

# Birmingham City Council

## Report to Cabinet

25<sup>th</sup> April 2023



**Subject:** CO-PRODUCED REVIEW OF DAY OPPORTUNITIES  
POST-PANDEMIC

**Report of:** Professor Graeme Betts, CBE  
Strategic Director for Adult Social Care

**Relevant Cabinet Member:** Councillor Mariam Khan - Health and Social Care

**Relevant O &S Chair(s):** Councillor Mick Brown - Health and Social Care

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Are specific wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No – All wards affected
If yes, name(s) of ward(s):		
Is this a key decision?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, add Forward Plan Reference: 011154/2023		
Is the decision eligible for call-in?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, state which appendix is exempt, and provide exempt information paragraph number or reason if confidential:		

### 1 Executive Summary

- 1.1 The report seeks to update Cabinet as to the outcome of the independent co-produced review of day opportunities post-pandemic by RedQuadrant.
- 1.2 The report makes recommendations as to how to respond to the findings of the co-produced review.

## **2 Recommendations**

### **2.1 That Cabinet; -**

- 2.1.1 Notes the content of the report and
- 2.1.2 Authorises the co-production of a commissioning strategy for external day opportunity services in response to the findings of the report.
- 2.1.3 Authorises the co-production of a service improvement plan for internal day centres.
- 2.1.4 Approves for a co-produced commissioning strategy and co-produced service improvement plan to be presented to Cabinet by December 2023.
- 2.1.5 Delegates to the Chief Officer in consultation with the Cabinet Member for Health and Social Care the future procurement and contract award of co-production partners, if required, up to a maximum value of £100,000.

## **3 Background**

- 3.1 In December 2021 a report was approved by Cabinet to commission a co-production partner to support the delivery of a review of day opportunity services in the light of the pandemic and any lasting impact, at least 12 months after services were re-opened.
- 3.2 Following a procurement exercise facilitated by Corporate Procurement Service, RedQuadrant was commissioned in April 2022 as Co-production partner leading the independent co-produced review of day opportunity services post pandemic.
- 3.3 The outcome of the procurement and the plan for the implementation of the review was reported to Cabinet on 6<sup>th</sup> September 2022.
- 3.4 The full programme was scheduled to be delivered in four stages and involved the recruitment and training of volunteer experts by experience to undertake the review. The schedule was as follows:

	Activity	Date
Stage 1	Planning approach and engagement methodology. Initial communication.	June – August 2022
Stage 2	Co-production volunteer recruitment and training	September 2022
Stage 3	Conduct Review	November 2022
Stage 4 (a)	Analyse data and findings	December 2022 – January 2023
Stage 4 (b)	Report on Co-produced review	March 2023

- 3.8 Stage 3 of the review timetable was extended into December 2022 to enable the co-production team to facilitate additional engagement activity which has slightly delayed this report to Cabinet by one month.

#### 4. **The Co-Produced Review**

- 4.1 The full independently produced report of the Co-Produced review can be found in appendix one.
- 4.2 The day opportunities within the scope of the review support adults with learning disabilities and autism, physical disabilities and older adults including those who have dementia. The review focused primarily on day opportunities supporting those who are eligible for support from adult social care and the Transitions and Preparation for Adulthood Service.
- 4.3 In total 35 engagement events were held to bring people together to give their view. These events were led and facilitated by the trained expert by experience volunteers who named themselves as the Empowering People Team (EPT) and RedQuadrant.
- 4.4 BCC staff from adult social care commissioning provided practical support to the EPT by organising venues, transport and taking notes.
- 4.5 In total 429 individuals participated in the events to give people an opportunity to share their views and experiences. Over 250 (63%) were people who either use adult day opportunities services, attend special schools or colleges or are informal carers and families. The review also sought the views of providers and professional staff that enabled people to participate at different venues across Birmingham. The table below provides a breakdown of the people that participated:

192 people who use day services
63 special school/college students
25 family carers
136 professionals
13 experts by experience (EPT)
Total: 429

- 4.6 A summary of the key messages emerging from the Co-Produced Review report include:
- Acknowledgment that the impact of the pandemic was significant and continues for some people.
  - The importance of day opportunities for those people who use them, and their carers. *'It is their community; it is where they meet friends, and they do the things they enjoy with other people'*.

- Carers see day opportunities as essential to enabling them to have a quality of life outside of caring. They value continuity and certainty.
- Getting the right support can be difficult. Some carers feel that they have to fight to get the services that are essential to enable them to undertake their caring roles. They worry that those without help to navigate the system or without the determination and energy to persevere through the system, are left behind.
- The Covid response led to increased use of IT solutions to engage with citizens when day centres were closed and there is interest in digital activity being part of the day opportunity offer for the future.
- People who use day opportunities want to do more in their community, but they experience barriers alongside negative attitudes in the wider community to people with disabilities which make this difficult. People using the services and staff have experienced discrimination and aggression from people in the community.
- The report highlights transport as an issue.
- Physical accessibility and the lack of personal care facilities prevents people from using some shops, restaurants and public buildings.
- The importance of focussing on individual strengths, interests and outcomes and having the right skills and resources available to support people with complex care needs is important.

#### **4.7: Issues Identified**

Based on what people told EPT, the co-produced review has identified a range of issues to be addressed through the recommended proposal to develop and implement a co-produced commissioning strategy for external day services and a service improvement plan for internal day services. These include, but are not limited to:

- A review of both specialist and public transport arrangements for accessing day care centres and activities in the wider community.
- Consideration for increased access to, and choice of, day opportunity services that reflect the strengths, abilities and aspirations of people who need or choose to use them.
- Exploration of opportunities to increase access to digital support – IT, assistive technology.
- Improving accessibility to services in the community across Birmingham including access to more Changing Places.
- Recognition of the value of Day opportunities services as an essential service for older adults and those with a disability.

- Review of workforce training and development
- Exploration of opportunities for providers to deliver more partnership focused delivery models.

## **5. Options Considered and Recommended Proposal**

5.1 Option 1: To co-produce a commissioning strategy for external day opportunities services and a service improvement plan for internal day services in response to the findings of the independent co-produced review and report of day opportunities post pandemic. The co-production will be facilitated by an independent co-production partner.

5.1.1 Application of the “Made in Birmingham” approach toolkit was completed as part of the options assessment and indicates that a buy/outsource approach is the best option.

5.1.2 The co-produced commissioning strategy and service improvement plan will be aligned to existing policy and commissioning intentions reflected in

- Birmingham Learning Disabilities and Autism Improvement Programme
- Birmingham and Solihull Dementia strategy 2022-2027
- Transitions and Preparation for Adulthood Service Strategy

5.1.3 The commissioning strategy (external) and service improvement plan (internal) will be co-produced with experts by experience.

5.1.4 The co-production approach will seek to recruit more volunteers from a wider base including social care and health professionals alongside those who use services and their carers.

5.1.5 The Cabinet Member for Health and Social Care and the Overview and Scrutiny Committee for Health and Social Care will receive regular updates as the proposed co-production takes place.

5.2 Option 2: the option is not to co-produce a Commissioning Strategy / Improvement plan and for the work to be carried out by commissioning officers.

5.2.1 this approach would be non-compliant with the Council’s commitment to engaging citizens in decision making and to working in partnership by sharing power between people who draw on care and support, carers, families and citizens.

## **5.3 Recommendation**

The recommendation is to co-produce a commissioning strategy for external day opportunities services and a service improvement plan for internal day services in response to the findings of the independent co-produced review and report of day opportunities post pandemic. The co-production will be facilitated by an independent co-production partner.

## **6. Consultation**

- 6.1 The approval being sort for this report is for the next stages and no consultation was required.
- 6.2 The Overview and Scrutiny Committee has received a presentation by the Empowering People Team (EPT) and RedQuadrant about their co-production experience during this review.

## **7. Risk Management**

- 7.1 Co-production of both a commissioning strategy and a service improvement plan with citizens, carers and stakeholders will manage issues of commercial sensitivity and confidential matters so as to avoid challenge and damage to the reputation of the Council.

## **8. Compliance Issues:**

### **8.1 How are the recommended decisions consistent with the City Council's priorities, plans and strategies?**

- 8.1.1 Ensuring access to day opportunities is consistent with Council's priority "Birmingham is a fulfilling city to age well in"
- 8.1.2 Day Opportunities are aligned to the vision for Adult Social Care - the promotion of independence of all of our citizens; preventing, reducing and delaying dependency and maximising the resilience and independence of citizens, their families and the community.

### **8.2 Legal Implications**

- 8.2.1 The Council will continue to meet individual's unmet eligible needs in compliance with the Care Act 2014.

### **8.3 Financial Implications**

- 8.3.1 The co-production of a commissioning strategy (external) and service improvement plan for internal day opportunities will not commit the Council to expenditure outside confirmed allocated budgets.
- 8.3.2 A maximum spend of £100,000 will be allocated for procurement of independent co-production partner(s). This is funded from base budgets and will be from 2023/24 financial year.

### **8.4 Procurement Implications (if required)**

- 8.4.1 Consideration will be given to the benefit of continuing to work with an independent co-production partner.

- 8.4.2 If a procurement exercise is required the procurement will be undertaken in accordance with the Council's Procurement and Contract Governance rules.

## **8.5 Human Resources Implications (if required)**

- 8.5.1 None

## **8.6 Public Sector Equality Duty**

- 8.6.1 The public sector equality duty is set out in section 149 of the Equality Act 2010.
- 8.6.2 The duty requires that the Council must have due regard to the need to:
- Eliminate discrimination, harassment and victimisation and other conduct prohibited by the Act.
  - Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - Foster good relations between people who share a protected characteristic and those who do not.
- 8.6.3 The approach taken to the proposed co-production of a commissioning strategy for day opportunities will proactively seek to be as inclusive as possible.

## **8.7 Environmental and Sustainability Implications**

- 8.7.1 None

## **9. Appendices**

- 9.1 **Appendix 1** - Report of the co-produced review of day care
- 9.2 **Appendix 2** -Equality Impact Assessment

## **10. Background Documents**

- 10.1 Cabinet Report 6<sup>th</sup> September 2022 – Co-produced Review of Day Opportunities Post-pandemic
- 10.2 Cabinet Report December 14<sup>th</sup>, 2021 – BCC Day Opportunities Services Update 2021