of success.
3648.	X is looking forwards to the changes.
3649.	Positive impact as family will have daily support and break. X will have change of environment and mix with his peers, try new activities.
3650.	This would be good to support X in new learning.
3651.	X would benefit from the upcoming changes.
3652.	Absolutely replicates what we already offer in other boroughs.
3653.	Agree if it's in addition of keeping the day centres open.
3654.	As long as it is implemented and not changed without more consultation.
3655.	For your generation this will work, but for the elderly and severely disabled, it would not work.
3656.	Gave thumbs up-smiling facial expression.
3657.	Good x 3
3658.	I don't think it would work for me. if it could be implemented for the young people.
3659.	I think this is the right thing to do.
3660.	If what is planned matches my current provision, then i would be very happy.
3661.	In theory it all sounds good, but we need the day centre to remain open and available to people who need it. Both those who attend during the day & respite it provided for carers.
3662.	In theory this sounds very good, in reality not so sure.

3663.	We personally support these not the individual support, but we are concerned about getting funding for the more able people.
3664.	X gave a positive facial expression.
3665.	By having a clear process in place will help co-ordinate the provision available to all.
3666.	Day Centres can isolate disabled people from others, and "for life" is only for some people, so having a more inclusive service is a good thing.
3667.	X put his thumbs up.
3668.	Very positive.
3669.	We need to show a commitment to future of day centres.
3670.	Great ideas let's talk more work!
3671.	I hope the amendments will work for majority of younger services users. However, please be aware it is not easy to teach an old dog new tricks.
3672.	If all resources and facilities were in place.
3673.	It would help reduce associated pressures that occur for which assistance may be given in the incorrect way or association.
3674.	Not on me directly but on those who I support through my work.
3675.	Depends on what support and funding is put in place, will depend on the impact!
3676.	The strategy is great as an overview, but you have to get into the detail.
3677.	SU x2 – This sounds good to me.
3678.	Good that the strategy is asking about us.
3679.	Carer – There are pros and cons. It's too late for my son who is in his late 40's.
3680.	Now I'm just interested in him being happy and supported as he needs one to one support
3681.	It's a little late for my son.
3682.	The strategy is good, it's the way forward for the younger generation.
3683.	Different skills, different strengths, use leisure centre, we agree with the proposal – All 4 service users agree.
3684.	On paper it is good, but different people will see it differently.
3685.	Good idea to be future focused.
3686.	Strategy and model – positive stuff, so excited that Birmingham are going through.
3687.	It's a good thing that BCC are improving with the proposed strategy.
3688.	Empowerment by inclusion.
3689.	What has gone before doesn't instil people with a lot of confidence.
3690.	We like the idea but when put into reality it is fantasy.
3691.	This strategy is designed for the ideal disabled person, but there is no such thing as the ideal disabled person.
3692.	Good strategy, simple to the point. Most important thing to put people's needs forward
3693.	Quite good, but people are individuals with their needs
3694.	Sounds like a good way forward.
3695.	The day centre used to do this in the past but had to stop, this seems like recycling old ideas.

3696.	This is a big move forward.
3697.	The Strategy states how things should be done.
3698.	This is a positive way forward, and it is much needed.
3699.	Providers said they adopt a lot of this strategy already.
3700.	General consensus of group was that this was welcome and there was support for this part of the strategy.
3701.	Additionally, "Healthy, Happy Lives" work with individuals to reduce social isolation. This activity very much follows the proposed strategy.
3702.	Collectively Providers felt that there was nothing that they disagreed with fundamentally. They are pleased to see that the Citizen is at the heart of the proposals.
3703.	Providers generally agreed to the strategy proposals.
3704.	Overall the strategy has good intentions, and there was nothing really that people disagreed with, just that this is obviously a broad strategy and it needs to be applicable to all.
3705.	The principles are a good thing as long as the aim to improve the citizen
3706.	Not seen as being significant, the principles remain the same across the board.
3707.	One carer expressed that their service user only got 2 days a week at the day centre and this made them very bored and isolated at home, as the family couldn't be looking after them 24/7. They queried whether this would be changed under the strategy as it's focus was choice and control, and that's what the service user wants.
3708.	Disagree with the strategy, believe parents of service users should have more of a say and the ones with special needs should receive greater consideration.
3709.	Model is ok as is the strategy.
3710.	Strategy does not factor in needs of carers.
3711.	Reason I asked for practical examples is because it will sell the strategy to people and Cabinet members. For example, the ability to use the internet.
3712.	You need to consider the service users future.
3713.	Number counting, till work, money
3714.	Allow for a positive experience.
3715.	The provider believes things will be forced on their client group that does not meet their need.
3716.	Centre of Excellence would be a good idea.
3717.	Co-produce and redesign and look at Parity of esteem for mental health and physical health have equal financial budgets.
3718.	This is simply an aspiration - to be able to comment more detail is needed on how each aspect of the model works in practice.
3719.	In the statistical analysis I was surprised that the Council is supporting only 379 people over 65 with day opportunities. Our small day centre in Kings Heath accounts for over 20 of those and it is hard to imagine that we are providing 7.5% of the total service for people in this category. But there are references to 15,472 people on page 12 of the strategy and to 215 people on page 14, and I am not sure how these all tie in. Whilst I have been critical of the strategy's main emphasis, there are aspects we support, in particular the attention paid to the needs of carers, and we can work with more direct payments if that's what you want to achieve.

	The strategy talks about the need for provision in the evenings and at weekends. This will only be feasible at significantly extra cost for us and it would require a guarantee of a large number of Council-funded places at our Centre at these times.
3720.	Depends whether implementation is really about the individual rather than lumping people together.
3721.	Too biased against day centres.
3722.	I need to understand better what the changes would be.
3723.	This system is putting people into boxes and taking away their care. the more able assessed will be abandoned in other facilities and will lose their care provision. The council clearly wants to remove the wide end of the total number in order to leave day centres half empty.
3724.	The council are doing things they did 10 years ago.
3725.	The plans for the city are what we seem to have had in the past and were taken away due to budget or political means i.e. the closure of social enterprises and college placements that were stopped or taken away from whole groups or certain individuals due to different circumstances. So, I agree that we should go back to the way things were in certain ways, but I disagree the way it is being implemented like it is a new thing when it isn't.
3726.	These ideas are great, but you need to have the structure in place to support it from transport to communicators, to a wide range of activities that are accessible to all and support for carers. A benefit advisor from BCC used to come out and give advice as to what you were entitled to and to attend meetings with you if required. All these services have been cut there also used to be a warden who visited once a week to check things were ok and make calls on my behalf. The warden no longer has time to do this as she has a wider area to cover and she have less time for our community.
3727.	Agree in theory but practically does not always come up to scratch.
3728.	On paper it sounds wonderful. In reality I don't think I have much faith in it.
3729.	Looks good on paper but in reality.....?
3730.	Having a consistent approach.
3731.	Not enough information regarding how it will work.
3732.	We are not sure what the strategy means in practice.
3733.	How do you make sure this model is implemented in the everyday life of the daycentre?
3734.	In practice won't work.
3735.	In theory agree but will it be implemented correctly, efficiently and with current staffing levels.
3736.	You need to explain to us how you are going to make it work.
3737.	The difficulty will be changing mindsets.
3738.	The whole thing sounds good, but we don't know enough to say how it will work for us. Who will implement each stage family or day centre? Who will fund the placements for us? Will all our money be changed?
3739.	Not enough information about exactly what you want to do differently, some people in Day Services are happy to stay the way they are as they have limited ability. You haven't said how you intend to work with. Say Voluntary Organisations e.g. are you proposing that VO provide a Day care Service or that attendees of day Care Services offer support to VO. Need more detail about your proposal.
3740.	I did not understand it was vague. I like the service I currently receive.

3741.	Not enough information is given how it will impact on individuals who already go to day centres.
3742.	The presentation for the day opportunities strategy didn't really give any solid information. I believe that changes need to be made to move day opportunities forward, it is at a standstill. With little development in many areas. I am lucky as my son goes to New Roots allotment where they are very forward thinking and working with different agencies for a variety of experiences for all. Maybe this should be seen as an example to model the future on, they are definitely not standing still, staff and carers are working together for them all to receive the best working experiences they can. Services users want to achieve, be with friends and enjoy themselves this is a large part of their lives and as a carer if my loved one is happy at his placement, this is carried into home life and makes for an all-round secure and safe and happy person.
3743.	We do not know how this is going to affect the service we offer.
3744.	Day opportunities is a service where external companies only focus on shareholders dividends not what the service is. They don't care as long as it is profitable. How much money would the council save by making all services internal - not having to employ and use profit orientated organisations. Birmingham City Council = Broken promises.
3745.	I don't think it would have a long-term effect on my person.
3746.	It's in an ideal world that this will actually happen and work for the majority of people. My worry with the new Day Care Strategy is that many people will be forgotten about. People with additional needs can deteriorate and change overnight and a task they can manage one day may not be achievable the next, this is a huge safeguarding concern! How often would they be monitored? Or would it be like it is now, a review, needs identified, and nothing implemented so we'll repeat this pointless exercise in 12 months! The whole system kills and fails people and for me the Day care strategy will expose more people to harm and risk.
3747.	One size does not fit all.
3748.	Will only apply for the minority of LD service users. Have you got places already for them complete with risk assessments and extra support?
3749.	I trust and believe that Headway addresses well the problems and difficulties I face, even though I have very problematic short-term memory
3750.	Disabled people will be thrown out onto the streets and will suffer isolation and depression. All this to save money, but Council will not admit it. Total dishonesty.
3751.	I am suspicious of words 'such as building reliance' in the text, which could be code-words, as the current national Government uses, to basically say 'you are on your own - we are not helping you'. Though the remainder of your document augers against this view, so I am open minded to being persuaded that your strategy could be the right one.
3752.	The clarity is not there. (with the strategy)
3753.	Proposal sounds positive, like the idea of taking users to community, increases choice and freedom.
3754.	I resent the comments that family and carers can be restricting to the disabled about what they capable of achieving.
3755.	I like proposals but think they are in a fantasy world.
3756.	If you are going to improve the lives of service users, we are behind you 100%.
3757.	How are we moving forward, everything is going around in circles – nothing new.
3758.	Has been proposed before and is nothing new.
3759.	Don't think this is a step forward. Nothing has changed.

3760.	Deja-Vu.
3761.	Same old, Same old, nothing changes.
3762.	Heard it all before.
3763.	These phrases and plans have been going around in circles for years now. Never any action taken on them.
3764.	Services that were previously working had to be frozen, service users were working as if they were employed and they really enjoyed it, but this was all stopped. Now they want to bring it back.
3765.	Agree with the ideas but have seen this all before – 30 years ago – and nothing has changed.
3766.	Might look good on paper – but don't want it to get unstuck when putting into practice.
3767.	The strategy sounds good, but there is a big difference between strategy and reality.
3768.	This is a one size fits all, it has to be fit for the individual.
3769.	I think you need knowledge of people in day centres to make this work.
3770.	Do you have any practical examples of how the strategy works, I know everyone is different?
3771.	Can I see specific examples as this may be helpful in allaying my fears for example how a practical day to day may look? This may help me to understand the strategy.
3772.	Not sure about what changes are coming.
3773.	Not sure what they are
3774.	Open minded, not sure
3775.	Not sure would need more information
3776.	If it's implemented properly it could work.
3777.	It may be good, but it depends on what alternately offered.
3778.	It's difficult to put a more positive grade until the new arrangement/ practices are in process.
3779.	The changes to day services sounds good in theory but unsure how these changes would work in practice
3780.	At the moment no change but it depends what changes will be introduced later.
3781.	I do not know what these changes will really mean for me.
3782.	It depends on what you are going to do, and whether it will affect me and my family.
3783.	It will worry me because I'm not sure what is going to happen.
3784.	Not sure how it would impact on family life until something has been tried and proven to work. The effects are not going to be known.
3785.	Council want to privatise everything. Private care homes have poor quality of care, BCC services were a lot better.
3786.	We want to keep our day centre open. (4a) Disagree because it would be at the expense of the day centre. (4b) Agree but not close the day centre. (4c) Strongly disagree as it would be at the expense of the day centre. (4d) Disagree as he can't travel on his own.
3787.	I feel you are not listening to carers & service users at all. You have had an idea plucked from thin air. The service users class the centre as their place of work where they have their friends. They are in a SAFE environment where they are cared and supervised

	extremely well. What you propose is not plausible you are trying to save money at our children's expense. You are not Listening to carers & service users. All the things you propose to do is already being done at the centre so why change it?
3788.	I would be able to do things that will help and that I would enjoy doing. Not only giving my family and carers a little respite but making me happy = happy family.
3789.	It depends what the outcome actually is. My son is dependent on the day centre remaining open and doesn't like change or disruption in his daily routine. This would cause immense stress and anxiety.
3790.	Other Councils have taken a similar model and there is lots of evidence that closing Day centres, Respite and care homes doesn't work but I guess you have seen the programs and research too! Once again who monitors this on a daily, weekly basis to ensure that this is happening. I wholly believe that the Day care strategy will be harmful and detrimental to the wellbeing of the vulnerable people in Birmingham. I have followed and read many things about other councils who have tried a similar model and the outcome is horrific. Isolation, abandonment, exploitation and harm! But will you even listen to our concerns or will I be in the horrific situation when it all goes wrong as it did with my Brother who died at 38 because you didn't listen!
3791.	I believe that this whole strategy is aimed at closing day centres by trying to get 'service users' out into the 'outside world' by encouraging personal payments to access other services, but what you are doing is destroying our communities within the day centre. This will have a negative impact on services users and their carers.
3792.	We have got the rough edge of the stick, worried about what is going to happen.
3793.	Feeling uncertain at the moment.
3794.	It is worrying what would happen in future.
3795.	As long as the individual isn't pushed too far, could make mental health issue, anxiousness etc. far worse. Don't believe direct payment is the way forward as Birmingham Council services cannot be used. Feel the individual would become insular, and it's open to misuse. Sounds good, but safeguarding facilities, suitability all have to be looked at consistently and reviewed regularly. Ideally is sound good. Realistically there seem many pits falls. One thing having it written down another it works when it's actually put into practice.
3796.	This would make things worse at home putting pressure on family.
3797.	What ideas? Very loaded questions! It would affect my family a lot as they work every day and I cannot stay at home by myself. This means they would have to give up work to stay with me.
3798.	Need to see the whole family as one.
3799.	The change was not there before, they will home in the sentence - it's hard to disguise – very difficult to manage. They want full answers. They don't want change; there is a big fear of the unknown.
3800.	I honestly think these proposals will have a negative effect on the majority of the service users and carers who use these services. My concerns are around safety of the service users, impact on the carers. Where are the places as I know from personal experience that if you have a disability of any sort, like my daughter did with being epileptic but didn't have any other disabilities, trying to be a volunteer and I wonder how many good placements are available where they can learn.
3801.	We don't know yet what the intentions are and what will be on offer to support social inclusion.
3802.	For people that are able it would be a great benefit, but the majority of service users are not capable.

3803.	Speaking as a carer for an older person, I think that your changes are not relevant to every person who uses a day centre. Everyone's needs are different, not everyone appreciates change, and some prefer routine and familiar surroundings. This enables people to build friendships which is very important which is vital for confidence.
3804.	This is totally out of order, where is everybody going to go.
3805.	Help everyone.
3806.	I feel I get this already with my direct payment and day centre.
3807.	I feel this is more beneficial for people with less needs. It seems more emphasis is on helping people to be out in the community which is or may not be practical for people with more severe learning disabilities.
3808.	I just don't believe you would produce the level of support required for all of the people with severe disabilities. This only works if the help is provided which I strongly doubt it would be.
3809.	I want everyone to be cared for and my needs are here with my friends.
3810.	I would like to see this happen for every-one.
3811.	In theory those ideas are good, but you keep focusing on people who are capable of reaching these goals and not really offering any ideas as what is going to happen to the people who need intensive support. For these people, day centres are a necessity.
3812.	Not sure what this would entail.
3813.	People should do things for themselves and ask for help and support if needed.
3814.	People should get support where needed.
3815.	People who need more help should get it.
3816.	People with complex needs should get extra help.
3817.	Please do not alter my care package.
3818.	Quite satisfied with the way things are.
3819.	Like the strategy and the ideas. Think this will make things better for people.
3820.	I feel that the ideas that are being proposed are good in theory and may work for some people but would not work for myself and my family. I am happy with the service/day care that my son is getting at the moment, this meets his needs and he is happy in himself and this has a positive effect in his wellbeing which makes us happy as a family.
3821.	Enjoys going to Ebrook, does activities she loves that she can't do out of the centre alone. Overall doesn't like the sound of the changes.
3822.	Agree with principle but would not work for my child if she were to be moved out of her specialised day centre.
3823.	Would need more information about how changes were going to be made. What opportunities there are? Will they be accessible to me? How much will it cost?
3824.	As long as I can keep my attendance as it is and keep my care package unaffected.
3825.	Can't answer this question till changes are put into place. I do not want my care to change as I also need support from staff and feel I might lose out due to complex needs.
3826.	Could make things better if staff have less work to do looking after the severely disabled. But still must emphasise a day centre is the best solution in our view.
3827.	Depends if my support was cut back.

3828.	All service users said that they really enjoyed the range of activities they were able to access at the day centre. They were excited at the prospect of being able to have more opportunities offered to them through the strategy. They especially liked the idea of seeing more of Birmingham with their friends and teachers.
3829.	Two carers said that they liked the categorisation of the strategy, as they felt it was important to show that there are different provisions for different needs.
3830.	Extra support in addition to day centre service would help me and my family.
3831.	Helping families by supporting their child or adult to get around.
3832.	How many projects are in Birmingham that parents have set up, tell me some stories?
3833.	I cannot sort myself out and this would bring stress to myself and my mother.
3834.	I don't know if any changes would affect my situation in a negative or positive way. I would not want to lose the amount of support or independence that I have now.
3835.	I feel this makes things better for me and my family.
3836.	I have already said how it would affect my family.
3837.	I hope I can continue to get the balance of support I require at home and from the centre.
3838.	I think if things change this much, we will be affected.
3839.	If I was supported, my family would be okay.
3840.	If needs are assessed correctly, service provided will make things better.
3841.	It will not affect me as long as I keep my support.
3842.	It would affect me and my family. My dad cannot come, this gives him little break and me.
3843.	It would be better as long as they still get the same support.
3844.	It would depend on what was offered to help us and our son, as it is now remains the best option.
3845.	It would put too much pressure on my family.
3846.	Not sure how this will affect my family as they are accustomed to things being done a certain way.
3847.	The ideas are unnecessary in my opinion for my son's needs.
3848.	This can play to her strengths, if it doesn't disrupt the routine of the household.
3849.	This would cause problems with my family as things are much better the way they are.
3850.	This would strongly affect me and my family.
3851.	We don't know what difference it will make in the future.
3852.	We will not really know until the changes are put in place, if my care is changed and I am not happy. How will I be able to complain?
3853.	With support it will make things better for me and mum.
3854.	Strategy should be to improve and enhance day centres.
3855.	Would cause a lot of stress on service users and would have a big impact on family life.
3856.	Looked at pictures graphics pointed to all and gave thumbs up. wanted all ticked.
3857.	X says the whole part of him moving out of his home into independent living, was for him to live his life the best way he can. If day care services where to change he says that he will be once again depending more on his parents. By this X says he feels he will be

	back to square one and his mum especially will be tied up and no time for herself. Day care provides a safe space and help with his own wellbeing as well as his mother's peace of mind.
3858.	The consultation document is quite negative about how far current buildings centred day services measure up to the strategic aspirations it recommends. However, it also acknowledges that, amongst existing service users, there is an affinity with the day centres they attend which goes as far as a dependency on services that they have assumed will be there for them for life.
3859.	You will remember that when the City Council attempted to close the Fairway last year, the objections that were raised not only related to the Council's failure to consult as it should have done, they also related to the impact on existing service users. I am conscious that when Council officers put their reasons for wanting to close the Fairway, they did so by reference to a policy direction that bore a striking resemblance to those now outlined in your proposed new strategy. Whatever the theoretical merits of such a policy approach at that time, however, the clear message from Fairway service users and their families was that in practice closure would have deprived them of an important part of their quality of life and that it would have left them isolated in the future. If this had indeed been the result of closure in practice it would, of course, have undermined the very person-centred policy objectives that the Council said it was pursuing in the first place.
3860.	This strategy looks like it is being imposed on citizens rather than the citizens being consulted with first. Choice should start with them and then services designed to meet their needs.
3861.	There is definitely a major disconnect in services provided when only 2% of the Birmingham population is receiving adult social care/day opportunities (20,000 persons) and yet, just in the category alone of those with learning disabilities comprises 2.5 % of Birmingham's population. A significant number of persons are not being reached but you may be correct in expressing a view, that they are being provided for 'effectively within their own community'.
3862.	I believe that the proposals are a positive step and if the strategy is implemented it will improve choice and citizen lives.
3863.	These statements/strategy don't really value the work/role of the day centres that have had on integral role in my uncles well-being.
3864.	I would love for my mum who suffers from dementia to have her needs assessed and an action plan to improve her quality of life implemented. Sadly, I have sat through many social work assessments where needs have been identified but never have any follow up and certainly no help or action plan. I don't believe that the day care strategy will change or improve this because you haven't got the budgets or the manpower!
3865.	I do not believe that whoever designed this strategy has much of an idea of complex nature of living with a condition like autism. The spectrum is so wide that one size doesn't fit all. In order to be safe in the 'outside' even though the person that I support appears 'very normal' to access opportunities in the wider community he would need 2 PAs to accompany him to any outside activities and if a stranger was sent instead of someone he knew, it would cause a major meltdown. None of this happens when he goes out with his friends from the day centre, he is in the comfort zone and is a helpful, considerate person who helps his less able-bodied friends.
3866.	The day care strategy will cause more isolation, fear and affect the individual's wellbeing! Some people will benefit from developing skills to be able to live more independently. My sister gets this from her council run day centre and I'd like that to continue.
3867.	A change is a good a rest.
3868.	A parent raised that there was no mention of closing centres or reducing the number of people that are able to attend the day centre in the presentation or strategy which they felt was deceptive. This is due to funding not being talked about. They also said the

	strategy, where it wants to increase choice and control, sounds like it would be labour intensive, and generally felt like the meeting hadn't addressed how any of this will be achieved. It doesn't sound like it will transfer well from paper to practice.
3869.	A strategy is good, but what is important is how are we going to get there.
3870.	Agree with strategy.
3871.	All depends on how this affects the individuals' circumstances.
3872.	Day Service principles ref question 1, they are not new proposals and do not need consulting on. By the admission the council are saying the strategy does not quote what they are aiming for.
3873.	Disappointing that we only just have a new Strategy. Surely, we should have been following these principles before.
3874.	Far from these ideas being a positive move forward I feel people with disabilities will become more segregated and isolated. I believe there will be an ever-increasing number of people who will suffer mental health symptoms through becoming isolated by being taken from the safe and happy environment they experience currently.
3875.	I agree with the general aims + purpose of the strategy, although I'm surprised that one is only just being put into place – what were you working to before this? Some of the details of the strategy I do not agree with: - such as the use of the term day service which is an avoided term in SML who prefer to move away from any link to institutionalised approaches of day centres. The term daytime opportunities offers more personalised approach – not everyone wants to attend a Day service. Also, is there more classification on who carries out the initial assessment on the individual as the draft proposal implies that they go to a day service first + then the day service do an assessment.
3876.	I feel a bit/sad sorry for BCC who have not progressed over many years. Services offered should be exciting and inclusive and BCC residents are being short changed. The proposed changes would be like being released for some people, but they are big changes and how will they cope?
3877.	I live on the outside of the area. it would impact negativity on those I work with in Birmingham.
3878.	Is one of a kind, smaller pockets should be connected, move toward co-production.
3879.	It sounds OK!
3880.	It was agreed that the majority felt very pleased with all the changes and felt that it would improve the situation of the Citizens of Birmingham. There were no drawbacks pre-empted with the changes however it was felt that these could not be realised until its implementation. It was noted that only then will it impact be felt and its effect on staffing levels.
3881.	Lack of trust between provider and BCC. The strategy sounds good but how will it be delivered, and can BCC be relied on.
3882.	New thinking and applying the findings of academic studies like at Kings College London, should be fed into the existing stable system.
3883.	It was expressed that the ideas behind this Strategy is good and sat well with the client group and Carers however its practicalities were questioned. It was thought that if a community workplace was arranged this would require thorough planning and financial commitments from BCC as well as a regular staffing commitment. It was highlighted not only would the Client group need support, guidance shadowing and training as would the Company; who needed to be supported and trained in expectations, mentored and reviewed regularly. It was suggested that the client group needed to have lots of choice in where they were placed to maintain interest.

3884.	No one is telling us what alternatives will be. Where is the support coming from? Any planning needs to be person-centred. A lot of money is being spent on these consultation at the same information is being repeated time and time again – this is happened before.
3885.	Proposals were good but understanding to others this was happening now not realising it was a proposal and further feedback required.
3886.	The group thought the aspirations of the Strategy were good. The transition of the triangle model is important to consider. Treat everyone as individuals is crucial it's not just about new skills, its learning old skills too.
3887.	The strategy is fictional. Good in theory but will this work practically.
3888.	The strategy is not new, and providers are already working towards a person-centred service in the community.
3889.	The strategy makes sense as long as it isn't just about money. Being out in the community will create more opportunities for some people.
3890.	The three-year model in the strategy (current model column) is not reflective of the day care centre my brother attends.
3891.	Think the strategy is good because widening spectrum for people with additional needs. Especially as clients are dependent on us, opinions now available.
3892.	this strategy is not new, and providers are already working towards a person-centred service in the community.
3893.	Use of the term "Day Service" is avoided in Solihull MBC due to institutional references.
3894.	We are not sure what the strategy means in practice, as nothing of substance was discussed.
3895.	You already have a plan; this is a waste of time.
3896.	I don't think proposals are that clear about how they will achieve aims.
3897.	Carer – I agree.
3898.	I do not believe that this strategy will do so.
3899.	Council should do more to support disabled.
3900.	Day centres could be combined.
3901.	Don't agree with day centres and services shutting down, agree with independence and going out into the community but only if funding + support is there, also hope it is not just talk + action happens to bring vision to life.
3902.	Fantastic. I love it.
3903.	Good things, thing that they can improve.
3904.	Hopefully it will improve the care & support.
3905.	I do not believe that this is possible.
3906.	I feel this is okay for people who have the capacity.
3907.	I think this is unknown until the change are put into practice as I feel this could be different for everyone's individual circumstance.
3908.	I'm happy with day centres, don't mind people going out to access community facilities or activities coming into the centre, also could merge centres.
3909.	If not in the context of day centre, I strongly disagree. Otherwise, strongly agree.

3910.	In theory the strategy on face value appears to offer an improved service however there are so many past instances when this has been discussed only to end up with a day centre closure that I think you will find there is a lack of trust particularly from carers towards change in general.
3911.	Look at market shaping and developing internal/external partnerships.
3912.	Make aware of partnership working.
3913.	Makes things a lot worse.
3914.	My daughter is Autistic which is why I'm interested in this.
3915.	Need a changed approach – provide services/activities in a different way.
3916.	Need a co-ordinated approach.
3917.	Need to work in partnership.
3918.	Not fixed blocks, fluidity + flexibility as needs change.
3919.	Not sure of this.
3920.	Not understand it.
3921.	Senior People and carers, it is not about skill development, a better term to use is “capacity building with a focus of lifelong learning and ways to optimised fundamental independence.
3922.	Service user was upset when asked about it.
3923.	X is 62 – words have been said before, it how we move forward.
3924.	Day Centre more flexible – more hub-based model would be ideal.
3925.	External providers are finding it difficult to plan when BCC are steering away from day centres.
3926.	Happy with point 1.
3927.	Happy with this point.
3928.	Having knowledge – transport – money – lack of funding.
3929.	I would not have taken this forward.
3930.	I'm not worried yet.
3931.	In the context of still having Ebrook.
3932.	Is a good idea, take it back and use it.
3933.	It's about things you don't do. About things that are structured and settled.
3934.	Rationalise social value (and/or) commercial value.
3935.	Seen in the past good ideas, however, have not come to fruition.
3936.	Way think about X image of possibility, it's about a focus measure of individual. demand maintaining safety mage shifts.
3937.	We all got to put up with it.
3938.	Yes, encouraging parents with stories of possibility.
3939.	Older Adults moved into Day opportunities.
3940.	To make things better.

3941.	I think that I have probably covered most of my concerns on the previous pages to reiterate my main points. 1. The new draft could work for young people with minor LD or physical disabilities. 2. Currently many people attend days, surely it will not be cost effective for a carer to take them out this often, therefore they would be left with nothing on the other days. 3. The money, I think it could be open to abuse, in fact I am sure it would be.
3942.	In theory the ideas are good, however! I know from experience that many of the end users are not capable of learning new things, transport is a big worry. My brother should have a day out each week with a carer, because of staffing problems it doesn't happen, in addition the thought of vulnerable people in charge of their own money scares me.
3943.	Would like other things to do on the days that I don't attend the day centre.
3944.	Makes things a lot better; I'm just hoping (said via citizen).
3945.	What about our jobs????
3946.	Will I lose my job???
3947.	Too much risk adverse BCC.
3948.	I don't know how or even if my job will be affected.
3949.	In some ways as an employee I have worries for my job role as it may change in a way of what hours I do in my role or even if I will have a job at all.
3950.	Would my job be in jeopardy? No one knows.
	Equality and Diversity
3951.	You should NOT close day centres because a lot of the people who depend on them are ageing (in their 50s+) and it is too big a change for them to now start going out into the community and trying to adapt to such challenges. Yes, for younger people coming into the adult day service system these opportunities in the community could be very beneficial but this must NOT be done at the expense of the day centres. KEEP day centres for the older people who CANNOT adapt to change and offer opportunities in the community for younger people. In other words, offer/provide BOTH.
3952.	People with brain injuries often feel that they do not fit into any category and are often overlooked. One example is that a person with a brain injury waited almost a year to access services; at this time their needs had changed and had to be reassessed.
3953.	The proposal strategy should consider those older adults with hearing loss/deafness. At the moment, 1 in 6 people in the UK has a type of hearing loss. An older adult with hearing less can develop mental health issues due to being isolated/not communicating as well so this can affect council in failure. Action on hearing loss has researched that the figures of adults with hearing loss will increase to 1 in 5 people in the future.
3954.	It also does not reflect the needs of elderly people with dementia, the client group to whom we provide our services. For our service users, much of the strategy is irrelevant as they have no need and no capacity, to improve their employability which appears to be a key consideration for you. They require a warm and supportive social environment where they feel familiar but where their specific needs are met. Like it or not, this requires a building and staff who know their clients.
3955.	I do agree as we need to focus on wide range of ages, their needs, different types of disabilities, what work for some won't work for all.

3956.	Want equal access to all day centres, service users visited another day centre and were told they were not suitable, they felt unwelcome and vulnerable, oppose to how attending a day centre is supposed to make service users feel.
3957.	Would like GOLDD back (like at Fairways). There should be living old with dementia services in the south of Birmingham.
3958.	Require more support for people who have suffered and acquired brain injury. More help will help ABI sufferers lead a better quality of life. Increased funding will help improve current brain injury centres/charities. What support would be given to people with brain injury and learning disabilities? Brain injury does not come into any of these categories. I don't think it takes into account the particular issues associated with brain injury we do not fit into the proposed day strategy as it does not cover brain injury. Agree with the initial proposal but acquired brain injury is not being recognised. As I have an acquired brain injury I feel that my needs aren't met!! I think that the proposals are good, however there doesn't seem to be anything aiming to support people with brain injury.
3959.	There is no provision for autism which is not a learning disability or a psychotic mental health disorder but does affect a significant proportion of the population. No autism provision.
3960.	Assuming everyone is the same with a disability.
3961.	Human beings should not be pigeonholed.
3962.	I want more activities opportunities that fit with my cultural background.
3963.	Agree with the initial proposal but acquired brain injury is not being recognised.
3964.	This proposal does not make allowances for those who have multiple disabilities and need 1:1 support at all times.
3965.	Understand that there are more than just four areas of disability i.e. not just learning, physical, mental health, older people.
3966.	Treat everybody as an individual according to their disabilities.
3967.	Please consider very carefully when considering the elderly. They should not be categorised with others and really do need to be considered separately.
3968.	Young adults should have the same opportunities as their peers/siblings and the 'responsibility' shared by these proposed opportunities would be of great advantage to older carers/parents who may feel their own quality of life is becoming impaired.
3969.	Brain Injury is not necessarily older people or mental health or learning disability but can include elements of all of them.
3970.	I don't think I live in a community where this can even take shape, as most believe their religious beliefs are superior to anything else and will not care to implement the model. There is also the danger that they will not enable the user in order to keep them on as long as possible to receive direct payments. That's why people are made to commit and forced to go, so that the provider can continue to claim payments, regardless of whether or not the service is beneficial to the user, in other words, users are exploited.
3971.	No Groups, no specialist nurses for dementia.
3972.	Many adults with dementia need smaller groups and/or 1:1 support.
3973.	A day centre doesn't work for all, some users do not want a busy day centre. We support on 1-2-1.
3974.	Council/organisation should be educated to work with people that have dementia.
3975.	The strategy is based on the premise that parents are looking for different ways of looking after their kids, some parents are illiterate and don't know what support is available for their kids.
3976.	I have concerns over the harder to reach citizens and particularly supporting them.
3977.	Would like to encourage the ethnic minority groups to be actively involved with carer's group, they may need support.

3978.	Black, Asian and Minority Ethnic (BAME), we need to be inclusive. Assurance given to Cllr that we have involved people across many groups.
3979.	We want our daughter to be socially included and we don't believe that there will be positive outcomes and enablement for everyone.
3980.	Think it is more suitable for the younger age group and those with autism.
3981.	Mixed group level of need to support each other.
3982.	My daughter is 28, it would be nice to have someone about her age, there needs to be a mix of service users, it (services, the strategy) has to cater for everyone with different needs.
3983.	Very little for young people, my son (who has Autism) has two days at a city farm and uses his PA hours to go to the gym or cycling.
3984.	Day care is for all ages; however, a young person doesn't want to go to a day centre and do the same activities as an 80 year old with dementia and the 80 year old doesn't want to carry out the same activities as the young person. It was felt that whilst people should interact with people of all ages and with different disabilities there should be a resource purely for young adults.
3985.	Someone with a brain injury is not personalised but categorised as a person with Mental Health, learning or physical disability and they feel "excluded".
3986.	Mental health, support for carers, personal counselling and small group therapy are all missing.
3987.	The draft strategy mentions people with LD but not with sensory loss. Over 11 million people in the UK have a hearing loss, we are an aging population, this number will increase year on year. There are very little/few services for adults with sensory loss. We aren't aware of provision for older adults with hearing loss, except for BID services who have recently cut a service providing 1:1 support. I believe the council is now responsible for this, therefore, will it be added into the strategy? Hearing loss/deaf support is seen as specialist provision as communication is the most important factor, need to have qualified communication support. People are being left isolated and lonely: services need to be built on the needs of the whole community.
3988.	Adult health and social carers should offer more services which are brain injury specific as people with brain injury have needs which do not fit into the standard categories.
3989.	Autism is missing from the strategy.
3990.	Council should do more to support disabled.
3991.	I feel very strongly about places where public funds are high jacked by providers to suit their own agenda. Therefore, it's extremely important to specify which community users should integrate into, i.e. a well-balanced community as opposed to an ideological one. There is no sense of escape if they try to bestow their own beliefs on the user, which are contrary to British values. It is highly unfair on users who cannot defend themselves against this. Providers must demonstrate they believe in British values.
3992.	Mental Health gets a lot of funding so need to fund LD services.
3993.	People are not just a number; everyone is an individual.
3994.	All agreed that the older generation are forgotten about and there's too much focus on the younger generation, see this as unfair, whilst still able elderly need occupying and there needs to be more activities for the elderly.
3995.	Not as many resources for older adults.

3996.	The impression is that the proposals are geared more towards the younger generation 'everything for autism'. Autism is a very broad spectrum and needs to be used widely.
3997.	Dementia services commented that there was a marked increase in dementia in an area of North Birmingham.
3998.	All people of abilities should work and be together.
3999.	I agree, people with complex need help and the council can't leave people out and exclude them.
4000.	I think that people of different learning disabilities should have support and care.
4001.	I understand different people have different needs.
4002.	It might work from some people but would not work for the elderly like myself and my husband.
4003.	It's completely not necessary because we need an avenue where we can all interact by not discriminating.
4004.	It's segregating people into groups.
4005.	It is not easy for the ethnic community to know the rights of the disabled as there is often a problem with the language barrier.
4006.	Better support for people with complex needs.
4007.	Not enough education in schools about disabled people. Young people in schools are now very accepting, people of my generation are not.
4008.	Put a cultural slant on this, if day centres aren't provided then kids will be left at home. My brother has two autistic sons and wants to go out and learn how to help them, but some Asian communities do not want to know.
4009.	Meeting with different people. Think about activities for British Muslims.
4010.	Actively proven that if old people go into day centre, this stops/prevents them going into long-term care. Providers need to target dementia.
4011.	Think the focus of the older adults has been lost, little with older adults within the consultation.
4012.	Younger people may not want to use the day centres, but older people may want to continue using them.
4013.	Would be nice for separate groups of male and females to interact and form ideas.
4014.	It's a big step for younger people to come to day centre. You're trying to get them to do other things. Important service user stays in his community.
4015.	Able to visit all cultural facilities, e.g. mosques.
4016.	Mixing different groups of people.
4017.	There are elements of the models principles that could be delivered to group such as The Chinese Community Group, maybe a way of looking at promoting enablement where possible and looking at services that could overlap with other cultures and groups, identifying similarities in what each group of Citizens may enjoy doing, e.g. Dance, games etc.
4018.	Young dementia support for adults with an early diagnosis, connecting people with their community, offering short breaks and emergency outreach support for carers, taking a more creative approach to day care and less traditional.
4019.	Support to challenge stigma and stereotyping and to break down barriers faced by younger people with mental health issues.
4020.	There is segregation in the services. Some people tick more than one of those boxes, i.e. someone with learning disabilities can also have physical disabilities. It should be personalized for each individual. I work with blind and partially sighted citizens. I cannot say to them "do you want to go to a blind group?" It needs to be more integrated and less about percentages. It is not all about what group they are in. More about what they can access regardless.

4021.	Also support my brother who suffers from depression.
4022.	Need to address cultural needs, e.g. looking after mum ourselves, gave up job to support these needs.
4023.	A child who uses a wheelchair or who has a learning disability would go to a different school. About 3 or 4 months ago, I saw a school group and 3 or 4 of them had physical impairments but were with a school group of able-bodied children. Integration bodes well for the future. It is good to grow up with others. Able bodied children can then see that those with disabilities are still equal members of society.
4024.	RE: Page 11 of the 'Adult Social Care Day Opportunities Strategy 2019 Document', last paragraph entitled 'Adults with Mental Ill Health': There is a difficulty with mental health people accessing help or a service which is a worrying statement. They may need help communicating their motivations. As a carer I can encourage but not compel. I have a limited time to work with them.
4025.	Does not include all areas of mental health.
4026.	Focus predominantly learning disability, not elderly/dementia.
4027.	for example, mum with dementia, nothing for mums' cultural needs, back to family, reduce hours, leave your job.
4028.	For younger generation your ideas could work, but for older generation this would cause no end of issues for the services user + their family. Everyone will get old at some point day centres will always be needed.
4029.	Have to deal with prejudice out in the community which can be upsetting. Some people have had bad experiences.
4030.	Mental Health awareness is important.
4031.	There are groups who would not be able to come across as articulate like me.
4032.	Would like to do more within the Muslim community.
4033.	Equality: We feel that adults/ citizens are treated with approach at Ebrook. But in the community, they are not treated as equals. Citizens need to develop safe kind relationships.
4034.	Councils must have services for everyone not just for people who use care and support services, so who else would be joining the day centre.
4035.	In the new rules it says Local Councils must have services to meet different people's needs and how to give people care and support, we have all this at our day centre.
4036.	Needs (autism) to be recognised as a separate condition.
4037.	Providing mental health care just as much as physical.
4038.	We need to respect everyone. If centre closes I feel bad for people with Complex needs.
4039.	Vulnerable people don't like label.
4040.	If you are part of a group & going to the same place this is classed as being institutionalised.
4041.	Ethnicity not specified – why is this relevant?
Person Centred Planning	
4042.	All seems very sensible and practical. Person centred approach is hopefully a given in the way we provide services to citizens.
4043.	I agree with the proposals as it will be more 'person centred' covering individual needs and giving more choice with things I enjoy doing.
4044.	I agree with this statement however this personalised support is already in place with service users plans.

4045.	Need to work in a person-centred way and shouldn't fudge it because of funding as the only person to suffer will be the service user.
4046.	Think the focus being on the citizen is good.
4047.	Person centred, good thing but needs to be varied.
4048.	Liked that the strategy focused on person centred, gave them choices. X liked doing literacy and numeracy. All liked trying new things with friends here at the day centre.
4049.	Yes, it is a good idea to look at individual people because of their different needs. Everyone is different.
4050.	Work must be based on person centred care. Numerous calls are received by providers regarding "day rates", this is where most of the interests seem to focus on. Focus must be around the particular person and service packages must be tailored to meet their needs. Someone's disability is often seen before their ability.
4051.	"Funding" in most cases follows the disability. The more a person with a disability is able to do for themselves, funding is not available. Providers feel that the majority of their work is a "tick box" exercise, which does not personalise or take the person's disability into consideration.
4052.	Re person centred planning: Agree that it is important to get input from carers. But also, key to get full information at the start from social workers. This doesn't always happen, and we don't always get the full picture and can put additional pressure on the service.
4053.	A member of the group from Solihull referred the group to the Learning Disabilities stand and also referenced an organisation called Plan for You who support person centred planning in a non-biased way.
4054.	There should also be a focus on the negative points to allow for better planning.
4055.	Provider mentioned they would also have their own care plan which is more detailed.
4056.	When timeframes are involved, this can be difficult as every person's needs are different. There is focus too much on timescale and not the person's requirements; which can change over time and in some instances will need to be reassessed.
4057.	Discussion around responsibility for person centred planning and whether responsibility for this includes social worker assessment as well as the provider services. Some members of the group felt that sole responsibility shouldn't just rest with the provider of the service.
4058.	Need to be mindful that when a person enters a service they may behave differently in different environments. How they present at the assessment with a social worker will not necessarily be how they present at a service. Behaviour changes depending on what environment a person is in.
4059.	Agree with second level personalised support tailored to needs of service user.
4060.	X would like to know more about personalised support community/ home.
4061.	Another worry raised was the practicalities of a person-centred review – the ideas were fantastic, but would they give a citizen false aspirations? It was noted that for those with learning difficulties once they had expressed it during a meeting, they perceived that it would be carried out and come into fruition however their requests may not be realistic and may not be met. It was suggested that this could lead to other mental health issues when their aspirations were dashed. The emotional wellbeing of the citizen long term must be considered.
4062.	Any future provision needs to acknowledge the range of Service User's disabilities. It is not one size fits all.
4063.	But for the day centre. (Person centred)

4064.	Identify what the client requires around Person Centred Planning.
4065.	Person centred approach is focus.
4066.	Personalised support – there is nothing regarding services.
4067.	Personalised Support: Not easy - care packages will not be able to be funded.
4068.	Some people would like that. That is where personalisation comes in; if you get to know them and know a lot about them then you can link them to certain things but if do not have that link, it will not work. It is good to build up a network of professionals and services.
4069.	Staff need to be trained effectively. Appropriate person central planning with review within centre.
4070.	The day centre is already person centred.
4071.	The Person-Centred Planning Team in BCC has been disbanded and now it is back.
4072.	Very pleased to see a return to person centred planning. There are excellent tools available to do this in the right way.
4073.	Initial assessment is asset focused.
4074.	It may be appropriate to request what information or interests that any person has.
4075.	PCP – Not really person centred everyone has different ways of communicating. We always have a facilitator doing drawings on a white board, but this is not always suitable for all.
4076.	We have to do what is in their best interest.
4077.	Initial assessment – likes and dislikes, benefit analysis, great if this comes in to place.
	Quality
4078.	They need a guarantee of adequate care and support, the standard which will meet their needs and provide them with the best quality of life, as we expect for ourselves, budget cuts or not.
4079.	All service providers providing services to service users should be regulated by Birmingham City Council, they should be approved suppliers that adhere to high quality standards.
4080.	Most certainly, the Council does need to monitor the effectiveness and quality of service provided by day centres and should encourage all of us to learn from one another and develop best practice. The payment made for services, needs also to be regularised and we have been happy to participate in that process.
4081.	Only those that meet stricter quality criteria can be approved.
4082.	Shared Lives colleague commented that providers were very much interested in the work of this internal service.
4083.	BCC should have set criteria for providers to adhere to if they are going to be contracted to deliver services.
4084.	If BCC are commissioning services, they should have a 'kite' mark/standard which providers would have to meet.
4085.	The Care Act says citizen's needs should be met. Service users' needs are not being met.
4086.	What gripes me is that private providers are not regulated, so can't trust private providers with care of vulnerable adults.
4087.	You talked about external providers, there may be a risk due to profitability/social responsibility.
4088.	Audit of day services framework used by some external providers regarding quality.
4089.	The standards are a good thing and will help to maintain quality.

4090.	Uncertainty around the quality standards. We don't know how to position our business to meet what BCC needs (quality vs quantity).
4091.	Working towards providing highest quality in line with the strategy, high quality, reduced resources and providers need to understand how to change to fit new arrangements.
4092.	The standards need to be realistic.
4093.	Quality standards trying to achieve, acknowledge the facts, pitch it, process takes time to evolve.
4094.	There is a need for a quality framework as part of the strategy.
4095.	It was pointed out that the quality standards do not constitute as part of the consultation and are business as usual for BCC. Outcomes link to person centred planning and are specific to an individual and may change according to an individual's needs and circumstances.
4096.	Some parents choose not to send their child (young person) to a day centre because of the quality and relevance.
4097.	Day centres should be CQC regulated, find this quite shocking.
4098.	Quality control wise, how are you going to implement this model?
4099.	Shaping the market: There needs to be work done to increase the market of services. It must be shaped to fulfil the needs of service users. Furthermore, there must be work done on the quality of services provided. Current providers should be worked with to see how their strategy falls in line with the council's vision and are of a high quality.
4100.	Due Diligence: The market of services has changed and that means service providers are trying to be the best to get contracts. However, we cannot let this mean that due diligence is overlooked. Other councils create a preferred providers list, which can be helpful, people can still use those not on the list as well. Adult safeguarding must be made a priority under the new initiative.
4101.	When taking people accessing day opportunities out into the community 'with support' would the staff be fully trained in all capacities of awareness of autism, mental health, learning disabilities, etc.? If not, why not? Who is paying for the training? Who decides on how many hours is awarded (oh yes that would be the social worker who might not even care!)?
4102.	Begin to implement quality standards.
4103.	In the same way that CQC can inspect care homes and Home Care Services.
4104.	Private day centres are rubbish, again they look at it as providing a sitting service. Service users need to have structure, continuity, stimulation, especially as they become older. Council day centres provide all this, don't try + mend something that's not broke. Your council day centres are working especially for service users with complex needs + the older generation.
4105.	The staff that work, for the day centre are all good people.
4106.	They don't understand money.
4107.	They think change happens with day centre and staff.
4108.	They want to privatise services where staff are not training properly.
4109.	Quality Standard – How does the Council have the right to assess this idea.

	Resistance to Change
4110.	Don't like changes. I like routine.
4111.	Don't want change.
4112.	Does not agree to change.
4113.	I am not happy.
4114.	It won't make any difference. X will get very upset and panic.
4115.	Getting used to new staff.
4116.	I am not happy with any of these suggestions, my son is very happy here.
4117.	I am not happy with what is going on/going to happen.
4118.	I am worried about this.
4119.	I don't think it's very good, I feel sad, confused, upset, frightened what I have a choice in will be taken away. No one explains how this will work or who will listen to me and what I want.
4120.	Is not good.
4121.	I will be very upset.
4122.	I would feel angry.
4123.	What has been put in place, ideas? It would affect me. I would be angry and depressed. It's important for me to have someone who I can trust, I would have to stay in residential all day and night with none of my friends.
4124.	I would go berserk and mad.
4125.	They would be sad.
4126.	I am not with what is going on and with the change for the future.
4127.	Just leave things as they are, we like to be with our friends.
4128.	This may work for some people but again I want everything to stay the same.
4129.	X, to the best of his understanding, confirms he's happy with the way things are at the moment. Changes for him are difficult to adopt.
4130.	High death rates, vulnerable and neglected in the enablement sector. People will die if this goes ahead.
4131.	Devastating. Lead to low quality of life and loneliness.
4132.	For me personally, any changes to my daughters routine would be catastrophic.
4133.	These changes will cause extreme anxiety.
4134.	I would be gutted
4135.	Please leave the day centre services as it is.
4136.	I have this currently.
4137.	NO!
4138.	Leave it as, there is no need for change.
4139.	I don't want my service to change. I worry that I won't get the support I need and might lose out to people with complex needs.

4140.	I want to stay here. If I go out in the community, I will lose my friends. This is my choice. I don't want to change.
4141.	Any change makes people with special needs uncomfortable and they are unable to adjust.
4142.	If there is a dramatic change, there will be a massive impact on the whole family as we all support each other.
4143.	Keep things the same, no changes.
4144.	The changes proposed may cause too much pressure for those who have been accessing services for a very long time.
4145.	Comments were made between two carers around the idea of change being too upsetting to some citizens. For some people, the time they spend at the day centre is enough and they feel the council need to be more transparent with their intentions. Daily routine is important and after some have tried too hard for such a long time to keep a routine and integrating them into the community, change would disrupt them.
4146.	Change has a disproportionate impact on citizens, carers and staff.
4147.	I am happy with the service I receive at the day centre. It would make things worse for me if I did not receive the service I get at the moment. My health would be made worse with these changes.
4148.	It would affect my health if I could not attend the day centre where I have received help and support. My family are happy that I am safe at the day centre.
4149.	I don't like change.
4150.	Stability is important. People will be disorientated if things change. Routine is very important.
4151.	Change here (at centre) could impact their home life at home.
4152.	Service user is quite happy to stay at the centre, does not want consultation for change.
4153.	Stability of present care and support would be disrupted.
4154.	The person I care for is already worried about what the outcome will be and is showing signs of anxiety as he doesn't like changes. This has a negative impact on all involved in his care.
4155.	X looks forward to her days at Ebrook day centre and any potential change in this would, we feel, be to her detriment. The loss of group social interaction would be a major department to X, if the present day to day situation was to change.
4156.	I am for change as long as the service user's needs, and wishes are met. For my son in particular he loves coming every day to the centre and change for him would be disruptive and confusing.
4157.	I am worried about changes to how I do things now.
4158.	I strongly disagree with Elwood day centre changing, feel it gives me many opportunities to do different things i.e. cooking a fresh meal for my tea and ordering my food with help in the computer room.
4159.	My father suffered a brain haemorrhage, it has taken him several years to get into a routine that suits him and that he is happy with. All these changes will unsettle him and may cause upset.
4160.	I want the services to stay the same.
4161.	Need continuity. Change is difficult for many clients. Problems would arise in finding suitable people to take clients out on an individual basis. Some individuals may find going out into the community is better but personally I feel at home in Elwood and would not want to change which would cause anxiety and apprehension.
4162.	My needs are already being met in a way that suits myself and my family. My extreme anxiety means that the regular routine is much less stressful for me. All the talk about change makes me very stressed and anxious.

4163.	I don't want anything to change.
4164.	I wouldn't like it if I lose my place at Four Seasons. I would be stressed and miss all my friends and everything I do here. I would miss baking and cooking all the vegetables and fruit we grow. I would miss the meetings going out. I would miss every single thing about Four Seasons.
4165.	I want to stay at Four Seasons forever. I don't like changes. I like my routine. I am very good at gardening. I use my gardening skills. I like baking and cooking at Four Seasons using vegetables and apples we have grown. I don't want a budget so you can take away what's important to me. I want to be here with my group of friends. I cannot go out on my own I've had travel training and it didn't work for me. My project and friends are very important to me.
4166.	I am happy with the way my needs are being met. I have autism and find things that change very stressful. I don't want to lose my friends. My project gardening is relaxing for me and helps my mood. I get very upset about why you want to change what is already working for me.
4167.	I would be sad, lose your friends. If my project closed.
4168.	My life wouldn't be good. I want to stay at this project. I wouldn't like going to a cinema or bowling every week with someone I don't know. This isn't good for me.
4169.	We don't know what will be happening in the future. we are very worried.
4170.	Needs routine as change can cause distress. Also requires a lot of support as no capacity to make decisions. Therefore, he cannot decide what activities he'd like to do.
4171.	The uncertainty of it all is a bit worrying. My brother who attends the centre has autism and needs a routine and staff who know him. I am not sure how changes will affect him.
4172.	Could make things worse for him. His autism is at high spectrum and changes affect his moods. He needs the routine and same staff he trusts.
4173.	I want things to stay the same as they are now.
4174.	I want things to stay the same, so I don't get isolated at home.
4175.	Leave our day centre alone.
4176.	Leave the day centre as is.
4177.	There is no need to change the services at our day centre.
4178.	The day centre should remain as it is.
4179.	For some people, this would cause too much stress.
4180.	With some people they cannot cope with change in their life and find it hard to cope with.
4181.	Swapping and changing. No, I like it here. I don't want to move from here.
4182.	You are not going to help me by changing my routine. I have difficulties living with my step-dad and the staff have helped and supported me with this. I have been placed in emergency respite, don't take away what I enjoy.
4183.	I don't like changes. I am very happy at Four Seasons. It makes me very upset and agitated to think I might not be able to do my garden activities and life skills. I like my routine to stay the same. I enjoy my fish and chips day going out in the community, being a part of the Four Seasons community. I feel safe here and can talk to staff. I want to stay at Four Seasons.

4184.	I don't want and cannot have change. My days are happy doing gardening activities which I find calming and I enjoy going into the community with staff and friends.
4185.	Most of the service users have been going to the day centres for years. Changing their daily routine at their time of life, would be a great upset to them and their carers.
4186.	I don't like change, being in unfamiliar surroundings. I need constant continuity and support.
4187.	I would be devastated as the memory of the 10 years I was left at home still bothers me today. I don't want to be with one carer who will come to my house and take me out as I get very tired with my condition. I feel like a burden to everyone. At my day centre I feel happy and in a safe place, please keep it open and help people make it a wonderful vibrant place that it once was.
4188.	Things don't need to be changed and start confusing service users, i.e. where do I go, on what day and what do I do when I'm there. Service users need stability.
4189.	It will change my son's life very badly. The highlight of his week is the time he spends at the day centres with his friends.
4190.	Horrible, sad, scared. Haven't been given any information on where the community-based opportunities are and how to access them, no safety net if we have issues.
4191.	I am a very anxiety guy and I don't cope with changes, especially when the changes are not for the better.
4192.	Need to take into account the impact that change can have on people and how unsettling it is.
4193.	Take my son out of his comfort zone and he'll get upset.
4194.	They don't like change.
4195.	Change: People are very wary of change, and they are most likely going to be wary of the idea of changing the system. Users must be looked at to see if the services are still compatible with and reflect their needs. Changing their services will be met with resistance most likely. There are many users who don't fall under the 1600 that BCC have said, and there must be more partnerships formed when the strategy is finalised to widen outreach.
4196.	Everything is up in the air.
4197.	Its fine for some people but for others it doesn't lead anywhere, and then suddenly changing day services will cause people anxiety.
4198.	Change is not good for some service users.
4199.	Change is sometimes difficult to handle.
4200.	I wouldn't have any social time with friends and people I know. My life would be lonely, get very upset panic attacks, stressed. My sister doesn't go out so who'll take me anywhere. Please don't take my project away, I've come here from day centres and learnt many new skills.
4201.	Made me sad because no place to go. I will have to stay at home every day.
4202.	My family member would be very limited to what can be achieved and would be very upset if there were many changes as he needs continuity, he doesn't like change and would be upset mentally.
4203.	If New Roots were to change it would have a negative impact on all the family. New Roots provides all the positives, choices, goals that my son and ourselves need for a fulfilled and forward-looking life. All services should focus on the carers and service users at the present moment. My sons placement (New Roots) already achieve in all areas. The staff are always looking at different area's for achievement and total fulfilment of the individuals full potential.

4204.	My uncle has attended Alderman Bowen for many, many years, he gets anxious and worried with change and he will not cope simply by putting him into the community.
4205.	I believe for my son this would have a negative impact on him, as he suffers with mild autism and changes are not always welcome and have a negative impact on his day to day living.
4206.	My daughter doesn't like changes. At the day centre on Tuesdays she usually has bowling, but on that day, she came home and was angry. Refused to talk, checked her diary (home/ school) was mentioned she'd played cricket instead of bowling, completely didn't like the change.
4207.	A lot of families will worry their benefits will stop or change.
4208.	X would love to do other things – but her family need educating as they don't let her out.
4209.	As a parent I believe I know what is best for my son.
4210.	BCC wants to push people out and what is there for them in community. If they go to community, they can't come back.
4211.	Big issue re: Benefits being changed is use different services focus on both service users + carers needs to be fundamental.
4212.	Cannot have similar care when it's not building based. My sister can't eat in public.
4213.	Change is difficult for my brother.
4214.	Did not understand – we as advocate believe the best model is daycentre to meet her need.
4215.	Do you want to try anything different – no changes no.
4216.	X don't like change X like's his routines.
4217.	X don't like to change he is happy at the centre
4218.	Happy the way things are.
4219.	Happy! He is happy how things are there now and not have any changes. I also feel there is a lot more with special needs like X using the centre who feel the same way.
4220.	He like routine, love coming to the day centre. Always asking to go, we feel he's safe we get a break. Carers spoke to staff member and asked her to read and write for them.
4221.	Birmingham City Council have not looked at the changes within Day Centres and the service that they need to provide. The social element and interaction for these vulnerable people will be lost.
4222.	I don't want change.
4223.	I don't want to do that (go out in the community), my brother would say no to that. I love this centre to bits.
4224.	I don't want to go in the community, I've got bad hips.
4225.	I get very anxious if my routine changes.
4226.	I have been here for a long time and I am happy.
4227.	I like things as they are.
4228.	I prefer going to my daycentre.
4229.	I would be angry and upset.
4230.	I would prefer my child attending a day centre.
4231.	If I cannot come to my centre, I will be very unhappy.

4232.	If there is any change in relationships between service users and staff this could be bad. It is easy to get used to one staff member and then totally collapse when another agency staff member comes in.
4233.	It is difficult for new staff to get to know our relatives all over again within a short timescale. This going to have a bad effect on their well-being.
4234.	My daughter attends a day centre and as a result of the direction in which day services are going, I have become deeply concerned for her future support. Also, the support day service provides families.
4235.	My needs are very well met where I am.
4236.	My son does access activities in the local community whilst at the day centre, I would prefer this and feel it is more than enough for him.
4237.	No am happy with the centre.
4238.	Parents concerned about Service User's abilities to do other things. One Parent of a 52-year-old woman commented that her daughter only knows the day centre facilities, without it, what is left for her?
4239.	People feel more comfortable in safe and familiar environment.
4240.	People with Autism can't cope with change.
4241.	Person I care for is happy at the moment but at home or here put more pressure on him, it will trigger behaviour which will be upsetting.
4242.	Regular staff know my relative's needs.
4243.	Re-providing services is difficult to do. Families are nervous of change. Hard to move from established social friendships. Need to link this to the Social Care Review process.
4244.	So that was not explained before that is why people are backing up support people get from here are invaluable. The stress for parents and adults relying on the centre.
4245.	This is out of order where will we go will we be stuck at home we won't see stuff we cannot do this every time everyone will go to work; we will be stuck at home.
4246.	We have worked hard looking after the building and gardening, where will they help us continue, I do not want to leave.
4247.	Citizens perception of a day centre is that they should go to the centre five days a week and be there for the day.
4248.	I'd like to see the centre stay open. I want to come to Harborne for a lot longer. I was at the Fairway for 23 years and I left because it was closing, it's still open.
4249.	It is hard enough to support person I care for but if she is agitated, her behaviour will be even more challenging.
4250.	Sandwell – people @ centre for 40+ years and parents + carers don't want change or independence.
4251.	Secure at the centre and enjoy activities there.
4252.	Still wants to come to centre (more Aspirations).
4253.	they dislike the threat to the services.
4254.	Want to keep a 5-day service!
4255.	Want to stay at New Roots.
4256.	Want to stay at the centre.

4257.	We will start a campaign to support Hockley DC.
4258.	Would not like to go out into the community would miss my workmate at the allotments (New Roots).
4259.	Keep Elwood Day centre going.
4260.	People like to have routine. I agree with getting things.
4261.	X knows our feelings; we are not moving on.
4262.	It won't make any difference XX will get very upset and panics.
4263.	If a person enjoys what they do now each day, why change this suddenly?
	Safeguarding
4264.	It will also lead to safeguarding issues that Birmingham City Council would be responsible for. I've already lost my disabled brother due to poor social care, how many more deaths will there be before you start listening to the very people who rely on social care. We don't make these points to be difficult, of course we want the absolute best for our loved ones but sadly no one listens!
4265.	I have concerns about the risk of exploitation of the vulnerable service user. In the meeting it was mentioned that sometimes parents don't even aspire too much. If the parent and carers are being disregarded to help 'develop' skills for service user, then who will advocate for them? Will it be social workers or community care workers? Who will ensure that the service user will not 'fall through the net'?
4266.	We feel more comfortable and secure knowing that my sister is in a safe environment as staff have been CRB checked.
4267.	X is no good with change, also she has no road sense and she is a very vulnerable girl if she is in a place she does not know. She will make a friend but will also do what they tell her to do, good or bad.
4268.	Users should be given protection against exploitation e.g. the parents of one man were saying they were quoted £30 for taxi, when the taxi cost is £8.
4269.	X is no good with change, also she has no road sense, she is a very vulnerable girl if she is in a place she does not know. She will make a friend but will also do what they tell her to do, good or bad.
4270.	I wouldn't like to travel alone it's not safe out there.
4271.	Society is not a safe place for vulnerable adults, which is partly the fault of the government and local council.
4272.	Need transport help because it's not nice or safe in the dark.
4273.	I worry about the vulnerability of many of the service users, they need to be kept safe and be supported by well-trained people. Harm to someone can't always be spotted or recognised if it is not seen or witnessed.
4274.	This is based on my experience in my local area and not necessarily reflected throughout the city. However, may be prominent in other ethnic areas. Although community integration is encouraged, in order to replace day centres, this poses a threat to the users' independence. Firstly, often the external provider will want to secure funding and retain its customers. So already they have designs on them, rather than genuine concern for their wellbeing. Rather than allow customers to walk away if they don't like the service provided, the user has to commit to a series of workshops. If the user does not attend, then there is intimidation in the gang-controlled areas. Also, some may be assessed as having a social need even if they don't need one, to make up the numbers. Secondly, the user is made to feel obligated/to conform to external providers beliefs, usually religious. Hence, they lose their

	independence and made part of a pack mentality by adhering to certain ways, such as their attire. Failure to do so results in social exclusion from the local community through gossip. Not very beneficial to the service user, needless to say. There needs to be some protection incorporated in the way the strategy is implemented and protect the individual's personal and emotional freedoms.
4275.	Without support to visit the day centre X would become isolated, may lead to self-harm, injury or abuse. Without support may also lead to financial abuse. Without support health may become compromised.
4276.	I couldn't cope with these ideas because there isn't any proof that there is a safety net or is going to work for people like me.
4277.	Safeguarding training when working with people with disabilities, needs better regulation of the day care market and assurances that there is an effective governance structure.
4278.	Organisations need a good grasp of adults and children's safeguarding processes. There were serious concerns about the current situation.
4279.	Staff that are not trained to deliver the required support can lead to safeguarding issues. Parents don't have confidence in the services that are available.
4280.	Any model needs to ensure safeguarding processes, policies and culture are in place and effective. Balancing safety with risk enables citizen to move forward and achieve, increasing their quality of life.
4281.	Who will safeguard these individuals when abuse arises? No income. 20 years of teaching life skills and training not being used to protect individuals.
4282.	This again is a huge safeguarding concern, am I the only one that sees this. I have attended and listened to many of the consultation meetings and the only people who seem in favour of the strategy are the people who don't know it first hand, they don't live and breathe the system that you are saying you are going to improve.
4283.	I want to be safe, so I need more support.
4284.	I worry about people touching my money, it's rude to take it off me.
4285.	For some people day centres make them feel safe.
4286.	I was travel trained but got attacked on my way to four seasons which was terrifying for me.
4287.	I was once travel trained and I fell off the bus and almost under its wheels. My disabled brother was often targeted by bullies when he went out in the community, I don't want that to happen to me. He didn't do anything wrong but people see us as easy targets!
4288.	I wouldn't feel safe in the community.
4289.	Where and who would help me. In my need for safety. I wouldn't know how to get help if I was in danger. I have had problems where I was living, staff helped me with all these things.
4290.	Having her out in the community on her own would be a huge risk. She is never on her own and we would never leave her on her own.
4291.	I fall a lot when I am in the community. I am a vulnerable older adult.
4292.	The idea of going into the community frightens me and I feel very stressed and upset just filling in this questionnaire. I have a number of issues which makes me very vulnerable in the community. I can only cope with short trips like going to the shop or taking my son to school. I use taxis as I cannot go on public transport due to my epilepsy. The change proposed will complicate things for me.
4293.	I feel that nothing is in place for individuals to access. No safety net in place for vulnerable individuals.

4294.	Safety inner street are there is no respect with anyone.
4295.	Safety is a big concern with accessing the community. Particularly for evening activities.
4296.	Increase the choice of activities within the day centres. Service users should have their say, listen to them. But they need protection as they would be open to abuse if they were in charge of their budgets. The adult I care for has no concept as to the value of money.
4297.	I would not want my daughter going out into the community on her own, the risk element is far too high to travel alone and she would be extremely vulnerable. My daughter has Down Syndrome and has never been out into the community on her own and would not be able to go anywhere without being accompanied, does not have independent road sense, would not have any idea as to monetary value and would not be happy on her own without support.
4298.	Service user safety must be our main priority.
4299.	I will be worried about her safety or whether her needs are being met or is she just roaming the streets, not warm, unable to access public transport, scared and humiliated before someone in Birmingham City Council realise that they have got it wrong!
4300.	Community opportunities are not as safe as a day centre because lack of staff and there are less activities for people to do.
4301.	My son doesn't like to go out and about. Doesn't trust people. Often gets bullied by people in public.
4302.	Son needs constant support to go out, he is not mobile, and he is not aware of any dangers.
4303.	Unsure of what impact it would have to some of the citizens, but I believe if there isn't any other service other than the community, I'm sure there will be some health and safety issues and possible abuse of people, as there is no safety net for them.
4304.	Important to have medical needs catered for, centre has protocols for administering medication.
4305.	Various risks to factor in accessing the community.
4306.	Need more backup to support people out and about in the community otherwise it could be a safeguarding issue if people are not supported adequately.
4307.	The fears are if more services go into the community, it won't be managed as well as day centres in that things are more regulated, risk assessed and there is a code of conduct.
4308.	The proposals to day centre services will only benefit a very small percentage of service users. People like myself who need one to one supervision because I am non-verbal, autistic and have severe learning disabilities which mean I have no sense of danger or traffic awareness.
4309.	I was travel trained and got attacked in Kings Heath.
4310.	You cannot put me into a community that isn't safe for vulnerable people. I don't want to stay at home in front of a TV all day being board provide training for everyone's different needs.
4311.	People (service users) may look able but have to consider their mental ability.
4312.	People look vulnerable.
4313.	Safeguarding in the community will be a problem.
4314.	Local kids treat my son poorly and as he has LD if he were to interact with them, his actions could be misinterpreted, and he could get himself in trouble.
4315.	It is not safe for our people to be out there on their own, even with support.
4316.	Buses aren't safe.

4317.	When I was travel trained years ago, I was lost for hours in city centre and I was very frightened. Adults and children stare at me when I go out, but we are all friends at the centre.
4318.	My son is unable to travel alone and would be a hazard to himself and others in the community as he has no awareness of danger and no understanding of the community awareness of danger and no understanding of the community or people.
4319.	This city centre is not safe, don't want to go there.
4320.	Will I be safe? I cannot go on bus on my own, due to being attacked in the community.
4321.	It won't make any difference XX will get very upset and panics.
4322.	Able to feel safe – get there and back.
4323.	Can be abused by people as clients are vulnerable.
4324.	everyone knows city of Birmingham is not safe.
4325.	Help me to be safe.
4326.	How will service users be safeguarded? They are at the Day Centre as this is monitored by staff. Safeguarded and welfare could be overlooked and not reported.
4327.	I am safe here.
4328.	I wouldn't feel safe.
4329.	Safety security and health and safety.
4330.	Concerned about their safety while in the community.
4331.	going to external providers this will profit the organization there are risks of abuse where is the safety out there this is a social responsibility, we are safe here.
4332.	Older adults worry about invasion of privacy and stigma.
	Six Aspirations
4333.	I agree that where someone has the ability and patience to do more, that this should be encouraged and facilitated.
4334.	Difficult initial referral to obtain effective information to maximise service user's assets and goal. It's a gradual process to identify potential, in some.
4335.	I don't think proposals are that clear about how they achieve these aims.
4336.	Some ideas in the consultation such as a visit to local parks and cinema already happen now, so why suggest them?
4337.	Need numbers to allow for better and wider choices.
4338.	It will only be a positive outcome if you do not force people out of day centres. This of the vulnerable, no centre could equal isolation.
4339.	I totally agree to most of the questions, providing that there is still a provision/service for people who are not able to access the community due to a person's complex need or skills, without having to have direct payments.
4340.	This happens at my centre.
4341.	These issues need to be addressed if changes proposed by the consultation are to be successfully implemented.
4342.	This is what they do at the daycentre and it's well appreciated.

4343.	Whilst I appreciate that for some people with special needs who greatly depend on day care services may benefit from changes which may consequently result in them having a wider range of choices and opportunities, which may be more suited to their individual needs, in the case of my sister who attends a day centre but has agoraphobia which restricts her ability to fulfil any potential hobbies or interests because being outside is so stressful, I do not feel the proposed day opportunities strategy would be suited to her. She needs to attend a day centre to ensure positive stability and structure and social interaction.
4344.	The majority of these statements are already provided by the day centre. This is why the day centre should stay open.
4345.	I think that it won't have much impact because X has very complex needs and therefore would most likely be indoors as he is now.
4346.	A social worker was concentrating on a service users cooking needs rather than their strengths, guitar playing which is suffering.
4347.	The choice is only for funders and social services, not for service users.
4348.	The idea benefits people with mild learning disability. However, my son has a severe learning disability and autism, nor does he have the capacity to make decisions for himself, to crossing road, understand money, managing his medication, doctor and hospital appointments.
4349.	In theory the proposal is what is needed, my biggest concern is that many social workers are given budgets and will only get what is free rather than pay for the specialist services that those needing personalised support need. Brain injury is not recognised unless the person is in a wheelchair.
4350.	Carers felt that the amendment document looked good on paper but were worried that this would result in day centres closing. However, they felt that there could be more opportunities for citizens to access services in the community.
4351.	I think it would be good as I will have a record of my progress.
4352.	I think some ideas are good for service users who are able to access different avenues, but it will not work for some individuals. I think for some people it will be difficult as it will not be an informed choice. I feel my son may be pressured to make choices which he may not be happy with long term, this will have an effect on his mental health and his general wellbeing. As a parent I feel what he is accessing presently at the day centre is more than enough for his ability and he is happy attending and doing his daily activities and socialising with fellow service users in a safe environment.
4353.	The Conservative Group recognises the importance of day opportunities as a way of combatting social isolation and maintaining and improving physical and mental health. We welcome proposals in the draft strategy to broaden the breadth and quality of day opportunities available and to provide users with more choice and control. However, we believe that day centres should remain an important part of this mix and whilst the proposals do not specifically include closures of any centres, we remain concerned that the current council policy is to run these centres down through fewer referrals and a lack of capital investment to artificially create the conditions for them to close.
4354.	Day Centres are focal points within a community that can and do deliver valued outcomes that meet the needs and aims of the overall health and social care policy aspirations within Birmingham, such as promoting wellbeing, preventing/delaying deterioration, supporting people to retain independence, supporting carers, providing information and ensuring people in receipt of care and support have a positive experience. There is also significant potential to develop their role to offer the choice and control that users and carers want. The experience of users at Birmingham run day centres tell us that they gain something that they would not have experienced if they hadn't been involved in the day centre, they are well used and well liked.
4355.	Choice has to be within their understanding.

4356.	Depends on individuals' likes and capabilities.
4357.	Depends on the ability of the service user.
4358.	There should be a tailored system for each and every individual as their circumstances are not the same.
4359.	It's about my choices.
4360.	I want to be a ballerina.
4361.	I would like help with relationships.
4362.	This service user is unable to be more independent.
4363.	As family we can help to support people to become more independent.
4364.	For some categories of service users, focussing on outcomes, participations etc. makes sense. For our members, to a large extent these things don't.
4365.	It provides respite for family; X looks forwards to being more independent.
4366.	More independent living aim for further independence in the community.
4367.	Headway has given me so much independence but would really like if they were able to give more.
4368.	Most of these statements have little relevance to older citizens with dementia. If by "outcomes" you mean that users should have a safe and nurturing environment and that carers should have the peace of mind that their loved ones are being properly looked after, then ok, but I suspect you mean something more than that. Developmental goals are irrelevant in our situation.
4369.	I like the idea of giving people more choice in what they do however, as someone who works for a charity that supports people with brain injury, I feel this is unrealistic and brain injury needs to be considered in a separate category.
4370.	Here at Moseley we are already experiencing that, always asked, consulted, encouraged to try new things. Staff do support me in my choices.
4371.	We all need a choice; my choice is to be supported by staff and friend. I trust I have a choice of activities I want to do. My choice is gardening and staying on at four seasons. Learning more life skills.
4372.	The model works for me and my family. My PA supports me in the morning before day centre, then I go day centre and when I come back my PA supports me. If I did not have my day service, my physical, emotional and social health will suffer. My parents will struggle even more. I will get agitated and angry.
4373.	I am happy in my life with the support I get from CPM. I see my friend, do my housework, I get picked up and taken home. I don't want to be unhappy.
4374.	We hope it's achievable. Skills learnt at home to continue at day centre is a plus. It will take time, a long time but it's a good start.
4375.	I would like a job to do at the centre.
4376.	The person I care for is a vulnerable male adult with learning difficulties, he attends a day centre and feels safe enjoying all the facilities available to him. Independent living would never be a possibility so exercising choice could only be limited. He also has autism and only feels safe in his own environment and needs one to one interaction so to be in the wider community would cause anxiety and fear. He was bullied throughout his life. I'm speaking for the majority of those who attend day centres, independence sounds great, but reality is not going to work.
4377.	Outcomes will vary depending on the person, their age, ability etc. Will there be various levels/ways these are monitored? On number 3, key aspirations talks about access and range of opportunities in the wider and own community. People's abilities will

	affect this. However, need to address need of wider community to be involved with services, to include community, not be a closed club. People without any care needs often join clubs, go out of their own accord etc. as they want and need that interaction. Transport is still an ongoing issue. What are the plans for ring and ride? Will have massive impact on person if this is cut.
4378.	A wider choice of associated subjects to any topic could be made.
4379.	Clients need to be involved and able to choose.
4380.	Definition of consultation and does everybody get real choice and not just options.
4381.	X has choices and more support to assist her to be more independent.
4382.	My son has severe learning difficulties, he is unable to make realistic choices for himself.
4383.	The complexity of supporting people with brain injury makes some of these targets difficult to achieve.
4384.	The main focus seems to be on people who might have a realistic chance of finding work or making another significant positive contribution to society. For older people with dementia the former is most unlikely to be an option, most are in any case past retirement age and latter possibilities are extremely limited. What they need most of all is the option of companionship in a warm and supportive environment, the opportunity to be stimulated so far as remains possible, some physical exercise and not least some fun. Just as important, their relatives and carers need some respite from the burden of caring for their loved ones in the uniquely stressful content of dementia care, where normal communication is so often not possible. So, what this points to for our client group is day care support of the kind which the strategy is trying to move away from. The addition of "also" in Cllr Hamilton's introduction is welcome but the thrust of the next paragraph suggests that day centres will be a (much?) less significant part of the support the Council will be offering. How far that is right for other client groups I can't say, but it makes no sense for ours.
4385.	I agree and understand what they are trying to do but I don't feel enough is being done for the older community. Not enough consideration given for example to transport.
4386.	Individuals including staff can be unsure of change and unsure of what is out there for choice. Changing mind sets is difficult, in my line of work it is sometimes the staff's attitude that's one of the most difficult to change.
4387.	The strategy to help achieve confidence and goals is a great idea.
4388.	I have added strongly agree to all previous but do feel there is a lot of work to be done to help support citizens to reach their aspirations.
4389.	It is impossible to disagree with any of these points.
4390.	Key aspirations are excellent and it's highly impressive the word "disability" has not been used, rather to bank on their abilities. I welcome the positive attitude taken to this strategy and the vision that it's based on. Think it's excellent in its proposed method to suit the shift from buildings-based activities to community-based activities, which will negate the need for someday centres. Think some people don't understand this and so in contempt of the idea. Those who are happy with day centres should continue using them and not feel it will be taken away from them. However, others who wish should be made to feel confident they can use direct payments in the community.
4391.	To promote clients independence and support them to live independently.
4392.	I agree with the proposals to be put forward to Birmingham City Council. I agree that not all-day centres provide enough activities etc. for their service users. I think there needs to be more encouragement for certain service users to enable them to be more independent and to have a better choice for what they are more suited for.

4393.	The principles of the model are positive. My concern is staffing levels to provide a person focused service. High staffing levels are required especially when accessing the community. Also, for people with more complex needs.
4394.	It creates a more independent and relaxing environment as it will build confidence and health in the long term for both service users and carers.
4395.	It would help in assistance with certain identified targets that are required within the persons disabled/ hindered life.
4396.	Parents of disabled adults would welcome a more positive approach on how their offspring develop in later life. As a parent you want your children/adult to be happy and as independent as they can be, so that as parents grow older themselves, they can be more positive that their son/daughter can, to a degree look after themselves and this would be less worry to the parents.
4397.	Think Birmingham needs to look at how we support. Think we always seem to "do what we have always done" and we could work differently to offer more choice and control. Hope we have open and honest conversation in moving forward. More consistency is needed in how our services operate.
4398.	The strategy is looking at promoting more independence for customers of the service.
4399.	Key aspirations need to work hand in hand with other sectors, e.g. direct payments should be offered as part of reviews. More emphasis needs to be placed on carers.
4400.	Sometimes there will not be an outcome, person wasn't isolated in the community. Not being isolated is a good outcome.
4401.	Not always clear what an outcome is when doing paperwork.
4402.	Not always an outcome. We want social inclusion, not be isolated. For serve disabilities, not always an outcome. For some, enablement is not appropriate.
4403.	People have different needs, so definition of independence varies.
4404.	Need to make the day centre fit around each client's needs, wants.
4405.	Not everybody can be independent, technology can be used for some clients.
4406.	Questioned the practicality of the principles proposed.
4407.	One gentleman spoke about the idea of being on your own/independent is not easy. Many attendees said that they would like to access day centre activities in the community such as planting/potting, cooking, dancing, football and bird watching. Getting out and about is an idea that is positive for many around the table.
4408.	Citizens said that their health is important, and that exercise would make their body and mind stronger. They also spoke about medication and the importance of it.
4409.	Good thing to have a choice.
4410.	Good to focus outcomes.
4411.	We do that already without all these changes.
4412.	I depend on myself and have a sister to do the shopping, I came here to do activities go home and cook etc.
4413.	Agreed, needs to be outcome focused, can change, person centred, addresses a lot of things.
4414.	Re: outcomes that service users and carers wish to achieve: Carers want to know that the person they care for is safe and in an appropriate environment for their needs. Have to be mindful also that what the carer's see as a priority isn't always shared by the service user themselves, e.g. carers might want them to go out and about but the person themselves might just want to sit and watch television.

4415.	It's also important to know about people's interests and previous experiences. Particularly for people with dementia, so that we can tailor activities that might trigger certain memories. It's about maintaining people's sense of value and self-worth. It's good to know people's life stories as this aids conversation and what is important to them. Breaks down the barriers of 'them' and 'us'.
4416.	Point 1: Focus on the individual, their strengths, choices, assets and goals through person centred planning. Continuous reappraisal is important, have to look for advocates. Close observation and familiarity of needs is crucial. Different people come at different stages of illness, so it is important to review care needs as their state is constantly changing. Involvement with carers is crucial, as is connection with social workers in order to gain a full picture. Management is crucial, don't want to fail patients, so assessments to see if providers are able to provide the appropriate care is important. Ageing population, fit into many different categories of care, not just categorised as physical or mental illness.
4417.	Point 2: Focus on the outcomes that service users and carers wish to achieve. Outcomes must be specific, e.g. respite. Safety. Friendship, a sense of belonging. Activities that are beneficial. Not all consumers of care want to complete active activities, some would rather sit quiet and watch TV but it's the surrounding company that's important. Crucial to understand this with delivery of activities, important to consider everyone. Animals, music and singing, activities that bring out the best in people. Activities that encourage reminiscing, particularly for the elderly, giving fond memories of their childhood/early adulthood. Quality of life and sense of self-worth. Key people in their lives should be known to providers, care workers contribute to this, and then providers can have meaningful conversations with patients where they can reminisce. Bereavement – encouraged to talk openly about emotions. 'Club member' as opposed to service user.
4418.	I live alone in a flat, do everything myself, enjoy the dinner at the centre.
4419.	Important to provide support and safeguarding.
4420.	Point 6: make the most of a vibrant and developing city, ensuring access to the wide range of opportunities Birmingham has to offer. Maintaining standards. Always looking at the bigger picture. Advertising beneficial information, printing can be an issue for some providers with lower funds. Model: Boundaries are often blurred and cannot be distinguished as easily. Regular reviews needed. Ideas regarding users and decision making.
4421.	The 6-point plan is a good starting point but clearly won't work for everyone, many users may still have very traditional needs and access to traditional services. However, with this plan there is room for progression for users to move between categories. The system must be flexible, and user centred. Regarding implementation, there must be conversations discussing where people fit.
4422.	This is surely about choice vs practicalities.
4423.	Making informed choices for service users to keep up independence is very important.
4424.	I do not know of any BCC services that do the things, that SoLo do.
4425.	Provider said this was frustrating because they have been working in this manner for a long time. We have a lot of service users that are Solihull residents.
4426.	We have a range of experience that we can share with BCC.
4427.	Service users tend not to have the background understanding of why they want to attend day services. Most service users will say they just want to get out of the house. Service users need more aspirations, e.g. learning a new skill. Service users don't normally come to the day service with aspirations and staff have to work with them to develop this.

4428.	How many of the 6 steps are relevant to the people in this centre? They send their loved one to Focus because they need to, not because they want to.
4429.	Flexibility and fluidity were highlighted as being very important and the ideas of choice, control and opportunities were liked. Furthermore, the promotion of services needs to also be at the core of this strategy, to allow service users opportunities they may not have had before. People shouldn't have to be stuck in the same service doing the same thing for years and years with no change (unless this is what they want), so the promotion of a whole range of services needs to be put in place.
4430.	The six steps won't improve lives of people that come to focus, they are not the most relevant to people that come to focus, don't want to review to take place.
4431.	Choice is important and should not just be lip service.
4432.	Don't offer the choice if you're not going to back it up.
4433.	It's important to offer people somewhere to go.
4434.	Options are the key thing. Should be given choice.
4435.	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.
4436.	More choice to be available for service users.
4437.	I agree 100% that people should have choice as long as you recognise that will mean different things for different people.
4438.	Offered choice is good.
4439.	All service users agreed they are made unaware of the 'choices' they have, and wouldn't even need to start, need assistance choosing.
4440.	All agree that choice is crucial, and personalised activities make their days more enjoyable.
4441.	The benefits of a personalised service were discussed.
4442.	They also liked the focus on independence, as they all said they'd like help with that. Two carers expressed how the direct payments scheme had already helped with this and that they thought it worked well.
4443.	I would like more independence.
4444.	At Moseley Day Centre we already support service users to be more independent.
4445.	Independence will be good for self-esteem.
4446.	Independence can increase confidence.
4447.	In terms of independence, some found that assistance of staff is crucial.
4448.	Wants to live independently with girlfriend.
4449.	Live independently but would still need some support.
4450.	Accept that some people are so profoundly disabled that there may not be a suitable outcome.
4451.	Another member of the group expressed that it was a sign that services were expected to be more accountable for what they provide.
4452.	It was agreed that an asset strength-based approach rather than focusing on disabilities was a no brainer. It was thought that not only would the citizens gain new skills that they would revisit old ones. It would complement a tiered service model to accommodate

	different needs. It was agreed that the new approach is the way forward if it is timely, benefits tie in and there is a support structure in place. It is inclusive all citizens have the same dreams as the rest of us.
4453.	Some members of the group expressed that they thought it was very important to set outcomes for service users and to evidence this. They did state though that they wouldn't want it to be treated as a negative by Birmingham City Council if outcomes weren't achieved. But stressed that they would try to achieve outcomes wherever possible. They felt it was useful to have regulations and to have a structure and framework to evidence outcomes. They referenced the Quality Standards that are being implemented as an example.
4454.	Another member of the group was concerned that there may be a mismatch between setting outcomes for organisations (this seemed to be a reference to quality standards) as well as for citizens. Again, some anxiety expressed over whether organisations would be penalised in some way for not achieving outcomes for individuals.
4455.	Will need a lot of extra staff to support people. Don't know how you are going to fund or implement the strategy.
4456.	Give service user the opportunity to use IT. Especially if a service user has no vocal communication skills, could use IT as a communication aid. Need access to fund this IT application.
4457.	Generic services/day service doesn't work it is too broad. Very difficult to find staff that are specialised to work with all.
4458.	Limited resources are available e.g. a standing frame in a day centre, a young person had only been given the opportunity to use once a month.
4459.	Personalisation.
4460.	Independent advocate for service user to ensure they have choice.
4461.	Outcome, maintaining a set of values.
4462.	Key worker understanding background, life story worker.
4463.	Strategically include social prescribing models into day opportunities such as the Binding Pages pilot in Birmingham libraries offering arts activities to those at risk of isolation/loneliness.
4464.	I agree with the principles however is a lot to be considered (background). Enablement requires resources to achieve. Facility mapping required for community facilities.
4465.	I agree with the proposals however, principles in theory and putting in to action are completely different. Requires lots more support and advice for individuals accessing services across a geographical area rather than catchments.
4466.	I raised issues in the consultation meeting that I have mentioned already in this questionnaire. Also, it would be helpful if BCC worked in liaison with neighbouring LA's (Solihull, Coventry, Bromsgrove) so that their strategies and processes are similar, and individuals can access provisions in a different LA if they want to.
4467.	People with learning disabilities sometimes get bored at a setting, yet parents felt compelled to stick with it or else the young adults have nowhere else to go. Follow the network scheme model for LD and other provide a community training programme so everyone in the community develops a more inclusive environment to the vulnerable adults.
4468.	On our service users - we have had Birmingham residents use our services who's funding has been withdrawn as we are Solihull based. This should not matter. Choice and control over their own lives.
4469.	Continued support throughout adulthood is a must for those who need support in any way and also those who are unable to voice their opinions, make choices etc. Families are exhausted trying to find out what is available and obtaining help and support.

4470.	Having correct staffing levels is crucial to provide a quality service & aid independence.
4471.	Priorities are all wrong.
4472.	Trying to measure outcomes and successes is not always possible.
4473.	Logistics to deliver are labour intensive.
4474.	Agreed with the aims of the strategy but felt that the aspirations were high level and would be interested in learning in more detail about how BCC plan to implement the strategy.
4475.	Putting all these strategies into place is going to be difficult.
4476.	Opportunity for providers to think about what they can offer.
4477.	You need to offer/provide both so people can CHOOSE what is right for them but although it's supposed to be about choice it is about costs!
4478.	I think this is really good, or it would be, if there were not so much financial pressure on services! Giving people individually tailored support, helping them to learn or improve skills, including them in society, all fits with our values. People being able to work, is good to. But seriously disabled people are being forced into work or onto very low benefit and this is going to have an impact on the services the Council offers. If someone needs a service but has been told they have "zero points", will the Council's system be allowed to include them?
4479.	The proposed six key principles or the model will be successful as long as the correct funding and specialist staff are available. Please don't try to implement too quickly to start off with. Small steps that are manageable. Review as you grow.
4480.	These are fantastic principles in the strategy, it may be closures, due to people moving out.
4481.	I have numerous concerns. Social isolation, safety issues, people will get lost in system, carer stress, ageing population of carer, saving government money, getting people into community has already been tried and failed miserably, draft proposal not realistic, carers not being listened to, carers (majority) do not want direct payments, travel training is putting very vulnerable individuals at risk. Some people with a LD may have unrealistic expectations of what they would like to do/achieve as opposed to their actual ability to do certain things. Our young people would be put at risk as out in streets there is very little equality, even though we are told there is. We as carers and people with a disability experience this first-hand all the time. This is only about closing day centres and selling them.
4482.	Always for a routine, a break and independence.
4483.	The presentation says "We do not want people to only do activities inside a day centre building" this should be a choice, if service users don't want to go out, they shouldn't be made to.
4484.	BCC don't want a centralised building-based service and want to see community access. BCC don't have a clear strategy or proposal on transport and community access. This needs to be communicated.
4485.	A parent pointed out that things have greatly improved over the years. For example, in recent years, service users are treated as individuals and support given to enable them to realise their aspirations.
4486.	I really enjoy coming to the day centre and meeting up with my friends. I would like to become more independent and earn more life skills. I am very happy with the current service but would like the day to be longer as it is currently a very short day.
4487.	As far as independence is concerned and budgeting, YES it would be fantastic but unrealistic due to level of support needed.

4488.	This agreement would only apply to a small percentage of day service users. The majority of service users are not capable of making those decisions.
4489.	All of the above is implemented already at Moseley Centre, promoting independence individual support for those that need it, and specialist support for those with complex needs, as well as activities we provide a hydro pool and two up and to date wonderful sensory rooms.
4490.	All the above are already provided by day centres. Every disabled person attending day centres has a key worker who reviews their situation on a regular basis so that they can make sure that all needs are met, and goals and achievements are supported.
4491.	At Moseley we have personalised plans for every single person that attends, it states my likes and dislikes, food preference any special needs that I have. So, this plan is already in place.
4492.	Help for other people to do knitting challenge. Help them when they need help to do work. Help them to find or show them where the toilet in Hockley day centre. Goes on bus by self.
4493.	I agree where required but the service user's daily changing moods and feelings should be considered as paramount as they can decide to do something today and may not choose to do it tomorrow.
4494.	I am already being assisted and have personalised support given by my community care assistants at Moseley day centre.
4495.	Improve on my skill and ability to achieve on my goal and ambition so that I would know that I have earned skill that I need to do everyday life.
4496.	Learning & enhancing skills is good.
4497.	The centre already allows service user to make choices.
4498.	Has learned a lot of skills since being here.
4499.	The centre has always had a person-centred approach.
4500.	One of the visions is that clients have choice but if clients lack capacity they are ignored. There is a lack of staff for them to be able to assist clients in completing activities outside of the day centre. More staff are needed in order for the clients to have choice.
4501.	Good to see that citizens will have more choice and access to services they want to access such as museums.
4502.	Could have a negative effect and remind Dad of his lack of control in certain areas.
4503.	I am very independent.
4504.	In a meeting you said we would have choice. My project would be having people who understand me and meet my needs. Listen to me and help me to achieve my goals. We all need help and care. We have different needs; how will you meet my needs in the community?
4505.	He says helping people to do more is good but change for him causes great upset. He agrees with personalised support but for him he will need two carers to take him out just in case of personal care. This alone will affect funding and his own monies. He says living independently he has to be out of his home and day care provides everything from carers, adaptations on hand and a stress-free day.
4506.	I can see the need for more able service users to get out more in the community and get jobs or go to college but as for me I'm severely disabled and am never going to improve or get better. So, I feel that these changes should only really apply to such ones who are far less disabled. Rocking the boat for ones with my level of disability is very upsetting and unsettling and certainly not needed when I'm perfectly happy & content with the services care and support I currently receive and have done for many years.

4507.	The principle is for people who come to day centre's to have more variety.
4508.	Focus on the individual, their strengths, choices, assets, and goals through person centred planning. The committee strongly agrees with this statement. In particular, the focus on users' assets and strengths rather than inabilities and deficits, ensuring that the focus is not on financial assets.
4509.	Focus on the outcomes that service users and carers wish to achieve. The committee strongly agrees with this statement. It is especially important that individuals are able to open up their own ambitions and aspirations by themselves supported by day opportunities. It will be important to note that ideally these should be shared by carers, but the principle is that the individual user should be the author of their own ambition, on the understanding that any user choice can be amended on review.
4510.	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. The committee strongly agrees with this statement. It is however important to recognise that the ability to do this is dependent on and can be at times restricted by the range of opportunities available in their own and the wider community, which can be limited. Over time, Neighbourhood Network schemes should be looking to address shortfalls in available community support opportunities.
4511.	As an overall direction of travel for the future, these aspirations are laudable. The problem I have with the document you have published is that it provides few pointers about how the recommended strategy is intended to be translated into specific action by the Council if and when it is approved.
4512.	I agree that we need to focus on the strengths of an individual's needs and my assumption was that this has always been the case. As I've already pointed out both my Mum and sister have their wishes and needs identified but there isn't the budget to implement them so how will this day care strategy improve this!
4513.	Enterprise hub does these activities already.
4514.	These are already accessed by my day centre.
4515.	This is already in place at our day centre.
4516.	I have already received this service within the day centre.
4517.	The strategy is good. We support promoting independence and choice and aim to assist anyone with an acquired brain injury an opportunity to re learn lost skills and re enable them to live as independently as possible. Unfortunately, there doesn't seem to be enough social workers who understand the complex needs an individual with an acquired brain injury may have. For example, a question often asked is can you wash and dress yourself, many clients we support can do the physical act of this task however do not initiate something like this therefore may sit in their pyjamas all day. So, although the model is about promoting choice and independence the people who do the assessments of need really need to understand who they are assessing and the impact the assessments have an individual's life.
4518.	A member of the group described the places that their service takes people to, e.g. shops, pub lunches, etc. The service provides the transport and the service users decide on what they would like to do. They have been told that they can't refer to this as enabling people to access the community as the service has organised the activities.
4519.	Focus Point 6: There must be a balance between ultimate safety and supporting people to reach their full potential, don't want to 'wrap them in cotton wool'. The idea of utilising the 'vibrant city' was widely liked and discussed. The council could utilise local

	charities to help service users make the most of the city. This could help put people on their personal journey rather than keeping them stuck and still in their current position.
4520.	Everything mentioned in the strategy is happening here.
4521.	This is already available in the day centre, please leave the service as it is.
4522.	It seems to focus more on people with higher capabilities than people like myself who need a higher level of support.
4523.	This is already available in our day centre.
4524.	This is already in place by the day centre. There is no need to change the current day centre practice.
4525.	The proposals suggested are more suited to people that have mild physical or mental restrictions. If people that attend the day centre where able to integrate and be more involved in the community, they would already be doing it.
4526.	Of course, we want our loved ones to have more choice, more support and to focus on the individual but most of us believe that all this can be achieved at the day centre. Personal budgets will not pay enough to give our loved ones the same level of care, choice and a feeling of community that they get from being part of the day centre.
4527.	Draft services model is already being delivered at Alderman Bowen, e.g. focus on individual etc.
4528.	I agree with aims of being person centred, supporting people to reach their goal and participate in the community.
4529.	Personalised support is available when we go swimming and horse riding.
4530.	There are a lot of people who need specialist support, this shows that this has not been thought through which shows to me that the priorities are wrong.
4531.	They all felt that the service the day centre currently provides helps meet all the 6 points of the strategy.
4532.	Point 3: 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. School visits twice a year, yearly pub lunch. Transport availability & cost prevent some activities. Wheelchair access. Concerns towards ring and ride. Cost effective transport schemes. Raising awareness, e.g. mosques, giving service users a right to go and pray if required.
4533.	Support to access community activities and to enable the development of peer support networks for younger adults, who are at risk of social isolation, particularly younger adults with a mental health condition.
4534.	Support to improve mental wellbeing, increase their independence and connect with their community.
4535.	Support to build self- confidence, raise their aspirations and celebrate their success, strength-based approach.
4536.	Social prescribing for day opportunities for vulnerable young people, talking therapies to learn techniques and strategies to cope.
4537.	The underpinning ideas (choice, health, control etc.) were widely liked, however, they were skeptical regarding how this would be implemented. They have found that through a structured week with a wide range of opportunities this could be achieved.
4538.	Focusing on individual person-centered planning is great but it needs to be in a timely manner and not 12 months down the line. If someone waiting 12 months to be assessed, not going to achieve outcomes for them and problems will escalate. Needs to be a timeline rather than just at some point.
4539.	If the 3-way conversation is followed properly then it is an ideal situation to work in. It embraces all of it but there are not the things there for us to link the people to. For instance, if we wanted a mosque or a day centre just for women. We identify things but then they are not picked up to follow through on. We can see the gaps and feed that back, but it comes to nothing.
4540.	Aspirations can be limited by confidence. You need to be able to give them time to look at the steps that they can take.

4541.	It is also about being clear on those steps. If you are trying to encourage someone to work, then tell them what the payments will be and what rent will be. Inform them of every step.
4542.	It looks great on paper but there needs to be more substance. It is a bit hit and miss. Some get a great personalized service but there is no consistency.
4543.	All principles are spot on but need to look at how they are practiced and the domains. Also look at equality and culture and diversity.
4544.	You need to ensure that the outcome makes the people feel good. We need to use outcome and impact, e.g. how the low budget will impact the lives of people and carers.
4545.	Need psychosocial independence required by people.
4546.	I do not see how these gains financial independents in payments.
4547.	I require a day centre for my son as he is virtually doing nothing, and nothing is available at the moment. This sounds a brilliant idea.
4548.	Good aspiration, sometimes in practice it may be difficult to implement. Sometimes the views attributed towards the person-centered plan are from carers/parents as the citizen may have difficulty understanding the situation. Who's going to assess the outcomes, quality standards, are they similar with CQC, where are these formed? These have been added to the questions.
4549.	Good idea, sometimes difficult to truly establish what they would really like to do.
4550.	Need to work with macro and micro infrastructure to work.
4551.	Desirable but not easy to provide.
4552.	Good in general terms, however one size does not fit all.
4553.	People are now living longer and have more choice of activities support etc.
4554.	Changing mindset of people.
4555.	Accessing any form of day support is hugely important, quality assurance and checking systems is needed.
4556.	How is point 6 possible with cutbacks in funding?
4557.	Links between commonwealth games and service users should be encouraged.
4558.	There is already person-centered planning approach. Person Centered approach is re-inventing the wheel.
4559.	For senior people it should be based on needs and preferences not goals and assets.
4560.	Good for individual, biggest issue is getting money from the Council. Difficult to get funding approved. Choice not available within internal day centers.
4561.	Achievement needs to be looked at around the budget. This needs to be mentioned.
4562.	It is not about skill development, a better term to use is capacity building with a focus of lifelong learning and ways to optimize fundamental independence.
4563.	We need to give people skills and the understanding. Need to ask right questions so that skills and needs are met.
4564.	Agree to be independent but there needs to be consideration of person's limitations and risks. Strongly disagree.
4565.	Agreed definition of independence.
4566.	But not at the expense of the closing the day centre. So, my answer is strongly disagree. (Choice)
4567.	Carers x 2 - asked what we are consulting on as the 6 aspirations does not make any sense.

4568.	With these new proposals where are the staff coming from? Who is training them? Will they be qualified? You need to listen to what the people who go to day centres really want- it takes years to get to the level of understanding that these day centre staff have attained.
4569.	X would like to learn to cook for himself.
4570.	An intern working at the centre said that she had been impressed with the level of choice in activities the service users got. There's always changes in activities and the service users have a good time. A service user also agreed with this and said that there was lots of support for them, and that they were able to do lots of activities. His favorites were English, math and listening to the radio.
4571.	X would like to move house to own place with support.
4572.	Be aware of language choice – not completely free choice – choice of options – not real choice. Options are still putting a barrier up.
4573.	Be happy and do what I want to do.
4574.	Can work very well.
4575.	Carer would like to know does the service users understand the implications of the choice they make regarding their Service.
4576.	Carers focus – service user should have final say.
4577.	Come here 4 days, would like to learn more about travel on their own.
4578.	Comes 2 days – Tues & Thurs limited options due to hand disabilities (feels no choice available).
4579.	Concerns about enablement and the ability of some Service Users to access services in the community. Need to avoid social isolation. The current day services provision is meeting Service User's needs.
4580.	Control – like making decisions.
4581.	Cooking lessons every Thursday. Would like more independent and to do more things.
4582.	Day Services used to push boundaries and keep pushing further.
4583.	Day Services were destroyed 7 years ago really. The models in place now and being proposed are not as good. I would say a lot of people do need their day organising for them. Choice only works for some, not all.
4584.	Disabled people want to get involved in as many activities as possible that able bodied people do.
4585.	Don't understand why some citizens are at the centre.
4586.	Enjoys choice and my choice to come to Beeches.
4587.	Exit plan – time limited? – once skill is regained, outcome achieved is that is goodbye – no more for you.
4588.	Explained the meeting would be about day services – staying healthy, citizens were asked if they have a choice about their day services, or would they like to stay at home. 1 person said No, 3 said Yes.
4589.	Flexibility- might be more flexible service.
4590.	Give them independence to all but ensure safety and specific are at their best.
4591.	Help me to be more independent working at New Roots.
4592.	I am mostly collected by the bus which makes a difference as I worry on public transport however, I still do this once a week which is good for me as it makes me more independent.
4593.	I like what I am doing now at the centre. I am quite independent, and I like the staff.
4594.	I think it is a good idea to have a choice.

4595.	I would like computers at this centre, and the staff could teach me how to e-mail etc. Other than that, I am happy the way things are.
4596.	I would like help to be able to do various things, likes showering, dressing and toileting.
4597.	I would like help to have safe sex education on how to date women better.
4598.	I would like support and advice about general hygiene and how to stop myself getting in.
4599.	I would like the freedom to be supported to go shopping an spend some of the money on things that I can choose. Just give me the money and I will decide what to spend it on. This will help me be independent.
4600.	I would like to be travelling independently.
4601.	I wouldn't be able to do this. (travel training)
4602.	If that's what they want! (Travel training)
4603.	Independence control – not sure.
4604.	It is important to provide support to people in everyday tasks.
4605.	It was highlighted by the Carers / Clients that BCC needed to ensure that all had suitable access to the city. It was noted that present transport links needed to be improved. It was highlighted that public transport only had space for 1 wheelchair users or 2 push chairs on buses so there was not a lot of room to maneuver and sometimes led to missing connections.
4606.	It was highlighted that travel training is incredibly staff intensive and could be for a considerable amount of time before the client is deemed safe. It was also stated that this had previously been offered by enablement and the application process is lengthy and unwieldy. The group questioned again where the finance was coming from in order to sustain the service. "It is only words how it translates is the issue". It was suggested that they needed a robust financial projection on costings.
4607.	It's coming back to the process linking with choice.
4608.	It's good to push people to become more independent but we have to be careful to make sure that they know how far people can be pushed otherwise it will cause problems for carers.
4609.	It's all about choice and there are lots of things that are no longer there.
4610.	Language used-"choice" as if an "option".
4611.	Learn new skills, washing clothes cooking.
4612.	Learn new skills: to help do something on the day she doesn't come here.
4613.	Learn washing machine, cooking ironing at day centre.
4614.	Learning to iron his clothes.
4615.	Learning to shop on her own with a shopping list – comes, wait outside and watch.
4616.	Look at what you want to do on your own from home - How?
4617.	My brother has cerebral palsy so can't choose for himself. he is doing them; he wants to at the day centre
4618.	Not at the expense of the day centre. (Independence)
4619.	Not possible. (Travel training)
4620.	Offer lots of choice, access befriending service, sign posting service.
4621.	Okay for some aspiration is not fulfilled some don't have capacity.
4622.	One user who Sue taught cooking to now lives independently.

4623.	Only applicable to certain clients who can walk and communicate well. (travel training)
4624.	Our Citizens need to consider: What is next after their retirement? What would happen if their spouse/partner dies and the physical needs weaken? It was agreed that education is key to increase awareness on what provision is out there if they need it although there is an element of choice.
4625.	Outcomes can change. We want to expand. Who's choice? Need to ensure its citizens and the outcomes to come from them.
4626.	X said he does not know about money, he needs help.
4627.	Person I care for will choose things and then she changes her mind.
4628.	Personal outcomes are changing on a regular basis so how can you know what to do where each day is a challenge.
4629.	Promoting independence. Started computer sessions in their centre meeting needs of individuals.
4630.	Providers felt that it was important to ensure a good quality of life in other areas of an individual's life and support people to engage in a range of activities in their areas of interest.
4631.	Providers felt that there will be a cohort of service users for who the proposals will not work and who may need more traditional support.
4632.	Providers need help from B CC to find out what service users want.
4633.	Provision needs to be flexible – not “one size fits all”.
4634.	Quality of life – this needs to improve across several domains.
4635.	X likes to help with cooking with close supervision - on a one to one basis likes to go out with her peers.
4636.	Service users do not understand that they can design their own care and therefore it is not appealing to service users.
4637.	Some people might want that, but others want flexible.
4638.	Strategy is focusing on outcomes – this is good.
4639.	Teaches cooking. Some people think blind people can't use a knife – but they can.
4640.	The practicalities are very important.
4641.	There is confusion between outcomes for service users and outcomes for providers.
4642.	There were concerns that outcomes are less defined for less able Service Users.
4643.	Think about individual image of possibility. It's about a focus measure of individual. Duration, monitoring safety, depend on level of skills.
4644.	Toward training and independent living.
4645.	Travel training is hard for people who can't read or write and are unable to tell people who they are if they get lost.
4646.	Used to have a guide and be more independent but taken away.
4647.	Wants son to learn to count money and tell the time.
4648.	Washing my own clothes.
4649.	We already get choices.
4650.	Will I have (as a Carer) a say in travel training. To implement this is there going to be proper assessment?
4651.	With Choice will need guidance for Co-workers.
4652.	Work with citizen has the capacity to ensure best interest of the individual.

4653.	Would like to do washing, ironing, cooking with support.
4654.	You mentioned about choice? How can a citizen have choice when as social worker tells them what they feel and tell them what they are having? Where is the citizens choice in that?
4655.	You say that you want the service users to be healthy that includes mental health if they stop going to the centres they will not be able to socialise with the friends they have made at the centre and they would become isolated.
4656.	Younger people are probably more open to change and do things differently. A lot of the older service users are very set in their routines.
4657.	One person would like to go to another day centre (Alderman Bowen) friends who are s/users attend that centre, but she does have more choice/control attending the centre than she does at home being at home more would impact family/carers.
4658.	Agreed that if son doesn't like anything, he won't do it.
4659.	As a complement to the day service I already receive this will help as when I am not at the centre I am at home.
4660.	Don't want the same people in the same centre all the time.
4661.	Like the idea that service user goes into different base room for activities.
4662.	likes coming to the centre and joining in the activities. she enjoys her service Ebrook and Beeches and choice of activities.
4663.	Self-belief.
4664.	Sometimes it is difficult to get them to engage.
4665.	The Citizen I support only attends a day centre one day a week, does not want to go for days.
4666.	We as carers know where our family members are. We try to make them confident. You are not doing this; you are not making them capable or giving them TLC.
4667.	Good life – happy life.
4668.	If I stayed at home, I would find something to do but other people might get bored.
4669.	X has four other siblings who attend the day centre. X and brothers get wide range of variety of activity.
4670.	Eating on own.
4671.	I attend the centre 4 days a week I would like to know more about travelling on my own.
4672.	What does it mean to be independent?
	Skills and Employment
4673.	People with disabilities face huge challenges and prejudice when accessing training and employment, which can have a detrimental impact on their mental health and focus in terms of moving forward with their lives.
4674.	People with disabilities are not getting the support required to complete application form, have been taken off employment support allowance even though they cannot get a job due to their disability.
4675.	Interesting what was said about employment. Agree that this is appropriate for some but from their own experience of social work reviews the service felt that social workers did not have a full understanding of their clients and their suitability for employment. While some people at first may seem suitable for employment opportunities it was felt that social workers were not always taking additional factors, such as unpredictable behaviour, into account when recommending clients for employment schemes.

4676.	A day opportunities service for younger adults with learning disabilities that offers a broad range of activities dictated by the interests and skills of the people who are looking for support and not the service. Examples given, IT training, training attendees to train and generate income, gym, dancing, media film and sound recording.
4677.	I would like a job because I would enjoy it.
4678.	If you introduce equal pay for disabled employees, the expectation from employer will be stricter as per able employees.
4679.	I have worked for 18 years on a project that is a community-based enterprise, which offers gardening opportunities to people with learning disabilities (Four Seasons Garden Project). My concern is that people will lose projects like this that are true community, in fact offer a service to the community.
4680.	Younger people with disabilities should be transport trained earlier.
4681.	I would like to go on work experience.
4682.	Training course.
4683.	Citizens were excited at the idea of volunteering. Some said they would like to volunteer in a charity shop whereas others were interested in helping the elderly.
4684.	The idea of volunteering and working in a charity shop is popular amongst citizens.
4685.	Travel training is important. I need people to show me the way.
4686.	I would like someone to help me get a placement doing cooking. I wouldn't get to go out as much or see people or go camping and do activities. I would like to do a computer course.
4687.	Don't know whether it would be good or bad for service user to take on a job as they would lose their benefits and maybe their home, which has happened in the past. Also, would our jobs be safe? No one knows.
4688.	Looking at employment is a key area. Citizens should have the opportunity to work and use their skills.
4689.	X needs constant support when out in the community, she cannot read or write and, in our opinion, would find it weird/difficult in a workplace environment.
4690.	I would like to do work experience in I.T and learn more computer skills. I wouldn't feel safe travelling on my own or doing a job without help.
4691.	I do agree with change you want to make. I like to go to the IT room. I like to go to the pub quiz. I like to work in office and start my own company.
4692.	X wants to work on a shop till to get lots of money and saving money and going shopping and holiday. We have to change different classes in Hockley Day Centre and change dinner time.
4693.	I would like to learn more skills. I don't want to go to work as I would find it too hard.
4694.	I would like a job in an office with staff I know to help me.
4695.	I would like a job making jewellery.
4696.	Do my working on the shop tills to get more money and saving money to see what you want to buy thing you need. Find a job what you are working. Find something on the computer.
4697.	Don't want day provision, need meaningful activity like preparing dinner for elderly, supporting them in community. With my support worker helping the elderly with their shopping, yes I'm for that.

4698.	My dad would be very upset as well as I would be too. You already trained me for work at EPT then closed it with no job at the end of my training. I now have an active program 3 days a week where the staff support me with my problems and help me to be busy doing something I enjoy, why change it again.
4699.	You need to work hard in shop tills and get more money and saving money to get what I want at shop.
4700.	I have found the follow up meeting interesting, I like working at the reception at Harborne R.C.
4701.	Would like to work in a nursery with children, maybe this will help me to do this.
4702.	Would work for some, it all depends on the specialist intensive support and what this would entail.
4703.	Offer of employment. Will employment be meaningful? This has the danger of really messing up stability in vulnerable people's lives.
4704.	Enjoyed being a student counsel rep at college.
4705.	Shouldn't be starting from the College. Service user enjoys his time there but did not lead anywhere. Service user ended up with a pile of certificates that did not lead anywhere.
4706.	I want to do computing at a college, centre has been helping me to do this but would prefer to go to Solihull College. I will need support.
4707.	Get to work in the kitchen.
4708.	Have been to college, had to learn to read and write again after brain injury.
4709.	Service user is like another member of staff, very polite to other service users.
4710.	I care for an 18-year-old who would not want to attend a day centre, is looking for employment and applying for manger jobs without understanding the skill set required.
4711.	I could do touch type on the smartphone and use the computer but find it difficult to manual read and write.
4712.	Enjoy cooking where there are kitchens which accommodate wheelchair.
4713.	Enjoy helping out with paperwork.
4714.	Good at using smartphone, would like to do a photography course.
4715.	My son goes to do woodwork at the centre.
4716.	You have to pay people the right wage if you want them to do a good job.
4717.	Have done some work with assistive technology. We've been looking to utilise the skills of college students in the local area as well as our apprentices to help with this.
4718.	Job centre form, 24 pages – if they know they would know she can't work.
4719.	My son went on work experience but after three days the manager called to say he was a danger to himself and others, so the 'job' didn't work out.
4720.	Work is great as a public relations stunt, but someone has to take ownership of the opportunities.
4721.	ITA was a day centre where you went and did work.
4722.	This used to be EPU. My son had a job but when he came home, he had a bruise on his head as he was bullied at work, so he stopped.
4723.	Our son was made to do labouring with some businesses, and he didn't learn anything whilst on placement.

4724.	It would be good to do a job if I was able to.
4725.	Didn't like college as I was bullied there.
4726.	My son is at a city farm but when this placement finishes, he will have to find supported work.
4727.	Can't see my son working full or part time without support so at some point he would have to come to a day centre.
4728.	Strawberry studios restaurant provided catering service, combination of service users, it has now closed down.
4729.	I want to work in a charity shop.
4730.	I help at an old people's home; I would like to keep at one day.
4731.	Service user have lost their minimum wage, we want this back.
4732.	Would like to earn some money.
4733.	Would like to work in a shop.
4734.	Would like to run own business at the day centre and earn some money.
4735.	If people have the ability (to get a job/employment) let them do it.
4736.	Not everyone is able to get into employment.
4737.	Enjoy Outwork, previous service users were getting paid to do some work.
4738.	You say about work; well, all service users are not capable of work, that's why they are at Harborne Resource Centre.
4739.	It has been difficult to get my sister into voluntary work, she did start working at a charity shop, but we found out that another person who was working there was a paedophile and later discovered the same person went to prison for offences.
4740.	The worry is that people who work at certain places like charity shops are not necessarily CRB checked, whereas at day centres the staff are CRB checked.
4741.	There are some fears for service users being vulnerable whilst being in employment.
4742.	Is interested in getting some form of employment, she would like to work at a dogs home and or with other animals/pets.
4743.	We do have issues with service user doing any type of work due to epilepsy and at any time it could be triggered, especially if stressed.
4744.	Skills and employment allows for choice, what does it mean to be employed?
4745.	Employers have difficulty understanding the value for their business as it requires sometimes extensive support.
4746.	Jobs need to be tailored to meet individual strengths.
4747.	Requires specialist employer, with trained staff to support.
4748.	People with learning disabilities need to feel that they are doing something useful even if they can't hold down a job. Working also benefits those who are able bodied as it enables integration.
4749.	Needs to focus on short term interventions that are community based and enable younger adults to access employment and housing.
4750.	Stronger links with further education colleges to re-design courses available.
4751.	Improved IT facilities and Equipment.
4752.	There are limited options for jobs with lots of health and safety issues for employers to consider.

4753.	Difficult with employment as most of our service users are beyond employment age and have dementia. Though on an individual basis we do work with service users to maintain their skills, particularly domestic ones.
4754.	Employment of choice.
4755.	Point 4: Focus on skills development, improving independence in daily living. Maintaining domestic skills is important if possible. Employers see risk employing someone with a long-term condition. Assistive technology is useful. Young employees, employed by provider, encouraged to get qualifications and continue to higher education. Creativity.
4756.	Access to work will pay for transport for young people to travel to and from work.
4757.	Service user has a job at Co-op, enjoys washing up.
4758.	Get a voluntary job at Aston Villa.
4759.	There is a fair amount of employability support available for people with mental health issues but very few people get a job.
4760.	It depends what you do with the skills that you have focussed on and how that is measured, e.g. will there be a push to have day services attendees out and working at some point once you can feel that they have the necessary skills and if so, how will this be measured and what impact will it have on their benefits, work and lifestyle.
4761.	A lot of the proposals are heading back to some of the models we were involved in a number of years ago. In particular the work placement options. Unfortunately, the E.P.O team was disabled. When I have spoken to my service users regarding how they would like to spend their day, employment is rarely mentioned but they tend to opt for more leisure-based package, i.e. music, quizzes, tennis, football, cricket participation. Links with Priory tennis club. Aston Villa academy etc.
4762.	I need some support with things like money, keeping safe, to help build my confidence in order that I can do things.
4763.	I would like to learn how to use a computer myself how can this be done? I would also like to learn how to be in control of what I want to happen.
4764.	Schools, colleges and training centres; anyone enrolling with them get a card to use as a free bus pass for the days that they attend.
4765.	Level of ability to achieve is variable, make use of any training.
4766.	Focus on skills development, improving independence in daily living, i.e. travel training and employment where possible. The committee agrees with this statement. It is important to recognise that for high dependency users this has limitations, so we need to ensure this principle does not distort the service unfairly towards the most enabled. Also, note that carers need to share individual goals of enablement to avoid the progress made through day opportunities from slipping away when users return home. Whilst carers should share enablement objectives, if they are not directly able to support the person they care for when that person returns home, they should not feel obliged to do so.
4767.	I want to keep learning Acupack. I enjoy myself and my work at Acupack. I like meeting my friends, doing my job in Acupack and feeling good when the work is done. It is also important to my sister as she works and cannot look after me in the day, and she knows I'm safe.
4768.	If it is what the individual wants, then it is good. If they do not and are quite happy in taxis or whatever they wish, then they should not be pushed. You cannot expect everyone to go and get a job just for economic reasons. It should be around what they want and not being pushed into it. That can lead to poor mental health or stress and it can be a lot of pressure. The wording is encouraging but only if they want that.

4769.	One venue my son used to attend previously 4 years ago had activities involved in IT, English/Math's but all teachers have left. He left venue because he got bored, down at centre, sitting around.
4770.	Employment discrimination by employers to employees, e.g. disabled toilets/lifts etc. Laws are there but the issue is changing mindsets.
4771.	Answer the phones working on reception.
4772.	Assisted teaching, utilising colleague, apprenticeship scheme.
4773.	At this centre the service users can do teas and coffees for everyone and prepare basic snacks which they can sell. They can use this opportunity to learn money skills by buying the ingredients and selling refreshments.
4774.	X used to have a work placement but no longer does as there no support.
4775.	Can the service users learn life skills such as washing and cooking? The facilitator said it would be good if they could learn how to prepare basic food and over a few months achieve their health and hygiene certificate.
4776.	Can use laptop.
4777.	Car washing.
4778.	Carer mentioned computer courses, etc. Should be done in the centres - he asked what happens to citizens if they were going to college. He feels that this is all to do about saving money and that they are now saying day centres may close.
4779.	Colleges – employability programme got job in Law in city centre. He needed assistance from chair to toilet + they had volunteers, but X raised that might not work long term with personal care needs. If all our toilets were big enough to fit in wheelchairs + assistant, then all accessible for everyone.
4780.	X wants to work on shop tills to get more money.
4781.	Do not want to go to college.
4782.	General agreement to promote skills sharing as good practice and partnership working.
4783.	He also went to college, but this was also stopped. He's been to different (four opportunities) places but there have all been unsuccessful.
4784.	Help skills to work with children, learn to travel train or bus.
4785.	I was very pleased to hear of your intentions to get adults with learning disabilities into employment. I feel that this is a very positive move. Whilst I am sure that you would agree that the working environment is unsuitable for most, if not all of the service users at Harborne, I do have service users who we support who would love the opportunity to gain work experience – which can be very difficult for them to find. These service users have much greater capabilities than the service users at Harborne, and are actively seeking employment, both paid and voluntary. If you would consider offering some of our service users voluntary work within your commissioning department it would be a great opportunity for you to demonstrate inclusion and your commitment to helping service users reconnect with their skills. It also allows you to gain the service users knowledge.
4786.	I work part time in a local charity shop.
4787.	I would like to do some courses at college.
4788.	If person doesn't want to do anything and learn new skills so citizen, I care for cannot do anything for himself.
4789.	If their needs are being met to the level they require will they be able to continue with their day to day support ask given in the centre it has resources which are not available for the service users i.e. the polytunnels at the back where it could be used as a

	garden centre so that the service user could learn how to grow and start up a garden it is important that the council give this a matter a serious sport it will help in the near future for activities.
4790.	If you introduce pay people their duties will be stricter, more pressure. EMPLOYMENT.
4791.	It is not my family; it is the people I am involved with at work.
4792.	My son is good at Computing.
4793.	Need to teach simple life skills.
4794.	Not interested in getting a job.
4795.	Not interested in work or college.
4796.	Not with this cohort – they aren't able to access employment. Able-bodied people are struggling to find work let alone people with long term disabilities.
4797.	X would like to join a training course learning about letters & numbers.
4798.	Some people already face challenges on a day to day basis, so struggle in employment and may take a long time.
4799.	There is not enough jobs or opportunities for our service users in the community or support they do not have the skills or ability to go out into the community on their own.
4800.	To support young people to access employment you need access to Job Coaches and supported apprenticeships.
4801.	Do a course in secretarial skills.
4802.	Making and selling jewelry and cards etc. doesn't generate enough money to live on.
4803.	Discussion revolved around the long-term planning on this and whether they are talking to prospective employers and backing up their words with appropriate training for all.
4804.	I want to learn to read & write - I can't read any of this material.
4805.	It would be good to fund allotments for people with special needs.
4806.	More of the service users would have the opportunity to learn basic English and Math's if the centre is open for longer.
4807.	Son is doing well with IT.
4808.	Some people have had training at providers it is apparent some have not.
4809.	I used to have a work placement, but this is no longer available as there is no support.
4810.	Carer – Son wants to learn to count money and use the computer.
4811.	Independent – carry shopping
4812.	IF CLASSES-ARE-BETTER
4813.	Son had disability, Cerebral Palsy and would use Uber Taxis to travel to certain venues. Son attended the Rathbone College.
G) Funding and Savings	
4814.	If there was more money available to adult social care, I might believe that BCC were truly offering choice, but it looks to me like an agenda to save money, rather than day services which allow meaningful friendships and healthy interactions.
4815.	I believe this is an exercise to save money at the expense of all the disabled people of Birmingham. All it will achieve is isolating disabled residents of Birmingham who will be back in their homes and lonely and depressed and unable to leave their homes.
4816.	How can this be achieved with all the cutbacks by BCC.

4817.	It's getting there. It's about money.
4818.	Once again, this highlights that there isn't the funding or the manpower now so how will you magic this within the day care strategy, another pipe dream!
4819.	Very concerned about the costs involved.
4820.	I believe that over time I will be told that her package of care will be reduced as there isn't any money so she will be isolated at home which will affect her mental, physical, social and emotional wellbeing. I have personal evidence of this after Collingwood Day centre was closed. My sister and brother stayed at home for over 10 years and were literally forgotten about! Their health suffered and they both became depressed with nothing to get up for. They didn't socialise or see any friends in this time. My sister is fearful that this will happen again and why wouldn't she! Social services did it before, so why would it be different now?
4821.	X says he agrees with a personal budget but says funding is being cut everywhere. He says direct payments are being cut and says taking part in activities is a great idea, if only costing was free and if not, budgets were not cut.
4822.	We can do all this from day service. Put more money for day service to make things better.
4823.	If funding can be found but good idea.
4824.	If funding is available all of the time and ageing for the future.
4825.	What I can't agree with is all the proposals were already in place at the centre until you, the council, withdraw the funds. Where are you going to fund your proposals from and for how long?
4826.	If you gave more funds to the centre all these things are being done but they could do more of their excellent dedication.
4827.	Ideally things would be better but undertaking activities is subject to funding, staffing levels etc and not always possible.
4828.	Proposals sound great in theory, but the cost implications are huge. It's very difficult to cater for a wide range of individual interests and choices.
4829.	The theory sounds practical, however, i can't think it will work in practice due to limited funding.
4830.	I am not confident these proposals have looked at this individual enough and have a feeling these said proposals are financial.
4831.	I am concerned that some of the proposals are a cost cutting exercises.
4832.	It is all about cost cuts to local day services in the long run and it will end up in closures in the future.
4833.	Vibrant city, you have no money, you let us down with household rubbish collection, the council is not very good.
4834.	Budget is a key issue and it will be essential for the cabinet to consider the overall impact on the citizen of Birmingham and the need for equal consideration given to citizens from cradle to grave.
4835.	Could be a cost cutting exercise by the back door by 'encouraging' people to be independent when they really need organised support.
4836.	I agree, providing there is suitable funding/places and support for the citizens who are put into the three areas of the model.
4837.	I don't understand why you waste money on rubbish proposals. Why try fixing something that works? This is all about money, give the centres the funds & let them continue with their jobs.
4838.	Financial input required. I don't think it will work, many citizens with learning disabilities have little or no capacity to understand they need routine.

4839.	I feel the proposals have merit but would not work well without significant funding and I can't imagine there will be extra resources to help implement this model. I do not feel that those with brain injury will be well served as they are lumped under general disability, when in reality their issues are diverse and so much more than physical disability.
4840.	I think it's disgraceful that 3.4 million is spent on consultants when a service costs 7 million to keep open. I think if closures occur it will end up a NHS crisis as nothing is in place for those vulnerable and carers, on your heads be it.
4841.	I understand the constraints on the budget, year on year but it always affects the vulnerable individuals who cannot speak for themselves and never the rich.
4842.	None of this seems to fit into the budget as there are 2m savings for this year.
4843.	Concerns about the budget savings needed over the 3-year period.
4844.	It all comes down to money as changing signage would be expensive.
4845.	The budget at the moment is lowering. So, it's an exercise that will shorten.
4846.	There are lots of ways of cutting costs without putting people in danger.
4847.	There is an issue re budgets, the cost of providing services and support.
4848.	It all comes down to funding. If the funding is not there the strategy won't happen. It (the strategy) is not about choice.
4849.	There should be no savings as all the money should be spent on services.
4850.	Haven't seen any changes in strategy over many years – wants to see money being put to use.
4851.	Need more funding for activities.
4852.	Invest in people with learning and physical disabilities. Your intentions to remove their day care are discriminatory. Stop daydreaming and use your common sense! Use the money from Aldridge Road centre to provide new accessible facilities instead of useless bicycle paths!
4853.	Need the budget to do this (enablement).
4854.	The Conservative Group therefore believe that day centres should not be dismissed as outdated or too expensive; they need care and investment to continue to meet the needs of their users but the value of doing this and of getting it right, can have much wider benefits for the council and the whole health and social care economy, including benefits to the budget bottom line as well as the more important benefit to peoples' wellbeing. We believe that the Day Opportunities Strategy should be redrafted to show a clear commitment to the future of day centres and a plan to invest in and modernise these centres to enable wider community benefits and efficiencies, including maximising the use of the buildings to make them more visible within the community.
4855.	The council already have a tight budget, and this will cost a lot of money.
4856.	The proposed model does not fit in with the budget.
4857.	There have been failures over the years due to expense. This puts pressure on individuals and lack of confidence due to failure creates another problem.
4858.	Lots of services are no longer working due to cutbacks, e.g. it took 3 months to get an advocate from the advocacy service.
4859.	BCC directs more funding towards computers, e.g. £375k per week to Capita.
4860.	It would be nice to know how day opportunities are going to be funded and implemented, also what is the council's plans for day controls.
4861.	No one is monitoring how day opportunities is funded and implemented or the future of the day centre.

4862.	Questioned the expense outlay by the city council in providing all this paperwork and throwing money at consultancy when the council in the past have been trying to save money.
4863.	Conflicting messages (reduce cost vs increase in quality). It is difficult to maintain levels of services when there are financial cuts.
4864.	Concerns were raised about cuts in services, e.g. no transport funding will make it difficult to deliver services.
4865.	Increase in minimum wage makes it harder on day services as this impacts on pension contributions.
4866.	Agree with the strategy, however difficult to maintain levels of services when financial cuts are being made.
4867.	Any money or funding should be used wisely and not wasted, as funding is limited. A more personalised service should be adopted to cater for individual's needs and support requirements. Communication is paramount in terms of assessments and funding, as this can take some time and budget applications need to reflect the actual needs of a particular person and any change in their circumstances.
4868.	For many years LD services were seen as a "Cinderella" service. Funding was not equally allocated in comparison with other services. BCC have been reactive rather than proactive. Need to establish standard practice across services.
4869.	There is no mention of finance within all documents.
4870.	There is no money for all of this extra stuff.
4871.	BCC are only interested in balancing the books, their budgets and politics. It's all about money not on providing facilities.
4872.	Needs to be a commitment from the top to invest money in day care so that these principles can be implemented.
4873.	Sound great in theory but will not be implemented as there is not enough money to do it.
4874.	Resources (lack of funding and support).
4875.	Money is being spent for support off Capita rather than a hands-on service.
4876.	Some service users who are non-verbal face more challenges. Support workers who are on minimum wage find this challenging. Disability is a huge issue, especially when assessing a person's needs. It is particularly frustrating when there is a lack of funding or money available to meet the needs. Focus needs to be around the person.
4877.	You should not look at the budget as constraints.
4878.	Issues with decisions to fund day centres.
4879.	Carer – Looking at NDTI it'll cost more.
4880.	All Clients and Carers expressed their fear on how that this new model would be funded, and they did not want it to lead to the closure / reduction of Elwood Day Centre Services.
4881.	Also, the cost around this as we are told to constantly get the cost down.
4882.	Another family member attends Fairway Day Centre. There is no mention within the Consultation regarding funding and if this Day Centre were to close, where would people go? What funding would be available for them to attend somewhere else? Cannot trust the Council and what they say. Need reassurances.
4883.	Birmingham City Council Cutting costs/reducing resources.
4884.	Carer commented that a lot of people are suspicious of the council and reasons for doing things and queried if this was a way to impact on people's benefits.
4885.	Day services investment should be stepped up, not down.

4886.	Difference of opinions between Health and BCC Funding, there is no consistency. Also, the differences between packages of care offered to Children and Adults. This can be detrimental to The Citizen who has come out of Child Care Services and then is offered less support as an Adult which leads to crisis.
4887.	Differences between adults and children (all resources are put towards children's services).
4888.	Don't know how you are going to fund or implement the strategy.
4889.	However, concern was expressed about the impact of the model on the Service they currently have at the Day Centre. A Carer expressed concern about the financial implications on the Day Services and where the extra funding was coming from. They discussed whether these financial commitments elsewhere of would be a negative of the model and be a barrier to them enjoying and getting the most out of the facilities that they already had at the centre. It was agreed that the security and future of the centre was undefined.
4890.	I feel the changes planned will probably more costly as individuals out in community will need to be supported by qualified care support. A lot more information should be provided in costs, budgets_ more activities in community will probably cost more than budget given.
4891.	I know lots of citizens have had their hours reduced, again cost oriented – this should not happen due to Care Act.
4892.	I think it will be false economy to shut Day centres. The debate has been going on for years with repeated presentations, etc. - how much money is being wasted on all these consultations?
4893.	If service users access the community, then they need and support doing this. If the Day Centre does close, it will cost a lot more to arrange other activities or facilities for service users, it does not make sense. The council is wasting money.
4894.	If they had extra days have been reduced at Shared Lives – social life has curtailed due to budget restrictions.
4895.	It is less expensive to set that up than to spend time and money to find out the ins and outs of it when have identified gaps and still nothing has happened.
4896.	Key Aspiration 5 - There seems to be a lack of money to make this happen, but finances is never mentioned. I wonder where the money is coming from. You need to connect with us on this better.
4897.	They also raised the question of the council budget. The budget suggests a £2.1 million saving in Adult Social Care and as it coincides with this consultation project it becomes hard to not see it being about the closure of services, especially day centres.
4898.	Privatise all of this will not save as much money as you think. I wish that someone's replies to my letter and do not ignore what I have had to say. As a former Chairwoman for the carers over the years I am well aware of the system.
4899.	Resource issue.
4900.	Some private day centres charge £30 a day which is a lot of money.
4901.	The £3 increase in PIP payments was for care. Then BCC put up their day centre costs by £3
4902.	The charges will be too high.
4903.	The attendee felt the money set aside for the community was sometimes used for something else like religion.
4904.	The table agreed that although the principles proposed were of sound ideology and they loved the ideas given but they had major concerns around its implementation in a cash strapped BCC. A person-centered approach if unplanned can be unwieldy and ultimately more expensive. It was considered that all though a Day Centre may not fill everyone's desires and wishes completely it would go towards it and there would considerable economies of scale. Concern was raised that budget constraints would impact on

	an already cash strapped day service. They queried the forward planning and the reliance on lots of Direct Payments which would be supported by a lot of carers and there would be no economies of scale in this scenario. Have the council thought of how they would achieve this?
4905.	Think that it will cost more to deliver day care with new model. Because of support required to get people out and about in the community.
4906.	Unless BCC is planning to add money to the Budget for Day Services, I really believe that this is a 'pipe dream' for Day Services and cannot be achieve without significantly more money. Your Day Service model triangle is upside down. I dispute the smallest group as being in need of specialist intensive support and feel that this is the larger group, middle is personalised support with the smallest group being the 'enablement' group who would be able to take advantage of community-based opportunities.
4907.	We no longer get the minimum allowance which has been cut out.
4908.	Where the money and the workforce come from to support this ideology - like the presentation but struggle to know how this will be achieved.
4909.	With your cutbacks don't see how you'll be able to afford these things.
4910.	you are spending £1000 for a rubbish idea.
4911.	Does believe BCC are not very competent at finance.
4912.	Financial investment, maintaining the status quo.
4913.	I am sorry to say a cost cutting exercise will not work. The building could get more revenue if utilised better for the local people. I know changes have to be made but not at the expense of these vulnerable people. I have been fighting for my son and carers for the past 40 years. How many of your staff know these experiences? NOT ONE.
4914.	Not unlawfully use our reserves. Central government? Need to use funding.
4915.	There has been no information about the funding and implementation of the service model.
4916.	Cost of facilitating the various levels of the proposed model is an area of contention, e.g. staffing levels in day care where 1 to 1 care is needed or 2 to 1 care in some cases.
4917.	Fairer charging discusses - more understanding.
4918.	Need to use funding.
4919.	It costs more to do things within the community. Will there be sufficient funds and resources made available? Things cost a lot of money.
4920.	If it gets more money, can the centre stay open?
4921.	Will centre cost the same as now.
4922.	Work at prevention, not clear on how council is going to spend its money.

H) Social Work

4923.	Social workers have been mentioned, I don't believe that they can make a clear judgement on someone they have only met for a very short time. Citizens should not be questioned on their own and whoever is with them should be allowed to make comments. My
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	son would say "yes" one minute and "no" the next, he wouldn't understand what you were on about, he also only stays for a few minutes doing something and then moves onto something else.
4924.	Social workers have been mentioned, I don't believe that they can make a clear judgement on someone they have only met for a very short time. Citizens should not be questioned on their own and whoever is with them should be allowed to make comments. My son would say "yes" one minute and "no" the next, he wouldn't understand what you were on about, he also only stays for a few minutes doing something and then moves onto something else.
4925.	The person I care for has had changes in circumstances since last November and after a great deal of difficulty I got them a social worker. The situation has been LEFT - I have no faith in how the assessment system by social services works - this is a disgrace!!
4926.	Need to ensure the person assessing needs, fully understands the client's needs.
4927.	There are no social workers and if you do see one, they come out, say what you want to hear and bugger off until 12 months later!
4928.	Some people expect social workers to be the font of all knowledge. Social workers should admit when they are not able to answer a question but will go away and find out the answer and come back to the person/family.
4929.	There is an issue getting a social worker assessment. It was not made clear if I needed to have direct payment or not.
4930.	There would need to be a significant number of trained social workers to do reviews regularly and ensure that people don't fall through the net.
4931.	We've had horrendous experiences with social workers.
4932.	Money is not the point; the caring part is the important part. Social Worker would not know their background.
4933.	It was stressed that it was important to get the budget and the needs right at the initial assessment, this is key.
4934.	Have to repeat what we say because social workers don't take on board what carers are saying.
4935.	Need more social workers please.
4936.	Carers state that social workers are only offering direct payments and not giving people the option to go to a day centre.
4937.	We do not trust social workers.
4938.	Had to wait six months for the social worker to complete an assessment before my brother got a place here (at the day centre). We had to go to my MP.
4939.	Lack of social worker support, in terms of face to face reviews.
4940.	Cannot get social workers these days.
4941.	External day services providers felt they were not fully feeling the effect of the '3 conversations', due to an inconsistent approach. It was explained by a member of Birmingham City Council that the '3 conversations' was still being rolled out over the next 12 Months. The providers did feel that when the '3 conversations' assessment was being carried out it was beneficial to the citizens.
4942.	Social work is built on relationships. External providers would like to be able to pick up a phone and speak to named individuals.
4943.	The decision support tool should be used by social workers because it encourages social workers to involve everyone. Social workers do not have a structured way of approaching their reviews/assessments.
4944.	Social workers making decisions about our service users but have never met them.
4945.	My last social worker said he would check the budget to see if I could get an extra day at day centre as he identified that I needed it. He has never followed up on my review which shows me that the review was a waste of time as you don't care.
4946.	Social worker's assessments don't include the views of providers, families and other involved professionals.

4947.	Would like to see a change in the balance of the working relationship between social workers and providers. Reviews are too brief.
4948.	Where the 3 conversations programme is rolled out, we are seeing some real innovative work from social workers.
4949.	Providers were of the opinion that social workers are not using the “3 Conversations” effectively when assessing people, so opportunities, support needs and budget can be affected based on the outcome of any assessment.
4950.	The ‘Three Conversations’ would seem to me to be a return to old fashioned social work, based on community individual needs again. This is good, as social work assessments of people’s needs for day services and in general, should be less criteria led.
4951.	Some members of the groups expressed concerns that social work approaches are not always non-biased.
4952.	It is very difficult for a young person to be allocated a social worker. The young person may have been allocated three/four different social workers before they meet their social worker.
4953.	Social workers are always changing, we don’t get the same social worker.
4954.	A member of staff at the day centre explained that you don’t need an allocated social worker once your package of care has been approved. You only require the services of a social worker if there is a change in need or a review taking place.
4955.	If you don’t have a named social worker, it is upsetting.
4956.	No consistency, social worker changeover, lack of manager support, need to be better with the 3 conversations model.
4957.	Could be in a situation where overnight the day centre place and direct payment could be cut. This is wrong and very concerning if social workers can’t get this right at this level.
4958.	Attending day centre for 9 years. Not once contacted by social workers.
4959.	Lack of assessments (annual reviews).
4960.	Telephone reviews are good and some of the group felt that they had been productive. There is some good work being done by some of the social work staff but unfortunately where there are agency social workers involved there is a lack of follow up and often what is promised in a review is never delivered.
4961.	8 clients to be reassessed because care needs had changed. Response Group Manager did not have capacity at the time.
4962.	The 3-conversation model to slow things down. No flexibility with jumping from level 1 to level 2. No consistency across social workers.
4963.	Assessment need should be accommodated.
4964.	Management and careful reflection.
4965.	There is a danger that people with disabilities will reach a “crisis point” if there are delays in funding, assessments being completed and change in need. This is unfair and needs to be tightened up to ensure the person concerned is not at a disadvantage.
4966.	Funding is confusing for parents. They cannot understand why when a young person is classed as an adult the funding reduces significantly.
4967.	In some cases, there is a 6-month backlog with assessments and social workers are not communicating very well with providers and information is not being “filtered” through. Social care facilitators are using the “3 Conversations” more than social work staff.
4968.	Would like social workers to take more note of the expertise and knowledge that services have of the clients, particularly in reviews. Also felt that reviews were seldom and too brief. Social workers need to have a balanced picture when recommending or pushing people towards employment. It was felt that social workers go for the cheapest option. There needs to be a cultural shift within social work in order to implement the strategy.

4969.	Providers commented that the health system is working much better than Birmingham City Council as their assessments produce exact funding and identify very clearly what package of support is needed. Social work assessments do not provide this level of support.
4970.	People need to know the client. Providers know their clients better than social workers.
4971.	Complaints system is rubbish, would like more clarity around the process. It takes too long to deal with complaints.
4972.	Concerns of social workers being too short term.
4973.	Find it difficult to get hold of social workers, needs to be improved.
4974.	My sister has been undergoing a review/reassessment since Dec 2018. Her living situation and circumstances changed when her elderly mother fell and ended up in hospital for 12 weeks. In the process, I have had to help care for my sister a lot more in order for her to live at home as independently as possible. I have reported the social worker to her manager after she kept cancelling meetings and was dismissive of our situation. Occupational therapy has now done an assessment, but we are still waiting on a result.
4975.	There has been an issue for decades, not being able to reach social workers.
4976.	Birmingham City Council are not exercising duty of care.
4977.	No response from local authority.
4978.	Carers comments such as they've exhausted the social workers.
4979.	The process for assessment and getting support can take months. Social workers do not know what services are out there. Social workers are not going out to look at the centres.
4980.	It's challenging to trust Social Workers when they tell you that they have made a referral when they haven't.
4981.	Rang duty social worker – what things to support, forward information – still waiting for information.
4982.	Restricted access with social worker needs more time and additional support.
4983.	Social services no consistency staff/managers leave – better with 3 conversation model.
4984.	The recent SW review was very brief. We were given information that was not relevant, and we were not asked about interest.
4985.	To get hold of a social worker has been challenging.
4986.	Unless you are aware social workers will not tell you about things like carers assessment.
4987.	Complaints system is not efficient.
4988.	An effective assessment process needs to be in place to ascertain need.
4989.	Working with social workers re 3 conversations model. Individual wants to grow daffodils which is positive as once they have done that it opens up other opportunities which is what we need to do as services.
4990.	Look at package given to service user.
4991.	Important to have continuous reassessment. Vital to have advocates involved particularly for those in latter stages of dementia. People can communicate at certain stages of dementia but need more specialist input later on and their care needs also change. Services need to keep on top of changing needs to preserve people's dignity.
4992.	If I can't get half an hour support, what chance does anyone else have?
4993.	what happens to if he wants to come to centre everyday

4994.	Will staff at the centre have input in Assessment period?
4995.	Period of settlement (via Reviews).
4996.	Staffing issues within the home. Social Services intervention to make this possible.
4997.	We meet dietary needs – assessed need should be accommodated.
I) Transitions	
4998.	Please consider the transitions of young adults with complex needs and autism into day-care settings. They need fun and fulfilling activities and not just to be left alone with their carers stuck indoors.
4999.	Please consider the transitions of young adults with complex needs and autism into day-care settings. They need fun and fulfilling activities and not just to be left alone with their carers stuck indoors.
5000.	We have been working with young people coming into the centre (1000 young people) it's good working with them.
5001.	Think about the people coming out of schools. They are much more open. Think about their needs.
5002.	The transition for some young people who are now adults is extremely difficult. Some are "lost in the system" and the expectation is that training and employment is available.
5003.	It has been noticed that a lot of younger people are not having their referrals looked at in a timely manner – where are these people meant to go and what are they meant to do? They are stuck in a system that they can do nothing about unless someone actively acts on their behalf.
5004.	Some young people's expectations are high and expect "everything now". They have to be educated to understand that policies and procedures need to be followed during any transition.
5005.	It was suggested that a transition worker be allocated to a young person from the age of 15 until that young person reaches the age of 25. The worker would grow to understand the young person's needs, their family network and what might be required to meet the young person's needs. A robust plan could be drawn up, the family would get to know the worker and have a level of confidence in both the service and the worker.
5006.	There is a requirement for additional social workers/transitions workers. At the moment there are only two allocated to each school or college.
5007.	As part of the team's development each Social worker/Transition worker should cover placements in a school/college, enhancing their skills and knowledge across varying levels/types of disability.
5008.	From school to adulthood – not much support. Birmingham City Council should offer better support. All enjoyed Victoria school but in the move from child to adult, you lose a lot of support.
5009.	Compared to what services there are for children, there is nothing for adults. The gap in provision and support available is very large. Experience of transition was very poor.
5010.	Service users, after leaving school, are not being given the choice to have either Direct Payment or a Day Centre. Service users are not given the option to visit a Day Centre to see what it is like before agreeing to Direct Payments. People are not being given real choice when they leave school. They are being offered Direct Payment and not given all the information about the choice or given the choice to visit a Day Centre.

5011.	Pathway Plans are not completed until a young person reaches the age of 16, just as they are leaving school. Schools are asked to prepare 14 to 15 year olds well in advance of a Social Worker completing the Pathway Plan. School/College staff believes that the Pathway Plan should be completed at around the age of 14 to 15. Adult & Communities Access Point (ACAP) service is far too long winded.
5012.	In some cases, the Pathway Plan is not completed before the young person leaves school and it could take up to three years for a Social Worker to make contact with the young person.
5013.	Parents are overwhelmed by the referral form which can only be completed online.
5014.	There should be a more robust transition process. Social Care lose sight of where these young people are after leaving school or college, they don't know what they are doing and, in many cases, they are sat at home.
5015.	QAC 106 leaves this year only 2 have applied to focus there will be a massive group of young people doing nothing. There is nowhere for them to go.
5016.	Left X at 19 and her mother couldn't find anywhere for her to go until she became 23, she is now 40.
5017.	As a parent I set up different things in the community for my daughter to access. Today about 12 other people also access those things and others have taken those ideas on but we do not inspire parents in transition. My daughter helps an old lady to go out for a walk, so our young people could help out with our elderly day provision.
5018.	Why are we still not sharing stories and possibilities for our young adults with learning disabilities in transition? We need to envision parents. Social workers are not always the most helpful when my son or daughter reaches eighteen.
5019.	People need to be given a real and genuine choice when they leave school.
5020.	Transferring young people, with disabilities, into mainstream schools can work, however, a lot of the mainstream organisations don't have specialist staff to support/meet the needs of the young people e.g. not all schools have a nurse.
5021.	The group suggested a service, specifically for the 18 – 30 age group, should be considered as an option.
5022.	It is a continuous challenge to find the right opportunities and support for young people that have left/leaving school or college. Better networking is required across the different agencies to ensure the right level of support and activities are available to the young person.
5023.	Vision aspects - 18 plus. Is BCC speaking to schools at transition? Prepare for services what you require.

J) Miscellaneous

5024.	Wife settles costs on my behalf.
5025.	Wife settles costs on my behalf.
5026.	There will only be respite care and we do not trust respite care.
5027.	There is only sheltered accommodation and parents/carers have serious concerns about these places. Service users need to feel safe and secure in their environment.
5028.	Birmingham City Council is continuing to fail in their duty of care to vulnerable individuals, shame.
5029.	2017 this was mentioned in guidance documents.
5030.	There is no difference as I am not on the radar and have never been invited for any help. The real help I need is to get jobs done on my home, which I own. I don't need money but support to find builders and for someone to deal with them, in every aspect, as my

	anxiety is so severe, I can't cope with any interaction with strangers, but no one understands this or even wants to try. Just more box tickers who say, "we can't do that" and leave. So, you're on your own as usual, once again feeling even more depressed and suicidal.
5031.	I am not going to park, it's too wet.
5032.	Service user smiled when choosing between images and pictures of day centre and direct payment image.
5033.	I can't cook. I can't walk properly, and my legs hurt.
5034.	Change the time in Hockley day centre and change different class. Don't be late to pick me up from minibuss class. Change the timetable and change dinnertime. Change the teacher in my class.
5035.	This place needs investment.
5036.	Care is often escapism from reality.
5037.	Need a separate activity room for service users who do not want to participate in a specific activity.
5038.	Service users need to do more than just sit in a base room.
5039.	It is more important to spend time with the service user as opposed to completing paperwork.
5040.	Sometimes staff are busy with administration and are not spending enough time with the service user.
5041.	The Ebrook handover was not great for my daughter, a lack of understanding in terms of dietary needs. Ebrook uses transport during the daytime to take citizens out of the centre.
5042.	The logistics of it is expensive. For example, recently there has been vehicle vandalism at Alderman Bowen, and they have been off the road for approximately 2 weeks to date. A contingency plan needs to be put in place.
5043.	The process is ok when there is a light load but not so much when heavy. Something needs to be done to speed up the process.
5044.	Before the service user was born, we would have been in the same situation were with disability and needed the support.
5045.	It has been part of my life since I found out my son had a disability and before, I did not think or understood it.
5046.	There is no other help for me in the Birmingham area that the help I get from Headway.
5047.	Why would they die young with complex needs? I am aware people are living longer now.
5048.	I say no impact because I am not aware of the listed 'illnesses' within my family, as yet.
5049.	I want to go back to Fairways day centre as I prefer it there to here, I was told I couldn't go back there as the waiting list is too long-how do I get back to Fairways?
5050.	The people at the Fairways are more friendly, I've been waiting 5 months to hear if I can go back
5051.	Headway and Moor Green have been a great help, in my opinion.
5052.	Left Victoria at 19 and her mother couldn't find anywhere for her to go until she became 23 – she is now 40.
5053.	Set Holidays: something else? They end up sitting at home
5054.	Shared life is what it says not "take over my life"
5055.	There is no blanket policy with BCC due to our case.
5056.	I have a learning disability and physical disabilities. I live at home with my mom. She is old.
5057.	I have physical and learning disabilities and can become very anxious
5058.	I like my own home so don't want to end up changing this or have to go into a care home or something.

5059.	Mum in nursing home need to look after her.
5060.	Victoria School is second to none. It is a very good school
5061.	Cerebral Palsy used to be called the Spastics Society
5062.	Family makes me happy.
5063.	Day centers and playschemes. And not maintaining parks.
5064.	If the number of people who come to Ebrook that means that the building will be used differently, already it has been set up without the same amount of tables for the less abled.
5065.	I used to take my son to Children's Hospital at age of 2 and he then got placed at school. St that point I didn't know about ant Disability school.
5066.	I used to take my son to Children's Hospital at age of 2 and he then got placed at school. St that point I didn't know about ant Disability school.
5067.	Hospital NHS moved to Social care

K) Examples of who completed questionnaires

5068.	Family members on behalf of brother.
5069.	I am support my son.
5070.	A member of staff is helping me to fill in this questionnaire
5071.	I am completing the questionnaire for a service user who has a physical disability and can't do by herself
5072.	Staff member completing form on behalf of service user
5073.	Staff member supporting service user complete form
5074.	I am advocating for someone who is unable to read/write
5075.	Staff member supporting service user complete form
5076.	Person cared for
5077.	I am advocating on behalf of one to one carer.
5078.	Represent older population who attend Café Discussion Section and those who attend D3A meetings
5079.	XX of Midland Mencap We have 2 service users who attend Moseley Day Centre.
5080.	Our daughter attends Ebrook Day Centre two days per week (Monday/Tuesday)
5081.	I am supporting a service user to complete this form, supporting with Makaton & pictorial signs
5082.	Service user unable to give content (difficult to read)
5083.	A member of staff is reading the questions and the person is talking or pointing to the answers
5084.	Support worker completed on my behalf, as I told her
5085.	I have re-read what has been written + I have added some comments not recorded by the person who filled it in on my behalf.
5086.	Being completed by someone on my behalf.
5087.	I'm supporting my sister with this form.
5088.	I am an employee of BCC based at HSDC & I am assisting M.M. in completing this form.
5089.	Support worker completing on behalf of, due to not being able to write

5090.	Support worker completing form due to not being able to complete the form himself
5091.	I am just writing what the citizen is saying
5092.	Cannot write for myself
5093.	I complete this on behalf of service users
5094.	I have supplied s/user in completing this questionnaire.
5095.	Supporting the service user
5096.	I am telling a support worker what to write
5097.	Supporting the service user
5098.	Support worker completing on behalf
5099.	I am supporting to fill in form, I am the person's support worker
5100.	For my son XX
5101.	I am supporting XX
5102.	Supporting service use to complete questionnaire as an advocate/key worker
5103.	I am filling this for XX
5104.	Supporting S/Users with questionnaire as a keyworker
5105.	I am supporting a service users to complete this form
5106.	These answers are based on the person I care for and how essential the day centre is to them.
5107.	My mum is helping me to complete this form.
5108.	I am completing this on behalf someone
5109.	A member of staff is reading me the questions and I am pointing to my answers.
5110.	Writing what individual says to me.
5111.	We are doing this together, XX and Mum and Dad.
5112.	Supporting a SU
5113.	I'm a carer going through this form with her
5114.	I'm just helping. (said via citizen)
5115.	I am being helped by someone I trust
5116.	Am completing for my son.
5117.	I am completing this form for a service user. Their family could not attend.
5118.	I'm supporting service user as he hasn't got reading glasses.
5119.	I am filling this in for my brother who is a service user.
5120.	For XX who is here with me and I'm asking her.
5121.	This was done on the behalf of someone who is nonverbal. No Makaton/sign given when questions asked.
5122.	My support worker is assisting to put down my exact words in this questionnaire
5123.	I am a carer support work filling this out for a service user which understands verbally but unable to write.
5124.	Explaining and writing for individual.

5125.	On behalf of my daughter.
5126.	Yes, I am completing this form for a student that cannot write, due to his learning difficulties.
5127.	Putting down what is said.
5128.	Cannot write for myself
5129.	SU wishes a support worker to help fill it in.
5130.	I'm answering this questionnaire on behalf of my son.
5131.	Writing service users comments and what they say.
5132.	I am assisting with the questionnaire.
5133.	Writing answers for individual.
5134.	I am supporting citizen to complete the form.
5135.	I am supporting citizen to do the questioner.
5136.	I feel I know the person really well so feel very confident in representing them.
5137.	My carer is filling in this form on my behalf.
5138.	I am unable to read or write, so my carer has filled in this form for, me.
5139.	My support worker is putting it down in my exact word.
5140.	My name is XX I am a carer and advocate for who I support. I am filling this in on their behalf.
5141.	I am completing this form for the person I support.
5142.	XX is telling me the answers and I'm noting them.
5143.	I am quadriplegic cerebral palsy; the support worker is filling this form in for me.
5144.	I am assisting with the questionnaire.
5145.	I'm filling this form in for my son who's a service user.
5146.	I am happy with XX supporting me to complete this form.
5147.	I am happy with my key worker XX supporting me to fill out my questionnaire.
5148.	Yes, I'm happy for XX supporting completing form.
5149.	XX does not read or write but is happy for me to record his views.
5150.	I work with Citizen therefore supporting him to fill in the form.
5151.	I have support from my key worker to fill in form.
5152.	It's ok for XX to complete the form for me.
5153.	Yes, citizen is telling me What to write.
5154.	I support a citizen that can't read or write and has a speech impairment.
5155.	Only reading + Writing their comments.
5156.	I am a carer for my son. who attend a day centre full time.
5157.	We are the parents of someone who comes to Alderman Bowen.
5158.	We are mom + Dad.
5159.	I am a parent completing this form for the consultation.

5160.	Sister of someone who goes to a day centre.
5161.	I am a citizen of Birmingham.
5162.	I'm a trustee for Cerebral Palsy Midland. Speaking on the service users behalf.
5163.	I work in education in a care centre.
5164.	Self-employed.
5165.	I'm a Birmingham shared lives carer. We have a citizen living with us on a long-term placement.
5166.	I represent a charity which operate a day centre for older people in Kings Heath, specialising in dementia care. We have over 40 members (service users), an on average 16 of these attend each day, 5 days a week.
5167.	I have attended consultation meetings as a parent/carers.
5168.	I am the mother of a disabled son.
5169.	I work in a day centre with adults with a learning disability.
5170.	I work with people with acquired brain in
5171.	Working with Clients with dementia etc. providing respite + Day Care for clients and family support.
5172.	I am the daughter in law of the person who cares for a user of the day services.
5173.	Staff member – advocate for XX.
5174.	I work for a charity that supports adults who have an acquired Brain injury, we have 3 hubs across the west midlands and several community based groups/activities.
5175.	I have worked with peoples learning disabilities for my whole working life. Including in advocacy work.
5176.	I represent Solo Life Opportunities that covers a wide demographic, charity providing service for adults with learning disability including day time opportunities.
5177.	Age concern Birmingham Day Centre, advice, Community halls, volunteers, carers.
5178.	I am a service-user.
5179.	I am a service-user at a day centre.
5180.	Live with my sister
5181.	I have worked with people with learning disabilities for my whole working life, including in advocacy work.
K) additional comments	
5182.	I am going on a cruise ship soon on holiday. Just give me the money and I will arrange my own holidays thanks and will not need anybody to care for me as the cruise ship staff will do it as I can pay them to do it. It will be more fun than XX Day Centre anyway!
5183.	I have been on holiday to Spain and wish to go again to see my family but it is expensive. I would like the money direct and then I could organise for me and other relatives and friends to come with me to keep an eye out for me.
5184.	I live with my dad who is 84, I have a drink problem as well as problems with my fitting.
5185.	I attended New Roots & attend Alderman Bowen Day Centre once a week
5186.	Won't happen for people with anxiety so they can maintain their own home, but I bet council tenants/renters will get the help.

5187.	Concerns about S/U spending too much time in base room. Room at Ebrook too small. Found Ebrook very dreary. Managers keep changing. Didn't feel welcome to come into building.		
5188.	My brother attends Aldermen Bowen in Bordesley Green which is 1.5 miles from our house		
5189.	Paperwork: The staff always do paperwork at Ebrook and they don't at Heartlands.		
5190.	AF wants to visit Dublin to stay in cottage with family	5191.	Be open to bereavement – a loss of a friend
5192.	We have not been provided with the new timetable for Ebrook.	5193.	XX did respond that he liked wearing a kilt
5194.	It is Tuesday centre out of the whole week.	5195.	Benefit issues when person cared for changes address
5196.	That's what this consultation is about	5197.	Issue – medical practice and providing an appropriate service.
5198.	My son went to Bitu Pathways; Mosely Road and then came here	5199.	I go to two centres: Moseley and Forward
5200.	Our son has been going to Harborne day centre for over 15 years.	5201.	Our daughter attends Ebrook Day Centre two days per week
5202.	No where	5203.	I miss XX.
5204.	I like where I live	5205.	I like fresh fruit.
5206.	Bluebell Hydro – check online	5207.	Day services across BCC
5208.	With XX my friend	5209.	He is spoilt.
5210.	For the resources above	5211.	Help with something
5212.	I like doing the chair at Hockley	5213.	I'm only here for six weeks
5214.	Joy today	5215.	SU – Alright
5216.	SU – Me	5217.	I'm not shy
5218.	Not that I know of.	5219.	Personal
5220.	Problems	5221.	5-day service
5222.	I attend a day centre	5223.	I attend the allotments
5224.	My cousin attends a day centre	5225.	Attend a gardening project
5226.	Four Seasons Garden Project	5227.	I go to Four seasons.
5228.	Four Seasons Gardening	5229.	Four Seasons
5230.	I go every day	5231.	5-day service
5232.	I attend Four Seasons Garden Project	5233.	Started off with 4 days now do 5 days
5234.	I attend 5 days	5235.	I attend the allotments
5236.	3 days a week the allotments, 2 days at day centre	5237.	A person who attends a day centre 5 days a week
5238.	I go Mondays, Tuesday, Thursdays and Fridays	5239.	My son attends a garden project 5 days per week