

Birmingham City Council

Report to Cabinet

6th September 2022



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

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

Relevant Cabinet Member: Cllr Mariam Khan - Health and Social

Relevant O &S Chair(s): Cllr 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 type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| If relevant, add Forward Plan Reference: | | |
| Is the decision eligible for call-in? | <input type="checkbox"/> Yes | <input checked="" 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 requested by Cabinet on 14th December 2021, about the proposed co-produced review of day opportunities post-pandemic.
- 1.2 The report outlines the proposed timeline of the co-production volunteer training and the proposed review programme.

2 Recommendations

2.1 That Cabinet; -

- 2.1.1 Notes the content of the report including the intention to return to Cabinet in March 2023 with a report on the findings from the review.

3 Background

- 3.1 Day opportunity services are predominantly provided from buildings (day centres). Day Centres are provided both internally by Birmingham City Council and externally by a range of providers.

- 3.2 There are 9 internal day centres which are accessed primarily by citizens with a learning and/or physical disability.

In addition, there are 45 external day centre providers in Birmingham and neighbouring authorities offering building-based day centre services from 57 separate sites, which support citizens funded by Adult Social Care. These day centres are accessible to adults with dementia, learning disabilities, autism, sensory impairment and physical disabilities and older adults.

There are circa 1600+ adults accessing day centres funded by Adult Social Care.

- 3.4 Following government guidance in March 2020, building based day opportunities services (day centres) were closed to comply with national government guidance and public health protection and infection control measures related to the Covid 19 pandemic.

- 3.5 During the first lockdown in March 2020, the requirement for social distancing alongside the heightened vulnerability of the citizens using day centres, meant that providing building-based services posed significant risk to citizens, their carers and day centre staff. Day centre providers at this time had limited options available to support citizens and their families. In response, providers were asked to consider how they could design and implement programmes of outreach support for citizens such that they could continue to provide much needed support. Throughout the closure period, providers innovated and rose to the challenge, by developing and offering a range of practical, creative, therapeutic, and educational outreach services.

- 3.6 As building based day opportunities services started to re-open from 26th April 2021 providers continued to offer a hybrid service to citizens. The hybrid recovery model offers citizens access to both building based and outreach / online day opportunity services. The hybrid recovery model has been pivotal to enabling providers to keep citizens and staff safe, whilst allowing for adherence to infection prevention measures and offering providers the flexibility to pivot their provision in response to Covid 19 outbreaks or positive test results amongst staff, citizens or their carers. By 31st October, all Building based day centres were open, though attendance was below pre-pandemic levels as some families did not want their loved ones attending whilst covid risks prevailed.

- 3.7 In Spring 2022 Healthwatch Birmingham carried out a study of day centres and received responses from 147 users of day opportunity services, 86 completed the questionnaire and 61 voted in our poll on access to day services. The data was analysed, and a report was published in July 2022. The findings and recommendations from the report will be used to inform the co-production work.

[Experiences of day opportunity services in Birmingham - Healthwatch Birmingham](#)

4 Co-produced Review – Proposed Timeline

- 4.1 In December 2021 a report was presented to Cabinet proposing that approval be given 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 their being re-opened. It was acknowledged that the approach used to capture the learning would need to be co-produced with citizens, family, carers and providers as they have lived knowledge and experience of day opportunity services prior to and during the pandemic.
- 4.2 Following a procurement exercise facilitated by Corporate Procurement Service, Red Quadrant was commissioned in April 2022 as Co-production partner leading the independent co-produced review of day opportunity services post pandemic.
- 4.3 The full programme will be delivered in four stages. Planning of the approach and timelines commenced during June – August 2022 with communication about the review and the opportunity to become a co-production volunteer being shared across day centres to be disseminated to citizens and their carers in July and reminder messages across August. The plan is set out below:

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

- 4.4 The volunteer training is scheduled to commence on 14th September 2022. It is proposed that around 20 volunteers will be recruited. Training will be delivered in 4 small groups in person, but an online option will be made available if required. Training will take place in accessible venues across the city. Accessible training materials will be used including easy read documentation. Transport will be available as required.

- 4.5 Adult Social Care Commissioning Officers will support Red Quadrant with administrative and practical arrangements only.
- 4.6 The review programme will commence mid-October through to end November 2022 and co-production events will take place in day centres and a range of community venues across the city. All venues will be accessible, as will all review materials and documentation.
- 4.7 Red Quadrant and the volunteers will work together to develop the report of the findings from the review. This will be presented to Cabinet in March 2023.

5 Consultation

- 5.1 There was not a formal consultation about the intention to procure the co-production partner.
- 5.2 Adult Social Care Management Team and the Commissioning Management Team were briefed about the procurement of Red Quadrant and the activity as referred to in this report.
- 5.3 The Chair of the Health and Social Care Overview and Scrutiny Committee was also informed about the proposed co-production approach.

6 Risk Management

- 6.1 Commissioning Officers will work closely with Red Quadrant to mitigate against any risks that might be identified. Regular meetings have been held to date and will continue through to the end of the programme.
- 6.2 Red quadrant will ensure diversity of volunteers recruited to represent the mix of citizens that attend day centres and their carers.

7 Compliance Issues:

7.1 How is the proposed activity consistent with the City Council's priorities, plans and strategies?

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

7.2 Legal Implications

- 7.2.1 The Council will continue to meet individual's unmet eligible needs in compliance with the Care Act 2014. In relation to any proposed changes arising out of the review the Council will ensure it meets its obligations to engage and/or consult in respect of any proposed changes.

7.3 Financial Implications

- 7.3.1 The co-produced review does not commit the Council to expenditure outside confirmed allocated budgets.

7.4 Procurement Implications

- 7.4.1 The independent co-production partner, Red Quadrant was contracted to deliver the review as required following a procurement exercise facilitated by Corporate Procurement Service. The contract was advertised via www.finditinbirmingham.com and Contracts Finder via the Council's 'In-tend' Portal seeking expressions of interest.
- 7.4.2 There are no further procurement requirements.

7.5 Human Resources Implications

- 7.5.1 None

7.6 Public Sector Equality Duty

- 7.6.1 The requirements of Standing Order No. 9 in respect of the Council's Equal Opportunities Policy are incorporated in the contract with Red Quadrant.

7.7 Environmental and Sustainability Implications

- 7.7.1 Not applicable - Progress report on a current issue.

8 Appendices

- 8.1 None

9. Background Documents

- 9.1 Cabinet Report 14th December 2021 - BCC Day Opportunities Services Update 2021
- 9.2 [Experiences of day opportunity services in Birmingham - Healthwatch Birmingham](#)