

BIRMINGHAM CITY COUNCIL

CABINET

TUESDAY, 15 OCTOBER 2024 AT 10:00 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA
SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chair to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Public-I microsite ([please click this link](#)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES

To receive any apologies.

3 DECLARATIONS OF INTERESTS

Members are reminded they must declare all relevant pecuniary and other registerable interests arising from any business to be discussed at this meeting.

If a disclosable pecuniary interest is declared a Member must not participate in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If other registerable interests are declared a Member may speak on the matter only if members of the public are allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If it is a 'sensitive interest', Members do not have to disclose the nature of the interest, just that they have an interest.

Information on the Local Government Association's Model Councillor Code of Conduct is set out via <http://bit.ly/3WtGQnN>. This includes, at Appendix 1, an interests flowchart which provides a simple guide to declaring interests at meetings.

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4 **MINUTES**

To confirm and sign the Minutes of the meeting that was held on the 10 September 2024.

5 **EXEMPT INFORMATION – POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC**

- a) To highlight reports or appendices which officers have identified as containing exempt information within the meaning of Section 100I of the Local Government Act 1972, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.
- b) To formally pass the following resolution:-

RESOLVED – That, in accordance with Regulation 4 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public be excluded from the meeting during consideration of those parts of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information.

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6 **ADULT SOCIAL CARE DAY CENTRES CONSULTATION: 'YOUR DAY, YOUR SAY'**

Report of the Strategic Director Adult Social Care.

441 - 490

7 **BIRMINGHAM CARERS PARTNERSHIP STRATEGY 2024 - 2029**

Report of the Strategic Director Adult Social Care.

491 - 522

8 **CORPORATE LANDLORD PROGRAMME (ACTION PLAN UPDATE)**

Report of Strategic Director Place, Prosperity & Sustainability

523 - 620

9 **ALTERNATIVE SOLUTION FOR SCHOOLS HR, PAYROLL AND FINANCE BUSINESS CASE**

Report of the Strategic Director of Children and Families

621 - 672

10 **HOUSING REPAIRS, MAINTENANCE AND INVESTMENT 2026**

Report of Strategic Director - City Housing

- 673 - 694** 11 **BEREAVEMENT SERVICES – REVIEW OF FEES AND CHARGES 2024 (CREMATION AND GRAVE RESERVATION FEES)**
- Report of the Director of Regulation and Enforcement Directorate
- 695 - 744** 12 **BIRMINGHAM CITY VISION**
- Report of the Strategic Director for Strategy, Equalities and Partnerships.
- 745 - 760** 13 **KEY DECISION PLANNED PROCUREMENT ACTIVITIES (NOVEMBER 2024 – FEBRUARY 2025)**
- Report of Director of Commercial and Procurement
- 761 - 768** 14 **NON KEY DECISION PLANNED PROCUREMENT ACTIVITIES (NOVEMBER 2024 – FEBRUARY 2025)**
- Report of Director, Commercial and Procurement
- 15 **OTHER URGENT BUSINESS**
- To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chair are matters of urgency.

CABINET MEETING TUESDAY, 10 SEPTEMBER 2024

**MINUTES OF A MEETING OF THE CABINET COMMITTEE HELD ON
TUESDAY 10 SEPTEMBER 2024 AT 1000 HOURS IN COMMITTEE
ROOMS 3&4, COUNCIL HOUSE, VICTORIA SQUARE, BIRMINGHAM, B1
1BB**

PRESENT: - Councillor John Cotton, Leader in the Chair

Councillor Nicky Brennan, Cabinet Member for Social Justice, Community Safety and Equalities
Councillor Mick Brown, Cabinet Member for Children Young People and Families
Councillor Majid Mahmood, Cabinet Member for Environment and Transport
Councillor Karen McCarthy, Cabinet Member for Finance
Councillor Robert Pocock, Cabinet Member for Transformation, Governance & HR
Councillor Saima Suleman, Cabinet Member for Digital, Culture, Heritage and Tourism
Councillor Sharon Thompson, Deputy Leader and Economy & Skills

ALSO PRESENT:-

Councillor Robert Alden, Leader of the Opposition (Conservative)
Councillor Roger Harmer, Leader (Liberal Democrat)
Councillor Sir Albert Bore, Chair of the Corporate & Finance O&S Committee
Graeme Betts, Acting Chief Executive
Richard Brooks, Director of Strategy, Equalities & Partnership
Max Caller, Lead Commissioner
Craig Cooper, Strategic Director of City Operations
Louise Collett, Director, Adult Social Care
Rob Edmondson, Assistant Director, Waste, City Operations Directorate
Katy Fox, Director for People Services
Fiona Greenway, Interim Finance Director and Section 151 Officer
Sue Harrison, Strategic Director of Children & Families (DCS)
John Jamieson, Head of Service for Housing Management
Paul Langford, Strategic Director, City Housing
Noami Morris, Head of Strategic Enabling City Housing Directorate
Stephen Philpott, Director of Housing Solutions & Support
Joanne Roney, Managing Director
Marie Rosenthal, Interim City Solicitor and Monitoring Officer
Rishi Shori, Director of Intervention Response, Strategy Equalities & Partnerships
Sophie Small, Commissioning Officer
Mike Smith, Head of Category, People (online)
Dr Justin Varney, Director of Public Health
Mandeep Marwaha, Committee Services

NOTICE OF RECORDING/WEBCAST

44. The Chair welcomed attendees and advised, and the Committee noted, that this meeting will be webcast for live or subsequent broadcast via the Council's Public-
I microsite ([please click this link](#)) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

At this juncture, the Chair welcomed Joanne Roney, newly appointed Managing Director to her first meeting of Cabinet.

APOLOGIES

45. Apologies for absence was submitted on behalf of Councillors Jayne Francis, Cabinet Member for Housing and Homelessness and Ewan Mackey, Deputy Leader of the Opposition (Conservative).

An apology for absence was also submitted on behalf of Philip Nell, Strategic Director of Place, Prosperity and Sustainability (but Phil Edwards attended as substitute).

DECLARATIONS OF INTERESTS

46. The Chair reminded Members that they must declare all relevant pecuniary and other registerable interests arising from any business to be discussed at the meeting.

If a disclosable pecuniary interest is declared a Member must not participate in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

If other registerable interests are declared a Member may speak on the matter only if members of the public are allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless they have been granted a dispensation.

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Any declarations will be recorded in the minutes of the meeting.

MINUTES

47. **RESOLVED:** -

The Minutes of the meeting held on the 23 July 2024, having been previously circulated, were confirmed and signed by the Chair.

EXEMPT INFORMATION – POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC

The Chair advised agenda item 15, contained an exempt appendix, under Section 100I of the Local Government Act 1972. As there was no indication from Cabinet of any issues on this report, the Chair advised that the meeting would continue in public for this item.

However, Councillor Alden indicated he wanted to raise issues under the item 9 – Temporary Accommodation Delivery Approach (exempt appendix 1). The Chair proposed for this report to be discussed at the end of the agenda in order to move into a private session to have a discussion. This was agreed by Cabinet.

48. RESOLVED:-

That, in accordance with Regulation 4 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public be excluded from the meeting during consideration of those parts of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information.

ENTERPRISE ZONE GRANT FUNDING TO BIRMINGHAM CITY COUNCIL FOR PARADISE WORKING CAPITAL FUND

The following report of the Strategic Director for Place, Prosperity and Sustainability was submitted:

(See document in the agenda pack)

The Deputy Leader introduced the item and highlighted this was a flagship regeneration scheme for the city.

The following key points were made:

- This would be creating 370 new homes and over 4000 jobs for residents, businesses and stakeholders.
- It was hoped this would unlock different aspects of the city by attracting global blue-chip company occupiers.
- There would be a new leisure and hospitality offer to the city which would allow Birmingham to compete with other core cities across the country.
- It was noted the scheme was a joint venture in partnership between Birmingham City Council (BCC) and Britel Fund Trustees Limited (BFTL) to deliver the Paradise Development.
- The Deputy Leader thanked officers for their work. In addition, for the advice and discussions provided by the Commissioners to move this forward.

The Cabinet Member for Digital, Culture, Heritage and Tourism supported comments made by the Deputy Leader and welcomed the report. As well as job creation for the city, this would increase tourism for the arts and culture sectors.

The Deputy Leader noted comments made by Councillor Alden around impact on the General Fund and mitigating risks. Furthermore, comments around Cabinet oversight and requiring the background to the funding model. It was recognised previously there was issues, and this was being looked into. A positive approach was being taken. Housing and jobs was being created for the city. Members were assured that the Commissioners, Cabinet and officers was looking at the governance around this work and to ensure risk management was considered at all stages. There was oversight on this programme and if required, the Deputy Leader would arrange for an information report to come back to Cabinet in the future. In summing up, the Deputy Leader concluded this was a positive scheme which was bringing more jobs and housing to the city which was much needed.

49. RESOLVED UNANIMOUSLY: -

That Cabinet:-

- (i) Approved the Council's application for a £1.0m Funding Grant from the Enterprise Zone to contribute funding into Paradise Circus Limited Partnership (PCLP) as its share (50/50 contribution) of a total £2.0m injection for the PCLP Working Capital Fund;
- (ii) In its capacity as Accountable Body for the Enterprise Zone, approved the awarding of a £1.0m Enterprise Zone Funding Grant to the Council;
- (iii) Delegated authority to the Strategic Director of Place, Prosperity and Sustainability to take such actions as are necessary to:
 - (a) Ensure that the application, receiving and payment of the £1.0m funds by the Council to PCLP are appropriately carried out in line with Council procedures; and
 - (b) Renegotiate and agree a new financial/commercial structure of PCLP with Britel Fund Trustees Limited prior to 31 July 2025; and
- (iv) Authorised the City Solicitor to negotiate, execute, seal, and complete all necessary agreements and documentation to give effect to the above recommendations.

SECTION 151 OFFICER UPDATE ON THE FINANCIAL POSITION OF THE COUNCIL – SEPTEMBER 2024 & QUARTER 1 2024/25 MONITORING

The following report of the Interim Director for Finance, S151 Officer was submitted:

(See document in the agenda pack)

Cabinet Committee – 10 September 2024

The Chair made introductory comments and highlighted a commentary had been received from the Corporate and Finance Overview and Scrutiny (O&S) Committee which was be shared by the Chair of the O&S Committee (included in the agenda pack as an additional meeting document).

The following key points were made:

- There were no proposals to sell the artworks belonging to the city as there would be major implications if BCC had to consider this;
- Any sales of collections could have implications between the Birmingham Museums Trust (BMT) accreditation status with the Arts Council for England, as well as the grants provided for future applications with other funders.
- The Council could be liable to pay back various funds.
- The Council was determined to have stability and avoid any long-term damage to the reputation of Birmingham.
- The financial situation for Birmingham City Council remained challenging, however, relevant decisions and progress was being made.
- The financial controls had been strengthened via Spend Control Boards to better monitor spending and savings.
- Both the Corporate Leadership Team and Cabinet together was ensuring better decisions were being made inline with the Recovery Plan.
- Cabinet Committee Property was in place to expedite asset sales and generate capital receipts to balance the budget. The Commissioners welcomed this budget monitoring report.
- Additional savings was required for 2025-26 and 2026-27 to ensure there was financial stability for the Council.

The Cabinet Member for Finance appreciated the work undertaken by officers at the Star Chamber, to consolidate the savings for both this and next year. The progress made to date was set out in the report. Further details on the report was shared with Cabinet.

Councillor Sir Albert Bore informed Cabinet that at the 06 September, Corporate and Finance Overview & Scrutiny meeting, the S151 Officer report received an update for September 2024 including the Quarter 1, 2024/25 Monitoring. This was discussed with the Cabinet Member for Finance and S151 Officer. The conclusions of the meeting (addendum was shared with Cabinet). This highlighted concerns raised by O&S Committee. In addition, it set out the work Corporate and Finance O&S Committee would be undertaking, in the coming months to assist the Executive in the delivery of the 2024-25 budget savings and setting the scene for the budget for 2025-26.

It was highlighted that over the next two-year financial period that the budget would not be balanced without transformation in services. O&S Committee would like to work closely with the Cabinet Member for Transformation, Governance & HR on the work across a number of Directorates and services.

The Chair valued the input from Corporate & Finance O&S Committee and proposed the feedback was reflected into the recommendations of this report.

A detailed set of comments and questions was set out by Councillor Alden.

In response to Councillor Alden questions the following points was made by the Cabinet Member for Transformation, Governance & HR. Members were informed the Council was on the journey of recovery which was evidenced in paragraph 2.7 of the report. This had been recognised by the Commissioners. It was clear there was more work to be done in recruitment area and making cuts to services could not continue however, transforming services had to be considered. Duplications within services and efficiency savings within areas would be looked into. Birmingham would have to look at how to resolve the issues and not rely on Government support. The support and contributions suggested by Corporate and Finance Overview and Scrutiny was welcomed. It was clear limited progress had been made on the Transformation area and further work had to be undertaken.

The Deputy Leader commented on behalf of the Cabinet. Members were assured that once any issues or challenges around recruitment, employees not following the corporate line or sharing information with the S151 Officer was highlighted, discussions took place around the culture of the organisation - around what was, was not acceptable. It was not acceptable not to follow the corporate line and it was recognised more work had to be undertaken to across the organisation.

The Director for People Services notified Members the service area was in the process of setting up establishment levels across each Directorates. Once set up and working with Oracle, this would enable to control what happens against recruitment. At present, the establishment levels do not exist on Directorate basis and this was currently co-ordinated via the Spend Control Board. Control of breaches would be monitored via the establishment levels.

The Cabinet Member for Environment and Transport updated members that budget challenge sessions were taking place within his portfolio and discussions around proposed savings was taking place. Updates was provided on the legal challenge around the responsibility keeping land clear of litter and refuse. Highways had to be cleaned as much as possible. In relation to the closing of nature centre, this had legal and financial complexities. The preferred option was to support the business case to retain the nature centre.

In response to Councillor Harmer's point around the removal of the mobile house waste centre, it was highlighted this was a popular service with around 1500 visits per week however, work was taking place to revisit this area with partners.

The Cabinet Member for Finance referred to the comments made by the Commissioners and the challenges faced by the Council. Challenge would take place via the formal processes as well as peer and management challenge. It was noted these were serious issues for Birmingham and mitigations would need to be looked at. Work would be taking place on areas listed within appendix 2 of the report. It was highlighted, the Spend Control Board had sight of the Contract Register and details around this was shared with Members. In response to the question around debt write off, the timing of this was the issue and not what was being written off. It was recognised companies of all sizes had been through a difficult period and issues had arisen with business rates. This had been followed up by the Council and further reports would come back to Cabinet.

Cabinet Committee – 10 September 2024

The Interim Director of Finance, Section 151 officer responded to the question raised on point 6.9 of the report relating to the circumventing the current process for recruiting and extending members of staff. An Internal Audit report had been instigated immediately with the relevant Director, and this would be reported to Audit Committee in due course.

In response to questions made by Councillor Alden on the Highways PFI and savings, the Strategic Director of City Operations reminded Members a decision was taken by the Department of Transport (DfT) to cancel the PFI, last November. The court had directed for this to be reinstated and continue the payments in full. It was expected to match fund the payments by Government. Discussions was taking place with Government and to assist DfT as to retake the decision whether to support the city going forward. It was expected the PFI would remain until 31 March and alternative arrangements were currently being explored for the in-year savings by the S151 Officer. However, if the PFI did not proceed, then the savings would be progressed to future years.

Due to the feedback received by Corporate and Finance O&S Committee, an additional recommendation was set out by the Chair. This was agreed by Cabinet to be included in the resolution at point viii for this item.

50. RESOLVED UNANIMOUSLY: -

That Cabinet:-

- (i) Noted the update on the 2024/25 savings position (Section 4, paragraphs 4.1 to 4.4 refer);
- (ii) Agreed the acceleration of work in relation to the savings attached at Appendix 2 to the report (from 2025/26 in to 2024/25), to include the development of Equality Impact Assessments and Health Impact Assessments (Section 4, paragraphs 4.5 to 4.6, and Appendix 2 refer);
- (iii) Noted the evidence required to satisfy compliance with the Medium-Term Financial Strategy Principles and the associated Action Plan (Section 5, paragraphs 5.1 to 5.6, and Appendix 3 refer);
- (iv) Noted the update on balancing the 2025/26 and 2026/27 budgets (Section 6, paragraphs 6.1 to 6.32, and Appendix 4 refer);
- (v) Noted the Quarter 1 2024/25 financial position (Section 7, paragraphs 7.1 to 7.22 refer);
- (vi) Agreed the budget virements undertaken in the 2024/25 financial year, to ensure budgets are sitting within the correct cost centres (Section 8, paragraphs 8.1 to 8.3 and Appendix 5 refer);
- (vii) Agreed that outstanding individual debts of more than £25k relating to Irrecoverable Council Tax, Business Rates, Housing Benefit, Housing Rents, and Sundry Debts are written off. These require Cabinet approval as per the Council's constitution (Section 9, paragraphs 9.1 to 9.3, and Appendix 6 refer); and

- (viii) That the feedback from Corporate and Finance OSC, set out via the tabled addendum, be considered and a formal response be provided in writing after the meeting.

THIS DECISION WAS NOT SUBJECT TO CALL IN.

COMMUNITY INFLUENCE & ENGAGEMENT STRATEGY 2024-2029

The following report of the Strategic Director for City Housing was submitted:

(See document in the agenda pack)

In the absence of the Cabinet Member for Housing and Homelessness, the Deputy Leader made introductory comments.

The following key points were made:

- Reference was made to the Grenfell Tower Tragedy in 2017. Government had launched a Social Housing Regulation Act in 2023 which set out the expectations of engagement with tenants in the Housing Sector.
- A new set of consumer standards was formally adopted in April 2024.
- Birmingham City Council had worked with the Tenants Associations to look at how to respond to this and to rebuild relationships with tenants across the housing stock.
- This work was a part of the Improvement and Recovery Plan and linked to the work of the regulator.
- This was underpinned by the Corporate Framework powered by the people, and it had taken residents views on board.
- Consultation took place via avenues including; Be Heard, text messages to 16,500 tenants and letters being issued to over 36,000 tenants to partake in the consultation.
- The Housing Team were commended for the work undertaken on this area.

The Cabinet Member for Social Justice, Community Safety and Equalities supported comments made by the Deputy Leader. Praise was given to the formal and informal routes of engagement made on the consultation. This enabled trust and confidence to be built across the board. Lessons should be learnt from this and reflected across the Council.

Councillor Harmer referred to the creation of Local Housing Teams. It was important to understand local areas. It was acknowledged there was issues with the previous Housing Liaison Boards (HLB) i.e. structure and systems. Councillors' engagement was highlighted as an issue, and it was crucial for Members to be engaged and attend HLB especially if they had a number of BCC Housing within their ward.

Councillor Alden made further comments to the HLB and highlighted not all areas require the same set up. The City was diverse and the same solution may not be required for all areas. The Strategy referred to resetting the relationship

with tenants however, the delivery of the strategy was crucial. The action plan timelines set out in the appendix could be actioned more promptly as the report indicated staff training would take 2 years. Another example referred to was the assurance processes around the R&M Contractors.

In response to Members questions, the Deputy Leader made the following points. In reference to the HLB, it was recognised one size did not fit all and engagement with all areas was important. Feedback from residents was made through other strategic projects such as Retrofit engagement, cost of living support. It was suggested officers to arrange a session for all Councillors on this report in particular around HLB's however, it was stressed that Members need to engage to sessions arranged.

With regards to contracts and deadlines, it was important to train staff however, realistic timelines had to be set out.

The Head of Strategic Enabling City Housing Directorate responded to points around Customer Service Training and timelines. There was a huge volume of housing staff to train. The R&M Contracts, interim arrangements was in place to support the interim contract however, there would be a need build into the 2026 contracts to ensure this was robust and future proof.

51. RESOLVED UNANIMOUSLY: -

That Cabinet:-

- (i) Approved the contents of the Community Engagement & Influencing Strategy 2024-2029 set out in Appendix 1 of the report; and
 - (ii) Approved the activities set out in the Community Engagement & Influencing Strategy 2024-2029 delivery plan in Appendix 2 of the report.
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52. CHANGE OF ORDER OF BUSINESS

As agreed by Cabinet at the start of the meeting, item 9 – Temporary Accommodation Delivery Approach was discussed at the end of the agenda in order to hold an exempt session.

ADDITIONAL RECYCLING CONTAINER PROCUREMENT

The following report of the Strategic Director for City Operations was submitted:

(See document in the agenda pack)

The Cabinet Member for Environment and Transport made introductory comments.

The following key points were made:

Cabinet Committee – 10 September 2024

- Members were informed this report was a key part of the Waste Transformation and an improved recycling service for residents.
- The transformation programme would deliver an optimisation of the current recycling service, i.e. a move from weekly residual waste collection to fortnightly frequency, with the introduction of weekly food waste collections city-wide.
- The procurement of the additional recycling container was a key component of the transformation programme.
- It was proposed to procure 340,000 new, 180 litre wheeled containers for paper and card to replace the current 30 litre recycling pod insert, at an estimated capital cost of £6.630m to enhance the current recycling service by increasing the capacity and reducing contamination.
- The increased capacity created by the introduction of the new 180 litre bin would significantly reduce contamination and increase the volume of paper and cardboard recovered.
- The separate bin was expected to reduce contamination from 33% to 15%. Further details on the report was shared with Members.

Councillor Harmer welcomed the report as this should improve the recycling levels as currently they were very low. Concerns was raised around flats above shops and space for recycling bins. This should be considered on a case by case to obtained tailored solutions for each area. Comments were made on risks associated with savings funds on Enforcement Officers and huge costs with contamination and fly tipping.

Councillor Alden referred to the 16,000 outstanding requests from the pilot for additional bins. The feedback from the pilot was not shared with Members to evidence the additional requirement. Examples of contamination issues was set out for Members. It was highlighted at times, all bins were collected in the same collection therefore, contamination was not created by residents but when the collection took place. A detailed assessment of the pilot should have taken place. In addition, points were raised around the funding stream, capital money diverted to what was allocated to the depots. Questions were raised if an assessment on service risks had taken place.

In response to Members questions, the Cabinet Member for Transformation, Governance & HR highlighted the Street Scene was one of the largest issues in Birmingham. This had been highlighted the Improvement and Recovery Plan. The recycling system was being modernised however, it was recognised this was a long journey and further work had to be done. The recycling system had to be tailored across various areas of the City. Concerns were raised around the amount of evidence available on a local level and better data was required.

The Cabinet Member for Digital, Culture, Heritage and Tourism added the Waste Transformation was critical to the Council's Improvement and Recovery journey. There were challenges highlighted within the service however, progress had been recognised.

The Director of Public Health highlighted both he and the Cabinet Member for Social Justice, Community Safety and Equalities were in attendance of the end of the 4-year, Food Trails Funding Project. Work took place with 120 households in Ladywood area to look at their food waste and reduce this. It was noted

during the first year of the project, households converted 43,000kg of food waste from bins to compost. Praise was given to the community collaboration and the distribution of the compost. Work was taking place with partnerships to change the behaviours towards waste.

In response to Councillor Harmer's questions, the Cabinet Member for Environment and Transport agreed improving the recycling rates was important and a key priority for the service area. He was confident with the new Management Team in place that this would be tackled. The recycling for flats above shops, had always been problematic however, they would, together with Tower blocks remain on a weekly service next year. Inspections around trades and businesses had to take place to ensure a waste disposal contract was in place. This had to be fit for purpose for the amount of waste they had to dispose of.

Reference was made to Councillor Alden's questions on the 16,000 second additional bins and added this was a request from last year. This was not a figure from the actual pilot. It was evident that households with the additional bin had more recycling undertaken and less contamination. The pilot took place in the Cabinet Members ward, which involved 600 bins to be delivered. Each household received a detailed breakdown letter on items they could and could not recycle. Feedback on the operation of this would be shared at a later stage. The Capital funding of £6 million pounds had been reallocated and the Lifford development was ongoing.

53. RESOLVED UNANIMOUSLY: -

That Cabinet:-

- (i) Approved the Full Business Case in Appendix B and associated procurement strategy in Appendix A to purchase additional wheeled bins to replace the current inserts used for collecting paper and card, increasing recycling capacity available to households at a total cost of £6.630m;
- (ii) Delegated authority to the Strategic Director, City Operations, in consultation with the Cabinet Member for Transport and Environment and Interim Director of Finance (Section 151 Officer), the Interim City Solicitor and Monitoring Officer and Interim Director of Commercial and Procurement to approve the award of contracts following the procurement exercises;
- (iii) Approved the reallocation of £6.630m within the existing 2024/5 Capital programme from the £9.350m allocated to waste management depots to be used for the purchase of wheeled bins;
- (iv) Delegated authority to the Strategic Director, City Operations, in consultation with the Cabinet Member for Transport and Environment, and the Interim Director of Finance (Section 151 Officer) the Interim City Solicitor and Monitoring Officer and Interim Director of Commercial and Procurement to make any other decision necessary to ensure the timely delivery of the required waste receptacles to ensure delivery of Waste transformation; and

- (v) Authorised the Interim City Solicitor & Monitoring Officer to complete all necessary documents to give effect to the above recommendations.
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BIRMINGHAM'S DOMESTIC ABUSE PREVENTION STRATEGY 2024+

The following report of the Assistant Director for Early Intervention and Prevention was submitted:

(See document in the agenda pack)

The Cabinet Member for Social Justice, Community Safety and Equalities made introductory comments.

The following key points were made:

- The strategy was intended for 2024 -2029 but would be reviewed in 2027. Key stakeholders across city were involved in the creation of the Strategy as this was a collective responsibility across the city.
- The strategy also involved survivor's voices and specialist providers through workshops.
- The outline of the strategy was consulted upon in 2023 where themes of the responses informed further development of the strategy.
- 10 weeks of consultation took place on the full strategy where 91% of the Be Heard respondents agreed with the vision, values and priorities.
- It was recognised that Domestic Abuse had a significant impact on services across the council including Children's Social Care, Education, Adult Social Care, Public Health and Housing.
- Feedback across the Council including West Midlands Police had been considered.
- Close work was taking place with the Homelessness and Rough Sleepers Prevention Strategy, Violence against Women and Girls Strategy.
- Further details around the strategy was shared with members.

The Cabinet Member for Children Young People and Families supported the report. He emphasised this was an issue that required constant monitoring. Details around the impact of domestic abuse, violence was shared with Members.

Councillor Harmer welcomed the report and emphasised this was a very serious issue. It was noted further work had to take place to prosecute perpetrators. This also linked to length of time victims could stay in Temporary Accommodation and at times victims would feel pressured to go back to the perpetrators due to housing needs. There was a need for more social rented housing and to eliminate for mass temporary accommodation.

Councillor Alden acknowledged the issues around the LGBT community which had been factored within the report. Reference was made to protecting the victims from experiencing further abuse. It was highlighted prisoners were being released early from prison. A number of the perpetrators of Domestic Abuse

were released therefore, assurances were sought on if the Council was working with partners to ensure victims were getting support.

The Deputy Leader welcomed the report and thanked officers, partners for their work on this area. Prevention of domestic abuse was important and to ensure correct strategies were in place. Financial control was another element of domestic abuse therefore, elements of skills was important to ensure this was prevented.

The Commissioning Officer added this was a Partnership Strategy and working together in partnership was important to the deliver the strategy via a whole system approach. The partnership work would continue for the next three years. Ongoing work would take place on this area by developing new strategy in 2029.

In response to Councillor Alden's questions, the Cabinet Member for Social Justice, Community Safety and Equalities assured Members discussions were taking place to ensure victims were getting support. An update would be shared in the future.

Comments made the Cabinet Member for Children Young People and Families around the impact of domestic abuse on young children was important. The work undertaken with Birmingham Children's Trust had been valued. In addition, the comments made by Councillor Harmer around victims going back to their perpetrators were noted.

54. RESOLVED UNANIMOUSLY: -

That Cabinet approved and adopted the Birmingham Domestic Abuse Prevention Strategy 2024- 2029 "Working together to tackle Domestic Abuse".

UPDATE ON RELOCATION FOR CONTROL CENTRE TO ENABLE THE DECOMMISSIONING OF LANCASTER CIRCUS

The following report of the Strategic Director for Strategy, Equality and Partnership was submitted:

(See document in the agenda pack)

The Cabinet Member for Digital, Culture, Heritage and Tourism made introductory comments.

The following key points were made:

- An update to the progress to date for the relocation of the remaining Control Centre functions from Lancaster Circus to new location as approved by Cabinet on 25th July 2023.
- The current financial position was indicated within the paper and to secure the associated additional funding of £0.433m, from the Corporate Capital Contingency budget. This was required to complete the move of this service as planned.

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- Members were drawn to points raised by the Commissioners in the report. It was recognised that from the initiation of the project there should have been more stringent planning and cost assessments as the original contingency had been exhausted. There was still significant work outstanding.
- The Section 151 Officer had reported in the Medium-Term Financial Strategy that she had commissioned a full internal audit review. Lessons learnt would be reported to the Audit Committee in due course. Further details were shared with Members.

Councillor Alden highlighted this report was originally scheduled for May 2024 Cabinet meeting and was withdrawn where the costs were lower. The original budget allocated for this was £2.9 million and not £5.4 million used within the report. Comments from the Commissioner were reflected upon. It was also highlighted the original project was a delegated authority. Questions were raised around delegated decisions and where delivery was not met in time. It was suggested this should be reviewed. Complex issues and reports should come to Cabinet despite thresholds. The timeline for the delivery of the work was questioned and if certain actions had been completed by end of July 2024 as indicated in the report. Updates were required on this report and if the decommissioning had commenced as the deadline for completion of the decommissioning was fast approaching.

Councillor Harmer raised concerns on the comments made by the Commissioners with failures in the planning of this work. It was essential of officers to be transparent on the failures in projects and addressing these. He did not support this report and proposed it should not be approved.

Both the Cabinet Member for Environment and Transport and the Cabinet Member for Social Justice, Community Safety and Equalities were able to have a site visit to the Control Centre. Cabinet Members were impressed with the facilities and the joint work taking place across the city. Further work was taking place around Enforcement in areas such as Waste and Highways. A single approach would support this. Comments around costs had been noted and lessons had been learnt.

The Chair referred to the commentary from the Commissioners and the Finance section of the report which were clear. An audit and investigation on this work was underway which was initiated by the S151 Officer.

In response to Members questions, the Cabinet Member for Digital, Culture, Heritage and Tourism highlighted the Council were on an Improvement and Recovery Journey and improvement in governance was key. Lessons had to be learnt on this project including work on the project costs.

55. RESOLVED UNANIMOUSLY: -

That Cabinet:

- (i) Approved an additional £0.433m of capital needed to complete the relocation of the Control Centre functions and associated services from Lancaster Circus to its new location in the City, to be funded from the capital contingency budget - as detailed in section 9.6 of the report;

- (ii) Noted the associated operational and reputational risks related to the relocation of the Control Centre functions as detailed in section 5 of the report; and
 - (iii) Authorised the City Solicitor & Monitoring Officer to execute and complete all necessary legal documents to give effect to the above recommendations.
-

QUARTER 1 2024/25 CORPORATE PERFORMANCE MONITORING REPORT

The following report of the Strategic Director for Strategy, Equality and Partnership was submitted:

(See document in the agenda pack)

The Cabinet Member for Transformation, Governance & HR made introductory comments.

The following key points were made:

- Members were informed this was a launch of a new updated improved performance monitoring approach within the Council.
- This was a key crucial component in order to drive improvement across the Council. A number of changes from previous practices was set out in the report.
- This now consisted of a small sharper set of key indicators where performance could be benchmarked against other Councils across the country.
- Focus was given to areas that required improvement.
- The task of monitoring and had been separated to the delivery of performance amongst directorates.
- In the future, the reports would include a statement from Directorates.
- The evidence provided by Directorate must be trustworthy, reliable, robust and independent view.
- The evidence had been reorganised by Cabinet Portfolio too ensure accountability was in place. Clearer accountability could be seen for Directorates and Cabinet.
- This was a working progress document and it was important to ensure members felt the data was accurate and reliable.
- Reference was made to waste contamination rates which was referred to earlier discussions in this meeting. It was questioned why the data was not in line with each other. It was important to get a better understanding.
- Cross party work had to take place to look at the indicators for the next municipal cycle 2025-26.

Councillor Harmer recognised the new set up of this report was a positive step for the Council and he welcomed the report. It was emphasised the sharper set of indicators should remain in order not to lose focus. Points were made to the colour of the indicators and examples were referred to (e.g. Temporary Accommodation). It was important for Overview and Scrutiny to continue detailed work on the indicators.

Councillor Alden welcomed the report and the split between monitoring to the delivery of performance amongst directorates. It was essential to address how improvements would be made in addition to why areas had failed. It was hoped that not much changes would be made to future documents as it would be difficult to compare data year on year. Reference was made to missed bin collections and figures of 'actual' and 'reported' figures should match. This had to be addressed and reflected in the reports as consistent information was required.

Details around what happened in Household Waste Service area indicated there was 'Improvement' within this area since the last outturn. However, no figure was available in the report. It was questioned what happened between February to March 2024. Comparisons should be made to previous years for this quarter. Further questions were raised under Decent Homes Standard and other areas indicated within the report. Reference to the pandemic should no longer be included in such reports as this was now over 4 years ago.

In response to Members questions around data collection for Decent Homes, the Director of Intervention Response, Strategy Equalities & Partnerships informed surveys were being carried out which were accurately reporting the overall decent homes across the city. The understanding of the housing stock was improving alongside the implementation of improvements to the homes.

Further comments were made by the Strategic Director, City Housing. Members were informed 15 years of underinvestment could not be corrected in 18 months. However, the plan was to invest £1.5 billion pounds over the next 8 years in the stock. This has gone from £75 million pounds from being delivered in 2022-23 to delivering £160 million pounds in 2023-24. Currently, the Council was on target to deliver over £220 million pounds of investment. Parallel to this learning more about the Council's stock was taking place and stock condition surveys would be taking place. Weaknesses within the council was noted in this area and over 1000 survey's were taking place to improve the data collection which was around 30% live data. The regulator tested on the process every month. Members were assurance the plans that were in place and time would be required to deliver this.

In summing up the Cabinet Member for Transformation, Governance & HR noted the house condition surveys was key and this was previously raised in Housing and Neighbourhoods Overview and Scrutiny meeting. At that point there was no reliable stock details therefore, surveys was important to draw out the evidence. A narrow set of key priority performance indicators was required. In addition, the Council had to be confident to set stretched targets to ensure better performance. The performance indicators had to be reliable and measurable to track progress.

56. RESOLVED UNANIMOUSLY: -

That Cabinet noted the Quarter 1 2024/25 performance against the corporate KPI set.

THIS DECISION WAS NOT SUBJECT TO CALL IN.

KEY DECISION PLANNED PROCUREMENT ACTIVITIES (OCTOBER 2024 – DECEMBER 2024) AND QUARTERLY CONTRACT AWARDS (APRIL - JUNE 2024)

The following report of the Interim Director of Commercial and Procurement was submitted:

(See document in the agenda pack)

The Cabinet Member for Cabinet Member for Finance made introductory comments.

Members raised the following questions on Appendix 1 – Planned Procurement Activities (October 2024 – December 2024):

- **No.3 - Minor Repairs, Decorations, Clearance & Disposal and Connections for Wisemove** – Previous contract had been expired therefore it had been operating out of contract. New contract would not start until February, therefore there would be further operations out of contract. A robust action plan had to be in place of how we tackle where contracts were not managed properly, and delegations are not used in a timely manner.
- **No.4 - Corporate Vehicle Hire Contract and No.5 - Specialist / Plant Vehicle Hire Contract** - Both expire at the end of the month and noted a waiver had been arranged to the end of March. It was felt issues around staffing would have been known early on for a re-procurement process and should have been flagged for a corporate view. This would avoid exploring alternative views.

In response to Members questions, the Cabinet Member for Finance agreed for a plan to be in place and prioritising areas for action. The extension was allowing to reprocure with some time to undertake this.

57. RESOLVED UNANIMOUSLY: -

That Cabinet approved the planned procurement activities and approved Chief Officer delegations, set out in the Constitution for the subsequent decisions around the procurement strategy for the following:

- Processing of Paper and Card
 - Specialist City Housing Training and Qualifications
 - Minor Repairs, Decorations, Clearance & Disposal and Connections for Wisemove
 - Corporate Vehicle Hire Contract
 - Specialist / Plant Vehicle Hire Contract
-

NON-KEY DECISION PLANNED PROCUREMENT ACTIVITIES (OCTOBER 2024 – DECEMBER 2024) AND QUARTERLY CONTRACT AWARDS (APRIL - JUNE 2024)

The following report of the Interim Director of Commercial and Procurement was submitted:

(See document in the agenda pack)

The Cabinet Member for Cabinet Member for Finance made introductory comments. This was a contract in support of the Oracle restart.

Members raised the following questions on Appendix 1 – Planned Procurement Activities (October 2024 – December 2024):

- **No.1 - Provision of ConfigSnapshot Licence** - This was noted as an example of additional cost to the Council from the original roll out of the programme not working properly. Comments were noted by the Cabinet Member of Finance.

58. RESOLVED UNANIMOUSLY: -

That Cabinet approved the planned procurement activities and approved Chief Officer delegations, set out in the Constitution for the subsequent decisions around the procurement strategy for the following:

- Provision of ConfigSnapshot Licence

APPOINTMENTS TO OUTSIDE BODIES

The following report of the Interim City Solicitor and Monitoring Officer was submitted:

(See document in the agenda pack)

The Chair highlighted the appointments of representatives to serve on outside bodies was detailed in appendix 1 of the report.

Councillor Alden referred to the appointment to the National Exhibition Centre (Development) Plc. The officer who was now appointed was an interim rather than a permanent officer. He queried if there were any legal issues on this.

The Chair was notified by the Interim City Solicitor and Monitoring Officer that there was no legal issues.

59. RESOLVED UNANIMOUSLY: -

That Cabinet:

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- (i) Agreed to the replacement of Alison Jarrett with Azhar Ahmed Rafiq on the National Exhibition Centre (Development) Plc for the remainder of the term, i.e. 10 September 2024 until 22 July 2025; and
- (ii) Agreed the replacement of Councillor Mary Locke with Councillor Ray Goodwin as a Trustee for the Muntz Trust.

CITY CENTRE PUBLIC REALM PROJECT – OVERSPEND INCURRED BY ACCOMMODATING FESTIVAL 2022 (POLINATIONS) AND LESSONS LEARNED

The following report of the Strategic Director for Strategy, Equality and Partnership was submitted:

(See document in the agenda pack)

The Cabinet Member for Transformation, Governance & HR made introductory comments.

The following key points were made:

- It was recognised this situation should not have occurred and the report resolved a longstanding problem.
- A catalogue of events exposed significant weaknesses in decision making, governance, transparency and accountability of the Council.
- The report acknowledged errors and missed steps.
- A clear set of commitments was indicted and improvements of the way the Council works to prevent this in the future.
- A timeline of the events was set out in the report i.e. there would be a clash therefore, there would be a delay in delivering the Public Realm Project which in turn would mean an additional cost.
- There was a failure to clearly record this liability, noted in paragraph 4.6 of the report. Further details around the timelines were shared.
- Areas of failures was shared with Members.
- Point 4.20 onwards of the report sets out a series of steps that had to take place to resolve this problem.
- Further reports would be shared with Cabinet if there was any future spends.
- Members were informed the Constitution and financial process would be reviewed to look at:
 - 1) clarifying the retrospective or otherwise intention of the wording in the financial approval process relating to overspends;
 - 2) insertion of a formal requirement to report and/or approve potential new commitments that could result in an overspend situation when they become visible, with appropriate trigger thresholds; and
 - 3) for Council projects, formally introduce a budget variance tolerance e.g. either a financial value or percentage of budget, whichever is lesser or greater as part of a wider review of project controls.

- The Cabinet Member was keen to place the correct governance and processes in place to ensure issues do not occur again.

Councillor Alden referred to the clash of events and the Council knowing about the first event. Reference was made to point 1.3 of the report where officers were given a strict brief of the work. It was questioned who advised the officers to make this statement. The claim value was known in December 2022 and budgets had been set over the years. This claim was not brought forward at any stage. A proper assessment and evaluation should have been made in December 2022. Furthermore, it was proposed a revised answer to City Council question on costs on Victoria Square was provided to ensure records were be corrected.

Councillor Harmer highlighted the project management on this work was appalling and could have been avoided if it had been picked up at the correct time. The example of Oracle implementation was referred too, and the failures attached to this. The implementation of the strategy, action plan was important.

In response to Members questions, the Cabinet Member for Transformation, Governance & HR recognised there was weaknesses, and it was not helpful to name individuals but look at how to make improvements would be made. It was important to improve the way the Council worked.

In summing up, the Chair noted these events should have not occurred. Lessons have been learned and there was an external review investigating this. In response to the answer provided to City Council in April 2024, the Chair was content (if required) with placing the record correct. The improvement journey, strengthening governance and transforming the organisation was important for the Council.

60. RESOLVED UNANIMOUSLY: -

That Cabinet:-

- (i) Approved an allocation of £0.479m from the Council's Corporate Contingency budget to fund an overspend incurred by the City Centre Public Realm (CCPR) project, arising from a contractual claim and change submitted by the contractor for accommodating the PoliNations event, which formed part of the UK-wide Festival 2022 and Birmingham 2022 Festival during September 2022;
- (ii) Instructed the Strategic Director of City Operations and Strategic Director of Place, Prosperity and Sustainability, working in conjunction with the Section 151 Officer and City Solicitor and Monitoring Officer, to prepare a full lessons learned paper including recommendations that build upon paragraphs 4.20 to 4.27 of the report for review and implementation by the Council's Executive Management Team (EMT); and
- (iii) Noted that an external review of the circumstances leading to the preparation and publication of the report is being undertaken (as part of a wider review looking at the Perry Barr and CCTV Control Room projects) and instructed any relevant findings to be incorporated in the lessons learned paper referenced above.

At this juncture, the Chair proposed the exempt discussion on item 9 – Temporary Accommodation Delivery Approach took place first. This was agreed by Cabinet.

EXCLUSION OF THE PUBLIC

At 1227 hours, the Chair announced the meeting would move into the private session. He requested for the press and public to leave the room.

61. RESOLVED UNANIMOUSLY: -

That, in view of the sensitive nature of the discussion due to take place relating to item 9 – Temporary Accommodation Delivery Approach, the public be now excluded from the meeting.

(Note: Minute 62 - item 9 – Temporary Accommodation Delivery Approach is in private session).

RE-ADMITTANCE OF THE PUBLIC

63. At 1239 hours, following discussions on item 9, Temporary Accommodation Delivery Approach, Cabinet moved back into the public meeting.

(Cabinet moved back to Item 9 on the agenda)

TEMPORARY ACCOMMODATION DELIVERY APPROACH – (CONTINUED)

The following report of the Strategic Director for City Housing was submitted:

(See document in the agenda pack)

The Deputy Leader made introductory comments.

The following key points were made:

- Highlighted the challenges across the city, i) the need for temporary accommodation and the need to build 4 to 6, 20 storey tower blocks per calendar month to meet the demand. Since then, the need for housing had increased; ii) Prevention – Birmingham was above the national rate for prevention for people at risk of homelessness; and iii) the need for council and social housing creation across the country.
- A number of interventions had been put into place previously and adaptations are in place.
- Efforts made in leasing schemes to reduce the need for bed and breakfast across the city. This had a financial impact on the Council.
- Welcomed the honesty of the report and the interventions put in place.

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The Cabinet Member for Finance supported points made by the Deputy Leader and commended the work undertaken. This would make an interesting case study going forward and would need to be monitored.

Councillor Alden referred to point 1.6, background to the report and the targets achieved. It was noted there was a lack of affordable homes being built in the City. Section 4 of the report lists the options including the '10 years plus 1 Day Leasing Scheme' which was funded by the Housing Revenue Account (HRA) rather than the General Fund. This was a risk for both the HRA and General Fund and it was questioned if any provision had been made in the HRA account and any risks related to this.

Further comments were made on Family Support Exempt Accommodation around assurances and safeguards to ensure the properties the Council use were exempt accommodation and not family dwelling converted for this purpose. Concerns were raised around governance and risks as there was not a public link on who owns the properties rented to the provider and utilised by the Council. It was crucial for no one involved in the decision-making process to rent properties to providers who supply to the Council and similarly, governance process for the hotels to safeguard the Council from risk.

Councillor Harmer welcomed the report and referred to the lack of housing provision for those in need for socially rented houses and affordable housing. This had a huge impact on the City. Reference was made to children obtaining access to WIFI. One way would be via local libraries therefore, emphasised the importance of maintaining libraries.

The Cabinet Member for Children Young People and Families supported the report and had concerns around the lack of affordable housing and rapid growth of temporary accommodation since 2009. Temporary Accommodation affected children in various ways including health, physical, emotional and educational development therefore, supported recommendation 2.2, to increase the housing supply.

In response to Members questions, the Deputy Leader noted the extensive work undertaken with the Housing Team. Some of the Centres (Temporary Accommodation) run by the Council, there was a huge amount of support provided including IT facilities, WIFI. There was the need for more affordable housing in the City. Assurances were provided that the Housing Team in partnership with PPS had been working with other housing providers, housing associations to look at as a City challenge rather than in isolation. Further work was taking place to explore on affordable housing. This was a journey and would require time to rectify. The Deputy Leader thanked all involved in supporting the vulnerable across the city.

Further responses to questions were made by the Head of Strategic Enabling City Housing Directorate and the Director of Housing Solutions & Support. These were summarised as:

- 10 years plus 1 Day Leasing Scheme – Risks associated with this had been highlighted in the report. In theory there was no upfront cost to the HRA however, a contingency had been made in both the HRA and General

Fund in case the was any legislative change. Not many local authorities were doing this. Further details were shared with members.

- Family Support Exempt Accommodation – the history and claims can be seen and the Supported Exempt Team work closely with the landlords.
- Due diligence and governance will be in place as more private sector landlords are used by the Council.
- More Social Housing building was required however, investment in prevention was key and discharge of duty in Private Rented Sector.
- Utilisation of the Section 106 would also be beneficial. Regulation 10 allowed more leverage with providers for facilities such as WIFI.

64. RESOLVED UNANIMOUSLY: -

That Cabinet:-

- (i) Approved the recommendation to account for existing Private Sector Leased (PSL) properties through the Block Contract within the Housing Revenue Account (HRA) and to extend the current block contract by 1 day;
- (ii) Delegated authority to the Strategic Director of City Housing in consultation with the Interim Director Commercial & Procurement (or their delegate), the Interim Director of Finance and Section 151 Officer (or their delegate) and the Interim City Solicitor & Monitoring Officer (or their delegate) to:
 - (a) Approve the procurement strategy and to approve the establishment of the new TA Dynamic Purchasing System (DPS) with the intention that all PSL properties secured through the DPS being accounted for in the HRA via a 10yr plus 1 day Leasing Scheme
 - (b) Approve the procurement of a managing agent to provide continued support to the Directorate's acquisitions programme
 - (c) Approve the procurement of external legal resource to support the registration of leases, if required;
- (iii) Delegated the award of contracts following the completion of further competition exercises under the DPS, to be authorised in accordance with the Procurement and Contract Governance Rules;
- (iv) Delegated authority to the Strategic Director for City Housing to extend the DPS for a further period of up to 2 years in yearly increments;
- (v) Noted the use of the exemption to the procurement legislation under regulations under Regulation 10(1)(a) in the Public Contract Regulations 2015 (PCR2015) approved by Cabinet on the 5 September 2023 will be replaced by paragraph 8(1) of Part 2 of Schedule 2 of the Procurement Act 2023 (PA2023) which comes into effect on the 28 October 2024;

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- (vi) Approved the use of Reg 10(1)(a) (PCR2015) or paragraph 8 of Schedule 2 (PA2023) subject to the approval of Revenue & Benefits, through the Section 151 officer to secure the use of additional premises to use as homeless centre accommodation;
 - (vii) Approved the spend of the £8m currently available s.106 monies on HRA acquisitions and delegated authority to the Strategic Director of City Housing in accordance with the Council's Section 114 spend protocols for the ongoing minimum of 50% spend of the available Section 106 fund each financial year on HRA acquisitions;
 - (viii) Authorised the Interim City Solicitor & Monitoring Officer to complete all necessary documents to give effect to the above recommendations.
-

OTHER URGENT BUSINESS

- 65.** The Deputy Leader acknowledged that the Director of Public Health was at his last Cabinet Meeting. On behalf of Cabinet, the organisation and the City, the Deputy Leader thanked the Director of Public Health for all his contributions to Birmingham City Council and Public Health.

It was noted the work undertaken had been relentless and getting Birmingham through the Covid-19 pandemic was valued, the wellbeing support for colleagues and Members of the Council.

Cabinet wished the Director of Public Health the best for his new endeavours.

The meeting ended at 1258 hours.

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CHAIRPERSON

Birmingham City Council

Report to City Council Cabinet

15th October 2024



Title:	ADULT SOCIAL CARE DAY CENTRE CONSULTATION: 'YOUR DAY, YOUR SAY'
Lead Cabinet Portfolio:	Councillor Robert Pocock, Cabinet Member for Adult Social Care
Relevant Overview and Scrutiny Committee:	Health and Adult Social Care Overview and Scrutiny Committee
Report Author:	Dr Temitope Ademosu, Assistant Director Community Services, Equality Diversity & Inclusion Adult Social Care Directorate Phone Number: 01213034444 Email: temitope.ademosu@birmingham.gov.uk
Authorised by:	Louise Collett, Acting Strategic Director Adult Social Care Adult Social Care Directorate Phone Number: 01214643701 Email: louise.collett@birmingham.gov.uk
Is this a Key Decision?	Yes
If this is a Key Decision, is this decision listed on the Forward Plan?	Yes – Forward Plan Reference Number: 013361/ 2024
Reason(s) why not included on the Forward Plan:	'Not Applicable'
Is this a Late Report?	No
Reason(s) why Late:	'Not Applicable'

Is this decision eligible for 'call in?' Yes

If not eligible, please provide reason(s): 'Not Applicable'.

Wards: All affected wards

Does this report contain exempt or confidential information? No

Has this decision been included on the Notification of Intention to consider Matters in Private? No

Reasons why not included on the Notification: 'Not Applicable'.

1 EXECUTIVE SUMMARY

- 1.1 This report provides details of the context and approach to the public consultation in relation to the internal Adult Social Care Day Centres, the analysis of responses received as a part of the consultation and the recommendations for decision.
- 1.2 The Council and the Adult Social Care Directorate want the best quality of life for all our citizens and as a part of this we are committed to improving and transforming our Day Centres for adults with disabilities. However, the Council is facing a significant financial challenge. Adult Social Care provide nine Day Centres across the city of Birmingham, which support 426 citizens and provide respite to their carers and families. In February 2024, Cabinet agreed to a savings proposal of £1.95 million for 2024-2025 and £3.35 million in 2025-2026 against the nine internal Day Centres.
- 1.3 A public consultation 'Your day, Your say' has been undertaken on the savings proposals and the associated options, including the preferred option, from the 7th of May to the 9th of July 2024. An Equality Impact Assessment has been completed alongside a Health Impact Assessment, with a particular focus on the consideration of the health and wellbeing of both citizens and their carers.
- 1.4 The preferred option prior to the consultation, based on the analysis of qualitative and quantitative data was to consolidate the Service by the closure and relocation of citizens and staff from 4 of the 9 Centres to the 5 remaining Centres. This is the preferred option as it means there is capacity in the remaining five Centres, which minimises the impact on the service for citizens, minimises impact on the respite support for their carers, with no loss of jobs for staff. However, this option may mean that some citizens and some staff may be relocated to an alternative location.
- 1.5 The Council commissions Day Opportunities Services from the external market, including the private and voluntary and community sector based on a one market approach which means there is a rich mix of provision, increasing choice for citizens and their carers and allowing access for all. In addition, citizens may choose to access a Direct Payment to purchase a service of their choice rather than choose an internal Day Centre.
- 1.6 To deliver a sustainable service there is an ambition to rethink services and the way we work with communities and partners and work closely with schools to strengthen intergenerational opportunities.
- 1.7 The responses from the public consultation have been analysed by the application of an analytical framework methodology, used commonly in qualitative research practice, to inform this report to Cabinet and to enable an informed decision to be made.

2 COMMISSIONERS' REVIEW

- 2.1 Commissioners are supportive of the approach, the analysis and the proposals.

3 RECOMMENDATIONS

That Cabinet:

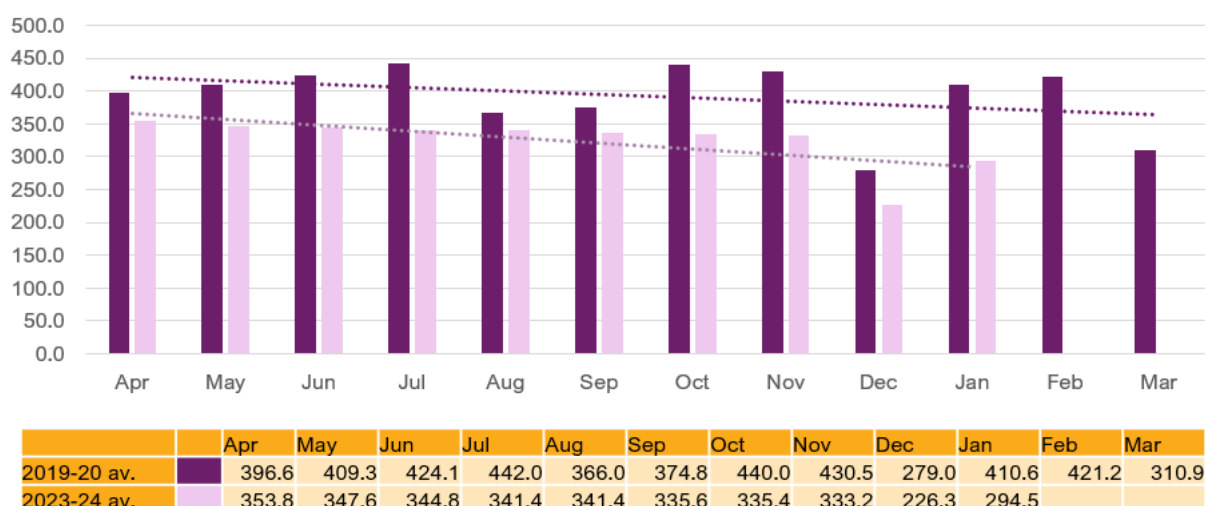
- 3.1 Further to the public consultation and analysis of the responses received, to approve the closure of four of the nine Adult Social Care Day Centres, and the relocation of the service to the five remaining Day Centres, as informed by the consultation and the analysis of quantitative and qualitative data.
- 3.2 Approve the next steps. Subject to decision the indicative timeline is:

Citizens reviews	4 th November- December 2024
Carer assessments	4 th November- December 2024
Staff consultation	4 th November- December 2024
Relocation of citizens	31 st March 2025
Relocation of staff (subject to consultation)	31 st March 2025

4 KEY INFORMATION

Context

- 4.1 The Council want the best possible quality of life for all its citizens and their carers and as a part of this we are committed to improving the Day Centres for adults with disabilities. However, the Council is facing a significant financial challenge. As a result, Adult Social Care, are required to make savings in relation to the services provided by the Council.
- 4.2 There are currently nine Council run Adult Social Care Day Centres in the city which support 426 people and provide respite to their carers and family members. The annual budget for the nine Centres in 2024/25, excluding savings, is £13,077,597. The nine Centres and their location are reflected in Appendix 9.11 to this report.
- 4.3 The services provided by the Day Centres are valued by citizens who access them and by their carers and family members. They provide a social environment and aim to increase a person's independence, ultimately reducing and delaying the need for future services. They also provide valuable respite to carers.
- 4.4 However, pre and post the Covid pandemic, the number of people accessing the Day Centres in Birmingham has significantly reduced. The graph below shows the declining attendance as of 2023 compared to 2019:



This graph and table shows the declining attendance as of 2023 compared to 2019:

- 4.5 Some local people have said that the fall in attendance was an implication of the COVID pandemic and that the Council has not fully considered the impact of the pandemic on citizens and their carers. This issue was also specifically raised by the Central England Law Centre on behalf of their client in correspondence received by the Council on the 24th of September 2024. The full detail of this correspondence is reflected in (Appendix 9.23) to this report. However, the view of Council officers is that Centres maintained contact with the most vulnerable citizens during the pandemic when they were unable to attend the Centres due to national restrictions and where required support was provided in different ways. Attendance at the Centres was falling before the pandemic. The needs and aspirations of current and future citizens are changing, as evidenced by the Red Quadrant review, and more citizens are choosing Direct Payments to access alternative services.
- 4.6 The Centres are not fully accessible, and some require significant investment to reach required standards. Staff recruitment is also an area of difficulty resulting in over seventy staff vacancies across the nine Centres. In addition, transport remains a significant challenge across services.
- 4.7 Some local people have said that the Council should invest in the Centres and recruit to the staff vacancies to improve their viability. However, Council officers are confident that the refurbishment of the nine Day Centres is not financially sustainable. As is the case nationally, the Council has struggled to appoint to the staff vacancies, irrespective of recruitment campaigns. It is particularly challenging to recruit drivers, which has meant the service has had to access agency staff which is not cost effective to the Council and not sustainable longer term.
- 4.8 This is at a time when the Council faces unprecedented financial challenge. The savings proposals for the Day Centres are £1.95 million for 2024-2025, which subject to approval of the recommendations, will be achieved by deleting staff

vacancies. This rises to £3.35 million in 2025-2026, which subject to decision, will be achieved by staff vacancies, the release of assets and the reduction in running costs.

- 4.9 A public consultation was approved by the Council in March 2024. The purpose of the consultation was to make sure that the people of Birmingham had the chance to express their views on the proposals and could suggest alternative proposals which would deliver on the savings and required outcomes for citizens, their carers and family members.
- 4.10 A review of the Adult Social Care Day Centres and the Day Opportunity Services commissioned from the private and voluntary and community sector based on a one market approach, was commissioned by the Council in 2022, following the COVID pandemic. This was completed independently from the Council by Red Quadrant, in partnership with volunteers from citizens who use the Day Services (internal and external), their carers and others with lived experience, known as the Empowering People Team. The review recognised the interdependency of the internal Day Centres, and the external Day Opportunity Services.
- 4.11 A report was presented to Cabinet in April 2023 that described the findings from the review. As a result, Cabinet approved the development of a Service Improvement Plan for the internal Day Centres and the development of a Commissioning Strategy for the external market. Further to the review a Commissioning Strategy for the external market was approved by Cabinet in April 2024.
- 4.12 In respect of the internal Day Centres there has been further engagement work with Day Centre staff, citizens and carers to shape the required improvements and the future planning of the internal Day Centres. The qualitative data gathered from the review and the further engagement work highlighted the following key messages:

- Trips into the community
- Activities
- Learn life skills
- Learn work skills
- Find work
- Go on holiday



- 4.13 There was also analysis of the efficiencies of the nine Day Centres, as reflected in the consultation documentation, which informed the rationale for the preferred proposal and the proposed closure of 4 Day Centres and the relocation of the services as reflected in the Tables below:

The quantitative data in addition to the required capital investment includes for each centre the annual running costs, capacity of each centre, actual attendance, current staffing levels and vacancies.

Centre	Premises Costs		Building Capacity to support Citizens		Current staffing levels to support Citizens		
	Annual running costs	Repair Costs/ Capital investment required	Capacity /citizens per day	% Citizen attendance	Current staffing levels	Vacant positions	% Staff vacancies
Alderman Bowen	£1,593,630.55	£81,266.00	120	44.58%	43	10	18.87%
Beeches GOLDD	£397,663.64	£26,890.00	25	45.6%	8	7	46.67%
Ebrook	£1,080,367.64	£18,835.00	60	72.33%	27	5	15.63%
Elwood	£568,725.82	£16,398.00	50	47.8%	14	8	36.36%
Fairway	£405,060.00	£102,129.00	50	16%	9	0	0%
Harborne	£1,501,747.64	£54,650.00	80	51.63%	32	12	27.27%
Heartlands	£791,105.45	£3,011,364.00	108	44.81%	16	14	46.67%
Hockley	£1,343,629.09	£46,846.00	110	57.91%	32	11	25.58%
Moseley	£1,312,157.45	£105,077.00	115	45.22%	39	11	22%

- 4.14 The four Centres proposed for closure and the re-location of services when initially taken as an overall average have the lowest attendance levels as a percentage of the Centres capacity, some of the highest running costs, and the highest percentage of staff vacancies.
- 4.15 The proposed rationalisation to the five Centres from nine we believe will improve efficiencies and the quality of support for citizens. There will be more citizens attending these Centres as a result, creating a more stimulating environment with increased opportunities to socialise. The Centres will be fully staffed and able to provide the person-centred support citizens have been asking for.
- 4.16 Further analysis demonstrates that the proposed Centres for closure have some of the highest costs per citizen in comparison to the 5 proposed to remain and some of the highest transport costs as reflected in the Table below:

Centre	Annual running costs (ARC)	Capacity / citizens	full capacity cost per person based on ARC	Full Capacity - Daily Rate	Current Client levels	Current capacity cost per person based on ARC	Current Capacity - Daily Rate	% Citizen attendance
Alderman Bowen	£1,722,634.53	120	£14,355.29	£55.06	53	£32,201.18	£123.51	44.58%
Beeches GOLDD	£413,017.48	25	£16,520.70	£63.37	11	£36,229.60	£138.96	45.60%
Ebrook	£1,130,846.90	60	£18,847.45	£72.29	43	£26,057.58	£99.95	72.33%
Elwood	£592,555.37	50	£11,851.11	£45.46	24	£24,793.11	£95.10	47.80%
Fairway	£431,540.25	50	£8,630.81	£33.10	8	£53,942.53	£206.90	16%
Harborne	£1,499,813.09	80	£18,747.66	£71.91	41	£36,311.57	£139.28	51.63%
Heartlands	£847,668.53	108	£7,848.78	£30.10	48	£17,515.69	£67.18	44.81%
Hockley	£1,404,297.93	110	£12,766.34	£48.97	64	£22,045.15	£84.56	57.91%
Moseley	£1,390,777.20	115	£12,093.71	£46.39	52	£26,744.17	£102.58	45.22%

- 4.17 The proposed savings in relation to the 4 Centres will enable the continued improvement and transformation of the Service overall as outlined in the Transformation Brief. The consolidation of the service and its increased efficiencies will provide the opportunity to strengthen and transform the offer to citizens and the offer of respite to their carers, with a focus on quality as aligned

to the external market and collaboration with partners to strengthen community connections, improve access and address inequalities. The table below outlines the proposed savings for the 4 Day Centres, as a percentage of the overall budget, which will provide the platform to transform our service offer. The current budget for each centre assumes maximum capacity of staff and citizens, which does not reflect current levels. Savings can therefore be released across all 9 Day Centres at an approximate rate of 32% with the remaining 68% being distributed over the remaining 5 centres.

Expenditure Type		£
Employees		8,585,013
Non Pay		2,253,558
Other Income		(364,661)
Recharges		0
Third Party Payments		0
Budgeted Cost for 9 Day Centres		10,473,910
Assumes 32% Saving*	Full Year	3,351,651
*vacancies, building costs, non pay efficiencies	Part Year	1,955,130

4.18 The main arguments against the proposal are:

Impact on Citizens: Some local people have raised the concern that the proposal will impact on the mental and physical wellbeing of citizens and will be detrimental to them. It was felt by some local people that the proposal would mean that citizens would have to adjust to a new location with new staff and different transport arrangements, with some citizens attending the same Centre for over 40 years. It was seen by some that this would be particularly difficult for adults with extremely complex needs, learning disabilities and/or autistic, where a change in routine and environment would be particularly challenging. However, Council officers are confident that citizens would be fully supported to relocate to an alternative service of their choice which would be equipped to meet their physical, behavioural, sensory and emotional needs. Re-location plans would be person centred and staff familiar to them would be available to plan their move in a sensitive and respectful way, fully sighted on their specific needs and in recognition of minimising any distress. They would also be supported to move with their friends if that was their choice. Advocacy support would be provided if required. A social worker would support every citizen affected by the proposal. This level of wrap around support for citizens to support their transition would apply to all, including those who may choose an external service or a Direct Payment.

Impact on Carers: Some people raised the concern that the proposal will impact on the mental and physical wellbeing of carers whose loved ones may be impacted by the proposed closure of the 4 Centres and the re-location to a different Centre. Some carers were concerned about the loss of their valuable respite support and the potential need to place their loved one in residential care which would be at a higher cost to the council than current care arrangements.

Some carers felt that their lives would be destabilised, and their lifeline provided by the Centre would be taken away from them.

However, Council officers are confident that carers respite support would not be reduced, and that robust support would be provided to both them and their loved ones to help reduce their anxiety and alleviate the risk of the need to consider residential care. There is sufficient capacity to support citizens and there is also the choice of a Direct Payment. Carers would be supported by staff who are familiar to them and additional support provided by Birmingham's Carers Hub as required.

Transport/Disproportionate geographical coverage: Some local people raised the concern that the travel times would be greater for citizens, and for some would be an extra hour per journey. In addition, some people raised the concern that there would be a lack of provision in the south of the city which would again add to the travel time for citizens. The new travel routes would be distressing for citizens and would add to their anxiety.

It is recognised by council officers that transport is currently a significant issue, with a shortage of drivers which has caused extended travel times and a reduced time for citizens at the Centres. However, council officers are confident that the proposed closure of 4 Centres will help consolidate the driver posts and reduce the time currently spent on transport by citizens. Transport arrangements would continue for those citizens who currently require it, whilst citizens who are able to travel independently will be supported to continue to do so.

Council officers are confident that this proposal does not create disproportionate access to day services in the south of the city as there will continue to be sufficient provision in the south of the city based on our one market approach, if people do prefer to attend a Centre in this geographical area.

Consultation Process: Some local people said that the consultation was flawed with a reduction from 10 to 9 weeks, that the timings of meetings were problematic for carers and that virtual meetings were not suitable for older carers with no access to modern technology. In addition, some people said that the consultation was challenging for citizens with severe learning disabilities and for those who were unable to speak.

However, council officers are confident that the consultation process was robust and lawful. There were multiple opportunities for carers and citizens to engage in the consultation and support was provided to enable them to do so.

Data: Some people said that the data was flawed and that it did not accurately point to the right Centres for closure, this was in respect to Harborne and a contention that it could not be justified on the data provided that the Centre should close and relocate the service.

However, council officers are confident that the analysis of data was robust and accurate in relation to the two data periods applied to inform the consultation proposal. The post analysis was conducted over an 8-week period, following the

end of the consultation process to ensure that the data and the responses received within the consultation period were analysed thoroughly, using an analytical framework methodology, used commonly in qualitative research practice.

- 4.19 On the 5th of March 2024 the Council approved the consultation on the proposed savings linked to the improvement and rationalisation of the nine Day Centres. The aim in rationalising and consolidating the Service is to increase efficiencies and develop a more flexible person-centred offer for citizens and their carers.
- 4.20 The next phase of the Improvement Journey is to continue to build on the improvement work to date and the transformation of services which started in June 2023. This provides the opportunity to modernise and expand the current offer to create thriving hubs that are full of citizens with staff to support. The aim is for the Centres to be at the heart of their local community where citizens will benefit from a blended offer by attending the Day Centres as well as accessing amenities within their local community.
- 4.21 The transformation vision and strategic intentions are reflected in the Day Centre Transformation Brief. (Appendix 9.17). To deliver a sustainable Service there is an ambition to drive out inefficiencies, rethink services and the way we work with communities and partners, work closely with schools to strengthen intergenerational opportunities and affect a workforce cultural change, with a focus on outcomes for citizens and their carers.
- 4.22 The strategic objective of the Transformation Brief for the Adult Social Care Day Centres is to continue working alongside the external market, drive mutually agreed priorities of quality and value and help to build stronger, more resilient families and communities. Ensuring that citizens and carers can thrive, enjoying choice and control to reach their potential and lead fulfilling lives.
- 4.23 The whole ethos of transformation is to ensure that citizens and carers have control over their own lives and for this reason the offer of the future, within the context of shrinking resources and financial challenge, needs to be more responsive and flexible, focussing on collaboration with partners, communities and the strengths of citizens and carers.

Proposal and reasons for recommendations

- 4.24 The proposal is the rationalisation and consolidation of the Service by the closure and relocation of citizens and staff from 4 Day Centres to the five remaining Day Centres within the city of Birmingham. This proposal will mean the closure of:

Name of Centre	Location
Beeches GoLDD	174 Beeches Road, Great Barr, Birmingham, B42 2HN
Fairway (The)	2 The Fairway, Kings Norton, B38 8XJ
Harborne	370 West Boulevard, Quinton, Birmingham, B32 2PG
Heartlands	6 Inkerman Street, B7 4SB

- 4.25 Citizens and staff may relocate to one of the proposed 5 Day Centres as follows:

Name of Centre	Location
Alderman Bowen	125 Broadway Avenue, Bordesley Green, Birmingham, B9 5YD
Ebrook	Shooters Hill, Sutton Coldfield, B72 1HX
Elwood	270 Reservoir Road, Erdington, Birmingham, B23 6DE
Hockley	27 All Saints Road, Hockley, Birmingham, B18 5QB
Moseley	1 Amesbury Road, Moseley, B13 8LD

- 4.26 There is sufficient capacity to accommodate the relocation of citizens within the remaining 5 internal Day Centres if that is the preferred choice of citizens and is appropriate to their needs. The current capacity as of June 2024 is reflected in Appendix 9.2 to this report.
- 4.27 The proposal may also mean that citizens and/or their carers do not choose an Adult Social Care Day Centre but choose instead to relocate to an external Day Opportunities Service or to access a Direct Payment. The geographical location of external Day Opportunities and their proximity to the Adult Social Care Day Centres is reflected in Appendix 9.21 to this report.
- 4.28 There are 57 external Day Opportunities which are provided across 74 Centres (18 of which are outside of Birmingham). These services offer choice to citizens and carers based on assessment of need, including level of complexity, matched with the type of service required. A Day Opportunities Booklet has been published, which provides the detail of these Services as reflected in Appendix 9.20 to this report.
- 4.29 The external Day Opportunities market currently support upwards of 1,000 adults including those who self-fund. Provision is largely building based. Although market capacity is constantly moving, the table below together with the map (Appendix 9.21) and Day Opportunities Booklet (Appendix 9.20), demonstrates that there is capacity in the market to accommodate those citizens who may wish to attend one of the many external Day Centres across the city.

Day Centre proposed to close	Number of Day Opportunities within a 5-mile radius
Beeches GoLDD	20
Fairway	13
Harborne	19
Heartlands	34

The external providers have engaged with commissioners in relation to quality assurance.

- 4.30 There is a recognised interdependency between the internal provision and the externally commissioned provision for adults with disabilities, to enable choice for their carers and families. Citizens and their carers, subject to decision, would be supported by an allocated social worker to access alternative appropriate provision of their choice based on assessed need and any associated transport

arrangements. This wrap around support would be provided to all citizens impacted and including citizens who may choose to move to an external service. Transport as required will be made available, the support of a social worker, and an advocate if required will be provided to ensure the transition is a smooth one for all citizens. Carers would be offered support and reassurance that their respite support will not be reduced to minimise their concerns and any associated negative impact on their emotional mental health and wellbeing.

- 4.31 Staff who may be impacted by the proposal would be consulted, following decision, in relation to relocation to a different Centre and their preferences would be considered based on several factors, including distance of travel and caring responsibilities.
- 4.32 The key reasons for the recommended proposal are that it is the only proposal that will deliver on the required savings within the required timescales whilst minimising the impact on citizens and their carers and staff. There is sufficient choice for citizens. This proposal will mean that citizens will continue to receive a service, and their carers will continue to receive respite. There will be no staff redundancies.

Other options considered

- 4.33 Option 1 - Do Nothing - continue to run the 9 Day Centres in their present format. This will not allow the Service to become sustainable, cost-effective and meet the savings required. Officers would be required to promote and gain approval to an equivalent saving which can be delivered in-year. This was not considered to be a practicable option and did not progress to the consultation stage.
- 4.34 Option 4- Close all Day Centres. This option was considered as many Local Authorities have externalised their internal Day Centres informed by a benchmarking exercise completed prior to the start of the consultation. Although Birmingham has a diverse day opportunities market with sufficient capacity this option was not deemed an appropriate one, as it would create significant change requirements within tight timescales and with a potentially significant impact on citizens, their carers and staff. This was not considered to be a practicable option and did not progress to the consultation stage.
- 4.35 Discounted Option 5 - Close less than 4 Day Centres. This option was considered but would not realise the savings within the required timescales and would not enable the service to become sustainable and cost-effective based on the analysis of quantitative data in relation to the 9 Day Centres. The rationale for remaining with the 4 Day Centres named for proposed closure was that overall, they are the least cost effective. This was not considered to be a practicable option and did not progress to the consultation stage.

5 RISK MANAGEMENT

- 5.1 The key risks are reflected in the Risk Register alongside their mitigation. The Risk Register is Appendix 9.22 to this report.

- 5.2 The key risks identified by the consultation in relation to the impact on the emotional, health and wellbeing of carers and citizens will be integrated into the risk management process for the proposed relocation and the subsequent Implementation Plan, subject to decision. It will pay regard to the recommendations from the pre-decision Health and Adult Social Care Overview and Scrutiny Committee, the EIA and the Health Impact Assessment.
- 5.3 The Council takes advice and is confident it is acting in a lawful manner.

6 CONSULTATION

- 6.1 The Adult Social Care Day Centre Consultation, 'Your Day, Your say' was launched on the 7th of May 2024 and closed on the 9th of July 2024. The approach to the consultation was facilitated by the Council's Public Participation Team and shaped by engagement with citizens and carers with lived experience who advised in relation to how best to include citizens and their carers in a meaningful way.
- 6.2 Advice was also sought from voluntary and community sector partners in relation to the approach to the consultation whose core business is the support of carers and advocacy for citizens.
- 6.3 There were communications with key stakeholders, including citizens, carers, staff, partners, trade unions and elected members pre, during and post the consultation, which included face to face briefings, briefing papers and letters to citizens and carers.
- 6.4 The analysis of online Be- Heard questionnaires received post consultation points to 69% of respondents disagreed strongly with the proposal, 11% agreed somewhat and 7% agreed strongly. The analysis of hard copy questionnaires received from the Day Centres points to 43% of citizens attending the Centres strongly disagreed with the proposal and 56% of carers strongly disagreed.
- 6.5 There was not a majority of citizens against the proposal, and some said that there would be an opportunity to meet new people and engage in more activities. However, there was a slight majority of carers who strongly disagreed, with concerns of the impact on the emotional wellbeing of their loved ones and their own ability to continue in their caring role.

Consultation Methodology

- 6.6 The consultation included public meetings with a hybrid of four virtual and face to face meetings at venues across the city selected based on building accessibility and transport routes. The Day Centres were not used for the public meetings in recognition of the Council's safeguarding responsibilities to protect vulnerable citizens because of their circumstances. The virtual meetings were recorded to ensure accuracy but not shared to protect the identity of participants.
- 6.7 In addition to the public meetings there were targeted consultation meetings across the Day Centres (18 in total), one for citizens and one for their carers.

However, where there was a preference for citizens and their carers to attend together this was respected. Day Centres were asked to identify communication preferences for citizens prior to the consultation meetings based on their direct knowledge and experience. Advocacy support was provided as and when required together with easy read documentation. Signs and symbol language was available for citizens who were non-verbal.

- 6.8 Each consultation meeting adopted the same format. There was an initial presentation of the context to the proposal, the options considered and the preferred option subject to consultation. The presentation was also available in easy read. Following the presentation, citizens and their carers were invited to move into smaller groups for discussion of the proposals and to raise any questions or alternative proposals. The Frequently Asked Questions were collated and formed a published running commentary throughout the consultation, as reflected in Appendix 9.6 and Appendix 9.7 to this report. The notes from the meetings also informed the Frequently Asked Questions.
- 6.9 Further to the targeted consultation meetings the Centres were offered the opportunity of consultation friendship groups. This was to support citizens, particularly those citizens who were autistic to meaningfully engage in the consultation in a quiet space with familiar staff and friends.

Consultation Approach

- 6.10 The public, citizens and their carers were able to respond to the consultation and gain additional information in a variety of ways:
- ‘Your day, Your say’ consultation email address
 - Your day, Your say’ telephone line
 - Birmingham City Council website and Be Heard Survey
 - Access to hard copies of the consultation documentation at the Day Centres
 - Provision of stand-alone responses as an alternative to the questionnaire
 - Attendance at the consultation meetings- public and targeted
 - Attendance at the consultation friendship groups
- 6.11 The public, citizens and their carers were provided with additional information to support them to respond, including the initial Equality Impact Assessment, (Appendix 9.4), the consultation documentation which included the context, options and the preferred option, rationale, and how to engage, Appendix 9.1. The consultation documentation and questionnaire were available in easy read, Appendix 9.3, and available on the Council’s website and at the respective Day Centres, in hard copy format.
- 6.12 The consultation documentation was informed by the robust analysis of both the quantitative and qualitative data. The data analysed was taken from comparative

time periods, relating to pre and post covid and was taken from several sources, including the Red Quadrant work and staff engagement sessions.

Support for Carers

- 6.13 The impact of these proposals on carers and their emotional health and wellbeing has been considered. At the start of the consultation the first meeting was held specifically for carers, providing a dedicated platform to engage with carers. Throughout the consultation, targeted meetings were held for carers within the Day Centres and was an iterative process. As a result of concerns raised by carers, information in relation to the support available was displayed at the Centres.
- 6.14 Birmingham Carers Hub is managed by Forward Carers, CIC, offering general advice and information to carers. It was therefore important for them to be a key partner advising on approach and engagement, whilst also ensuring that carers were linked into a support network to minimise the impact of the proposals on their emotional health and wellbeing and in particular recognition of aging carers.

Support for Staff

- 6.15 Staff have been engaged from the start of the improvement and savings journey, part of which informed the consultation. This included engagement sessions which sought staff views about the current offer and potential for improving outcomes for citizens and carers.
- 6.16 In addition to the staff engagement sessions further work was progressed, as a part of a 100 Day Sprint. Staff were represented on each working group, which enabled staff ideas to inform the Improvement Plan.

Support for Citizens

- 6.17 Each consultation session at the Day Centres was developed by Trusted Assessors who informed how the session could engage citizens. Each consultation session was followed by friendship groups for those who wanted to discuss the proposals in greater detail.
- 6.18 The consultation sessions for citizens were supported by the Public Participation Team. There was also dedicated advocacy support available from independent organisations to the Council.

Post Consultation

- 6.19 Further to the close of the consultation on the 9th of July 2024, the quantitative and qualitative data has been analysed. The catalogue of responses received within the consultation period are reflected in 6.29 of this report and in Appendix 9.8 to this report.
- 6.20 The quantitative analysis of the consultation is in the Table below:

Responses to the Consultation

Birmingham Beheard Website Consultation Questionnaires completed	84
Consultation Hardcopy Questionnaires completed	166
Stand Alone Responses/Emails received through the YourDayYourSay@birmingham.gov.uk (during the consultation period)	48
Phone calls received via the Consultation telephone line; 0121 675 8454	3
Petitions received	4

6.21 Analysis was conducted by 3 Analysts using an analytical framework methodology used commonly in qualitative research practice. The Analysts identified emerging themes and came together to agree that the themes were reflective of the data. The key themes arising from the qualitative analysis of the consultation response are reflected in the Table below:

Source of Data	Key Themes
Birmingham Beheard Website	<ul style="list-style-type: none"> • The negative impact on carers and their health and wellbeing, particularly in relation to older carers. • The negative impact on vulnerable citizens in relation to their emotional and physical wellbeing. • Financial mismanagement by the Council impacting on vulnerable citizens. • Service Improvement/innovation a positive, providing assurance in relation to the council's commitment to Day Centres. • Consultation approach has flawed data in respect of the running costs and capital investment required for some Centres. • Transport/Travel a current issue and a concern linked to the recommended proposal in respect of longer journeys for citizens and a change of routine for some citizens. • Day Centres are a valuable resource to citizens and their carers
Consultation Hardcopy Questionnaires	<ul style="list-style-type: none"> • Impact on Citizens • Impact on Carers • Consultation approach • Travel an issue • Valued Service • Friendships are important • Building Issues
Emails received the YourDayYourSay@birmingham.gov.uk (during the consultation period)	<ul style="list-style-type: none"> • Consultation approach/general enquiries • Covid Impact • Geographical Location • Impact on Carers, Impact on Citizens • Information accessibility in relation to the consultation • Transport/Travel • Valued Service

	<ul style="list-style-type: none"> • Other (e.g. financial)
Phone calls received	<ul style="list-style-type: none"> • Consultation general information (meeting time and requesting printed copies of consultation papers)

- 6.22 The stand-alone responses and email analysis is reflected in Appendix 9.10 to this report. The 4 petitions received: Petition 2809, presented to Council by Councillor Brookes on the 9th of July 2024 with a total of 766 signatories to ‘Stop the potential closure of Harborne Day Centre’. Petition 2811, presented to Council by Councillor Alden on the 9th of July 2024 with a total of 951 signatories in support of keeping Harborne Day Centre open. Petition 2824 presented to Council on the 17th of September 2024 by Councillor Forsyth, with a total of 266 signatories in support for the opposition of the closing of Harborne Day. Petition 2838 presented to Council by Councillor Alden on the 17th of September 2024 with a total of 568 signatories, in support of stopping the potential closure of Harborne Day Centre. Appendix 9.15 reinforces the noting of the petitions only and does not attach the petitions due to personal identifiable information.

Friendship Groups

- 6.23 Following the consultation meetings for carers and citizens at the Day Centres, friendship groups were offered to ensure that citizens were able to contribute to the consultation if they had not felt able to do so as part of the initial larger consultation meeting. The responses received at the friendship groups were added to the overall consultation meeting responses and analysed as part of the Consultation Meeting feedback with citizens. A total of 14 friendship groups took place.

Beheard Summary

- 6.24 The analysis of the online questionnaire’s points to 69% of the respondents disagreed strongly with the preferred proposal, 11% agreed somewhat and 7% agreed strongly.
- 6.25 Of the hard copy questionnaires analysed, 43% of citizens attending the Centres strongly disagreed with the preferred proposal and 56% of carers strongly disagreed.
- 6.26 No alternative proposals were presented in sufficient detail to enable analysis.

Which of the following best describes you?	<ul style="list-style-type: none"> • I am an interested resident of the City of Birmingham: 39% • I am a staff member in an Adult Social Care Day Centre in Birmingham:14% • I am responding on behalf of a person who attends an Adult Day Centre in Birmingham:13% • I represent a public sector organisation: 7%
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	<ul style="list-style-type: none"> • I represent a charity that covers the Birmingham area:2%
To what extent do you agree or disagree with the proposed preferred option?	<ul style="list-style-type: none"> • Disagree Strongly: 69% • Agree Somewhat: 11% • Agree Strongly: 7%
Do you think the Council should look at any of the proposed alternative options in the consultation document in more detail?	<ul style="list-style-type: none"> • Yes: 58% • No: 23% • Don't Know:17%
How did you hear about this consultation?	<ul style="list-style-type: none"> • Social media: 32% • Word of mouth:23% • Email:20%
Representation	<ul style="list-style-type: none"> • I am a resident of Birmingham:64% • I work for Birmingham City Council:17%
Age Range	<ul style="list-style-type: none"> • Aged 55 to 59 years:13% • Aged 60 to 64 years:12% • Aged 50 to 54 years:11% • Aged 45 to 49 years:11% • Aged 35 to 39 years:11%
What is your sex? Gender	<ul style="list-style-type: none"> • Female:64% • Male:20%
What is your religion?	<ul style="list-style-type: none"> • Christian:39% • No religion:24%
What is your ethnic group?	<ul style="list-style-type: none"> • White British:63% • Indian:4% • Pakistani:1% • Black British:1% • Irish:1% • Bangladeshi:1% • Caribbean Black British:1%
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	<ul style="list-style-type: none"> • No:44% • Yes:29%
Do any of your conditions or illnesses reduce your ability to carry out day to day activities?	<ul style="list-style-type: none"> • Not at all:18% • Yes, a lot:12% • Yes, a little:12%

6.27 The detailed data from the Beheard Questionnaire is in Appendix 9.9 to this report.

Hard Copy Summary

Which of the following best describes you?	<ul style="list-style-type: none"> • Citizens:87% (144) say they go to a Day Centre • Carers: 59% (19) say they are the parent / carer of someone who attends the Day Centre
We prefer Option 3. This is to close 4-day centres and move people and staff the other 5: How much do you agree or disagree with this option?	<ul style="list-style-type: none"> • Citizens:43% (71) strongly Disagree • Carers:56% (18) strongly disagree
Do you think the Council should look again at the other options?	<ul style="list-style-type: none"> • Citizens:52% (86) yes • Carers:66% (21) yes
How did you find out about this consultation?	<ul style="list-style-type: none"> • Citizens:66% through word of mouth • Carers:59% through word of mouth

6.28 The detail is reflected in Appendix 9.11 to this report.

6.29 The analysis of the consultation responses highlighted several key themes, all of which have been considered alongside their mitigation. The Table below provides a summary:

Key Theme	Response
Consultation process: Some local people said that the consultation was reduced from 10 to 9 weeks, that the timing of consultation meetings was problematic for carers and that the virtual meetings were an issue for some older carers with no access to modern technology. Some people said that some citizens with severe learning difficulties and disabilities or who had no speech did not have the ability to communicate their views and/ or process the questions.	The consultation process was based on best practice in relation to timescales and the approach was shaped by citizens with lived experience. Documentation was available in different formats to meet the wide range of disabilities and communication needs. There was a variety of ways in which people could respond and not solely by attending virtual or face to face meetings. Friendship Groups were established to enable citizens to communicate in familiar surroundings, with familiar staff and with their friends. Advocacy support was provided to citizens with specific support to carers provided by the Carers Hub.
Impact on citizens: Some local people said that the proposal would impact negatively on the emotional and physical wellbeing of citizens who may be affected by the proposal.	The proposal minimises the impact on the service to citizens with no reduction in their current care packages. Transport arrangements will continue.
Impact on carers: Some local people said that the proposal would impact on the emotional and physical wellbeing of carers	The proposal minimises the impact on respite support for carers. A Health Impact

and their ability to continue their caring role.	Assessment has been completed which identifies mitigating actions.
Financial Mismanagement by the Council: Some local people questioned why vulnerable citizens, and their carers should suffer because of the Council's inability to manage their finances.	The Council faces significant financial challenge. The proposed savings for the internal Day Centres form a part of the overall savings programme for the Council. The approach to the delivery of the proposed savings has considered the option which minimises the impact on citizens, their carers and staff.
Service Improvement: Some local people were interested in the service improvements and the future plans for the Day Centres.	The Day Centres have an established Improvement Plan and Transformation Brief for the future.
Transport/Travel: Some local people expressed concerns about the transport arrangements and the distance citizens would have to travel across the city.	Transport is a significant issue currently; the proposal will enable consolidation of transport arrangements and more efficient usage in response to citizen requirements.
Valuable Community Resource: Some people opposed the proposal as Day Centres are a valuable service for citizens and their carers.	The consultation narrative recognises that the Day Centres are valued by both citizens and carers. The proposal reflects this in that it will mean that the impact on the service for citizens will be minimised, the impact on their carers respite support will be minimised, with no loss of staff jobs, whilst delivering the savings.
Friendships: Some local people raised the negative impact of the proposal on the long-established friendships for citizens.	The approach to the consultation recognised the importance of friendships offering citizens the opportunity to engage in friendship groups. Subject to Cabinet approval citizens will be supported to visit other Day Centres with their friendship groups and relocate together, wherever possible, if that is their choice.
Geography/ Location: Some local people raised the concerns about a lack of provision if the proposal was agreed, particularly in the south of the city.	The proposed relocation of citizens will not mean that they have no choice close to the Centre they currently attend, including the south of the city. The external Day Opportunity Services and the opportunity to access Direct Payments provides a rich mix of provision, from which citizens can choose based on their assessed needs.

Heartlands Case Study

6.30 Heartlands Day Centre was temporarily closed in February 2024 for health and safety reasons. This move, although temporary, provides a blueprint of how

citizens can be supported to transition well to alternative Day Centres which will help mitigate the risks from the analysis of responses received during the consultation.

- 6.31 The Centre Management Team facilitated the temporary relocation of citizens and staff based on effective leadership, regular communications with carers and families, based on a phased approach which enabled citizens to visit several Centres so that they could make an informed decision about relocation based on their direct experience of the service and the associated transport arrangements. Further detail is reflected in Appendix 9.5 to this report.

7 MEMBER ENGAGEMENT

- 7.1 Ward Councillor(s) – Ward Councillors were briefed on the consultation proposal.

Overview and Scrutiny

- 7.2 On the 24th of July 2024 the Health and Social Care pre-decision Scrutiny Committee met with senior officers of the Council with an opportunity to consider the approach to the consultation, the emerging themes from the responses analysed at this point from the consultation and the interdependency with the external market.
- 7.3 The Committee made several recommendations which are included in Appendix 9.18 and Appendix 9.19 to this report, together with the executive response. The recommendations from Scrutiny were that Cabinet:
- 7.4 Fully considers the impact of changes to Day Centres on unpaid carers and specifically responds to the points below:
- The age and vulnerabilities of carers
 - The mental and emotional stress for carers that has resulted from the proposed changes and any future changes to services
 - The additional support that carers will need to provide to citizens who may struggle to adapt to service at a new location with unfamiliar facilities and staff
- 7.5 Has considered lessons learned from the disengagement of citizens during the pandemic to ensure that following any changes to the Day Centres all eligible citizens continue to benefit from the support available from Day Opportunity Services.
- 7.6 Is assured that the consultation was based on best practice and meets legal requirements.
- 7.7 Is assured that the Council has sufficient capacity and expertise within the organisation to manage statutory consultations.
- 7.8 Fully considers the location of Day Opportunities across the city and the impact of accessibility to services and travel times for citizens particularly in the south of the city.

- 7.9 Agrees clear outcomes for internally and externally provided Day Opportunity Services that set out how outcomes for citizens, families and carers will be improved and what indicators will be used to monitor this.
- 7.10 Agrees that the Commissioning Strategy for externally provided Day Opportunities includes a quality assurance framework that will be available to citizens, families and carers.
- 7.11 Carefully considers the Harborne Day Centre Report, attached as Appendix 9.19, provided by family of people who use the Centre, when making the decision about the future of Day Centre provision in the south of the city, which was received by officers after the consultation had closed. Some of the key points in the Harborne Report are:
- A valued community resource and ‘vital asset’ to the local and wider community of Birmingham, supporting some of the most vulnerable citizens since 1970.
 - Distance of travel to any of the 5 Day Centres proposed to remain is a minimum of 14–26-minute journey and a maximum of 1 hour 5-minute journey, best case scenario.
 - Recognition of the value of unpaid carers nationally and locally to the economy.
 - Flawed data in relation to Harborne and the cost per citizen to the council and as compared to some of the most expensive care packages in Nottingham the real cost is significantly less.
 - Capital investment required is less than quoted in the consultation documentation and refurbishment costs are less than Alderman Bowen which is proposed to remain open.
 - Long standing staff and volunteers, over 20 years, providing consistency of support to the most complex citizens who require consistency of support and environment. Staff may not be able to relocate with citizens due to distance to travel and associated increased costs to do so.
 - A flawed consultation process, poor timings of consultation meetings, not accessible to older carers.
 - Impact on the wellbeing of citizens and their carers wellbeing and the possibility of citizens being placed in residential care.
- 7.12 The executive response to the overall recommendations from the scrutiny committee is reflected in the body of this report and in Appendix 9.18 to this report. The key points of the response to the recommendations are that the consultation process was legally compliant and based on good practice. The

proposal minimises the risk in relation to the service the citizen will receive and the respite support that will continue to be received by their carers. Support to relocate will be provided to citizens and carers by staff who are familiar to them and where at all possible citizens will be supported to relocate to a Centre of their choice with their friends, if that is their preference. Advocacy support will be provided, and the Carers Hub will offer additional support to carers as required.

- 7.13 The quality of the external services is a key priority of the Commissioning Strategy, the internal Day Centres will work as one market with external providers to ensure quality is consistent across all day opportunity services with clear measurable outcomes for citizens.
- 7.14 The officer response to the key points made in the Harborne Report is reflected in the body of this report, and specifically is:
- 7.15 The Council recognises the value of Day Centres and their role in the support of citizens with complex needs and the invaluable role of their carers. The proposal minimises the impact on the services for citizens and the respite support for their carers.
- 7.16 Transport is currently a significant issue; the proposal will consolidate the service and enable the drivers to support the remaining centres more efficiently. There is sufficient capacity across the 5 centres which are proposed to remain which will give citizens the choice, together with the additional choice from the external day opportunity services which may be closer to home.
- 7.17 Carers are valued by the Council which is reflected in the Carers Strategy. Additional support has been provided to carers throughout the consultation process and will continue to ensure concerns are mitigated.
- 7.18 The data which informed the proposal is robust and the same rationale has been applied to all the Day Centres.
- 7.19 There are long standing staff across all the Day Centres which provides continuity for citizens. If the proposal is agreed by Cabinet citizens will be supported by staff, they are familiar with to make an informed choice. Trade Unions and Staff, subject to Cabinet approval, will be consulted on the relocation.
- 7.20 The consultation process was legally compliant.
- 7.21 The impact on the wellbeing of both citizens and carers has been fully considered and support will be provided to mitigate concerns.
- 7.22 The Elected Member for Adult Social Care has been engaged pre, during and post consultation. Councillors of potentially impacted wards were briefed by the Elected Member for Adult Social Care and the Assistant Director of Adult Social Care.

8 IMPACT AND IMPLICATIONS

Finance

- 8.1 In February 2024, Cabinet agreed to a savings proposal of £1.95m for 2024/25 and £3.35m in 2025/26 against the nine internal Day Centres.
- 8.2 In 2024/25 the annual budget for the 9 Centres is £13.10m, which after savings of £1.95m are applied, reduces to £11.15m. This is a part year effect saving to enable the review and consultation and savings are anticipated to be achieved by vacancies across the nine centres.
- 8.3 In 2025/26 the full year effect of the savings is £3.35m which will reduce the service budget to £9.75m (excluding any 2025/26 pay and price inflation).

Legal

- 8.4 The consultation process conducted and the proposed decision within this report are legally compliant.

Equalities

- 8.5 An Equalities Impact Assessment was completed prior to the public consultation and published on the Council Website. The EIA was reviewed during the consultation and at the end of the consultation. The final EIA will be published on the Council Website.

Procurement

- 8.6 There are no implications arising from this report.

People Services

- 8.7 There are staffing implications as the proposal is to reduce the amount of Day Centres. However, there are no staffing redundancies identified, and the proposal involves moving impacted staff from the proposed closed Day Centres to the proposed remaining ones which would be done under formal consultation with staff members and trade union representatives.
- 8.8 Climate Change, Nature and Net – N/A for this report
- 8.9 Corporate Parenting – N/A for this report

Other

8.10 Health and Wellbeing

- 8.11 The Health Impact Assessment provides a vehicle to further engage with citizens, carers and partners potentially affected by this proposal. The potential positive and negative impact of the proposals have been considered alongside mitigation and are reflected in Appendix 9.14 to this report.
- 8.12 The potential impact of the proposals is mitigated by the continued improvement and transformation work. Collaborative working will be key, ensuring that our Centres are used as multidisciplinary hubs where Services linked to housing, benefits, employment, and health are offered to citizens and carers. These measures will alleviate pressures from public sector partners including NHS

waiting lists. The impact of these Services is interlinked and can have a negative or positive effect on the health of citizens.

- 8.13 Stakeholders will work together to ensure services are far reaching and diverse and will collectively evidence the impact of consolidation and transformation. Opportunities for access to health care for carers is an important initiative which will be utilised to maximise a positive impact on the health of carers. Offering screening programs, health checks, immunisation has the potential to not only assist in prevention but to advance the equity in health for citizens.

9 APPENDICES

Pre-Consultation and Consultation period documents

9.1	Your Day, Your Say Day Centre Consultation Document
9.2	Day Centre Capacity
9.3	Easy Read Consultation Document
9.4	Equality Impact Assessment (Initial)
9.5	Heartlands Resource Centre Case Study
9.6	Frequently Asked Questions- Final Version
9.7	Frequently Asked Questions- Final Version – Easy Read

Post Consultation Analysis documents

9.8	Catalogue of consultation responses
9.9	Beheard Questionnaire responses and identified key themes from analysis (anonymised)
9.10	Stand-alone consultation emails and identified key themes from analysis (anonymised)
9.11	Citizen and Carer Hard-copy Consultation Questionnaire responses and identified key themes (anonymised)
9.12	Consultation meeting feedback
9.13	Equality Impact Assessment (post consultation)
9.14	Health Impact Assessment
9.15	Petitions x2 received on 9 th July 2024 opposing the proposals against the closure of Harborne Day Centre and x2 received opposing the proposed closure of Harborne on 17 th September 2024.
9.16	Advocacy organisation feedback

Next Steps

9.17	Day Centre Transformation Brief
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9.18	Health and Adult Social Care Pre-Decision Scrutiny Committee: Report, Recommendations and Executive Response
9.19	Scrutiny Committee feedback for consideration by Cabinet and Harborne Day Centre Report: July 2024 from member of the public

Useful information

9.20	Day Opportunities Booklet
9.21	Maps of alternative provision in Birmingham for Learning Difficulties, Physical Disabilities and Older Adults Care
9.22	Project Risk Register
9.23	Central England Law Centre

10 BACKGROUND PAPERS

10.1 None

ADULT SOCIAL CARE DAY CENTRE CONSULTATION

‘YOUR DAY, YOUR SAY’



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1. Introduction

Birmingham City Council want the best possible quality of life for all our citizens and as part of this we are committed to improving our Day Centres for adults with disabilities.

We must balance this with the need to be more efficient as a Council.

The Council is facing a significant financial challenge. As a result, we are required to make savings in relation to the services provided by the Council. This does include Adult Social Care, of which the Day Centres are part.

We currently have 9 Adult Social Care Day Centres in the City.

These support 426 citizens and provide respite to carers and family members.

The budget for the Centres is £11,352,000 per year.

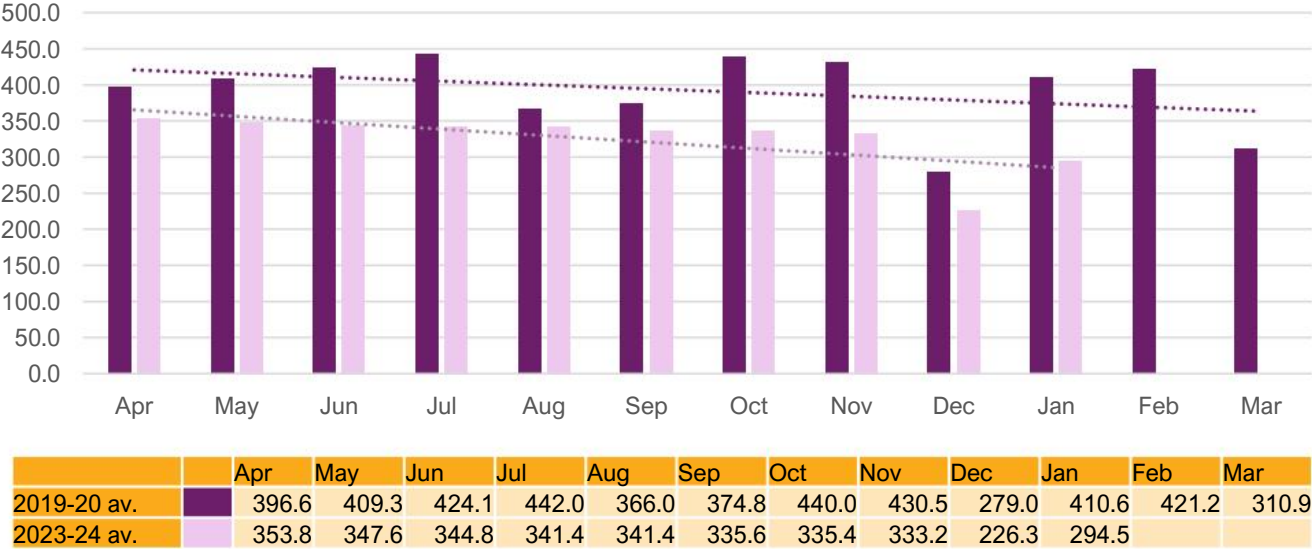
The nine Centres are below.

Name of Centre	Location
Alderman Bowen	125 Broadway Avenue, Bordesley Green, Birmingham, B9 5YD
Beeches GoLDD	174 Beeches Road, Great Barr, Birmingham, B42 2HN
Ebrook	Shooters Hill, Sutton Coldfield, B72 1HX
Elwood	270 Reservoir Road, Erdington, Birmingham, B23 6DE
Fairway (The)	2 The Fairway, Kings Norton, B38 8XJ
Harborne	370 West Boulevard, Quinton, Birmingham, B32 2PG
Heartlands	6 Inkerman Street, B7 4SB
Hockley	27 All Saints Road, Hockley, Birmingham, B18 5QB
Moseley	1 Amesbury Road, Moseley, B13 8LD

1. Introduction

We know that the services provided by the Day Centres are valued by citizens who access them and by their carers and family members. They provide a social environment and aim to increase a person's independence, ultimately reducing and delaying the need for future services. They also provide respite to carers.

However, we also know that since the Covid pandemic, the number of people accessing the Day Centres in Birmingham has significantly reduced.



This graph and table shows the declining attendance as of 2023 compared to 2019:

1. Introduction

In addition to declining attendance, we also know that the needs and aspirations of current and potential service users are changing, that not all our Centres are fully accessible, and that some require significant investment to reach required standards. We also know that staff recruitment is a particular challenge, meaning that there are over seventy vacancies across the nine Day Centres. In addition, transport is a major challenge in relation to supporting all Centres. Council officers consider that not all our Day Centres are efficient or offer value for money. This is at a time when Birmingham City Council faces significant financial challenges requiring the making of unprecedented savings. The savings proposals for the Day Centres are £1.95 million for 2024/2025 (which we propose will be achieved by deleting staff vacancies) and £3.35 million in 2025/2026 (through the release of some of our assets and the reduction of our running costs). A public consultation has been agreed by the Council in relation to the savings proposals. The purpose of the consultation is to make sure that people have a chance to tell us about their views on the proposals for our Day Centres in Birmingham.

It is important to say that while the Day Centre savings proposal is included in the Councils budget, no decision about the future of any of the nine Day Centres has been made.

We want to hear people's views before finalising any proposals and seeking a decision from the Councils Cabinet of elected members in September 2024. Our public consultation is called 'Your day, Your say'. This document explains why we are consulting with you and describes the different options we have considered. Based on the analysis of the current Day Centres, this document also outlines our preferred option and our rationale at this stage for your views which will inform our final recommendations for decision to the Councils Cabinet of elected members in September 2024.

2. What are we Consulting on?

A review of the Adult Social Care Day Centres was carried out following the Covid pandemic by an organisation independent to the Council; Red Quadrant, in partnership with volunteers from citizens who use services, their carers and others with lived experience, known as the Empowering People Team.

A report was presented in April 2023 that described the findings from the review. This led to the Council's Cabinet approving a Service Improvement Plan for the nine Adult Social Care Day Centres.

In addition to this initial review by Red Quadrant and the Empowering People Team, there has been further engagement with the Day Centre managers and staff, citizens and carers, to further shape the required improvements and the future planning of the Day Centres.

There has also been further analysis to understand how efficient each of the nine Day Centres are.

The quantitative and qualitative data has informed our improvement work so far. This has been based on what we have been told by citizens, carers and staff. All of this has informed our key outcomes and principles for the future improvement of our Day Centres.

Key Outcomes

The key outcomes driving our improvement work are:

Outcome 1

Meet people's outcomes for social interaction and physical and mental stimulation.

Outcome 2

Meet carers outcomes for respite.

Outcome 3

Meet people's care and support needs as required by the Care Act 2014

Consultation Approval

On the 5th March 2024 the Council approved the consultation on the proposed savings linked to the improvement and rationalisation of the nine Centres.

Our aim in rationalising our services is to increase efficiencies, deliver proposed savings and develop a more flexible person-centred offer that is reflective of our key outcomes and principles.

The proposed rationalisation will help us to continue to improve the remaining Centres. This does not mean the ending of services for any service users or the support for carers. It may however mean that the service they receive may be provided from a different location within the city of Birmingham.

Key Principles driving our improvement work

The key principles driving our improvement work that we need to maintain and further develop are:

Principle 1

Promote and maintain independence in a consistent way which is personalised, flexible and responsive.

Principle 2

Promote learning in a stimulating and supportive environment.

Principle 3

Deliver greater integration and partnership working with local communities.

Principle 4

Maximise the use of community facilities that can be accessed by older people and younger adults with disabilities.

3. What are the proposed options for the Day Centres?

We have considered several proposed options in relation to the Day Centres against four important questions linked to our qualitative and quantitative analysis.

These are:

Quality

Would the proposed option improve the quality of facilities and activities people are able to access?

Value for Money

Would the proposed option represent good value for money between the short and the longer term?

Least Disruption

What degree of disruption to citizens and carers would result from the proposed option?

Future Direction of the Service

Would the proposed option meet the key components and principles of our Improvement and Transformation Journey?

Proposed Options

With these questions in mind alongside our key outcomes and principles the options we have considered to inform our proposals are:

	Option	Reasons why this might work	Reasons why this might not work
1	Do Nothing- continue to run the 9 Day Centres in their present format	<ul style="list-style-type: none"> • Would be less disruptive for existing service users. • Would be less disruptive for carers. 	<ul style="list-style-type: none"> • Would not improve the quality of facilities or increase the efficiencies of all Centres. • Would not provide value for money. • Would not deliver the proposed savings • Would not be financially sustainable. • Would not meet the key outcomes or the key principles of our current Improvement and Transformation Journey.
2	Refurbish the Day Centres so they meet modern standards	<ul style="list-style-type: none"> • Would be less disruptive 	<ul style="list-style-type: none"> • Would not provide value for money. • Would not be financially viable. • Would not deliver the proposed savings. • Would not meet the key outcomes or principles of our current Improvement and Transformation Journey.
3	Rationalise the Service by the re-location of existing service users and staff from 4 Day Centres to the remaining 5 Day Centres	<ul style="list-style-type: none"> • Would improve the quality of facilities and services. • Would provide value for money. • Would meet the key principles and outcomes of our improvement and transformation journey. • Would deliver the proposed savings. 	<ul style="list-style-type: none"> • Would cause short term disruption to service users and carers.
4	Close all Day Centres	<ul style="list-style-type: none"> • We have not identified any benefits to this option. 	<ul style="list-style-type: none"> • Would cause maximum disruption for existing service users and carers. • Would not meet the outcomes or principles of our current Improvement and Transformation Journey

Qualitative vs Quantitative Analysis

Based on the analysis of both our qualitative and quantitative data and our key outcomes and principles, Option 3 is currently our preferred option.

Option 3 proposes that the service is rationalised, and that the following four Day Centre Services are re-located, and service users are supported to move with staff to the Centres that will continue to provide support. There will be no staff redundancies as a part of the rationalisation proposal, but it may mean that the place of work for staff may change, subject to consultation, to ensure consistency of support for service users and to protect jobs for staff.

The rationalisation will enable us to strengthen the offer to service users and their carers, improve efficiencies and support the continued change of the service in response to the qualitative and quantitative work we have completed. The four Day Centres we are proposing will be re-located are:

- **1. Beeches GoLDD**
- **2. Fairway**
- **3. Harborne**
- **4. Heartlands**

The rationale for the proposal has been informed by both our qualitative data and quantitative data.

Key Messages from our Qualitative Data

The work completed by Red Quadrant and our engagement with staff, together with a review of the accessibility of current centres, geographical location and the offer provided to citizens and carers has told us that we need to improve the diversity of our offer, engage more effectively and consistently with local communities, foster the development of social enterprise and work collaboratively with our partners to reduce costs and improve outcomes for citizens, carers and family members.

Themes across the engagement events are shown on the following pages.



The Impact of the Pandemic

Temporary closure had a major impact on people using the Centres, their carers, family members and staff. Providers came together to find new and creative ways to support people which was clearly appreciated. Some Social Enterprise schemes haven't been restarted and activities have been reduced and/or restricted. Other professionals such as opticians, chiropodists, dentists and hairdressers used to visit the Centres but haven't fully returned since Covid.

"There were projects occurring prior to COVID in the community, since COVID these have stopped".

Hockley Staff Engagement Session 12/10/23

Sadly, a lot of clients passed away during Covid pandemic and they have had difficulty getting referrals since – this has significant knock on in terms of funding and having sufficient numbers to do activities they want to do.

Beeches GOLDD conversation template, Red Quadrant phase 2, 13/02/24

The importance and status of Day Centres

Temporary closure had a major impact on people using the Centres, their carers, family members and staff. Providers came together to find new and creative ways to support people which was clearly appreciated. Some Social Enterprise schemes haven't been restarted and activities have been reduced and/or restricted. Other professionals such as opticians, chiropodists, dentists and hairdressers used to visit the centres but haven't fully returned since Covid.

"Citizens have joined groups such as Advocacy Matters, and this has helped citizens improve their confidence".

Elwood Staff Engagement Session, 13/11/23

Day opportunities provide a safe place where our loved ones can attend, this gives us time to be able to do the things we need to without having to worry about them

Red Quadrant Report My Daily Life My Choice co-produced day opportunity review 02/03/23

Barriers faced

People using Day Centres wanted to do more in the community. Transport was the most talked about issue faced (specialist and public transport) for getting to and from the Centres and accessing the community. A shortage of drivers, increased running costs and drivers being unable to meet care needs were cited by the staff. Accessibility of venues and lack of facilities like changing places also pose a significant barrier to accessing the community. The attitudes and awareness of the public and mainstream staff left many feeling anxious or ashamed about going out. Staff felt Risk Assessments and Health & Safety concerns are time consuming and prevent them from taking people out. The static opening hours of the Centres was seen as a barrier as people would like to be able to attend on evenings and weekends

Opening hours - with current transport issues, the length of day services short and. Carers would like more flexibility with this. The impact on them and their health is that they are cancelling medical appointments as need to be home to receive the person they care for or are anxious when out during the day that they've got to get back in time.

Day Opportunities Meetings Feedback (100 day sprint)

Staff are unable to take citizens out due to health and safety

Heartlands Staff Engagement 12/10/23

The importance of collaborative working

It was raised that there were different facilities, activities, staffing levels and training across the Centres. There are also differing needs and wants of people who use Day Centres, for example adults with Learning Disabilities as opposed to Physical Disabilities.

People who use Day Centres want to be able to visit other Centres and make use of their facilities. People also reported a lack of continuity and certainty. There was also a desire for collaboration and joint working across Day Centres, Specialist Schools and College and Health and Social Care Professionals.

More collaborative work with other centres and organisations within the city. (Age UK other day services etc) better communication with other BCC centres, so that resource is that one centre has will be available to other centres.

**Beeches GOLDD conversation template,
Red Quadrant phase 2, 13/02/24**

Required Capital Investment

Building Conditions Survey's were undertaken in 2021 and the following costs were quoted for repair work on the Internal Day Centres:

Day Centre	Essential Work	Essential Work (within 2 years)	Desirable work (within 3 years)	Total
Alderman Bowen	£14,570	£34,506	£32,190	£81,266.00
Beeches GOLDD	£100	£7,090	£19,700	£26,890.00
Ebrook	£2,100	£4,285	£12,450	£18,835.00
Elwood	£16,398	No quote provided	No quote provided	£16,398.00
Fairway	£2,250	£20,300	£55,600	£78,150.00
Harborne	£700	£12,700	£41,250	£54,650.00
Heartlands	£134,596	£55,350	£0	£189,946.00
Hockley	£2,200	£3,912	£40,734	£46,846.00
Moseley	£2,336	£5,171	£97,570	£105,077.00

Further repair cost quotes were requested in 2023 for both Heartlands and Fairway following requests for remedial work. These costs were quoted as shown;

Day Centre	Total
Fairway roof/asbestos	£23,979.00
Heartlands modernisation	£2,821,418.00

Annual Running costs and Required Capital Investment combined including Centre Capacity and Staffing Levels

The quantitative data in addition to the required capital investment includes for each centre the annual running costs, capacity of each centre, actual attendance, current staffing levels and vacancies.

Centre	Premises Costs		Building Capacity to support Citizens		Current staffing levels to support Citizens		
	Annual running costs	Repair Costs/ Capital investment required	Capacity /citizens per day	% Citizen attendance	Current staffing levels	Vacant positions	% Staff vacancies
Alderman Bowen	£1,593,630.55	£81,266.00	120	44.58%	43	10	18.87%
Beeches GOLDD	£397,663.64	£26,890.00	25	45.6%	8	7	46.67%
Ebrook	£1,080,367.64	£18,835.00	60	72.33%	27	5	15.63%
Elwood	£568,725.82	£16,398.00	50	47.8%	14	8	36.36%
Fairway	£405,060.00	£102,129.00	50	16%	9	0	0%
Harborne	£1,501,747.64	£54,650.00	80	51.63%	32	12	27.27%
Heartlands	£791,105.45	£3,011,364.00	108	44.81%	16	14	46.67%
Hockley	£1,343,629.09	£46,846.00	110	57.91%	32	11	25.58%
Moseley	£1,312,157.45	£105,077.00	115	45.22%	39	11	22%

Proposal – re-location of Centres

The four Centres proposed for re-location when taken as an overall average have the lowest attendance levels as a percentage of the Centres capacity, the highest running costs, and the highest percentage of staff vacancies.

The Tables opposite show the detail:

Centre	Current number of staff	Vacant positions	% Staff vacancies (of day centre total full staff complement)
Beeches GOLDD	8	7	46.67%
Fairway	9	0	0%
Harborne	32	12	27.27%
Heartlands	16	14	46.67%

Centre	Capacity/citizens per day	Current Daily attendance/citizens per day	% Citizen attendance
Beeches GOLDD	25	11.4	45.6%
Fairway	50	8.0	16.00%
Harborne	80	41.3	51.63%
Heartlands	108	48.4	44.81%

Centre	Day Rate	Annual Running Cost	Current Annual Running Cost per citizen	Capital investment (excluding inflation/cost of living/modernisation)
Beeches GOLDD	£150.63	£397,663.64	£34,882.78	£26,890.00
Fairway	£210.97	£405,060.00	£50,632.50	£102,129.00
Harborne	£139.67	£1,501,747.64	£36,361.93	£54,650.00
Heartlands	£70.74	£791,105.45	£16,345.15	£189,946.00

Proposal – remaining Centres

The proposal is that the five remaining Day Centres will absorb the citizens who are currently accessing Beeches GOLDD, Fairway, Harborne and Heartlands and associated staff. The five Centres proposed are:

1. Alderman Bowen

2. Ebrook

3. Elwood

4. Hockley

5. Moseley

The proposed rationalisation to the five Centres from nine we believe will improve efficiencies and the quality of support for citizens. There will be more citizens attending these Centres as a result, creating a more stimulating environment with lots of new opportunities to socialise. The Centres will be fully staffed and able to provide the person-centred support citizens have been asking for.

Centre	Capacity/citizens per day	Current Daily attendance/citizens per day	% attendance
Alderman Bowen	120	53.5	44.58%
Ebrook	60	43.4	72.33%
Elwood	50	23.9	47.8%
Hockley	110	63.7	57.91%
Moseley	115	52.0	45.22%

Centre	Current number of staff	Vacant positions	% Vacancies (of day centre total full staff complement)
Alderman Bowen	43	10	18.87
Ebrook	27	5	15.63
Elwood	14	8	36.36
Hockley	32	11	25.58
Moseley	39	11	22.00

Centre	Day Rate	Annual Running Cost	Current Annual Running Cost per citizen	Capital investment (excluding inflation/cost of living/modernisation)
Alderman Bowen	£140.68	£1593 630.55	£29 787.49	£81 266.00
Ebrook	£105.67	£1080 367.64	£24 893.26	£18 835.00
Elwood	£102.14	£568 725.82	£23 796.06	£16 398.00
Hockley	£99.88	£1343 629.09	£21 093.08	£46 846.00
Moseley	£116.82	£1 312 157.45	£25 233.80	£105 077.00

4. Why are we consulting?

Councillors are responsible for making decisions for the Council. Holding a public consultation gives those who may be directly affected by the proposals the opportunity to have their say and influence the decision that is made. Those who may be in-directly affected, community organisations and the public are also encouraged to review these proposals and give feedback.

During the consultation you can request further information, ask questions and request that we investigate viable alternative options that have not been identified and that will deliver on the required outcomes.

We will publish our response to comments received and this information will be considered by Council so that they can make an informed decision.

Consultation Timetable

The Consultation Timetable is:

Tuesday 7th May 2024

Consultation Opens

Tuesday 9th July

Consultation Closes

September 2024

Report to Cabinet for recommendations and decision

5. How will we consult?

Everyone can respond to the consultation by reading this consultation document, which summarises the proposals and then by completing the consultation questionnaire.

If you have any questions about the proposals, need more information or would like us to consider other ideas then please let us know by emailing the 'Your day, Your say' email address at

yourdayyoursay@birmingham.gov.uk

Or by calling the 'Your day, Your say' telephone number **0121 675 8454**.

For those people who may be directly affected by the proposals, people who attend the Day Centres, their relatives, carers and representatives, we have organised meetings to enable everyone who wants to take part in the consultation to be able to do so.

Consultation Meetings

We will take special care to ensure that the people who attend the Day Centres are consulted, without causing distress, especially to those who may have difficulty understanding what is happening. We will discuss this with the people who know them best such as their relatives, carers, representatives and the staff in the Centres.

For those people who may need help and have no representative, we will offer support through advocates provided by independent organisations, who will assist them to ensure that they can express their views.

The consultation activities with the people we support, and their relatives and carers will be tailored to individual requirements where practicable and possible.

Day Centre Consultation Meetings

Day centre consultation meetings (Service Users and Carers):			Service User	Carer	Links
8 th May 2024	Virtual	NA	N/A	7.00pm - 8.00pm	Join the meeting now Meeting ID: 371 711 551 825 Passcode: g3aWJu
13 th May 2024	Alderman Bowen	Alderman Bowen, 125 Broadway Avenue Bordesley Green, Birmingham B9 5YD	10.30 - 12pm	1pm - 2.30	N/A
15 th May 2024	Ebrook	Shooters Hill, Sutton Coldfield, B72 1HX	10.30 - 12pm	1pm - 2.30	N/A
28 th May 2024	Elwood	270 Reservoir Road, Erdington, Birmingham, B23 6DE	10.30 - 12pm	1pm - 2.30	N/A
3 rd June 2024	Fairway	2 Fairway, Kings Norton, B38 8XJ	10.30 - 12pm	1pm - 2.30	N/A
10 th June 2024	Harborne	370 West Boulevard, Quinton Birmingham, B32 2PG	10.30 - 12pm	1pm - 2.30	N/A
11 th June 2024	Hockley	27 All Saints Road, Hockley, Birmingham, B18 5QB	10.30 - 12pm	1pm - 2.30	N/A
18 th June 2024	Moseley	1 Amesbury Road Moseley B39 8LD	10.30 - 12pm	1pm - 2.30	N/A

Day Centre Consultation Meetings

The choice that will be offered to service users and carers accessing the Day Centres include:

- Attending any one of the consultation meetings dedicated to service users at the Day Centres
- Attending any one of the consultation meetings dedicated to carers at the Day Centres
- Attending any one of the Public Consultation Meetings
- By completing the 'Your day, Your say' Online questionnaire.
- By completing the 'Your day, Your say' hard copy questionnaire.
- By completing the 'Your day, Your say' easy read consultation document and questionnaires if this is your preferred way of communicating with us.

Public Consultation Meetings

We have also organised four public consultation meetings across the city for people who may not be directly affected by the proposals

<u>Public Consultation meetings;</u>		<u>Address</u>	<u>Time</u>	<u>Links</u>
16th May 2024	Virtual	N/A	2:00pm - 3:00pm	Join the meeting now Meeting ID: 337 506 828 745 Passcode: TSeRqY
13th June 2024	Virtual	N/A	1:00pm - 2:00pm	Join the meeting now Meeting ID: 379 604 397 412 Passcode: iniSbr
17th June 2024	Face-to-Face	Harborne Pool & Fitness Centre Lordswood Road, Harborne, Birmingham B17 9QS	2:00pm - 3:00pm	N/A
8th July 2024	Face-to-Face	DRC (Disability Resource Centre) Information Health and Wellbeing Centre Unit 18, Ace Business Park, Mackadown Lane, Kitts Green, B33 0LD	10:30am - 11:30am	N/A

Public Consultation Meetings

The choice that will be offered to the public include:

- Attending any one of the Public Consultation Meetings
- By completing the 'Your day, Your say' online questionnaire
- By completing the 'Your day, Your say' hard copy questionnaire
- By completing the 'Your day, Your say' easy read consultation questionnaire if this is your preferred way of communicating with us.

Further Information

You can get further information about our consultation by contacting:

The 'Your day, Your say' Consultation Email address yourdayyoursay@birmingham.gov.uk

The 'Your day, Your say' Consultation Number
0121 675 8454

The Council's 'Your day, Your say' website <https://www.birminghambeheard.org.uk>

6. Frequently Asked Questions

Frequently Asked Questions

Q1: I like my Day Centre, why does it have to change?

A: The number of people attending Day Centres has reduced during recent years and not all the centres are being used as well as they could be.

Q2. I like the support I get from my Day Centre – will this change?

A. Any changes put in place would not mean you will lose your support. It might mean that it is provided from a different place in Birmingham.

Q3: Are you doing this just to save money?

A: We want to provide better and a wider range of activities and support for people who use our current Day Centres. This might still be in the Day Centre or somewhere else. As a Council we need to make sure that we run our services as efficiently as possible. However, the Council is also facing a significant financial challenge and as a result we are required to make savings in relation to the services provided by the Council and that does include the Adult Social Care Day Centres.

Q4: If I go to a different Day Centre will transport be provided?

A: We will work with people individually to agree transport arrangements, but this will depend on your choice of Day Centre and the availability of transport. We can also consider Independent Travel Training for people.

Q5: What if I don't like any of the alternative Day Centres on offer to me?

A: We are finding that some people are choosing to do different things rather than attend a Day Centre. We can work with you to look at other opportunities if this is what you want.

Frequently Asked Questions

Q6: What about the staff?

A: The staff team will be involved, and we will be using their knowledge and expertise. Changes to some services may have an impact on some staff and we will be keeping everyone fully updated as the plans are developed.

Q7: If the service I receive is likely to change, will I be able to move with my friends?

A: We will do everything we can to support you to move with a friend if that is your choice, but this may not be possible in every case.

Q8: What happens next?

A: We will gather everyone's views together and consider how this affects the services we can offer in the future as part of the consultation. We must make recommendations based on these views which will need the approval of the Council's Cabinet in September 2024 before any final decisions are made.

Q9: If councillors agree to the changes recommended when will things change?

A: If councillors agree the changes, following the completion of the consultation process, you will be supported to understand and consider the affect it may have on you. If you are affected, you will be supported to understand the Day Centres available that you could attend. We will work closely with you and your family before we make any final decisions.

Q10: Are other Councils changing Day Centres?

A: Less people are attending Day Centres in other cities across the country. Different ways of providing support for people have been developed since the Covid Pandemic. Younger adults also tell us they want to do things differently and are looking for different support in their local communities.

We would like to thank you for taking the time to read this document and encourage you to respond to the consultation proposals.

‘YOUR DAY, YOUR SAY’





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birmingham.gov.uk



RESET



RESHAPE



RESTART

Day Centre Capacity v's Usage as of 5/6/24

	Day Centre Capacity (number of Citizens your centre can safely take per day)					Current Day Centre Usage (number of Citizens your Day Centre currently supports per day)					Usage average across the week	Capacity average across the week
Day Centre	M	Tu	W	Th	Fr	M	Tu	W	Th	Fr	n/a	n/a
Harborne	80	80	80	80	80	44	48	53	47	49	48.2	31.8
Heartlands	110	110	110	110	110	55	51	54	50	49	51.8	58.2
Fairway	80	80	80	80	80	8	8	9	12	8	9	71
Beeches GOLDD	22	22	22	22	22	7	9	7	10	5	7.6	14.4
Ebrook	50	50	50	50	50	36	43	41	39	39	39.6	10.4
Elwood	55	55	55	55	55	21	24	21	24	18	21.9	33.1
Hockley	110	110	110	110	110	47	48	51	46	48	48	62
Moseley	115	115	115	115	115	73	75	71	79	76	74.8	40.2
Alderman Bowen	110	110	110	110	110	70	68	73	73	73	71.4	38.6





Easy
Read

Options to change the Day Centres

What do you think?



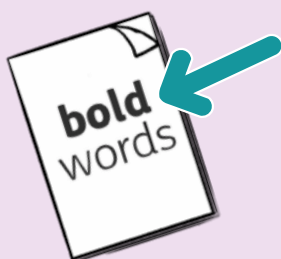
Easy Read



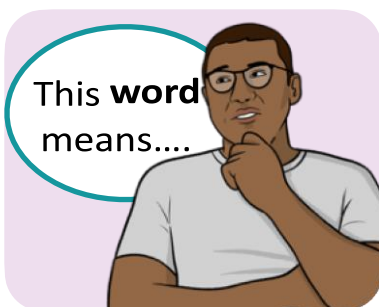
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



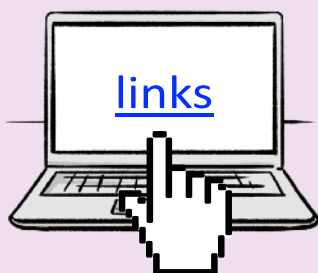
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this booklet5

Our 9 Day Centres7

What we want for people9

4 options10

What you said18

What do you think?23

Find out more25

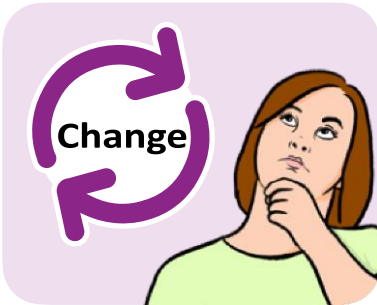
About this booklet



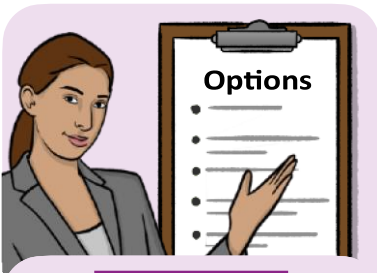
Birmingham City Council is looking at making changes to our 9 adult day centres.



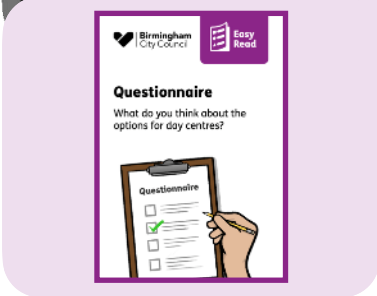
We have asked people what services they would want during the day, and we have written a report.



This report explains the issues for day centres and the **options** for change. **Options** means choices.



We now want you to tell us what you think about the options.



Please read the information in this booklet, then answer the questions in the separate booklet, called the 'Questionnaire'.

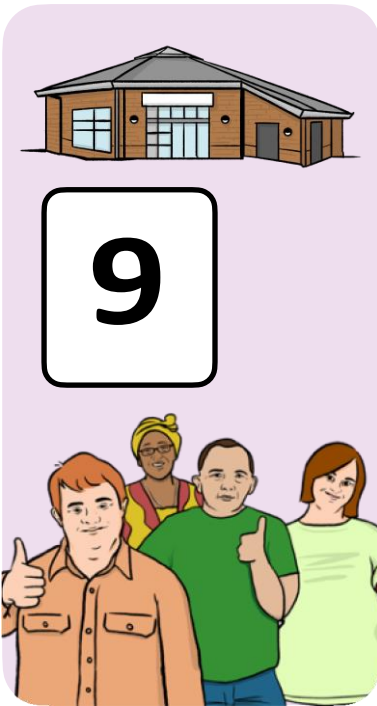


We need your answers by Tuesday 9 July 2024.



We will listen to what you say before we make any decisions about the future of the day centres.

Our 9 Day Centres

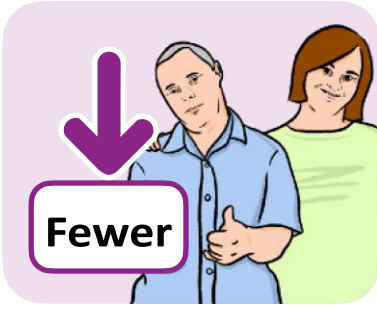


Our 9 day centres are:

- Alderman Bowen.
- Beeches GoLDD.
- Ebrook Centre.
- Elwood.
- Fairway Centre.
- Harborne.
- Heartlands.
- Hockley.

- Moseley.

Issues for day centres



Fewer people go to day centres than they used to.



Many people want to do other things during the day instead of going to a day centre.



It is difficult to transport some people to a day centre.



Some day centres need extra money so they can give a good service.



The council has to save money. We need to spend less money on day centres.

What we want for people

When we are thinking about changes to day centres, we want:



- People to be able to meet together and have interesting things to do.

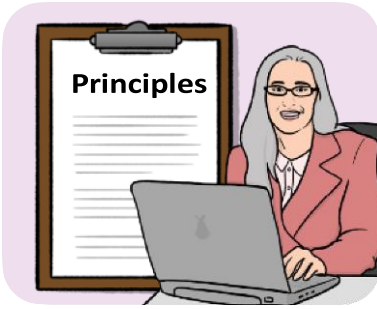


- Carers to have some time off their caring work.



- To do the things that the law says we have to do.

4 principles



A **principle** is a way of doing things.

When we think about changes to day centres, we have 4 principles:



1. Support people to be independent in the way that they want to be independent.



2. Help people to learn.



3. Help people to be more involved in their local community.



4. Use local community buildings that are **accessible** to everyone. This means they are easy for everyone to use, no matter if they are disabled.

4 options

We have 4 options for ways that we can change our day centres.



When we think about these options we will think about:

- Will the option help people to do better activities?



- Is the option good value for money?



- Will the option cause problems for people who use the service?



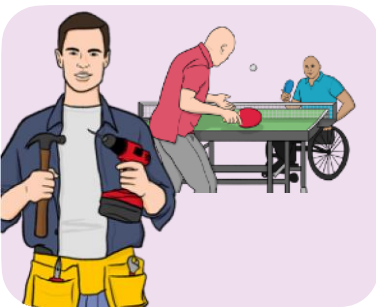
- Will the option be good for the future of services in Birmingham?



The 4 options



1. Do nothing.



2. **Modernise** the day centres. This means doing up the buildings and getting new equipment.



3. Close 4 day centres and move people and staff to the other 5.



4. Close all the day centres.

Option 1 - Do nothing



The Council needs to save a lot of money. To do this, we need to spend less on many different services.



If we do nothing, we will not save the money that we need to save.

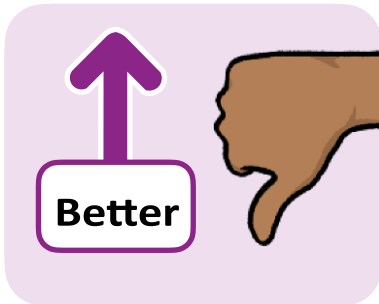


If you think that we should not spend less on Day Centres, and spend less on others services instead, please tell us which services you think we should spend less on.

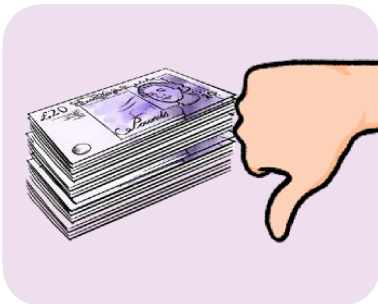


Doing nothing would not cause many problems for people and carers.

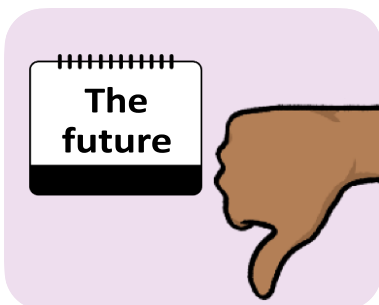
But it would not:



- Improve services.

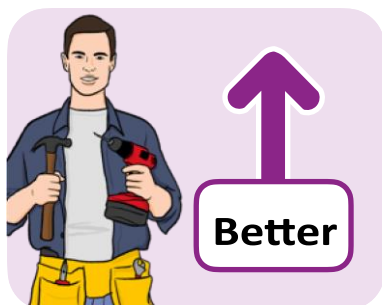


- Be good value for money.



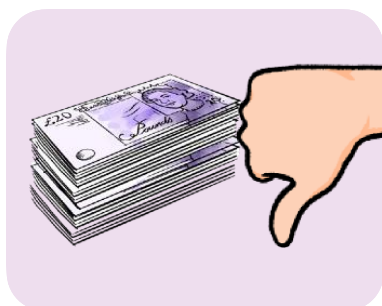
- Be good for the future of services in Birmingham.

Option 2 - Modernise the day centres



This option would improve the services and would not cause problems for people.

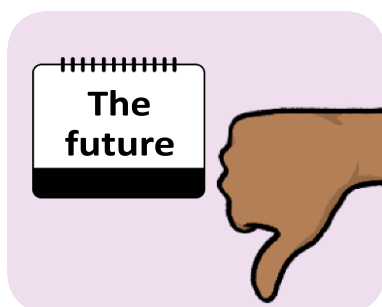
But it would not:



- Be good value for money.



- Save the money we need to save.



- Be good for the future of services in Birmingham.

Option 3 - Close 4 day centres



This option would:

- Improve the services.



- Be good value for money.



- Be good for the future of services in Birmingham.



- Save the money we need to save.



But it would cause problems for some of the people who use day centres.

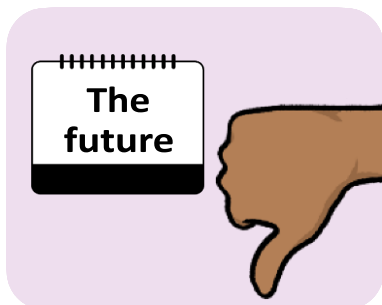
Option 4 - close all day centres



This would not be good for anyone.



It would cause a lot of problems for people who use our services.



It would not be good for the future of services in Birmingham.

More about Option 3



We prefer Option 3.

With Option 3:



- These centres would close: Beeches GoLDD, Fairway, Harborne, and Heartlands.

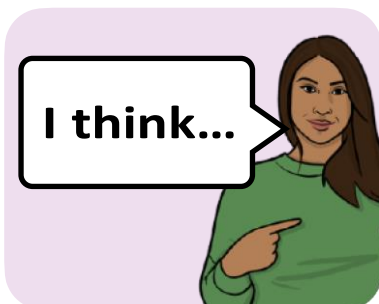


- We would help people and staff to move to one of the other centres, if they want.



- No staff will be forced to lose their job.

What you said



We asked you what you thought about day services. These are the main things that you said.

Covid



The centres were closed during the time of Covid.



People worked together to find different ways to support people.



Some of the old services have not started again after Covid.

Day centres are important

You said that day centres are important because:



- You meet with friends.



- They are safe and welcoming.



- They help you to get involved in the local community.



- Carers can get a break and do something else.

Doing more in the local community



People want to do more in their local community.



People want to be able to go out in their local community in the evenings and weekends - when day centres are closed.

But it is difficult to go out into the community because:



- It's hard to get transport.



- There are not enough changing places.



- People worry that people in their local community might have a bad attitude.



It is also difficult to go out into the community because it takes time for staff to write a **Risk Assessment**.

A **Risk Assessment** explains what to do if something goes wrong while you are out.

Working together



You said that day centres, schools, colleges and health centres should all work together more.

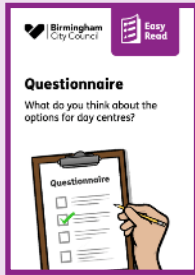


People want to have a service that is right for them.



People who go to one day centre might want to use a service at a different day centre some of the time. The day centres should work together to allow this.

What do you think?



Please tell us what you think about these options by completing the separate questionnaire.



We need your answers by Tuesday 9 July 2024.

Meetings in Day Centres

You can come and find out more at one of our meetings in day centres. These are:



- Monday 13 May 10:30 to 12 noon at Alderman Bowen.



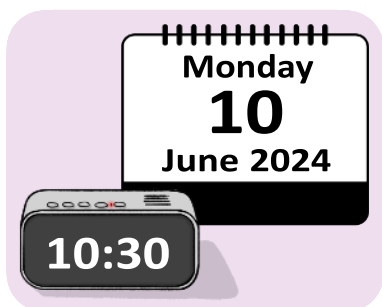
- Wednesday 15 May 10:30 to 12 noon at Ebrook.



We will have meetings on: ● Tuesday 28 May 10:30 to 12 noon at Elwood.



● Monday 3 June 10:30 to 12 noon at Fairway.



● Monday 10 June 10:30 to 12 noon at Harborne.

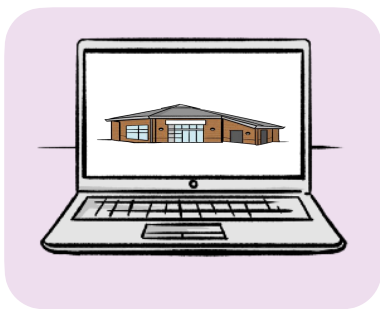


● Tuesday 11 June 10:30 to 12 noon at Hockley.



- Tuesday 18 June 10:30 to 12 noon at Moseley.

Find out more



You can look at our website here:

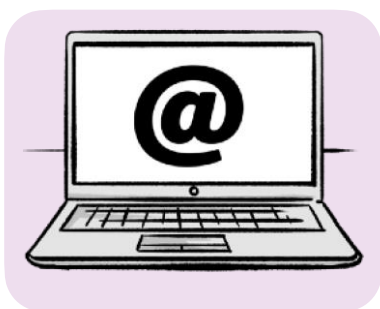
www.birminghambeheard.org.uk/bcc/ascdc/



You can contact us by: ●

Phone:

0121 675 8454 ●



Email:

yourdayyoursay@birmingham.gov.uk

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EQUALITY IMPACT ASSESSMENT

Day Centres

Reference: EIA000174

Date: 19/01/2024

Submitted by: atrin.conway@birmingham.gov.uk

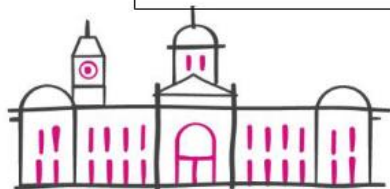


EIA Form – About your EIA

Reference number	EIA000174
Date Submitted	19/01/2024
Subject of the EIA	Day Centres
Brief description of the policy, service or function covered by the EIA	<p>The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service. The Council offers day opportunities for citizens, aged 18 plus, with learning and/or physical disabilities in internal day centres across the City. This includes a blend of activities within the centres, such as arts and enablement (to promote independence), as well as access to activities within the community such as leisure and gardening projects. We are transforming the service to improve the offer and the resulting outcomes for citizens. This will benefit citizens and will support in advancing equality as the transformation work seeks to provide greater support with regards to developing independence through enablement and employment. We embark on a public consultation which will focus on formative proposals in relation to future service change based on the need to meet increasing demand, increase efficiencies, make savings, improve outcomes for citizens and carers and respond to what we know about people's views re lack of flexibility. The method for consultation will be inclusive, including both on-line forms of consultation, and face to face sessions. Current services and support will continue for all citizens with protected characteristics. The service in scope is accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to amend and update the EIA to reflect outcomes of the review in more detail.</p>
Equality Assessment is in support of...	["New service"]
How frequently will you review impact and mitigation measures identified in this EIA?	Quarterly
Due date of the first review	2024-02-05

Directorate, Division & Service Area

Which directorate(s) are responsible for this EIA?	["Adults Social Care"]
Division	Community and Operational Services
Service area	Transformation



Which directorate(s) are responsible for this EIA?	["Adults Social Care"]
Budget Saving	Yes

Officers

What is the responsible officer's email address?	atrin.conway@birmingham.gov.uk
What is the accountable officer's email address?	temitope.ademosu@birmingham.gov.uk

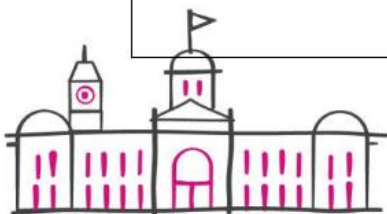
Data Sources

Data sources	["Birmingham City Observatory data and insight", "Oracle"]
Data source details	Eclipse. Some of the metrics, such as data relating to transgender, has not been obtained as citizens have been in the system for a number of years and many have not been in receipt of an annual review for some time.

Protected Characteristics

Protected Characteristic – Age

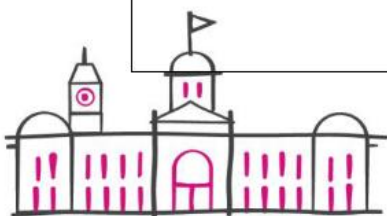
Does this proposal impact people due to their age as per the Equality Act 2010?	Yes
What age groups are impacted by your proposal?	["10-19 years", "20-29 years", "30-39 years", "40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]
Please describe the impact to the age characteristic	<p>EXTENDED AGE BAND Count of AGREEMENT_ID Percentage</p> <p>18-24 5 1.2%</p> <p>25-34 59 13.8%</p> <p>35-44 71 16.6%</p> <p>45-54 99 23.1%</p> <p>55-64 133 31.0%</p> <p>65-74 52 12.1%</p> <p>75-84 9 2.1%</p> <p>85+ 1 0.2%</p> <p>Grand Total 429</p> <p>The above data is derived from Eclipse.</p> <p>Our day centres currently do not appeal to young people aged 18-30, with only 1.2% of citizens aged 18-24 and 13.8% aged 25-34. Our new offer will include greater digital inclusion within the centres which should be attractive to a younger cohort of citizens. It will also include training and employment opportunities which is something that many of</p>



Does this proposal impact people due to their age as per the Equality Act 2010?	Yes
	<p>our young people have cited as an aspiration. The new blended offer will enable us to utilise centres for activities and also as touch points for citizens who may be accessing activities within the community. The service will continue to cater for citizens aged 18 and above which include the current cohort who are mainly within the 40-64 age bracket. Gaps in service provision for younger adults has been highlighted above and will be addressed as part of the redesign.</p> <p>As we are modernising our offer, we will be able to increase the service offer to meet the needs of this protected characteristic.</p>
How will you mitigate against any negative impact to the age characteristic?	<p>No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope is accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service. We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service</p>

Protected Characteristic – Disability

Does this proposal impact those people with a disability as per the Equality Act 2010?	Yes
Please describe the impact to the disability characteristic	<p>Long Term Access and mobility only 8 1.9%</p> <p>Long Term Access and mobility only / Long Term Learning Disability Support 2 0.5%</p> <p>Long Term Learning Disability Support 258 60.1%</p> <p>Long Term Learning Disability Support / Long Term Personal care support 4 0.9%</p> <p>Long Term Learning Disability Support / Long Term Support for Social Isolation or Other Support 5 1.2%</p> <p>Long Term Mental Health Support 3 0.7%</p> <p>Long Term Mental Health Support / Long Term Support for Social Isolation or Other Support 1 0.2%</p> <p>Long Term Personal care support 68 15.9%</p>



Does this proposal impact those people with a disability as per the Equality Act 2010?	Yes
	<p>Long Term Personal care support / Long Term Support for Social Isolation or Other Support 2 0.5%</p> <p>Long Term Support for Social Isolation or Other Support 63 14.7%</p> <p>Long Term Support with Memory and Cognition 5 1.2%</p> <p>Long Term Support with Visual Impairment 3 0.7%</p> <p>Not Recorded 7 1.6%</p> <p>Grand Total 429</p> <p>The above data is derived from Eclipse.</p> <p>With the majority of our citizens (60.1%) having a long term learning disability, our intention is to promote the service offer to be inclusive to those with physical disability also as the service does cater for this demographic.</p> <p>We want to attract younger people with learning and physical disabilities from across the city. Our service is available to everyone aged 18 plus.</p> <p>Nationally, only 4% of adults with learning disabilities are in paid employment. In Birmingham, that figure is 1.8%. We plan for our services to include working with the private and voluntary community sector to secure internships, apprenticeships, paid and volunteering opportunities for our citizens.</p> <p>As we are modernising our offer, we will be able to increase the service offer to meet the needs of this protected characteristic.</p>
How will you mitigate against any negative impact to the disability characteristic?	No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope is accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service.

Protected Characteristic – Gender



Does this proposal impact citizens based on their gender as per the Equality Act 2010?	Yes
What genders will be impacted by this proposal?	["Male","Female"]
Please describe the impact to the gender characteristic	<p>Female 197 45.9% Male 232 54.1% Grand Total 429</p> <p>The above data is derived from Eclipse.</p> <p>45.9% of our citizens are female and 54.1% are male. We do not have data on non-binary, this is data that we are going to obtain. The data shows an equal cohort of men and women and we will continue to monitor referrals to ensure we cater to the needs of the whole community. We do not have data on non binary, this is data that we are going to obtain. Once, we have this, we will analyse it.</p> <p>As we are modernising our offer, we will be able to increase the service offer to meet the needs of this protected characteristic.</p>
How will you mitigate against any negative impact to the gender characteristic?	<p>No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope are accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service. We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service</p>

Protected Characteristic - Gender Reassignment

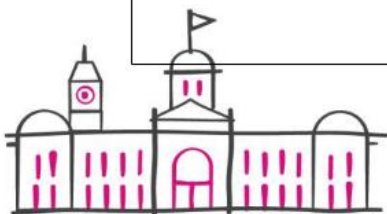
Does this proposal impact people who are proposing to undergo, undergoing or have undergone a process to reassign one's sex as per the Equality Act 2010?	Yes
Please describe the impact to the gender reassignment characteristic	<p>45.9% of our citizens are female and 54.1% are male. WNo direct impact has been identified. Current services and support will continue for all citizens with protected</p>



Does this proposal impact people who are proposing to undergo, undergoing or have undergone a process to reassign one's sex as per the Equality Act 2010?	Yes
	characteristics. The service in scope are accessible by groups regardless of protected characteristics.
How will you mitigate against any negative impact to the gender reassignment characteristic?	No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope are accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service. We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service

Protected Characteristic - Marriage and Civil Partnership

Does this proposal impact people who are married or in a civil partnership as per the Equality Act 2010?	Yes
What legal marital or registered civil partnership status will be impacted by this proposal?	["Never married and never registered a civil partnership", "Single", "Married: Same sex", "Married: Opposite sex", "In a registered civil partnership: Opposite sex", "In a registered civil partnership: Same sex", "Separated, but still married", "Separated, but still in a registered civil partnership", "Divorced", "Formerly in a civil partnership now legally dissolved", "Widowed", "Surviving partner from civil partnership"]
Please describe the impact to the marriage and civil partnership characteristic	<div> <div>Divorced 1 0.2%</div> <div>Married 18 4.2%</div> <div>Separated 2 0.5%</div> <div>Single 320 74.6%</div> <div>Widowed 3 0.7%</div> <div>Not Recorded 85 19.8%</div> <div>Grand Total 429</div> </div> <p>The above data is derived from Eclipse.</p>



Does this proposal impact people who are married or in a civil partnership as per the Equality Act 2010?	Yes
	4.2% of our citizens are married and the majority of our citizens are single. The marital or civil partnership status is not recorded for 19.8% of our citizens. We would ensure that if citizens, who are in a relationship, are able to access the same centre. The changes we are proposing do not have an impact. However, of the 4.2% who are married, many of their partners have a caring responsibility, and we would continue to support this.
How will you mitigate against any negative impact to the marriage and civil partnership characteristic?	No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope are accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service. We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service

Protected Characteristic - Pregnancy and Maternity

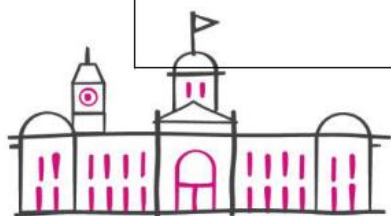
Does this proposal impact people covered by the Equality Act 2010 under the protected characteristic of pregnancy and maternity?	Yes
Please describe the impact to the pregnancy and maternity characteristic	<p>There is no data on Eclipse regarding pregnancy or maternity. However, as the majority of our citizens are aged 40-64, it is unlikely that they would be pregnant or need support relating to maternity.</p> <p>As part of the transformation work, we are attracting young people and will we implement sexual health and associated training targeted at younger people as well as providing sexual health advice to all our citizens.</p>
How will you mitigate against any negative impact to the	No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope are accessible by



Does this proposal impact people covered by the Equality Act 2010 under the protected characteristic of pregnancy and maternity?	Yes
pregnancy and maternity characteristic?	groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service. We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service

Protected Characteristic - Ethnicity and Race

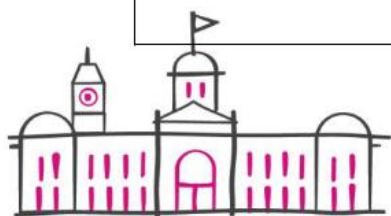
Does this proposal impact people due to their race as per the Equality Act 2010?	Yes
What ethnic groups would be impacted by this proposal?	["White British", "Other White", "Bangladeshi", "Chinese", "Indian", "Pakistani", "Other Asian", "African", "Caribbean", "Black British", "Other Black", "Arab", "Latin American", "Irish", "Gypsy or Irish Traveller", "Roma", "Central and Eastern Europe", "Western and Southern Europe"]
Please describe the impact to the ethnicity and race characteristic	<p>Asian/Asian British 117 27.3%</p> <p>Black/Black British/Caribbean or African 65 15.2%</p> <p>Mixed or Multiple Ethnic Groups 4 0.9%</p> <p>Other Ethnic Group 4 0.9%</p> <p>White 238 55.5%</p> <p>Not Recorded 1 0.2%</p> <p>Grand Total 429</p> <p>The above data is derived from Eclipse.</p> <p>Birmingham is a minority majority City. With 55.5% of our citizens accessing our services with white heritage, makes this not representative. The transformation offer is inclusive and should appeal to communities across our diverse City. The modernisation of the service and increased breadth of its scope should entice more citizens to access it.</p> <p>The new offer could include opening day centres at evenings and weekends which will be an attractive offer to citizens. It could be particularly appealing to those members of the community who are cared for as part of an</p>



Does this proposal impact people due to their race as per the Equality Act 2010?	Yes
	extended family, for example citizens from the Asian community. Being able to attend centres in the evening and during the weekend may open up the service to more citizens. We want our service to be representative of the communities we serve. The involvement of new demographics of the minority majority City of Birmingham will be taken into account and we will ensure that the service represents the broader demographic of communities.
How will you mitigate against any negative impact to the ethnicity and race characteristic?	No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope are accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service. We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service

Protected Characteristic - Religion or Beliefs

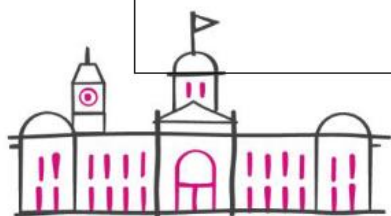
Does this proposal impact people's religion or beliefs as per the Equality Act 2010?	Yes
What religions could be impacted by this proposal?	["Christian", "Buddhist", "Hindu", "Muslim", "Sikh"]
Please describe the impact to the religion or beliefs characteristic	<p>Christian 210 49.0%</p> <p>Hindu 7 1.6%</p> <p>Jewish 2 0.5%</p> <p>Muslim 96 22.4%</p> <p>No Religion 44 10.3%</p> <p>Refused 11 2.6%</p> <p>Sikh 13 3.0%</p> <p>Other Religion 40 9.3%</p> <p>Not Recorded 6 1.4%</p> <p>Grand Total 429</p> <p>The above data is derived from Eclipse.</p>



Does this proposal impact people's religion or beliefs as per the Equality Act 2010?	Yes
	Although just under half of our citizens are Christian, we offer a suite of activities within the centres which celebrates all faiths and religions. For example, we hold events for all citizens in celebration of Eid and do the same for Christian festivals such as Easter and Christmas. The enhanced offer at the centres which will include opening the centres in the evenings and at weekends will enable citizens to access religious activities or services. For example, Muslim citizens may leave centres on Friday at lunchtime to attend prayers. The new service offer would enable them to return following prayers as the centre will still be open.
How will you mitigate against any negative impact to the religion or beliefs characteristic?	No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope are accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service. We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service

Protected Characteristic - Sexual Orientation

Does this proposal impact people's sexual orientation as per the Equality Act 2010?	Yes
What sexual orientations may be impacted by this proposal?	["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]
Please describe the impact to the sexual orientation characteristic	<p>Heterosexual/Straight 40 9.3%</p> <p>Not Recorded 337 78.6%</p> <p>Other 10 2.3%</p> <p>Prefer not to say 42 9.8%</p> <p>Grand Total 429</p> <p>The above data is derived from Eclipse.</p> <p>With no recording for 78.6% of citizens, this data requires further work and analysis. We are working with BCU on a</p>



Does this proposal impact people's sexual orientation as per the Equality Act 2010?	Yes
	research project to look at care provision for older adults from the LGBTQI+ community receiving services from Adult Social Care. We will use learning from this research for both collection of data and improvement of categories for citizens and address gaps in services. We need to create an environment in which people are comfortable to share data about their sexual orientation. We also need to improve categories which need to be more specific to present a clearer picture.
How will you mitigate against any negative impact to the sexual orientation characteristic?	No direct impact has been identified. Current services and support will continue for all citizens with protected characteristics. The service in scope are accessible by groups regardless of protected characteristics. This EIA has not identified any adverse impact as a result of the service expanding to cater to more citizens. We will continue to review and amend the EIA in line with changes in service. We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service

Monitoring

How will you ensure any adverse impact and mitigation measures are monitored?	<p>There is regular monitoring of both citizens within the service. We will create an EIA log that will monitor the measures put in place. We will also review our qualitative and quantitative data. We will continue to work with our colleagues, carers and citizens who work within the centres. We will make sure this process is inclusive of all stakeholders.</p> <p>As we are modernising our offer, we will be able to increase the service offer to meet the needs of this protected characteristic.</p> <p>We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service</p>
Please enter the email address for the officer	caroline.naven@birmingham.gov.uk



<p>How will you ensure any adverse impact and mitigation measures are monitored?</p>	<p>There is regular monitoring of both citizens within the service. We will create an EIA log that will monitor the measures put in place. We will also review our qualitative and quantitative data. We will continue to work with our colleagues, carers and citizens who work within the centres. We will make sure this process is inclusive of all stakeholders.</p> <p>As we are modernising our offer, we will be able to increase the service offer to meet the needs of this protected characteristic.</p> <p>We will continue to amend and update the EIA to reflect outcomes of the review in more detail. The subject of this EIA is to review services to make improvements, review of the EIA will be subject to public consultations which will determine the strategy used to improve the service</p>
<p>responsible for monitoring impact and mitigation</p>	



Heartlands Resource Centre

Background

Since March 2023, Heartlands resource Centre had a temporary boiler fitted as the existing boilers were condemned. In order for the service to continue with hot water and heating a temporary measure.

There was a hire cost of £5,000 for three months hire. Since the section 114 notice, review of expenditure was completed coinciding with a review of day opportunities, it was decided that Heartlands service could be provided temporarily in alternative locations.

When citizens, carers and staff were informed of the temporary re-location to alternative sites, initially there was upset and disbelief and people felt it was a ploy to close the centre down. Citizens and carers are very fervent about the service they receive and happy with the service that they were receiving. It was re-enforced that there were two process running along side each other and we would keep people informed. Explanation, that we would have no heating or hot water after March 2024.

Initially we spoke to the citizens and carers, to explore which service they wanted to attend. Considerations were given to:

- Where citizens friends were going to
- Geographical location
- Transport
- Staff support

We arranged for citizens and carers to go to other locations, so they could make a informed decision of where they wanted to attend. The citizens who were receiving internal transport service, were sign posted to Mosley as they fall in Mosley's catchment area. We had around 20 citizens who we transported. The other 47 citizens either used public transport, taxi's or were transported by family members. The time scale for the transfer was tight and we had around 6-8 weeks to make the transition.

We arranged for citizens and staff to spend time at different centres, which involved a staged process

- Week 1 - First visit – Have a look around
- Week 2 - Second visit – stay for lunch
- Week 3 - Third visit – Attended morning session and lunch
- Week 4 - Four session – Attended the whole day and made transport arrangement (who they would usually get to the centre, so they would experience the whole day).



For the independent travellers we worked with BCC travel training team, who provided travel training to their chosen location.

We supported carers, with transport queries, as we had many carers who didn't know where the chosen centre was.

In relation to staff, the management team spoke with staff about possible options for the temporary alternative location for the service. The major concern was that the staff wanted to remain together. The prior 12 – 18 months, the team had experienced significant change at Heartlands (new management team and the team changing). The staff group felt they as a service we could continue to provide a person centred service that we had been providing but in a different location. Heartlands staff team is very small but very dynamic.

We had a number of meetings with citizens and carers throughout the process, providing information in accessible formats. Once citizens started to move to their chosen location, staff from Heartlands continued to support the citizens at three different sites. A rota was drawn up so staff worked over a number of sites. The majority of support was given to Mosley day centre as they had over 20 people per week attend.

Information was shared with the various locations in relation to the citizen i.e. one page profile, personal information sheet, behavioural strategies, dysphasia and manual handling assessment etc

Location	Citizens
Mosley Day Centre	25
Hockley Skills & development centre	23
Alderman Bowen Centre	10
Harborne Day Centre	2
Elwood Centre	1

Citizens and carers thanked us for the additional support and in the first few weeks having a "friendly face" for the citizen when they arrived and supported throughout the day, to help familiarise with the building and the service.

We have had catch up on teams with all the centres the citizens have attended. We have a large group of citizens who attended Aston Villa on a Thursday morning which was very important to maintain. It was an opportunity for many of the citizens to see their friends on a weekly basis. We have produced a newsletter for Heartlands citizens, to keep the contact with everyone. The 23 citizens that have chosen to attend Hockley, were the majority of staff also chosen to go.



We have arranged community trips to the local theatre and will be arranging "meet ups" for example local park, starcity etc to help maintain friendships.

Some of the citizens have thrived in a new environment. Citizens have had opportunity to try new activities as well as meet new people / new friendships. For some citizens it has given them the opportunity to try new things i.e relaxaway, use of adapted bikes, weaving, mission impossible, singing in a choir, gardening etc.

Feedback has been that citizens have "settled" in their new locations but they are keen (as well as the carers) for news in relation to the future of Heartlands.

Citizens and carers are aware of the up and coming consultation in relation to Day Opportunities and are keen to have their say.

To date, two staff have chosen to remain at Mosley Day Centre and one member of staff has gone to Alderman Bowen as it is close to home.

The experience for staff has been difficult. At the centre of the transfer was ensuring the citizens and carers had the right amount of support to make the move as seamless as possible. For the staff team there were a number of challenges. These included:

- Additional cost for travel
- Staff teams in other centres not been welcoming / confrontational
- Providing consistency for citizens while supporting citizens into new routines.

Staff are thankful that they have remained a team and still are focused on providing persona centred care and support.

To date we have been in our new locations between 8 – 10 weeks and the feedback has been positive in relation to the temporary move. Majority of the citizens have settled into new routines and staff are familiarising themselves with the centre they are based at. We will continue to support until a decision has been made in relation to the proposals for day opportunities future.

Joanne Greally
Service Manager
Heartlands Resource Centre



**Adult Social Care Day Centre Consultation
Carers/Citizen Meetings
Frequently Asked Questions v6 – 09/07/2024 (new entries;
Questions 60 onwards on Page 12)**

Q1: Will more service users coming to the centre affect the level of service current service users are receiving?

A: All proposals are currently subject to the consultation and no decisions have been made. The feedback received from the consultation will inform a report to the Council's Cabinet for decision in Autumn 2024. If the final proposals were to be agreed the current level of service that service users are receiving will not be affected.

Q2: Would there be enough room for everyone?

A: All proposals are currently subject to the consultation and no decisions have been made. The feedback received from the consultation will inform a report to the Council's Cabinet for decision in Autumn 2024. If the final proposals were to be agreed there is enough capacity to continue meeting the needs of citizens.

Q3: Could they cut the budget again?

A: Birmingham City Council is facing significant financial challenges but is also committed to ensuring the best outcomes for citizens wherever possible within their available resources. The savings are proposals at this stage for 2024-2026.

Q4: Regular users fear they could lose places to new people.

A: All proposals are currently subject to the current consultation and no decisions have been made. The feedback received from the consultation will inform a report to the Council's Cabinet in Autumn 2024. If the final proposals were to be agreed regular users would not lose their service to new people.

Q5: Would the days get longer with more staff? Provide more hours of respite for carers.

A: All proposals are currently subject to consultation and no decisions have been made. The feedback received from the consultation will inform a report to the Council's Cabinet in Autumn 2024. If the final proposals were to be agreed the planning for implementation of the proposals would begin. There will be opportunities for citizens and carers to be involved.

Q6: Would the citizens be able to do more with the other centres closing because that is what they want to do?

A: All proposals are currently subject to consultation and no decisions have been made. The feedback received from the consultation will inform a report to the



Your Day Your Say Day Centre Consultation FAQ's v

Council's Cabinet in Autumn 2024. If the proposals were to be agreed the planning for the implementation of the proposals would begin. There will be opportunities for citizens and carers to be involved.

Q7: Could they sell the properties they don't use and reinvest the money?

A: The savings proposals subject to consultation are currently based on the deletion of existing staff vacancies in the Day Centres for the financial year 2024-2025. The savings proposals for 2025-2026 are partly based on the reduction of running costs for some of the Centres and not on their sale.

Q8: Transport will need to be provided as this can cause a lot of stress for the carers

A: All proposals are subject to the consultation and no decisions have been made. If the proposals were to be agreed the planning for any agreed changes would begin and the service would work with citizens in relation to transport which will be arranged based on the circumstances of each citizen.

Q9: Will they reinvest any of the money?

A: The proposed savings have not been agreed. If the savings and the proposals are agreed, the money will not be used to reinvest in the service. However, the proposals if agreed will, by rationalising the current service, enable the future services to be more efficient.

Q10: Will citizens have to travel further if they are at the day centres that may close?

A: No decision has been made in relation to the closure of any Day Centres. The responses received from the consultation will inform a report to the Council's Cabinet in Autumn 2024 for decision. If the final proposals are agreed citizens will be supported in relation to any change that may result in them travelling a greater or shorter distance.

Q11: How much money needs to be saved?

A: The saving proposal as reported to the Council's Cabinet on the 5th of March 2024 was £1.95 million in 2024-2025 and £3.35 million in 2025-2026.

Q12: Why are we in this situation?

A: The Council is facing significant financial challenge which must be addressed, whilst at the same time providing assurance that services provided by the Council offer value for money to the citizens of Birmingham.

Q13: Saving money but closing buildings but then have to spend money on drivers and transport. What are the true savings?

A: The proposed savings are £1.95 million in 2024-2025 and £3.5 million in 2025-2026.



Q14: Would the staff who come in be equipped to handle the physical needs of the citizens?

A: Staff in all Day Centres are trained to support adults with a range of complex needs. Where there are gaps in skills, training is provided.

Q15: Will they be reducing the number of citizens attending the day centre?

A: No.

Q16: Will the amount of drivers and support increase after the merge?

A: No decision has been made in relation to the merging of Day Centres. Responses received in relation to the consultation will inform a report to the Council's Cabinet in Autumn 2024. The implementation of any changes will then begin. The number of drivers which might be required is subject to the final decision made by the Council's Cabinet in Autumn 2024.

Q17: Will the council ever recover?

A: The Council is working hard to recover and improve and has an Improvement and Recovery Plan in place.

Q18: Why can't we see the minutes from the virtual meeting on 08/0/24, what about transparency?

A: The dedicated virtual meeting for carers held on the 8th of May 2024 was recorded to ensure that all questions and comments were captured accurately. The recording contains personal identifiable information, so the Council is unable to share this information more widely. However, all the questions asked at the meeting have informed the update of the Frequently Asked Questions which is available here.

Q19: What guarantee can you offer with the budget cuts in the next two years, what happens after this?

A: We cannot predetermine what will happen in future years at this stage.

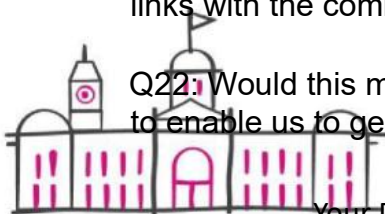
Q20: Can I attend more than one Day Centre to do more activities?

A: This would need to be looked at by the Service on an individual basis linked to need. However, the service does encourage within its Improvement Plan for Centres to work more closely together.

Q21: Will there be more opportunity to do activities in the community?

A: The Service as a part of its Improvement Plan is committed to develop stronger links with the community.

Q22: Would this mean more staff at Ebrook? We need more staff especially drivers to enable us to get out in the community more.



A: There has been no decision made in relation to the proposals, so it is not possible at this stage to confirm the staffing levels at any of the nine Day Centres.

Q23: When can we buy more equipment? Would we have access to the other centres equipment.? Would this mean we have less resources as we would have to share with more people?

A: There is currently the ability to purchase essential equipment. We conducted an inventory in November 2023 to review equipment across all centres and centres have been sharing where necessary to deplete stocks. We have now developed a bulk ordering process whereby centres can submit requests which enable us to buy at scale which is more efficient. There will not be less resources.

Q24: Why does Birmingham City Council not create more funding rather than close a service that does good things?

A: The Council is facing significant financial challenges and very difficult decisions. However, the Council remains committed to supporting its citizens within the resources it has available.

Q25: Is the local communities set up and ready to support those service users who we won't be helping any longer? – community venues are inaccessible.

A: The proposals are currently subject to consultation, and subsequently no decision has been made. The proposals do not make recommendations to end the services for service users.

Q26: Why haven't the city council invested in DC – like Fairways since 5 years ago when the legal challenge was over turned?

A: The Council has invested in Day Centres although due to financial challenges, the investment has been prioritised.

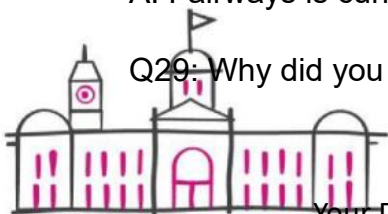
Q27: Why don't the council open the DC to the local community – like schools hire about halls etc. Evenings, weekends? It could be income generating.

A: The Day Centres are open to the local community and income is generated by certain Centres. The wider consideration of further opportunities to do this is a part of our service improvement plan. This income can support Centres to deliver more activities for citizens but would not be sufficient to maintain the general running costs of the Centres.

Q28: The numbers are wrong/data wrong – it states that The Fairways is under occupied with no vacancies – how do you then state that they need to close due to low attendance when you haven't got the staff to accommodate new users?

A: Fairways is currently open to new referrals and there are no staff vacancies.

Q29: Why did you pick the 4 centres to close? The data was flawed.





A: The proposals are subject to the current consultation and no decision has been made. The recommended proposal to relocate citizens from Heartlands, Beeches GOLDD, Harborne and Fairway is based on robust efficiency and qualitative data, the criteria for which was applied consistently across all of the 9 Day Centres to inform the proposals.

Q30: What's being done about declining attendance?

A: We work closely with our Social Work colleagues to ensure that they are aware of the services provided by the Day Centres.

Q31: Where are the 70 vacancies?

A: The staff vacancies are the total of all vacancies across the 9 Day Centres.

Q32: TA stated one year ago at a carers meeting that she wanted to build up centres - where is the evidence on the past year?

A: Information gathered from visits undertaken through the staff engagement sessions and the 100 Day Working Group Sprint have informed both the short term and long term vision for the Day Centre service. Immediate changes made as a result of these visits include IT equipment at Heartlands, the reopening of the kitchen at The Fairway, exploring re-opening nail care sessions in Beeches GoLDD, the revival of the Gardening projects and exploring Wi-Fi access at s Bowen. Since the announcement of the S.114 notice we aim to continue to transform the Day Centre service, but also need to make savings through the rationalisation of the service. We have not lost the vision to build up the centres and we will continue to do so once we are clear of our next steps post Cabinet decision.

Q33: If you close The Fairways – then there is only Moseley left this side of the city. How will the mixing of users work - people with PD verses service users with sensory issues. Their relative is triggered by sensory noise – the environment is a factor in their safe care. They believe that Moseley is noisy and unruly.

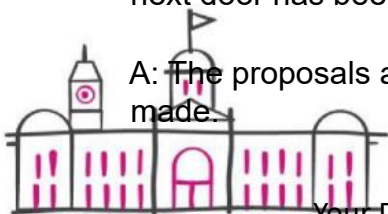
A: The proposals are subject to the current consultation and no decision has been made. We have previously supported Citizens to relocate successfully on a temporary basis to alternative Day Centres and have met individual support requirements.

Q34: Will Service users have a choice about where to attend if the Fairways is closed?

A: The proposals are subject to the current consultation and no decision has been made. If the proposals are agreed following the consultation service users will be supported to relocate to the centre of their choice wherever possible.

Q35: Is the Fairways already ear marked for private development? The bowling Club next door has been sold and earmarked.

A: The proposals are subject to the current consultation and no decision has been made.



Q36: What transport links are available – do we need to work with West Midlands Travel now to work with bus companies? EG of a person in a wheel chair being refused access to a bus because push chairs were in the disabled bays – preventing them access.

A: The council is aware of the challenges for disabled people accessing transport, both public and other services. As part of the day opportunities development work we will be looking to address the transport issues with key partners across the system. People who need transport and their families will be included in this work.

Q37: Why has Harborne been selected for relocation and not Alderman Bowen whose figures are the same?

A: The individual analysis of the quantitative and qualitative data for all nine Day Centres and the triangulation of this analysis has informed the proposals for the consultation.

Q38: Is there space elsewhere at other Day Centres for Citizens to be relocated?

A: Yes. The number of citizens at each Centre overall has declined since the Covid Pandemic, so we have sufficient spaces for the citizens that may be relocated to other Day Centres, subject to the consultation.

Q39: How up to date are the citizen's figures considering the recent closure of Heartlands? Have the citizens from Heartlands been included in the attendance figures for other Day Centres?

A: Heartlands is a temporary closure due to significant health and safety concerns and is separate to the consultation. The analysis of the nine Day Centres was completed based on the quantitative and qualitative data for each individual Centre for the same period, the analysis was based on the comparison of data from 2019 to 2023-24.

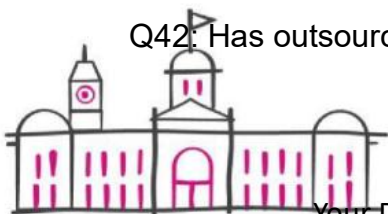
Q40: Will the Heartlands citizens be going back at some point?

A: Staff and citizens at Heartlands Centre have been advised that the move is a temporary one due to some significant health and safety concerns in relation to the building. The proposal which is a part of the consultation is separate to this. No decisions have been made regarding the closure of any Day Centres.

Q41: If citizens were relocated would citizens get to decide where they want to go?

A: If the proposals are approved by Cabinet in Autumn 2024, it would be a balance of want versus need, we are aware staff have been working with citizens for several years which will be taken into consideration. We cannot take a generic approach; it will be in line with a review of each citizen's needs and wants.

Q42: Has outsourcing of the Day Centres been considered?





A: The aim of the consultation is to gather views and to ask for other proposals that people may have which will deliver on the same outcomes for citizens and the proposed savings. If outsourcing is submitted as a proposal or if we are approached by someone wanting to run a day centre, we will consider it as a potential option.

Q43: Are Red Quadrant leading this consultation?

A: Red Quadrant are an independent organisation and have not been brought into lead this consultation. Their qualitative analysis of feedback from the co-production work they did alongside the Empowering People Team informed the Improvement Plan for the Day Centres as reported to the Council's Cabinet in April 2023.

Q44: How much were Red Quadrant paid by the Council?

A: This is commercially sensitive information.

Q45: When are you looking to relocate Harborne?

A: All proposals are currently subject to the consultation and no decisions have been made. The feedback received from the consultation will inform a report to the Council's Cabinet for decision in Autumn 2024.

Q46: Key messages from Qualitative Data

- a) 'Improve diversity of our offer' What does this mean? What is the timescale?

A: Diversity of our offer; this means taking a more blended approach which includes activities within the Day Centre coupled with community activities where possible: together with progressing the request from citizens for employment opportunities and the provision of social enterprises. The timescale is dependent upon the Cabinet decision.

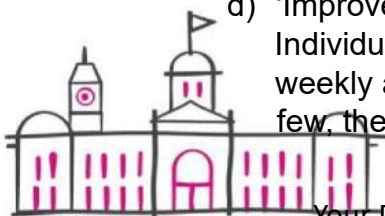
- b) 'Engage more effectively and consistently with local communities', what does this mean?

A: This means encouraging greater engagement and dialogue with communities that surround the Day Centres by inviting them into the Centres and providing support that makes the Centres more accessible to the wider community.

- c) 'Social enterprise' Who are these partners? Are there agreements in place? What will the citizens engage in?

A: There were several Social Enterprise's in place before the Pandemic, such as a Café in one Day Centre and we would also now like to build upon the existing social enterprise at Moseley Day Centre in the form of Relaxaway. Citizens would gain training and work experience from these initiatives.

- d) 'Improve outcomes for citizens' How? And how will this be measured? Individual programmes tailored for each citizen will include objectives and weekly activities which will enable us to measure outcomes. Is this for a few, the majority or all the Citizens?



A: We would offer this to all Citizens.

Q47: Red Quadrant and 'Empowering People Team'.

a) Who are the carers and citizens who were part of this team?

A: We are unable to share individuals names as this is their personal data.

b) How were they chosen?

A: Everyone who volunteered was included.

c) Which Centres do they attend?

A: The Birmingham City Councils Adult Social Care Centres that nominated and supported people to attend were Moseley and Heartlands.

d) Why weren't all citizens asked?

A: All Day Centres were asked to share the invitation letters with carers and people accessing the Centres.

Q48: 'Develop a more flexible person-centred offer'. What does this mean? How and at cost? How will this be paid for, ie increased staffing and running costs?

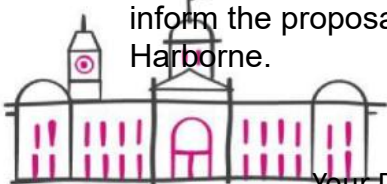
A: Person centred is about focusing care on the needs of the individual. This does not necessarily involve a cost, but it ensures that peoples preferences, needs and values guide decisions about the provision of their care.

Q49: Capacity/attendance: According to the consultation document, Moseley currently has 52 attendees, with capacity for 63 additional citizens. Beeches Goldd and Heartlands have already closed. What is the current availability of Moseley? This is the closest Day Centre to most of the Harborne citizens.

A: The proposals are subject to the current consultation and no decision has been made. If the proposals are agreed following the consultation Citizens will be supported to relocate to the centre of their choice wherever possible. Should the proposals be agreed at Cabinet, there is adequate space across the remaining 5 Day Centres to accommodate all Citizens.

Q50: Location of Centres. Closing the four named will leave only one Day Centre in the south of the City (very close to the city centre). The four Centres in the north of the city will have capacity for 340 citizens. Moseley's capacity is 115. Is this a fair distribution of places?

A: The proposals are subject to the current consultation and no decision has been made. The recommended proposal to relocate citizens from Heartlands, Beeches GOLDD, Harborne and Fairway is based on robust efficiency and qualitative data, the criteria for which was applied consistently across all of the 9 Day Centres to inform the proposals. Moseley Resource Centres is geographically further south than Harborne.





Q51: Key outcome 2 - How will carers' needs be met if citizens are not able to access an alternative Day Centre?

A: All proposals are currently subject to the consultation and no decisions have been made. The feedback received from the consultation will inform a report to the Council's Cabinet for decision in Autumn 2024. If the final proposals were to be agreed there is enough capacity to continue meeting the needs of citizens.

Q52: Principles:

a) Principle 1 – '..... personalised, flexible and response' What does this mean?

A: This means that we will offer care in a person- centred way. Person centred support is about focusing care on the needs of the individual.

b) Principle 2 – Promote learning this is already more than adequately provided.

A: we will build upon the existing offer, for example, citizens are keen to do more enablement activities

c) Principle 3 – '..... greater integration and partnership with local communities.' How? What?

A: This means encouraging greater engagement and dialogue with communities that surround the Day Centres by inviting them into the Centres and providing an offer that makes the centres more accessible to the wider community.

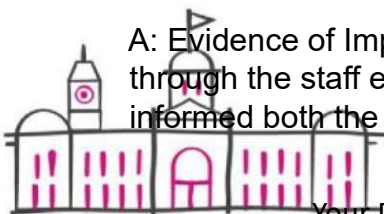
d) Principle 4 – Maximise use of community facilities that can be accessed by older people and younger adults with disabilities. Why does a centre need to close to allow another centre to operate on this basis? What is the cost, hours of opening, staffing ratios? Surely the current centres can be accessed by both already? What do younger adults want from the Centres? Who has been asked? How?

A: Work will be conducted to assess the accessibility of community facilities that our citizens would like to access, for example, the Empowering People Team and the Quality Champions Team are visiting the 9 leisure centres managed by Serco, to assess how fully accessible they are in terms of environment, staff and times of sessions to provide suggestions about improving inclusivity.

Young people who are offered an internal Day Centre by Social Workers in the Transitions and Preparation for Adulthood Team often decline the placement as the Centres do not currently meet their expectations in terms of the existing offer for younger adults. For example: a lack of employment and training opportunities within the Day Centres and a limited digital offer.

e) Preferred Option 3 – closure of four day centres. How will the quality of facilities and services be improved? Where is the cost provided for?

A: Evidence of Improvement work: Information gathered from visits undertaken through the staff engagement sessions and the 100 Day Working Group Sprint have informed both the short term and long-term vision for the Day Centre





Service. Immediate changes made as a result include securing external funding for IT equipment for all Day Centres, the reopening of the enablement kitchen at Ebrook and securing external funding for Social Enterprises which will enhance our existing gardening projects and enable us to set up new ventures. The proposed rationalisation would result in 5 thriving centres that are full of both Citizens and Staff and would enable us to address the existing challenges around staffing shortages which impact particularly upon our transport and catering offer. This is all part of our plan to change the day centre service. .

Q53: Transport is discussed as an issue. Will transport be guaranteed?

A: All proposals are subject to the consultation and no decisions have been made. If the proposals were to be agreed the planning for any agreed changes would begin and the service would work with those citizens who have Transport as part of their care package in relation to transport which will be arranged based on the circumstances of each citizen.

Q54: Issues for Day Centres: Many people want to do other things during the day instead of going to a Day Centre. Who are these people? How have they been asked? What do they do currently?

A: Citizens up to the age of 30, who are offered an internal Day Centre by Social Workers in the Transitions and Preparation for Adulthood Team often decline the placement as the Centres do not meet their expectations in terms of the existing offer. Feedback related to a lack of employment and training opportunities within Day Centres and a limited digital offer.

Feedback from the work with Red Quadrant highlighted citizens preference to go out more within their community which is something that happened prior to the Pandemic

Q55: There is no mention about the future. Closing the centres will save money, in the short term, but how will the Council deliver a flexible service, and attract younger people, all while delivering on their Key Principles driving their improvement work?

A: These proposals will generate long term savings from the reduction in running costs at the Day Centres. The work which includes social enterprises, employment opportunities and enablement will enable us to provide tailored programmes of support which will be attractive to younger people.

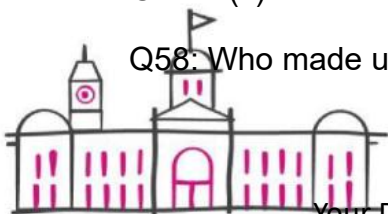
Q56: If the (Harborne) Day Centre gets closed, what do they propose to do with the site?

A: The proposals are subject to the current consultation and no decision has been made.

Q57: What is the staff to citizen ratio?

A: The Staff to Citizen ratio within the Day Centres is dependent on the needs of the Citizen(s) as identified within their individual Care Plan.

Q58: Who made up the Empowering Team?





Answer: The instruction to co-produce the review with Citizens came from the Council's Cabinet. Red Quadrant was the provider selected following a procurement exercise. The name 'Empowering People Team' was chosen by the volunteers supporting the review.

Q59: Information regarding the Centres that are being closed – are they leased, or council owned?

A: All the Day Centre buildings are owned by Birmingham City Council with the exception of Moseley Day Centre



New Questions as of 9th July 2024:

Q60: How quickly would the remaining Centres reach capacity and what would then happen to Citizens who require a service?

A: as of 5th June 2024, availability at the 5 Day Centres proposed to remain is as follows;

	Capacity	Vacant/ availability
Alderman	120	66
Ebrook	50	7
Elwood	50	27
Hockley	110	66
Moseley	115	62
Total	445	228

Q61: Where did the information come from that younger people do not want to attend day centres but engage in wider activities within the Community?

A: Young people who are offered an internal Day Centre by Social Workers in the Transitions and Preparation for Adulthood Team often decline the placement as the Centres do not currently meet their expectations in terms of the existing offer for younger adults. For example: a lack of employment and training opportunities within the Day Centres and a limited digital offer. These proposals will generate long term savings from the reduction in running costs at the Day Centres. The work which includes social enterprises, employment opportunities and enablement will enable us to provide tailored programmes of support which will be attractive to younger people.

Q62: Have any risk assessments for each Citizen been carried out?

A: All proposals are currently subject to consultation and no decisions have been made. The feedback received from the consultation will inform a report to the Council's Cabinet in Autumn 2024. If the proposals were to be agreed the planning for the implementation of the proposals would begin. There will be opportunities for citizens and carers to be involved. Planning would include a review of the Citizens Care Plan/Package.

Q63: - Can we have the dates for when Red Quadrant went to each of the Day Centres?

A: the dates where Red Quadrant visited the Day Centres are as follows:- **2024**

Beeches G – 13/2/24

Ebrook – 25/1/24

Elwood 13/2/24

Fairway 14/2/24

Harborne 24/1/24

Heartlands 31/1/24

Hockley 12/2/24





Alderman Bowen didn't book a session

First review 23/24:

Elwood 30/11/22

Fairway 29/11/22

Hockley 24/11/22

Moseley 04/11/22

Q64: Will the essential work required at the 5 day centre be carried out prior to any moves?

A: No decision has been made in relation to the closure of any Day Centres.

Q65: Will the increase in bills at the remaining Day Centres offset any savings made from relocating Citizens?

A: The savings proposals are subject to consultation which will inform the report to the Council's Cabinet in Autumn 2024. Whilst bills might increase at the remaining centres, the rationalisation of the model would still amount to an saving overall.

Q66: How will the extra travel time impact on their Day Centre activities?

A: No decision has been made in relation to the closure of any Day Centres. The responses received from the consultation will inform a report to the Councils Cabinet in Autumn 2024 for decision. If the final proposals are agreed citizens will be supported in relation to any change that may result in them travelling a greater or shorter distance.

Q67: Are the proposals based on the value of the land; how were the decisions arrived at?

A: The proposals are subject to the current consultation and no decision has been made.

Q68: Will the final report be seen before Cabinet?

A: Cabinet reports are published online on the Councils website by the Cabinet Support team 5 working days prior to the Cabinet meeting.

Q69: What happens in a situation where the Citizen does not like the day centre they're sent to especially where they are non-verbal?

A: The proposals are subject to the current consultation and no decision has been made. We have previously supported Citizens to relocate successfully on a temporary basis to alternative Day Centres and have met individual support requirements. If the proposals are agreed following the consultation Citizens will be supported to relocate to the centre of their choice wherever possible. Carers would work closely with Citizens to support any transition.





Easy
Read



Birmingham
City Council

Your questions answered

Options to change day centres in



Birmingham

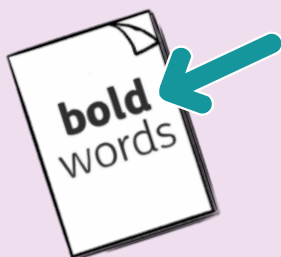
Easy Read



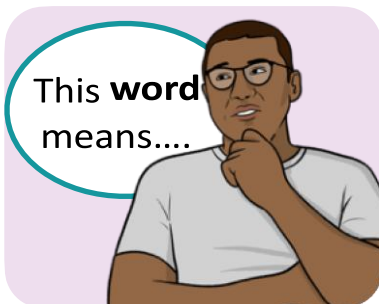
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



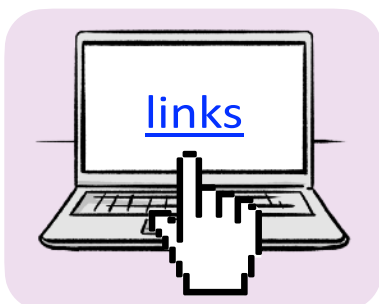
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.

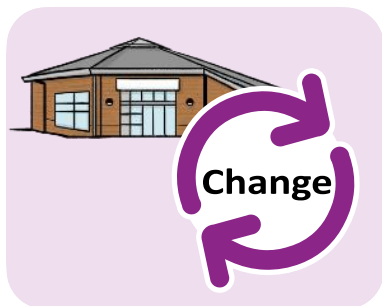


Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

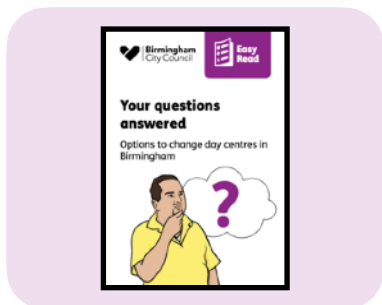
What is in this booklet



Birmingham City Council is looking at making changes to our 9 adult day centres.



We are asking people what they think about the changes.



This booklet is a list of common questions and answers that may be helpful if you are interested in the changes.

- 1. If more people go to a day centre, will it affect the service for people who use it now?**



Everyone will get the same level of service as they do now.

2. Would there be enough room for everyone?



Yes, there would be enough space for everyone.

3. Could the money for day centres be cut again?



Birmingham City Council wants the best for everyone with the money we have.

The suggestions we are making to save money are for 2024 to 2026.

4. Will regular service users lose their places to new people?



No, regular service users will not lose their places to new people.

5. Will day centres be open for longer with more staff, and will that mean carers get longer breaks?



We will make these decisions if the changes are agreed, and everyone will have a chance to be involved in the decisions.

6. Will people be able to do more activities if other day centres close?



We will make these decisions if the changes are agreed, and everyone will have a chance to be involved in the decisions.

7. Could the Council sell unused buildings and use the money for other things?



Our suggestions are to save money in day centres by not getting new staff between 2024 and 2025.

We are not planning to raise money by selling unused buildings.

8. Will transport be provided to day centres as it can cause stress for carers?



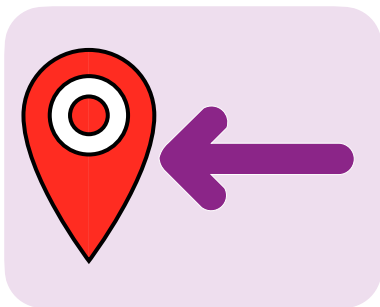
If the changes are agreed, we will work with people to arrange transport based on their needs.

9. Will the Council reuse any of the money they save?



The money we save through these changes would be used to make all our services better in the future.

10. Will people have to travel further if day centres close?



If the changes are agreed, people will get help with any changes to travel distance.

11. How much money needs to be saved?



The Council needs to save:

- £1.95 million in 2024 to 2025.
- £3.35 million in 2025 to 2026.

12. Why are we in this situation?



The Council has less money to spend and we must make sure services offer good value for money for everyone in Birmingham.

13. Will closing buildings save money even with new transport costs?



Yes. The savings would be:

- £1.95 million in 2024 to 2025.
- £3.35 million in 2025 to 2026.

14. Will new staff be able to handle everyone's needs?



Staff are trained to support adults with different needs, and more training is given if needed.

15. Will fewer people go to the day centres?



No, we expect the same number of people to use day centres.

16. Will there be more drivers if some day centres are joined together?



The number of drivers will depend on the needs of the people who use the day centres.

We will decide this if the changes are agreed.

17. Will the Council recover?

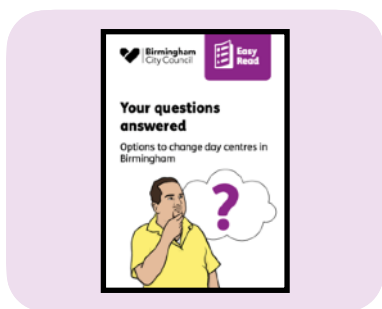


The Council is working hard to improve and has a Recovery and Improvement Plan in place.

18. Why can we not see records from the online meeting on 8th May 2024?



The meeting was recorded but contains people's personal information, so it cannot be shared.



All the questions that were asked at the meeting are included in this booklet.

19. Can the Council be certain about money after cuts during the next two years?



We cannot say for certain what will happen in future years.

20. Can I go to more than 1 day centre to do more activities?



Whether a service user goes to more than 1 day centre will be looked at depending on their needs.

21. Will there be more opportunities for doing activities in the local community?



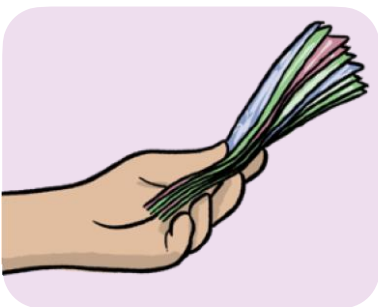
We want day centres and local community services to work together to provide more activities.

22. Will there be more staff at the Ebrook Centre?



We cannot say how many staff there will be at any of the day centres until the changes are agreed.

23. When will day centres buy more equipment, and will equipment be shared between centres?



Day centres can buy essential equipment and equipment will be shared between centres where needed.

24. Why does the Council not raise more money instead of closing good services?



We have to make some difficult decisions to save money, but we want the best for everyone with the money we have.

25. Are local communities ready to support service users if the Council stops helping?



We are not planning to stop services for people who use day centres.

26. Why has the Council not spent more money on improving centres like the Fairways?



We have spent money on day centres, but we have had less money so we needed to spend it carefully.

27. Why are day centres not open to the local community to make some extra money?



Some day centres already get extra money by opening to the local community.

This money helps to pay for activities but is not enough to cover running costs.



We will look at more opportunities.

28. Why say the Fairways needs to close because not enough people go, when it is full?



The Fairways has space for new people and has enough staff.

29. Why pick 4 centres to close?



The changes we are suggesting are based on information we have collected about all 9 day centres.

30. What is being done about fewer people using day centres?



We work with social care staff to make sure they know about the day centre services.

31. Where are the 70 empty day centre jobs?



This is the total number of empty jobs across all 9 day centres.

32. What has been done in the past year to improve day centres?



Improvements include new computer equipment, reopening kitchens, and new gardening projects.

We aim to carry on improving day centres.

33. How will people's support needs be met if the Fairways closes?



People have been moved to other services before and their support needs have still been met.

34. Will service users choose where to go if the Fairways closes?



If the changes are agreed, service users will be supported to choose where to go as much as possible.

35. Is the Fairways going to be sold to a private company?



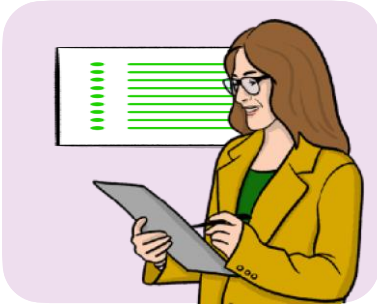
No decisions have been made yet.

36. What transport links are available for disabled people?



The Council knows transport can be difficult for disabled people. We will work with partners to improve transport access.

37. Why was Harborne picked to be moved and not Alderman Bowen?



The changes we are suggesting are based on information we have collected about all 9 day centres.

38. Is there space at other day centres for service users who have to move?



Yes, there is enough space for everyone across the other day centres.

39. Is the number of service users up to date?



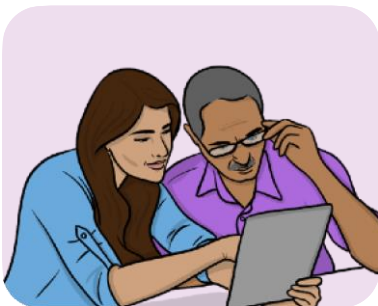
The number of people is based on information we collected from 2019 to 2024.

40. Will Heartlands service users go back to the centre?



The move from Heartlands is temporary, due to health and safety reasons with the building.

41. Will service users get to decide where to go if day centres close?



If the changes are agreed, service users will be supported to choose where to go as much as possible.

42. Has the Council thought about using other companies to provide day centre services?



We are asking people for other suggestions for day centres, so we will think about this if it is suggested.

43. How are Red Quadrant involved in the changes to day centres?



Red Quadrant is a company that helped us collect information about day services when we wrote our Improvement Plan.

44. How much were Red Quadrant paid?



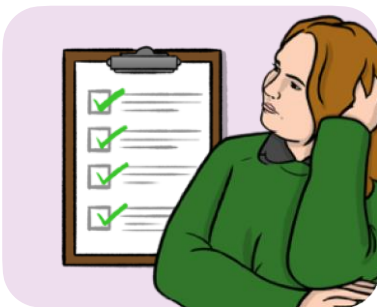
We cannot say because this information is private.

45. When will Harborne be moved?



We will make these decisions if the changes are agreed, and everyone will have a chance to be involved in the decisions.

46. a) What does 'Improve diversity of our offer' mean?



It means offering a mix of activities in day centres and the local community, and creating more job opportunities.

46. b) What does 'Engage more effectively and consistently with local communities' mean?



It means day centre services working more closely with people and services in the local community.

46. c) What are 'Social enterprises'?



Social enterprises are small businesses that are set up to support local people, like the cafe that has been set up in 1 day centre to give people work experience.

46. d) What does 'Improve outcomes for people' mean?



It means making an individual plan for every service user to help them make the best of their lives.

47. a) Who was part of the ‘Empowering People Team’?



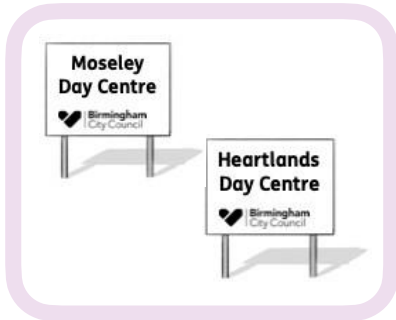
Carers and service users were part of the team but we cannot share their names because this is private information.

47. b) How were people chosen to be part of the ‘Empowering People Team’?



Everyone who volunteered to take part was chosen.

47. c) Which day centres are the ‘Empowering People Team’ from?



Moseley and Heartlands.

47. d) Why was not everyone asked to be part of the ‘Empowering People Team’?



All day centres were asked to share the invitation letters with carers and service users.

48. What does 'Develop a more flexible person-centred offer' mean?



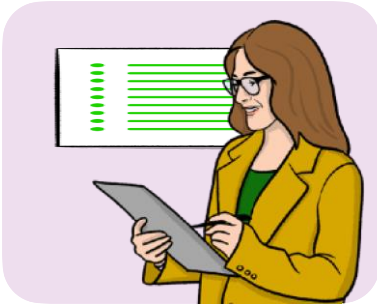
It means providing care that is right for each person based on their individual needs.

49. Does Moseley have enough space for service users from other day centres that close?



If the changes are agreed, there will be enough space for everyone across the other day centres.

50. Is the way places will be split across Birmingham fair?



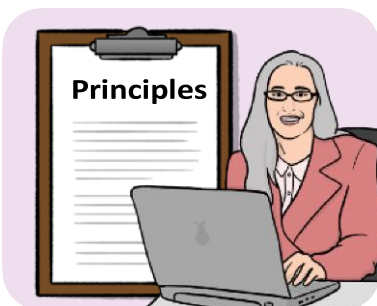
The changes we are suggesting are based on information we have collected about all 9 day centres.

51. How will carers' needs be met if the people they care for cannot go to a different day centre?



If the changes are agreed, there will be enough places to meet everyone's needs.

52. a) What is Principle 1?

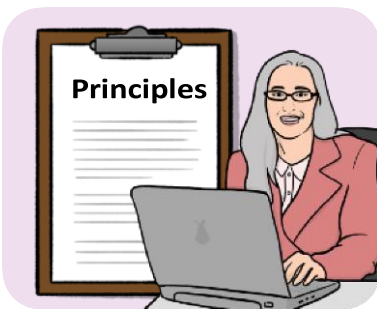


A **principle** is a way of doing things. When we think about changes to day centres, we have 4 principles.



Principle 1 is to support people to be independent in the way that they want to be independent.

52. b) What is Principle 2?

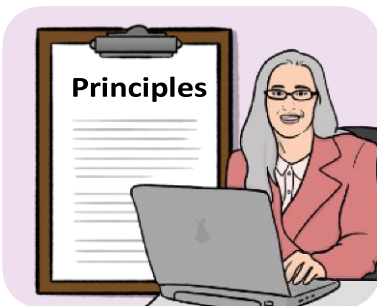


A **principle** is a way of doing things. When we think about changes to day centres, we have 4 principles.



Principle 2 is to help people to learn.

52. c) What is Principle 3?

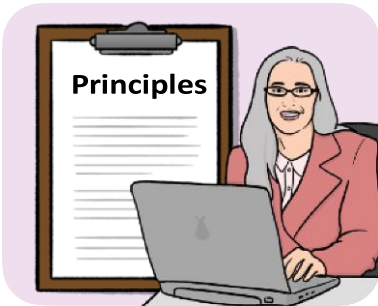


A **principle** is a way of doing things. When we think about changes to day centres, we have 4 principles.



Principle 3 is to help people to be more involved in their local community.

52. d) What is Principle 4?



A **principle** is a way of doing things. When we think about changes to day centres, we have 4 principles.



Principle 4 is to use local community buildings that are accessible to everyone.

This means they are easy for everyone to use, no matter if they are disabled.

53. If the Council prefers Option 3, to close 4 day centres, how will that improve services?



By closing 4 of the 9 day centres, we aim to have 5 busy and well-staffed centres.



This will help with staffing issues, especially for providing transport and food.



This is all part of our plan to improve the day centre service.

54. Will everyone be able to get transport?



If the changes are agreed, we will work with each person who needs transport as part of their care plan.

55. Which people want to do other things during the day instead of going to a day centre?

People under 30 often say day centres do not meet their needs because they want:



- More job opportunities and to learn new skills.



- To go out more in the local community, like before Covid.

56. How will the Council improve day centre services and encourage younger people to use them?



We want to improve day centre services by reducing running costs.



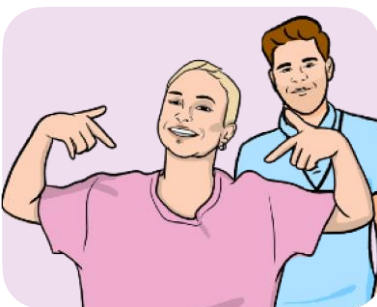
For younger people, we will offer new job and training opportunities and better support.

57. If Harborne day centre closes, what will happen to the building?



No decision has been made yet.

58. How many staff are there per service user?



This depends on the needs of each individual person.

59.Does the Council own the buildings of the day centres that may close?



All the day centre buildings are owned by Birmingham City Council, except Moseley.

Find out more



You can look at our website here:

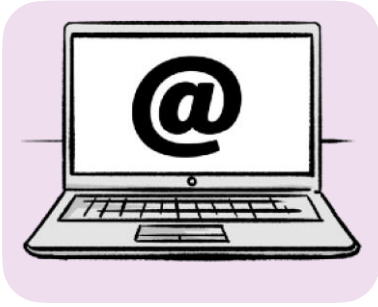
www.birminghambeheard.org.uk/bcc/ascdc/



You can contact us by: ●

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● Email:

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Responses to the Consultation

Birmingham Beheard Website Consultation Questionnaires completed	84
Consultation Hardcopy Questionnaires	166
Emails received the YourDayYourSay@birmingham.gov.uk (during the consultation period)	48
Phone calls received via the Consultation telephone line; 0121 675 8454	3

Public Consultation meetings:

Date	Meeting	Address	Attendees
16/05/2024	Virtual	Microsoft Teams	3
13/06/2024	Virtual	Microsoft Teams	1
17/06/2024	Face-to-Face	Harborne Pool & Fitness Centre	14
08/07/2024	Face-to-Face	Disability Resource Centre Information Health and Wellbeing Centre	8

Day Centre Consultation meetings:

Date	Address	Citizen	Carer	Attendees
08/05/2024	Microsoft Teams	N/A	7-8pm	3
13/05/2024	Alderman Bowen	10:30 – 12pm		46 (+1 advocate)
			1:00- 2:30pm	21
15/05/2024	Ebrook	10:30 – 12pm		38
			1:00- 2:30pm	6
28/05/2024	Elwood	10:30 – 12pm		21 (Elwood), 10 (Beeches GOLDD)
			1:00- 2:30pm	7 (includes Beeches GOLDD Carers)

03/06/2024	Fairway (The)	10:30 – 12pm		12
			1:00- 2:30pm	6
10/06/2024	Harborne	10:30 – 12pm		48
			1:00- 2:30pm	51
11/06/2024	Hockley	10:30 – 12pm		63
			1:00- 2:30pm	17 (includes Heartlands Citizens)
18/06/2024	Moseley	10:30 – 12pm		50 (includes Heartlands Citizens and Carers – a number of Carers attended at 10:30)
			1:00- 2:30pm	6 (includes 1 Citizen)

Friendship Groups

Friendship Groups <u>were held</u> for the following Day Centres:	Alderman Bowen, Ebrook, Harborne, Heartlands, Hockley and Moseley
Friendship Groups <u>were not held</u> at the following Day Centres as they were not required, as Citizens felt able to complete the Questionnaire without the need for an additional session:	Beeches GOLDD, Elwood and Fairway

Beheard Responses

Respondent	Respondent Q1 Positional information (Which of the following best describes you?)	Q2a Agreement with Option 3 (To what extent do you agree or disagree?)	Q2b Reasons in favour (summary) (Why do you say this?)	Coding/ Theme 1	Coding/ Theme 2	Summary	Q3a Look at other options? (do you think the council should look at any of the proposed alternative options in the consultation document in more detail?)	Q3b If yes, why? (summary)	Coding Category/Theme - Reasons (summary) 1	Coding Category/Theme - Reasons (summary) 2	Examples/Description	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Category/Theme - Reasons (summary) 1	Coding Category/Theme - Reasons (summary) 2	Examples/Description
Respondent 1	I am a staff member in an Adult Social Care Day Centre in Birmingham	Agree Strongly	It's the most cost effective means of running the service	Financial		Cost effective service	No								
Respondent 2	I am an interested resident of the City of Birmingham	Disagree Strongly	Cutting services and staffing to save money. You say you want to protect the most vulnerable but all the savings you are making across all services are specifically against the most vulnerable and in need.	Financial	Impact on vulnerable citizens	Stop making cuts as vulnerable adults are disproportionately affected by proposals	No					Resign			
Respondent 3	I am an interested resident of the City of Birmingham	Disagree Strongly	So the first option to claw back the councils debt is to target those most vulnerable people in our society; the elderly and people with disabilities? How is transporting people from the south of the city to the north person centred or even healthy? How are staff going to travel from one end of Bham to the other? The day centres should never have got to the low standards that they appear to be in now. Disgrace.	Financial	Transport/ Travel	Vulnerable adults are disproportionately affected by proposals and the impact of travelling to an alternative location	Yes	The so called options are not really options, they are a feeble attempt at trying to 'consult'.	Consultation Approach		Consultation not providing options	It is a bit after the event. These centres should have been refurbished years ago and should have been prioritised over employing agency workers for years and years. Having worked with people with learning disabilities for 30 years these closures will have a serious negative impact on individuals, their family/carers	Impact on vulnerable citizens	Service Improvement/ Innovation	Closures will have a significant impact on vulnerable citizens, centres should have been refurbished years ago
Respondent 4	I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	Disagree Strongly	The service provides much needed support for clients and families as a local resource. This would have negative impacts on some of the most vulnerable members of the community, who are least able to represent themselves.	Valuable Community Resource	Impact on Vulnerable Citizens	A much needed resource and vulnerable people are being targeted	Yes	Additional support from Community and voluntary sectors. Partnerships with charitable institutions and Fund raising initiatives.	Financial		Partnership work to explore alternative funding streams	Invite more involvement from the local communities. Increase awareness/ publicity of to the community of the services provided and the consequences of the loss for all.	Community Engagement		Local community engagement to increase awareness of available services
Respondent 5	I am a partner organisation working in Birmingham	Disagree Somewhat	Because those people might not be able to get to those places unless you plan to provide free transportation for them. Travel costs to those people will be increased and they may not be able to afford it.	Transport/ Travel		The impact of transport costs on citizens	Don't Know								
Respondent 6	I am an interested resident of the City of Birmingham	Disagree Somewhat	The elderly may not be able to get to these other places, because of distance, and those who suffer with dementia or other mental health issues will get stressed and more confused by being put into a new environment . They have paid throughout their working life for this service. It is not their fault that this problem as been caused by a mismanaged Birmingham city council.	Transport/ Travel	Impact on vulnerable citizens	Older adults and those with dementia could face a greater burden by DC closure/ relocation	Yes	Removing people from the top. There are too many, who obviously do not have the skills required to run a successful council	Financial		Financial improvements could be made by making cuts to senior roles				
Respondent 7	I am an interested resident of the City of Birmingham	Disagree Strongly	Whilst I understand the need for the council to save money, it concerns me that these savings seem to be at the expense of those most vulnerable and in need of care. In addition, these savings - such as they are - would simply move/create further expense to other support services. The need doesn't simply go away because there is money to be saved. What consideration has been made for travel and transport, for example, for those whose support centre is down for closure. Who will provide it and at what cost? The savings published indicate a benefit from the "realisation of assets". On what basis have these assumptions been made?	Transport/ Travel	Impact on vulnerable citizens	Vulnerable adults are disproportionately affected by savings and those related to transport	Yes	As per Q2B - be more transparent on how the assumed savings will be derived.	Financial	Service Improvement/ Innovation	Refurbish existing sites, greater financial transparency around savings	I understood this to be a consultation. Are we being consulted or informed?	Consultation Approach		Is this a consultation?
Respondent 8	I am an interested resident of the City of Birmingham	Agree Strongly	Time to modernise day service opportunities, for far too long they have been used as a 'one size fits all' approach and this doesn't work. There doesn't seem to be any investment in BCC day centres and will numbers of people using them decrease, it's logical to suggest that in light of less people using BCC day centres, less are needed? Indeed with other options such as direct payments, education, training and employment opportunities, people have more choice rather than just going to a day centre. Knowing someone who goes to a special school and the activities and resources they have access to, after visiting a BCC day centre they and their parents had a low opinion of the centre and what they could offer.	Financial	Valuable Community Resource		No					no			
Respondent 9	I am an interested resident of the City of Birmingham	Disagree Strongly	You are removing local services making it difficult to be able to attend due to distance. These centres provide a lifeline to disabled and old people... why are the council trying to force these groups into a solitary lifestyle at home which will also put more pressure and increased costs on more council services	Impact on vulnerable citizens		Removal of local services and the distance required to travel will increase disengagement and result in isolation	Yes	None of these centres should be closing				Don't close the centre... we are already aware you have no idea of the budget deficit so perhaps fix that first before cutting vital services	Financial		Don't cut funding to vital services.
Respondent 10	I am an interested resident of the City of Birmingham	Disagree Strongly	Adult day centres offer vital support for both patients and carers. The availability of these places can be difficult to obtain and if the amount of centres is to be reduced this will surely have a huge impact?	Impact on vulnerable citizens	Valuable Community Resource	Reduction leads to a competition for valuable resource	Don't Know					Carers are so often forgotten, without them the NHS and associated services would collapse under the pressure. I am a nurse and have been for 37 years. I see 1st hand the impact care and support can make. Once they're gone, they will never be replaced, hold on to what is valuable	Impact on carers		Other services would suffer without the valuable resources provided by carers, they need to be protected.
Respondent 11	I am a staff member in an Adult Social Care Day Centre in Birmingham	Neither Agree nor Disagree	I feel I am not sure closing day centres is the right thing to do, as a lot of citizens are happy within their allocated day centres and enjoy the services, LD especially those with autism find it hard to accept change which can be a big impact on their health and wellbeing.	Impact on vulnerable citizens	Valuable Community Resource	Citizens are happy in their current centre, those with autism or LD will be disproportionately affected	Don't Know					The Council should put citizens' needs first.	Impact on vulnerable citizens		Put citizens first
Respondent 12	I am a staff member in an Adult Social Care Day Centre in Birmingham	Agree Strongly	I agree that day centres cannot remain as they are currently. No one does it not provide value for money for the council, it can provide better outcomes and objectives for the citizens who we work with. Focus has shifted from an enablement and person-centred model and is now more focused on doing what we can with limited resources, which is unfortunately at the detriment of our citizens. I personally feel we need to move back to this enablement model and equip our citizens with the life skills needed to be active members of their communities	Impact on vulnerable citizens	Finance	Current model lacks value for money and lets citizens down, a move towards enablement would be preferable	No					I think it is important that the citizens are informed about the changes that are going to happen once they are agreed. This information needs to be accessible for our citizens to understand, this could be through pictorial format, activities at their currently day centres, drop sessions, citizens meetings etc. I believe that the front-line staff are the best people to support with this as they know their citizens the best and what will work for them.	Consultation Approach		Accessible formats to ensure all groups understand the process. Frontline staff support for citizens through consultation
Respondent 13	I am a staff member in an Adult Social Care Day Centre in Birmingham	Don't Know	very confusing what is happening.	Consultation Approach		Confused by what is happening	Don't Know								
Respondent 14	I am a staff member in an Adult Social Care Day Centre in Birmingham	Agree Strongly	The current day-centre model is not fit for purpose. The actual time for people to enjoy activities is limited by transport, lunch times and time taken to deliver personal care. The buildings are poor and the facilities and activities offered do not meet the expectations and needs of future citizens e.g. younger adults leaving school. I have conducted many visits to services in the private sector and can see the creative and innovative ways they support citizens with opportunities to enjoy life especially citizens who have behaviours of concern.	Service Improvement/ Innovation	Impact on vulnerable citizens	Facilities are below standard, time given to activities is poor, there are more creative ways to deliver this model	No					Accessible consultation for citizens, digital consultation is not for everyone.	Consultation Approach		Accessible format and no digital exclusion
Respondent 15	I am a staff member in an Adult Social Care Day Centre in Birmingham	Agree Somewhat	There have been a number of consultations over the years with citizens who access our day provision, depending on the skills of the person sharing the information depends on the response. The need to optimise monies is crucial moving forward. I am concerned of how consolidation will look in reality. Will citizens have an option as to which centre they like best, how will friendship groups be maintained, how long will citizens be on transport, whether internal or external. Will this still prove to be a very expensive option with no outcome other than respite for carers. Day Provision needs to be regulated and citizens' outcomes need to be monitored but not by social work reviews, a system needs to be in place outside of social work practice to fully understand value and ensure outcomes of citizens are achieved.	Consultation Approach	Impact on vulnerable citizens	The approach to the consultation is key to the type of responses. Concerns over the impact on existing locations, how will friendships be maintained	No					Cares may initially think that the service to their loved one is being cut, reassurances must be given. Whilst this consultation is ongoing, arrange visits for citizens' families and carers to see other services to lessen anxieties. Day Services could have an open day, put on an event, pop in for a cuppa.	Consultation Approach		Reassurances and visits to alternative locations to mitigate the stress and anxiety
Respondent 16	I am a person who attends a Birmingham City Council Adult Social Care Day Centre	Agree Somewhat	This option could possibly save the service from closure, and saving money on buildings that don't have a large capacity of citizens, also more available to cover sickness and holidays.	Financial		Money saving that could save more locations from closure	Don't Know					To be open and honest about moving forward and not to hide the reality of the situation we are currently faced with.	Consultation Approach		Transparency in the reality of the current circumstances

Respondent Q1 Positional information (Which of the following best describes you?)	Q2a Agreement with Option 3 (To what extent do you agree o	Q2b Reasons in favour (summary) (Why do you say this?)	Coding/ Theme 1	Coding/ Theme 2	Summary	Q3a Look at other options? (do you think the council should look at any of the proposed alternative options in the consultation document in more detail?)	Q3b If yes, why? (summary)	Coding Category/Theme - Reasons (summary) 1	Coding Category/Theme - Reasons (summary)2	Examples/Description	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Category/Theme - Reasons (summary) 1	Coding Category/Theme - Reasons (summary) 2	Examples/Description
I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	We need as more centres not less. Travelling to the centres is already difficult. We travel from kings heath to heartlands. Having less centres and relocations will impact this and make the situation worse. People who attend the centres need routine and they often can't cope with large groups of people. Reducing centres will only increase the number of attendees per centre.	Transport/ Travel	Impact on vulnerable citizens	More centres needed not less. Travelling is difficult and there is a need for stability and routine	Yes	2 refurbish the centres.				In reference to the decline in attendance at centres. This is likely connected with transport. The centres are often miles from people's homes and the transport provided. More but smaller centres should be opened across the city so there is enough provision in each area that is easily and cheaply accessible.	Transport/ Travel		Lower demand is likely to have been influenced by people having to travel outside of their locality to access day centres
I am a person who attends a Birmingham City Council Adult Social Care Day Centre	Disagree Strongly	This will affect my mental health badly as I need this service	Impact on vulnerable citizens	Valuable Community Resource	Will have a negative impact on mental health.	Yes	As there is non other service for us and mentally I will surfer and with no family support I don't know what I will do	Impact on vulnerable citizens		No family, will suffer without this service	Please don't close these centre			
I am a staff member in an Adult Social Care Day Centre in Birmingham	Disagree Strongly	Day Centres provide respite for parents who work and also cost less that putting citizens into residential care homes. Day centres support each citizens individual needs and provides support. Day centres are cost effective and give the citizens choice and allow them to be safe and socialise with their friends. XXX day centre is a wonderful day centre and should not close, XXX day centre is also doing a fantastic job.	Impact on carers	Valuable Community Resource	Provide respite for carers and care effective, providing choice and a safe environment.						The day centres listed for closures. I do believe that XXX day centre should not close as its part of the community and provides a fantastic service to the citizens of XXX and XXX surrounding areas.	Valuable Community Resource		Harborne Day Centre forms an integral part of the local community and provides an invaluable service to the surrounding areas
I am an interested resident of the City of Birmingham	Disagree Strongly	service users who have built up friendships with other service users and staff at the day centres are at risk of losing contact with them which is not what vulnerable need. They may struggle to establish new friendships and build trust with other staff.	Impact on vulnerable citizens		the impact of losing friendship and the difficult of establishing new connections.	Yes								
I am an interested resident of the City of Birmingham	Agree Somewhat	Makes sense				No								
I am a staff member in an Adult Social Care Day Centre in Birmingham	Disagree Strongly	1. Numbers in attendance have declined due to the follow reasons, for several years referrals were stopped and social workers were being told not to refer to day services and to other alternatives despite citizens asking for day services. Also due to catchment areas for transport being put in place, day centres were instructed to look at citizens attending their day centres who were out of the catchment area and implement a transition to a day centre within their catchment area. This one not carried out by all day centres, which resulted in some day centre's attendance reducing and others increasing. XXX has a higher daily attendance of citizens than some day centre's that are not on the list for closure. 2. With the proposal to close XXX and XXX this will mean there is no day centre south of the city remaining open, which will result in citizens spending more time on transport travelling to and from their new day centre, resulting in even less of a service. 3. Both citizens with learning disabilities and physical disabilities will be attending the same day centre and their is a vast difference in the needs of each groups of citizens, which may cause a lot of distress for others, especially looking at space and noise levels. 4. A lot of citizens cant cope with change and this can have a huge impact on their health and wellbeing and may even result in changes in behaviour. 5. Staff will be expected to travel a lot further to their place of work incurring additional travel cost, when already staff maybe struggling with the cost of living, this having a particular impact on those staff who do not have access to their own transport and those with disabilities. 6. Parents/carers will have further to travel to attend meetings etc and a lot of our carers are older carers and do not drive.	Transport/ Travel	Impact on vulnerable citizens	resource allocation on south of the city, existing resources not suited to varying needs of service-users, travel costs and travelling will impact vulnerable citizens	Yes	To keep all day centre open, or look at catchment areas of day centre's and attendance figures.	Financial	Keep all centres open, re examine data	It is not our citizens fault for the financial situation that we as a council are in and yet they are being greatly affected by this.	Financial		Vulnerable people shouldn't be held accountable for financial mistakes.	
I am a staff member in an Adult Social Care Day Centre in Birmingham						Don't Know					LOOK AGAIN AT AREA LOCATION AND BUILDING WHICH JUST BEING BULIDED WHICH DO NOT NEED ANY CHANGE OR HARDLY ANY CHANGE	Service Improvement/ Innovation		There aren't significant changes needed to the building
I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	Agree Somewhat	The service does need to be updated and be fit for purpose, however any loss or disruption for families does have a massive impact.	Service Improvement/ Innovation	Impact on vulnerable citizens	Service does require improvement but loss or disruption will have a large impact	No								
I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	Disagree Strongly	Not enough options as it is. Individual need to be part of the local community ...people with learning disabilities need to be seen and make friends close by and be in familiar surroundings... also proposals suggest centres will become crowded and noisy... also rotated days not 5 days a week	Impact on vulnerable citizens	Valuable Community Resource	Options don't acknowledge the need for this resource to be set in local community, increased impact on remaining locations	Yes	More community initiatives more local partnerships involved and with key charities eg Mencap ... resources for autism	Financial		Partnership work to explore alternative funding streams	Yes more imaginative ways of involving people with local activities	Community Engagement		imaginitive ways to involve the community in activities
I am a partner organisation working in Birmingham	Disagree Strongly	Service users require predictability and stability, removing these centres will likely cause anxiety and upset and increase referrals to the LD health services whom are already overwhelmed with referrals.	Impact on vulnerable citizens		Citizens require stability removal of service will cause stress and anxiety	Don't Know								
I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly					Yes								
I am an interested resident of the City of Birmingham	Don't Know					Yes								
I am an interested resident of the City of Birmingham	Agree Strongly	Feel the council MUST find ways to reduce spending - it cannot simply increase the council tax. The proposals seem to indicate that people would still be able to access support, albeit at a different location.	Financial		Spending issues must be addressed	No								
I am an interested resident of the City of Birmingham	Agree Strongly	The Council must find ways to reduce spending - it cannot simply increase the council tax. The proposals seem to indicate that people can continue to access services, albeit in a different location.	Financial		Spending issues must be addressed	No								
I am a person who attends a Birmingham City Council Adult Social Care Day Centre	Agree Somewhat	I attend a mental health woman's group who have had the funding cut by Birmingham council luckily our fantastic members/runners have got funding from else where because we really benefit from our group we have 20 members who meet Mondays and Thursdays	Financial	Service Improvement/ Innovation	Alternative service funded by members and staff	Yes	The Benifit of the people . These safes spaces are keeping us alive	Impact on vulnerable citizens		Centres are considered to be a lifeline	More mental health groups with better activity for under 25	Service Improvement/ Innovation		More mental health groups for younger adults.
I am an interested resident of the City of Birmingham	Agree Somewhat	I agree that BCC have to save Public Funds, and I believe that there has to be a way found to best serve the public in a way that is transparent, respectful and professional. I believe that the only way to go forward is by committing to improving the way Day Centres best serve the people of Birmingham.	Financial	Service Improvement/ Innovation	Spending needs to be reduced but this needs to be done in a transparent and respectful way	Yes	Better use of buildings at weekends and evenings could bring communities together and bring in extra pounds to fund the building operational use.	Service Improvement/ Innovation		Use the buildings more creatively to create additional funding and pool resources	Ask people what they want. People and staff can become that used to not being listened to and heard, that they dont have a voice. Build the trust that's needed for the people of Birmingham to believe they have a voice.	Consultation Approach		Build Trust, elevate voices of the citizens and staff,so they feel they can inact some influence on the changes
I am an interested resident of the City of Birmingham	Agree Somewhat	The financial situation needs to be settled and the staff dont deserve to lose their jobs but the vacancies should be changed to accept the new situation financially	Financial		Financial issues need to be addressed but staff shouldn't lose their jobs	Yes	people are people who rely on them and that just doing as the government says is making life most hard for their residents!	Impact on vulnerable citizens		Citizens rely on these centres	I think the council could encourage citizens learn life skills to be as independent as possible and their helpers can do the same , plus let them know their rights in every sense that they need them so that they can live a independent life as per gov benefit changes, the council can also help with applications for jobs and claiming new benefits and attend or prepare their users for the interviews and tribunals!	Service Improvement/ Innovation		Help citizens to aquire life skills and gain independence, support them to understand their rights, assist with employment and applications.
I am an interested resident of the City of Birmingham	Disagree Strongly	Day centres provided valuable resources to people who have high level of need. They provide interaction for people who are isolated. They provide a safe space for social workers to support people. Many times in practice I have supported people who need safeguarding and this provides a natural safe space plus allows staff to monitor the situation.	Valuable Community Resource		Valuable service for vulnerable citizens	Don't Know					They would need to provide direct payments or arrange alternative support in the community. You would need to consider transport that is appropriate	Service Improvement/ Innovation	Transport/ Travel	Direct payments and alternative support in community. Transport provision to alternative location.

Respondent	Respondent Q1 Positional Information (Which of the following best describes you?)	Q2a Agreement with Option 3 (To what extent do you agree o	Q2b Reasons in favour (summary) (Why do you say this?)	Coding/ Theme 1	Coding/ Theme 2	Summary	Q3a Look at other options? (do you think the council should look at any of the proposed alternative options in the consultation document in more detail?)	Q3b If yes, why? (summary)	Coding Category/Theme - Reasons (summary) 1	Coding Category/Theme - Reasons (summary)2	Examples/Description	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Category/Theme - Reasons (summary) 1	Coding Category/Theme - Reasons (summary) 2	Examples/Description
Respondent 35	I am a partner organisation working in Birmingham	Agree Somewhat	Although money needs to be saved and this would be an appropriate step, careful consideration needs to be taken in regards to those accessing the services and their relocation. I work with the Learning Disability population and foresee the following issues: -The adults struggle to understand and adapt to a change, therefore in depth explanation in a way they can understand with a thorough settling in process, and also familiarisation visits to their new setting. - Activities and systems vary greatly across the different sites, with service users experiencing very different opportunities routine and structure, the onwards provision needs to be carefully considered to meet the needs of all service users - time on transport, closure of some settings means extended travel time for some service users including earlier pick ups. A lot of service users will find this extremely anxiety provoking due to a much wider change to their day than just the location. -physical space XXX Day Centre is a large setting with plenty of space for individuals to not feel over crowded and allow for meetings with professionals/time on their own when required. Adding a significant number of additional service users will almost double the attendee's and increase the staff, making it difficult to have these spaces available, not to mention the increase in traffic around the sites. Without consideration of the above issues, a large proportion of the population who access day centres will struggle to make the transition successfully, which will result in an increase in challenging behaviours, which ultimately will cost BCC more in the long run as additional staff will be required to manage any issues that will arise. I do hope you access appropriate NHS LD services to support with this transition in the most appropriate way for all individuals.	Impact on vulnerable citizens	Transport/ Travel	The impact on those who struggle with a lack of stability and change. The difference in needs across different locations. The impact of having to travel resulting in a failure to transition.	Yes	All avenues should be extensively explored as viable options by the council and by joint partnerships will be be directly affected by these changes.	Financial		Partnership work will be impacted by proposed changes	See above.			
Respondent 36	I am a staff member in an Adult Social Care Day Centre in Birmingham	Disagree Strongly	The Council should stop spending millions on interims and consultants before closing services to citizens.	Financial		Inappropriate spending on consultants should be examined	Yes	XXX Day centre should not be closing				Immediately stop the use of expensive interims and consultants. Review the huge pay rises given to JNC officers in 2022.	Financial		Better financial decision making that stops the use of interim leads and consultants. Review pay increases for JNC officers
Respondent 37	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	Accessibility and inclusivity for those people in need should be a priority. Budget savings may be a priority currently but the physical locality is required for those who are so vulnerable that further travelling should not have be an additional burden to reach other centres. If there are modernisation requirements, then this should be taken from the ASC precept or from asset sales that are currently being undertaken. The trajectory of repairs should have been organised earlier, this is now not the fault of current service users.	Transport/ Travel	Impact on vulnerable citizens	The impact of having to travel on already vulnerable citizens	No					Do not move forward with the proposal, period.	Valuable Community Resource		Do not close centres
Respondent 38	I am an interested resident of the City of Birmingham	Disagree Somewhat	Because I don't social care should be protected at all costs	Financial		Socia Care budgets should be protected	No					You could offer them direct payments instead of offering them they provision	Service Improvement/ Innovation		Direct Payments
Respondent 39	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	Day centres are a much needed commodity in local communities,so that they can be easily accessed by the local residents that need to attend. Most day centres are used by disabled, elderly and vulnerable residents of which locality and availability are a necessity due to transport.	Valuable Community Resource	Impact on vulnerable citizens	Much needed community asset used by the most vulnerable residents	Yes	Councils should invest in the vulnerable people to which they have a duty of care to provide a safe and quality service for their users.	Financial		Investment to those you have a duty of care to	Invest in the services that are already available	Service Improvement/ Innovation		Invest in the services that are already available
Respondent 40	I am an interested resident of the City of Birmingham	Disagree Strongly	Birmingham city council are bankrupt and as a result you are closing essential day centres. You have NOT shown evidence of adequate and accessible adult services. You have NOT done sufficient consultation. Citizens are not stupid, the council has put measure after measure in place to ensure these day enters haven't been able to open up properly since the initial attempt to close these day center just before Covid. do not punish our centres and its users who are some of the most valuable in our community because the council ran themselves into the ground.	Consultation Approach		Lack of sufficient consultation and the sense that the service has been targeted	Yes	Your concerns and efforts should be in building upon the centers and its community's that are already in place not ripping them up and risk losing people to the already broken system	Financial		effort should be given to improving existing services not closing them	Don't demonise people trying to save much loved and necessary center. You already know the answers you want and so your condescending and dismissive tone to ushers, staff and family is blatant . Shame on this council.	Consultation Approach		Not feeling properly consulted, trying to justify a decision already made, tone used is condescending / dismissive
Respondent 41	I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	Closing any of the 9 day care centres is not listening to the voices of the people using them. I am shocked that two of the day centres proposed to be closed are on the south side of the city. Planning to put all of their complex disabilities, and dementia elderly citizens into one space does not consider the needs of each individual. People have different needs, therefore we need different day centres to accommodate the individual. Birmingham city council have failed to listen to the voices of the vulnerable citizens or their carers. They expect a vulnerable person and their carer, many of whom are elderly to travel vast distances with little thought for the barriers they face. I'm really concerned about people becoming lost in a system, causing isolation, loneliness, mental health decline and failing the very people that Birmingham city council have a duty to care for. It puts a huge pressure on carers who are already struggling just to survive the daily challenges that carers face. Bad money management by the council should not affect the services that are in a huge demand in Birmingham, our services should be invested in as BCC are failing the future generations that will rely on day centres in the future. I believe that the vision that all disabled citizens should access community assets and private sector day centres is floored with many barriers.	Impact on vulnerable citizens	Consultation Approach	Not listening to the needs of vulnerable citizens and the impact suggested closures may have, the intersectionality of needs, the impact of travel, the potential for isolation, health decline and the impact on carers. Proposals are failing future generations	Yes	Investing and modernising all of the 9 Day centres across Birmingham. Building and future-proofing the centres.	Service Improvement/ Innovation	Financial	All centres should remain open and be invested in and modernised	Working with carers and citizens to make the 9 day centres more financially viable businesses. Utilise the building by renting out the space during the evenings and weekends. Find ways to make revenue like they used to do when renting the buildings out. Having a vision that all disabled citizens can access community assets is dangerous and narrow-minded. There are far too many barriers within the community to make such places usable for many disabled citizens. I know day centres won't and don't appeal to all disabled citizens but many many people are unaware that council-run day centres are even available. I believe that BCC haven't promoted or actively encouraged younger people to attend day centres so they can say that there isn't a need ! I know of many failed younger adults with various disabilities that have been left to fend for themselves. My concerns are what happens to these individuals when their parent/carer become too old to care for them! The future outlook is very concerning, BCC are failing so many people who have become detached from vital services. BCC need to listen and act with the best interest of the service user at it's hard. Saving money by cutting vital services is not the not the answer!	Service Improvement/ Innovation	Mistrust	Work with citizens and staff to explore ways the ongoing services can be viable, multi - purpose building use at weekends and evenings. Do not assume all vulnerable citizens can access alternative care due to ongoing barriers in place. Historically this service hasn't been promoted or encouraged and this has been deliberately to justify closure. BCC are failing vulnerable citizens, there is a sense this is
Respondent 42	I am an interested resident of the City of Birmingham	Disagree Strongly	I work with children and young people with additional needs in Birmingham and therefore I see how vital day centres are, not only for service users, but also their families. The number of children with additional needs is increasing exponentially and many of these children are potential future day centre clients. It makes no sense to me to close centres - this is absolutely not a long term solution as the remaining centres will be overcrowded and will need more staff therefore the same staffing problems will remain. It will also be hugely distressing and disruptive to service users and their families to have to change their routines and travel further. It feels like an ableast plan which limits accessibility, inclusion and socialisation for some of society's most vulnerable people.	Impact on vulnerable citizens	Valuable Community Resource	Vital resource for citizens and carers, changes will be distressing for the most vulnerable	Yes	Refurbish current centres to bring them up to modern standands.		Service Improvement/ Innovation	Modernise centres	Consult WITH the service users and families (with the support of professionals to aid communication) as it appears the council has not asked those who it will impact the most their opinions. I believe there are other less vital areas in which the council could save costs rather than this.	Consultation Approach	Financial	Better approach to consultation with the help of professionals as it appears those most affected have not been heard. Other less vital services should be explored
Respondent 43	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	Relationships and patterns matter to these individuals. They have no voice so are first to be cut. Anything else the council does should be cut first before these centres who look after the most vulnerable. No more festivals or sports events until these centres are secure. Your priorities are all wrong.	Impact on vulnerable citizens	Finance	Cuts should not be made to services vulnerable people rely on, rather money can be saved from not holding sports events and festivals	No					They should not be closed. Full stop.	Service Improvement/ Innovation		should not be closed
Respondent 44	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	Day care centres should be a given in this country , in the support of older people and carers and the people they are caring for. The savings will be short term, in short you'll cash in and sell the facilities, but what will be next? Stop trying to save money all the time. At least wait until we have a new government. These services are essential to people lives!	Financial	Valuable Community Resource	Day centres should be made a priority, savings will not be long lasting	No					Go on strike, grow a pair and tell the government you want the funds. If not, resign in protest.	Financial		Lobby central government for more funding
Respondent 45	I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	Disagree Strongly	Although it might save money by merging some of the centres. You are not taking into account there are a lot of these centres used by elderly people who would be unable to travel to attend Centre other than the one that is at present within walking distance.	Impact on vulnerable citizens	Transport/ Travel	Not appreciating the impact having to travel to attend a DC will have on older adults	Yes	Birmingham City council tenants are paying more with their council tax yes you propose providing less Services to the people that need them.	Financial		Council increases to households yet services are being cut.	If you plan to merge the centres, then Birmingham City Council should at least provide free transport to the people who are unable to get there if or when they be moved out of walking distance.	Transport/ Travel		Transport provision

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Respondent 46	I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	The relocation of existing centres may mean some service users are unable to travel to a new location. Many day centre activities are centred on the local area and what is available and will will disrupt routines and especially affect those with autism.	Transport/ Travel	Impact on vulnerable citizens	Some will not be able to travel to a new location and there is a risk to those with autism that they won't cope with disrupted routines	Yes	Outlined below				As above. Drive New clients by targeting care homes with information to help get the centres full again I believe that with little investment the centres could be repurposed. Dove some of he larger centres why not cure them out as meeting rooms for healthcare professionals or open up the centres on evenings and weekends to hold events like yoga classes AA meetings that you could charge a few for to contribute to the running costs.	Service Improvement/ Innovation		Improve awareness of the service to improve attendance. Explore renting the building out to utilise rental income
Respondent 47	I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	Disagree Strongly	Funding cuts for disabled children and adults has already rocketed. There isn't enough provision for disabled adults as it is	Financial	Impact on vulnerable citizens	Services for vulnerable already disproportionately targeted.	Yes								
Respondent 48	I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	Need community resources locally for people with LD so feel part of community... care in the community remember that ... Not large busy institutions..	Valuable Community Resource		The need for smaller local centres to meet the needs of people with LD	Yes	More community imitative such as Queen alexander hub sense and Mencap	Service Improvement/ Innovation		partnership working	Help with signposting servu	Service Improvement/ Innovation		Signpost service to improve awareness
Respondent 49	I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	Disagree Strongly	There isn't enough daytime provision as it is	Service Improvement/ Innovation		Not currently enough provision	Yes	All adult daycare needs expanding	Service Improvement/ Innovation			More funding	Financial		More funding allocated
Respondent 50	I am an interested resident of the City of Birmingham	Disagree Strongly	The SEND population is growing. I don't want to be part of a city community that cuts services for the most vulnerable. Alternative community provision is patchy & unreliable long term. SEND clients do not like change! Who provides/pays for transport costs to these new core centres? Carers often elderly & rely on their local centres. Shame on you!	Impact on vulnerable citizens	Impact on vulnerable citizens	Growing SEND population that require these services that is at odds with the proposed closures and targets the most vulnerable	Yes	Save current centres. Cut elsewhere. False accounts. Finance/IT system messed up.No cuts to the most vulnerable. When it's gone, it's gone Sort out finance before cuts. Osborne would be proud of you!	Financial		Services for vulnerable people shouldn't be cut due to financial mistakes made elsewhere	Get a refund from the IT company who designed the new, unfit for purpose, IT system. Call in forensic accountants to sort your finances. Increase capacity of dept that chases unpaid council tax, especially business. Performance manage senior staff better & monitor budgets regularly to avoid situ.again. Cut Councillor/Cabinet pay. Monitor/save energy costs! Don't cut essential services to the most vulnerable in the city!	Financial	Mistrust	Address the widely known issues that have contributed to the current financial circumstances rather than cutting funding to services that support the most vulnerable
Respondent 51	I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	Disagree Strongly	Disabled adults need a day centre to socialise and ensure they are part of the community. It allows carers a short spell of respite from the pressures of constant caring for their loved one. These are vital services.	Impact on vulnerable citizens	Impact on carers	Vulnerable citizens need local centres to socialise and participate, carers rely on the respite this asset provides	Don't Know					It's disgraceful that you are even considering taking this service.	Service Improvement/ Innovation		Do not close centres
Respondent 52	I am an interested resident of the City of Birmingham	Disagree Strongly	XXX day centre should not be closed the service users and this centre should not be messed about and moved around	Impact on vulnerable citizens		Centre should not be closed and citizen should not face disruptuon	Yes	To not close this centre				Don't close them	Service Improvement/ Innovation		Do not close centres
Respondent 53	I am an interested resident of the City of Birmingham	Disagree Strongly	I am opposed to the cuts to this budget	Financial		opposed to budget cuts	Don't Know					Should be seeking additional funding from the government	Financial		Lobby central government for more funding
Respondent 54	I am an interested resident of the City of Birmingham	Disagree Strongly	These services are greatly needed for our citizens with disabilities and particularly XXX Resource Centre. I know staff and citizens that attend and work at this centre and they do amazing work, promoting choice and empowering citizens to speak up. This building is also the only building on this side of the city yet you choose to leave centres open over the other side of the city forcing people to travel even further for a service	Valuable Community Resource		Valuable local asset for vulnerable adults any closure will result in a lack of resources on the south side of the city	Yes	Make cuts in other area and stop wasting public service money on utter rubbish and put this morning into these valuable services	Financial		Make compentant financial decisions and stop wasting money	Listen to those it is impacting and not your pockets	Financial	Impact on vulnerable citizens	Listen to those it is impacting and not your pockets
Respondent 55	I am an interested resident of the City of Birmingham	Disagree Strongly	These centres provide much-needed care for their users and respite for carers. I also note that the impact seems greatest in the south of the city. As ever, the most vulnerable in our city will be disadvantaged and they conveniently do not have the capacity to protest.	Valuable Community Resource	Impact on vulnerable citizens	Centre provides much needed support and any closure will significantly impact the most vulnerable	Yes	Option B (or look again at keeping additional provision in the south). Yes, the cost of refurbishing XXX is prohibitive, but renovations in XXX are much more feasible, over time.	Service Improvement/ Innovation		Keep provision open in the South of the city	Work with/partner with the charity sector to keep this provision open. Commit to a longer window for transition if there are to be closures. Look at service cuts that do not affect the most vulnerable.	Service Improvement/ Innovation	Financial	Explore other service cuts that don't target the vulnerable. Partnership working to try and keep centres open.
Respondent 56	I am an interested resident of the City of Birmingham	Disagree Strongly	We need these facilities	Valuable Community Resource		Service is needed	No					People need these facilities and the jobs that they bring. Stop wasting tax payers money on frivolous things and put it where the residents need it to be such as this centre	Financial	Valuable Community Resource	Concentrate funding on valuable resources, stop wasting money on financial mistakes.
Respondent 57	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Neither Agree nor Disagree	Because it is not clear about the savings and the overall plan to support the five day centres being saved. What is the saving when four of the day centres are closed, and is there a plan to improve the remaining day centres to take in a larger number of citizens. a. What is the plan if the council did not reach their goal ref savings. b. The 5-day centres will there be any plans to refurbish these units. c. What are the savings for closing 4-day centres and will this achieve the savings require for the first quarter. Is the future plan to close all day centres or have less day centres and greater flexibility, moving citizens around Birmingham day centres.	Financial	Consultation Approach	What are the savings made by closures. What are the plans to refurbish the locations that remain open. Are there plans to close all locations in future	Yes	Options 3. More details is required, because reading through the plan there's gaps and very little detail.	Consultation Approach		More information and transparency	A detail choice for very citizens, outlining the pro's and con's for each Career to understand what's going to take place and the requirement from everyone to meet the new changes. The time to travel to each day centre and the effects this might have on the citizen.	Consultation Approach		A full summary of the proposed changes with pros and cons. What the changes entail and how they will impact, eg travel times
Respondent 58	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	because citizens with severe learning disabilities and autism, epilepsy and other problems need to have a building based place to go. XXX Day Centre is a fantastic place with wonderful staff, they are all like a big family, how would you like to have your family split up ripped apart?	Valuable Community Resource	Impact on vulnerable citizens	Local centre is a valuable place for vulnerable adults to attend, like a family, feels like this is being ripped apart.	Yes	KEEP XXX DAY CENTRE OPEN, why should the most venerable people in society have there there day centre closed and have there lives ripped apart.	Impact on vulnerable citizens		Keep Harborne Centre open	yes, look after citizens and carers by keeping our day centre open there fore happy citizens and happy carers. As you are aware there are more UNPAID CARERS than paid carers in Birmingham so start thinking of us and not the bank balance, If all carers put the person they look after into RESIDENTIAL CARE the council would be crippled, so please think again before you act on what you are doing. The land which XXX day centre is built on is landfill and has a badgers sett so cant be touched, so what will you do with the centre, let it go to rack and ruin? Shame on you for that.	Impact on carers		Ensure the welfare of vulnerable citizens and carers by keeping centres open, they should be prioritised above budget cuts. Harborne is built on land that cannot be redeveloped
Respondent 59	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	The proposals will not benefit users whose day centre will be closed: 1)transport times will be long which will mean much of the day will be spent travelling on the buses instead of accessing resources at the centres that remain open 2)staffing will be an issue as staff will be lost to the system and users will obviously suffer from lack of adequate care and hence lead to safety issues 3)community provision will not happen as Birmingham have already stopped such provision due to cut backs and are looking to cut back even more 4)any provision in the community that is left will be difficult to access due to a much greater demands/ needs from users 5) users mental , emotional and physical health will suffer	Transport/ Travel	Impact on vulnerable citizens	Travelling will reduce activity time, adequate care will reduce due to increased numbers of service-users sharing resources	Yes	There should be a greater review of what would be fair to those users in the south of the city.	Service Improvement/ Innovation		The impact of a lack of service in South Birmingham	There should be a longer time spent on consulting the users and carers and day centre staff to asses the best way forward especially since the council is not operating due to the general election.	Consultation Approach		Extend consultation period due to purdah to ensure the best way to move forward
Respondent 60	I am a person who attends a Birmingham City Council Adult Social Care Day Centre	Disagree Strongly	Ward End library is very useful for the community. It's very good.				No					Keep Ward End library and the great service that it provides to everyone.			
Respondent 61	I am an interested resident of the City of Birmingham	Disagree Strongly	My background is supporting these individuals and there families. This is a lifeline and a way for individuals and families to manage and cope with having a individual with additional needs How would council manage The cost of housing these individuals as the families can't cope anymore especially due to cost of living This is so wrong, these are so vulnerable and need care and a voice that needs to be heard	Impact on vulnerable citizens	Impact on carers	DC is an essential resource, removing local centres may result in more costly interventions in future coupled with the cost of living crisis	Yes	Why are we looking to save money on vulnerable who can't speak for themselves services history has gradually declined over So wrong is uk becoming so uncaring targeting vulnerable	Impact on vulnerable citizens		Uncaring to target the most vulnerable and there is a history of this service declining.	Centres save money , these people should have more 1:1 support which is more expensive Stop proposal all together	Valuable Community Resource		DC are more cost effective form of care.

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I am an interested resident of the City of Birmingham	Disagree Strongly	These centres are a lifeline for adults with specific needs, they are also a lifeline for carers who need those few hours of respite from caring. As ypu are aware there is very little support for carers due to the severe cut backs in funding . Very little respite care. Now you want to close down day centres that support families and adults. It's cruel...	Valuable Community Resource	Impact on carers	Lifeline for vulnerable adults and their carers in an already dwindling service area.	Yes	No way should the closure of these centres even be on the agenda. The impact of carers not being able to care for these adults will in the ling run cost more to the council.	Impact on carers		the impact on carers as a result of service closure and the cost of other care interventions	No there is nothing you could do. What migration alternatives are being offered. 1.1 support for a couple of hours a week? How isolating is that for people already segregated from society. You need a radical rethink on this proposal.	Impact on vulnerable citizens		Alternative proposals are not adequate and are likely to exercebate isolation to an already vulnerable population
I am an interested resident of the City of Birmingham	Neither Agree nor Disagree	I feel we need more centres, not less, to cater for the ever increasing number of people who need these services.	Valuable Community Resource		More centres are required as there are more vulerable adults who need this resource.	Don't Know					Perhaps a small charge? As long as it was affordable for most people it would certainly help the situation.	Financial		Introducing a nominal charge to users to keep the service open
I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	Please keep XXX day centre open enjoy going great staff see my friends	Valuable Community Resource		Keep centre open as enjoys attending and seeing friends.	Yes	If you close I will need more leave of care will cost more from hospital admission	Financial		Greater costs in future related to crisis care	XXX is easily reach for us others are far away know everyone here my lifeline	Transport/ Travel	Valuable Community Resource	Harborne is easily reach for us others are far away know everyone here my lifeline
I am an interested resident of the City of Birmingham	Disagree Strongly	No				Don't Know								
I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	Agree Somewhat	Fuller capacity of the Centres would hopefully be more beneficial for the users on a social level. Also, better provision of suitable activities/ outings managed by a full complement of staff.	Valuable Community Resource		Fuller centres have the potential to faciliate greater social participation	Don't Know								
I am an interested resident of the City of Birmingham	Disagree Strongly	You have already closed some of these centres. XXX closed which XXXand another former neighbour office were then converted to make up for it. Now 8 years later you want to close XXX. You have already closed all the children's homes and only have 3 old peoples homes. It's a disgrace.	Impact on vulnerable citizens		Previous closures	Yes	Don't close any ofbyne centres.				Don't do it. The ones using these 4 centres can not easily adapt to change. XXX banged on about doing better while failing to do the basics of her job. Go and ask for a refund.	Impact on vulnerable citizens		Citizens using the four centres will not easily adapt to change. CE talked about doing better but these proposals do not reflect that sentiment.
I am an interested resident of the City of Birmingham	Disagree Strongly	Not balanced				Yes	All							
I am a partner organisation working in Birmingham	Disagree Strongly	This would make the sites over crowded. The issue is thta it is difficult to get allocated a SW and when we do the citizens are often not given fulltime places at a day servcie. Trying to get day service placements for people is a hurdle. People with LD and ASD find change difficult and also a day service that is too large and too noisy - having some smaller options is an advantage. People with a LD are the most vulnerabel in society and during Covid the closure of the day services had a major impact - with soem not able to still return to their fulll time day provision or only being funded for 1x day per week even though they require more days. Day services are a life line for carers and maintain the care they provide - carers needs also needs to be taken into consideration.	Impact on vulnerable citizens	Valuable Community Resource	Increased pressure on remaining centres leading to competition for services placing the most vulnerable people at a disadvantage	Yes	Modernise the day services Look at delay in SW allocation so people can have assessment of need for day centre provision	Service Improvement/ Innovation		Modernise the existing service	I'm aware BCC has to save money but this will have a significant impact on the most vulnerable in society	Service Improvement/ Innovation	Financial	More individualised services to cater for the most vulnerable rather than trying to save money by placing people in one service.
I am an interested resident of the City of Birmingham	Disagree Strongly	There is so little provision to support people with learning disabilities in Birmingham that these cuts are going to leave vulnerable people to be exploited by people setting up 'services' that are poor in quality and damaging. The impact that these cuts are going to make is going to detrimentally impact cognitive, emotional, health and wellbeing of these individuals. It is going to cost more in the long run, these are short sighted cuts that will be paid for 10 fold int he future.	Impact on vulnerable citizens		Diminished support services for vulnerable adults is having a negative effect on their mental wellbeing and the potential for private poor quality services to spring up could leave them facing exploitation.	No					Don't do it. They are being punished for poor management by others who will not be impacted on by theses cuts at all.	Impact on vulnerable citizens	Financial	Do not punish vulnerable citizens for the financial mistakes of others
I am a partner organisation working in Birmingham	Disagree Strongly	There is little emphasis or importance being placed on the disruption, and mental upheaval that the proposed closures will have on the people that use them, and their families. It has been mentioned that the current funding is 'unsustainable' but what is not discussed is the potential knock-on impact of forcing an unwanted move of provision on someone that may have learning difficulties or other additional needs. It will more than likely result in further support needs for individuals to aid transitions from one day centre to another, transport costs that will need to be factored in to get people to areas of the city further away from their homes and the potential mental health ramifications of any such move. All these factors bring their own cost, and the proposal seems like a short-term solution that will have long-term negative effects. The word sustainable is also not applied in a person-centred way. It takes a significant amount of time for many people who access day and social provision to build up positive bonds and relationships with the other people who go there, and this will need to begin again if this proposal is approved. It appears that there has been missed opportunities to consult with the people who access the provisions that are potentially being closed down. Above this survey for example it reads: 'Our preferred option and proposal for consultation' but where is the voice of the people who access the day centred being consulted on being captured? What effort has gone into ensuring they are voicing their opinions on the proposal? There is very little information available to see which over cost-saving options are being look into and proposed related to the financial situation the council is in. It feels very unfair that some of the most vulnerable people in Birmingham are paying the price for mistakes that have been made at an organisational level.	Impact on vulnerable citizens	Consultation Approach	Lack of insight into the longer term effects of closing locations. Consultation not appearing to listen to the voices of vulnerable adults and not considering the full impact on their wellbeing	Yes	How will we consult? This process is not inclusive. There is no mention of how communication and / or learning needs are being supported to ensure that everyone's voice and opinions are heard.	Consultation Approach		concerns over accessibility of consultation to certain groups	Decision makers related to this proposal should make an effort consult with the people who access and use the services that are under threat of closure. Any closure and subsequent move from one day centre to another will most likely have a significant negative impact on many of these people, and this should be a focal point of any proposals. What support systems will be put in place? How will key messages be communication to the people accessing the day centres, keeping in mind that it is likely that many of these people may have communication needs and / or learning difficulties? How will families be supported throughout this process?	Impact on vulnerable citizens	Consultation Approach	Make a concerted effort to engage appropriately with those effected by the proposals as they will have a negative impact on the most vulnerable. How will they be adequately supported?
I am a partner organisation working in Birmingham	Disagree Strongly	For the vulnerable individuals that attend across the day centres that are proposed to close this will cause significant upheaval and distress. The closure may also mean that attending a day centre is no longer viable due to the distance needed for travel and the availability or lack there of supported transport provision. Social isolation and lack of community engagement will lead to further social care, health and safeguarding concerns which will is known to create significant further strain on council and public services.				Yes	Reconsider the closure of services, as there is significant demand from communities for social care support and services.	Service Improvement/ Innovation		reconsider decision as demand indicates the need for this service	Full and frank consultation with all relevant parties to understand the social impact of proposals and the likely costs associated to this. Promotion of services to support their delivery rather than seeking to close services to enable cost saving. As stated above initial cost saving will inevitably lead to significant increases in costs for healthcare, mental health and the requirement for input from safeguarding teams.	Impact on vulnerable citizens	Financial	Fully understanding the impact to all those impacted by the proposed closures. Promotion of service to mitigate against short term cost saving. In the longer term it will lead to more costly interventions
I am an interested resident of the City of Birmingham	Disagree Strongly	The council is at fault for the shortage of money. These day centres are a lifeline for attendees and their carers and they shouldn't be penalised for severe financial mismanagement. With the increase in council tax and cutting of many services expected of the council - streets, environment etc - the council will need to come up with a better idea than to close any day centre. I am so angry at this proposal. I am sure BCC can save £11m from within the council itself. Do not take away essential services that will have a terrible knock on effect.				Yes	Modernise and update. These facilities are vital. Society needs to reevaluate its priorities. This is a cost saving exercise with disastrous consequences, look at quality not quantity.	Service Improvement/ Innovation		Modernise the existing service, quality not quantity	Cut costs from within. Do not penalise the people paying for council services. While this consultation is ongoing the service users and families are incredibly stressed. There is a responsibility of care here. The public would choose a better option than the proposed ideas.	Impact on vulnerable citizens	Financial	Do not penalise vulnerable citizens and carers who are extremely stressed, make the cuts from within the council
I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	Disagree Strongly	My mum died with dementia after being ill for some years. She attended XXX day care centre for some time, then unfortunately it moved to XXX. I don't believe this would be beneficial to dementia patients going to unfamiliar buildings.	Impact on vulnerable citizens	Transport/ Travel	the impact of having to travel on those with dementia.	Yes	Go back to Ulleries Road day care centre for adults!				Do not close any more sites, we need them!	Impact on vulnerable citizens		Do not close any more sites, we need them!
I am a staff member in an Adult Social Care Day Centre in Birmingham	Disagree Strongly	The vulnerable are the ones who need are services this side of city.	Impact on vulnerable citizens		vulnerable citizens need to access services nearby	Yes	Council should consider more options				No			
I am an interested resident of the City of Birmingham	Disagree Strongly	It is madness to get rid of adult day care centres https://www.birminghammail.co.uk/news/midlands-news/we-not-numbers-real-people-29379650	Impact on vulnerable citizens		madness to consider closing these services	No					It should be doing everything it can including reducing their own salaries, this is a disgraceful cut	Financial		Reduce staff salaries rather than cutting these services

Respondent	Respondent Q1 Positional Information (Which of the following best describes you?)	Q2a Agreement with Option 3 (To what extent do you agree or disagree?)	Q2b Reasons in favour (summary) (Why do you say this?)	Coding/ Theme 1	Coding/ Theme 2	Summary	Q3a Look at other options? (do you think the council should look at any of the proposed alternative options in the consultation document in more detail?)	Q3b If yes, why? (summary)	Coding Category/Theme - Reasons (summary) 1	Coding Category/Theme - Reasons (summary) 2	Examples/Description	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Category/Theme - Reasons (summary) 1	Coding Category/Theme - Reasons (summary) 2	Examples/Description
Respondent 77	I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	If you are having cut backs, then start at the top not at the bottom. The service users have very little in their lives. Don't take away what little they do have. You are picking on the most vulnerable, disadvantaged and underprivileged people in society. They do not have a voice.	Financial	Impact on vulnerable citizens	Targetting the most vulnerable without a voice. Financial cuts should be made towards those at the top	No					Scrap the proposals.			
Respondent 78	I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	My daughter has attended XXX day centre for the last 40 years and due to her age of 62 and her familiarity with the centre and staff this is going to cause her and myself immense stress on top of all the health issues we both already suffer with. I am her mother and I am 86 do not need the stress of worrying about my daughters future.	Impact on vulnerable citizens	Impact on carers	Has attended a local day centre for over 40 years, the impact will cause considerable stress to service-user and elderly carer	Yes	Only one other centre south side of Birmingham. XXX has one of the highest amount of service users and staff so closing this centre would impact the most of people overall including families.	Service Improvement/ Innovation		Lack of provision in South Birmingham if Harborne were to close, this centre has the highest demand.	Provide guarantees around being able to relocate to closest centre i.e XXX and provide guarantee that transport would still be provided which is vital. Ahead of any closures, my daughter being able to go to XXX and be integrated and familiarise herself with the environment. However, to be clear, this is the worst option as previously stated, as I am really concerned she would struggle and cope with this change due to her age and impact on her and myself. My XXX has been settled over all these years and this is a nightmare which keeps me awake most nights.	Impact on vulnerable citizens	Impact on carer	Provide guarantees that you will relocate citizens to the centre that's closest to them. Enable citizens to familiarise themselves with their new location to help with the stress of these changes. Worry keeps carer awake at night.
Respondent 79	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	<p>The proposal will leave only one centre open in the South, providing 115 places whilst there will be 340 places in the North of the City. This is not a fair distribution of places.</p> <p>My sister has attended XXX Day Centre for approximately 35 years. Its closure will be absolutely devastating for her and my 88 year-old mother, who cares for her without formal support. The re-opening of the Centre following Covid-19 has left my sister with crippling anxiety, agitated that she will not get to the Centre the next day. Each morning she stands and waits for the transport to collect her. She wakes in the middle of the night, gets dressed, goes downstairs, switches on the lights, opens the curtains and waits and waits and waits. This can be at 11.50 pm, 12.10 am, 1.30 am, 2.35 am The distress of moving to a new centre, if transport is available and if there is a 5-day a week place for her will be immense. All of which my 88 year-old mother will have to deal with.</p> <p>This will not "cause short term disruption to service users and carers" as stated by the Council under proposal 3. This statement is insulting and woefully inadequate implying the Council doesn't understand the nature of caring for a disabled person. Especially given the Day Centre has been their working week for some 35 years.</p>	Impact on vulnerable citizens	Impact on carers	closures will lead to an uneven distribution of centres. Closure will result in significant disruption and distress for a long-standing service user and their carer. Reopening after covid had a significant impact on wellbeing which left her with crippling anxiety.	Yes	Staff vacancies should not be used as part of the criteria. There has been a freeze on recruitment and staff are contracted to work at any day centre.	Financial		Staff vacancies shouldn't be used in the savings criteria as there is an existing recruitment freeze and staff are peripatetic	<p>closure of Day Centres to those who attend.</p> <p>Individual consultations should have taken place with Citizens and carers before the proposal was presented.</p> <p>Sending a letter through the post addressed to someone who can't read or write, who is cared for by an 88 year-old parent, who is partially sighted, hard of hearing, crippled with arthritis, and who doesn't understand is not a fair or appropriate way of informing people of something that will have catastrophic consequences.</p> <p>The letter sent announced a series of meetings: virtual meetings with no instruction how to access the meeting, inaccessible to my mother who doesn't have broadband, or a smart phone; in-person meetings that were impersonal and dispassionate, where the consultation document was read out aloud, with the comment "there is no legal obligation to consult, but we felt we had a moral obligation". Questions could be asked, but no answers given, with a "we don't know the answers - they will be recorded and fed into a report which will go to the Cabinet Members" - an unseen document, with no transparency. The virtual meetings were poorly attended, not because of apathy, which is very much not the case</p>	Consultation Approach	Financial	Inappropriate method of communication and consultation, letter sent to a citizen and very elderly carer who couldn't understand the contents. Wasn't able to access online meetings, the in-person meetings were impersonal. Questions were asked but answers not provided, process lacks transparency, couldn't find where consultation was advertised on social media, Trusted citizens part of the pre-consultation appears to favour those that can articulate themselves, nothing can be done to mitigate closure and the impact on the most vulnerable. Vulnerable citizens are being targeted as a result of BBC's financial mismanagement.
Respondent 80	I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	9 established services with an increasingly aging population is still insufficient. Those using the services and wider local impact they provide for support far outweighs the cost. The savings and benefits these services can provide to the wider community such as the NHS, access to organised activities, physical and mental health support and reconnecting of local services, clubs and social integration has not been accounted for.	Valuable Community Resource	Service Improvement/ Innovation	9 locations are insufficient to meet the needs of an increasingly ageing population. The benefits of the service far outweigh the costs.	Yes	The option to keep an improve existing site's and provide more integrated services across social support services for adults.	Service Improvement/ Innovation		Improve existing services with greater integration of other services	Promote a positive attitude towards these services. Increase support for those working and using services. Keep services local for people to be able to access easily and provide local community services. Be proud of the services and endeavour to improve them.	Community Engagement	Valuable Community Resource	Promote the importance of the service within the local community. Keep services local and accessible. Improve services
Respondent 81	I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	Disagree Strongly	How can you remove such a vital part of the community? This will have such a negative impact on the most vulnerable of our society. What are your plans just to leave them till they cannot cope with loneliness any longer? How about those that are unable to attend a different centre?	Impact on vulnerable citizens		Closure will impact the most vulnerable and will lead to isolation for those unable to travel	Yes	Yea saving money elsewhere for instance not spending a fortune on a landlords portal that's not even fit for purpose!	Financial		Save money elsewhere not on a landlord portal that isn't fit for purpose	Not impose the proposal at all these people have put in and made a massive difference to our society and now you're going to take away the one thing that they have.	Impact on vulnerable citizens		Do not impose closures on the most vulnerable in society who have contributed so much
Respondent 82	I am a staff member in an Adult Social Care Day Centre in Birmingham	Disagree Strongly	<p>The reason we have no money is this.</p> <p>The Profits of Economic Shock: Case Studies with Professor Richard A. Werner</p> <p>"You're seeing a plan for basically how to financialize and make money out of genocide and the destruction of society."</p> <p>~ Professor Michael Hudson</p> <p>https://home.solar1.com/the-profits-of-economic-shock-case-studies-with-richard-werner/</p>	Financial		Link to a paper outlining the destruction of society as the reason the council are facing financial challenges	Yes	Spend money on creating new purpose-built state of the art day centers open 24/7 365	Service Improvement/ Innovation	Financial	Invest in modernising existing service	Stop asking the wrong questions and upsetting people. Instead, ask 1. where has all the money gone to? 2. Why has money been wasted on things that don't work like Oracle, Horizon, HS2, Brexit, etc. 3. wake up and arrest those in central government responsible.	Consultation Approach	Financial	Stop asking the wrong questions whilst ignoring the financial mismanagement
Respondent 83	Not Answered														
Respondent 84	Not Answered														

Coding Definitions

Q2b Code (Reasons in favour/against)	Code Description
Consultation Approach	Lack of understanding, lack of sufficient consultation, type of consultation affects the responses, lack transparency, not listening, mistrust of processs
Financial	Cost effective services, could preserve the future of service, financial transparency, inappropriate spending should be addressed, social care budgets need to be protected, services for vulnerable people are disproportionately targeted, spending on day centres should be prioritised, financial mistrust
Impact on Carers	Loss of respite for carers, loss of reassurance that their loved one is in a safe environment, impact of the disruption and distress of the person they are caring for
Impact on Vulnerable Citizens	Loss of friendships, service disengagement leading to isolation, disruption will cause considerable distress to those with conditions that require routine and stability, citizen's voices not being heard/ listened to, vulnerable people disproportionately effected by service cuts, increased competition for spaces
Service Improvement/ Innovation	Facilities are below standard therefore the service requires innovation, the service does require improvement, loss of the service would have a huge impact, diminished support will result in the need for more costly interventions,closure will result in an uneven distribution of centres across the city, the current nine locations are insufficient to meet the needs of vulnerable citizens, increased burden on remaining centres.
Transport/ Travel	Impact of travel costs, impact of travelling to different centre on those with autism, mental health issues and dementia, not being able to cope with travelling, the reduction of activity time due to travelling,
Valuable Community Resource	Much needed community asset utilised by vulnerable citizens, provides much needed support for vulnerable citizens and their carers, a safe space for vulnerable citizens that feels like family, the benefits of the centres far outweigh the cost, fuller centres may increase social participation, provides a lifeline in an already dwindling service area

Q3b Code (Alt Options Why)	Code Description
Consultation Approach	More options available, greater transparency and more information, concerns over accessibility of consultation
Financial	Better financial decisions, stop wasting money, shared building use to create rental income, alternative funding streams from partnership working, vulnerable people shouldn't be paying the price for financial mismanagement of the senior leaders, greater costs relating to other interventions, such as crisis care.
Impact on Carers	Negative impact on carers who won't be able to provide adequate care
Impact on Vulnerable Citizens	Citizens rely on these essential services, they are a lifeline, targeting the most vulnerable will result in suffering for citizens and carers,
Service Improvement/ Innovation	Refurbish existing sites, modernise the existing service, improve services by integrating with others, do not close Harborne which has the highest demand, address lack of services in South Birmingham,

Q4 Code (Mitigations)	Description
Community Engagement	Local engagement to increase awareness of the service, Imaginitive ways to integrate community services, promote the importance of the service within the local community
Consultation Approach	Concerns over accessibility of consultation including digital exclusion, concerns whether it is a consultation, build trust, reassurance, transparency, better support from staff, extention of consultation due to general election, understanding that some citizens cannot understand or articulate themselves, ask the right questions
Financial	Better financial decisions, stop employing consultants/ interims, stop the cuts to services for vulnerable people, lobby government for more funding, address the cause of the financial problems, introduce a nominal fee to use the service, reduce staff salaries, review JNC officers salaries, make cuts to less important services, acknowledge the longer term cost of crisis care by removing this service, shared use of building generate rental income
Impact on Carer	Protect carers and acknowledge the important cost saving support they provide, ensure the welfare of carers by keeping this important form of respite care open
Impact on Vulnerable Citizens	Protect the most vulnerable citizens by keeping the centres open, enable citizens to familiarise themselves with the proposed new location, adequately support through this process, many won't adapt to this change which will result in isolation, targeting vulnerable doesn't echo the chief execs sentiments of doing things better, put vulnerable citizens first not finances.
Mistrust	Historically service hasn't been well promoted to justify closure due to low attendance, address the widely known financial mistakes rather than closing services for the most vulnerable
Service Improvement/ Innovation	Help citizens to acquire skills to gain autonomy and independence, more mental health services for under 25s, Direct payments and other service types, explore sharing the use of the building to integrate services, signposting/ improve awareness of the service, individualised services for differeing needs,refurbish existing locations
Transport/ Travel	Provide transport to alternative locations, keep local centres open as they are easily accessible, lower attendance at some centres is likely caused by people travelling outside of their locality to access centres,
Valuable Community Resource	Do not close centres, as they provide valuable services to the surrounding areas, much more cost effective form of care, centre is a lifeline, promote the importance of this service rather than closing it.

Which of the following best describes you?

	No.	%
I am an interested resident of the City of Birmingham	33	39%
I am a staff member in an Adult Social Care Day Centre in Birmingham	12	14%
I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	11	13%
I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in	8	10%
I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	8	10%
I am a partner organisation working in Birmingham	6	7%
I am a person who attends a Birmingham City Council Adult Social Care Day Centre	4	5%
Not Answered	2	2%
Grand Total	84	

To what extent do you agree or disagree with the proposed preferred option?

	No.	%
Disagree Strongly	58	69%
Agree Somewhat	9	11%
Agree Strongly	6	7%
(blank)	3	4%
Neither Agree nor Disagree	3	4%
Disagree Somewhat	3	4%
Don't Know	2	2%
Grand Total	84	

Do you think the Council should look at any of the proposed alternative options in the consultation document in more detail?

	No.	%
Yes	49	58%
No	19	23%
Don't Know	14	17%
(blank)	2	2%
Grand Total	84	

How did you hear about the consultation?

	No.	%
Social media	27	32%
Word of mouth	19	23%
Other	17	20%
Email	16	19%
Event	2	2%
Not Answered	2	2%
Search engine	1	1%
Grand Total	84	

Representation

	No.	%
I am a resident of Birmingham	59	64%
I represent/own a local business	2	2%
I represent a charity that covers the Birmingham area	2	2%

I represent a community group in Birmingham	0	0%
I work for Birmingham City Council	16	17%
I am a Birmingham Councillor	1	1%
I represent a public sector organisation	6	7%
Other	6	7%
Grand Total	92	

Age Range

	No.	%
Under 16yrs	1	1%
20 to 24 yrs	1	1%
85 to 89 yrs	1	1%
25 to 29 yrs	2	2%
Not Answered	3	4%
30 to 34 yrs	5	6%
Do not wish to answer	5	6%
40 to 44 yrs	6	7%
65 to 69 yrs	6	7%
70 to 74 yrs	6	7%
35 to 39 yrs	9	11%
45 to 49 yrs	9	11%
50 to 54 yrs	9	11%
60 to 64 yrs	10	12%
55 to 59 yrs	11	13%
Grand Total	84	

What is your sex? - gender

	No.	%
Female	54	64%
Male	17	20%
Do not wish to answer	11	13%
Not Answered	2	2%
Grand Total	84	

Is the gender you identify with the same as your sex registered at birth?

	No.	%
Yes	64	76%
Do not wish to answer	18	21%
Not Answered	2	2%
Grand Total	84	

Which of the following best describes your sexual orientation?

	No.	%
Straight or Heterosexual	60	71%
Not Answered	20	24%
Gay or Lesbian	3	4%
Bisexual	1	1%
Grand Total	84	

What is your religion?

	No.	%
Christian	33	39%
No religion	20	24%
Not Answered	20	24%
Muslim	4	5%
Other religion	3	4%
Sikh	2	2%
Atheist	1	1%
Hindu	1	1%
Grand Total	84	

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

	No.	%
Do not wish to answer	19	23%
No	37	44%
Not Answered	4	5%
Yes	24	29%
Grand Total	84	

What is your ethnic group? If you have mixed ethnicity, please select which combination of ethnicities describes you best

	No.	%
White British	53	63%
unknown	19	23%
Indian	3	4%
Any other ethnic group	2	2%
Other White	1	1%
Pakistani	1	1%
Black British	1	1%
Irish	1	1%
Other Asian	1	1%
Bangladeshi	1	1%
Caribbean Black British	1	1%
Grand Total	84	

Do any of your conditions or illnesses reduce your ability to carry out day to day activities? - Affect to daily activity

	No.	%
Do not wish to answer	21	25%
Not Answered	28	33%
Not at all	15	18%
Yes, a little	10	12%
Yes, a lot	10	12%
Grand Total	84	

Item 6

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
How do we recognise if ANY of our colleagues are corrupt and have their own agenda?	Consultation approach	Mistrust
I'm trying to get hold of a digital copy of the attached letter from yourselves. I need this to be able to use the links and QR code which you cant from a rough paper copy. I have asked XXX for the Word-docx but it appears to be encrypted and won't open on my PC. Do you have an unencrypted version available for the general public ?	Consultation approach	Information accessibility
Requesting 3 consultation packs to be sent 2 via post & 1 via email - the addresses for the postal packs are XXX, XXX The pack to be sent via email should go to XXX.	Consultation approach	Information accessibility
Many thanks to XXX, I now have a digital copy of the consultation letter, so I can use the links etc which you can't on a sheet of paper.	Consultation approach	Information accessibility
I was not able to log-into the first meeting (virtual) last night. Are there any minutes available ?	Consultation approach	Information accessibility
Please can you send me the easy read versions of the consultation documents for our citizens.	Consultation approach	Information accessibility
I was looking at the day rate for the XXX that you put down in the slide, these figures are wrong. We do not charge £210.00 per day, our daily rates are the same as XXX. I am just checking with you because the carers will raise this. Can you please clarify this for me please.	Consultation approach	Information accessibility
Opening of the letter file is now resolved, but I was still not able to log into the first (virtual) meeting of the consultation. I asked if there were any minutes available for this meeting. Are there ?	Consultation approach	Information accessibility
XXX/XXX – we should put a covering letter in with the info we send to carers to explain what it is and what to do with it. To avoid confusion and interfering with the legal side of things, should one be done that we all use?	Consultation approach	Information accessibility
Thank you for your email. I am trying to get the time off to attend these meetings as I believe it is important that we can support other carers and know their understanding of what is happening.	Consultation approach	Impact to Carers
Thought I would update you on today's online public meeting that I attended today. Again, as a carer I was in the minority. In fact, just me. 9 in total - me, XXX , head of service for transformation, 2 business support admin, Director Focus Birmingham, Director Headway, plus 2 unknown BCC employees and XXX manager of 2 day centres.	Consultation approach	Information accessibility
Same presentation for 30 minutes, then me talking/asking questions for hour 15 minutes - session over-ran by 45 minutes. To her credit, she didn't try to hurry me or said we had to finish. Nothing new from this presentation other than Caroline seemed to write quite a bit.	Consultation approach	
Again, said meetings would not be well attended. Letter didn't say what platform the meeting would be on. I'm tech savy and realised it was on teams but an 88 year old who doesn't have broadband or a smart phone, is partially sighted and hard of hearing certainly would work it out. They said meetings were well advertised, social media etc. Also there us a number mum can call. Again, they just don't get it	Consultation approach	
I made the point they shouldn't have announced the four centres to close. There would be more 'voice ' if the citizens and carers at 9 centres thought they could close. XXX said at her meeting, XXX carers were upset. I thanked them for that, however, said that if XXX was staying open I too would be sad for a centre closing however I would get on with my full-time job, manage my house whilst looking after my elderly mother and disabled XX and managing their house, safe in the knowledge that XXX wouldn't be 'disrupted'.	Consultation approach	
I said I understand figures and hard facts, as presented on the consultation, however these are people without a voice. Apparently the council are using trusted citizens to ask questions. I made the point the council are basing their 'facts' on information/ideas from trusted citizens. XXX wouldn't be able to understand questions they are asking. Perhaps the citizens who catch buses and drive cars are part of the trusted citizens group.	Consultation approach	Information accessibility
No one else asked questions. In the chat XXX said I was doing a great job representing those seldom heard and advocating for those who can't. XXX agreed. I will try and track them down and see if i can open dialogue with them both.	Consultation approach	
I also asked why the quality assurance didn't form part of the consultation. XXX will see if it's available, might be confidential	Consultation approach	Information accessibility
They churned out the not 'a legal obligation to consult ' but feel they have a 'moral obligation'. I say it's immoral to treat disabled people this way.	Consultation approach	Impact to Carers
Think I've summarised most things. I tried to go into detail about figures but they are what they are unless we can find anything amiss.	Consultation approach	Information accessibility
As we did not get an opportunity to talk to XXX , nor XXX for that matter, at the consultation at XXX , we would like to attend the consultation at XXX on 28 May.	Consultation approach	
I'm meeting with Councillor Brooks tomorrow. Do you have any thoughts/questions you want me to put to XX?	Consultation approach	
What are the current cost benefits of the planned closure? - How will the building be utilised if the Day centre is closed? My constituents also reported the data, provided in the consultations, were 'unfairly gathered'. Therefore, could you send through the data, so my team can also make relevant assessments?	Consultation approach	Information accessibility
We heard that one of the centres has already closed and another carer has said that two have closed. So if this is a consultation why has this happened already.	Consultation approach	Mistrust

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
Who? Where? How many have been consulted and What were they asked. All users abilities are different and to not create an individual approach for each is arguably a violation of the Equality Act of 2010 that ensures those with protected characteristics (including disability) are not discriminated against.	Consultation approach	
The teams meeting I took part in on 8th May 2024 did not give me the impression that the Birmingham council was open to suggestions. It made me feel that they have already chosen their course of action, specifically shutting down the four centres listed in the report.	Consultation approach	
I would like to see this platform, where we can challenge the proposal, be open to alternative solutions.	Consultation approach	
The recent meeting on the 8th of May 2024 was chaired by XXX . The chair repeatedly stated that “legally we don't have to have a consultation but we think it's the moral thing to do”. This made myself and other audience members feel that they were trying to make us feel heard but this was not followed up by sufficient engagement throughout the Teams meeting.	Consultation approach	
The chair repeatedly stated that “legally we don't have to have a consultation but we think it's the moral thing to do”. This made myself and other audience members feel that they were trying to make us feel heard but this was not followed up by sufficient engagement throughout the Teams meeting.	Consultation approach	
Whilst I understand that time is a finite resource – I feel not enough time was scheduled to open the floor to questions from viewers. The chair repeated ‘I am conscious of time’, whilst this in itself is not a bad thing it did make the viewers feel rushed and that their contributions were not being taken on board.	Consultation approach	
The meeting was also poorly structured, spending the majority of the time going through the information pack, word for word. This did not give us the time to ask questions. What was the reason for reading out the document which had been sent out?	Consultation approach	
The meeting highlighted an interesting point: It showed that many people were not aware of the consultation at all or were unaware they could attend online. Why was it not made more accessible to users, carers and family members? Many carers are concerned and it has caused unnecessary distress. I had issues myself and made two calls to find out how to attend the meeting online. This presents a problem with accessibility and reduces the amount of useful feedback you can get throughout a consultation period.	Consultation approach	Information accessibility
The chair stated that (XXX) had been consulted on a temporary closure of the centre, if they had had known it was permanent would they have answered the same? The manager from this site said that the people who moved were given full support and settled in well. I queried this saying specifically as this does not speak to a temporary move and we were informed it had already closed.	Consultation approach	Mistrust
Qualitative data is summarised in two ‘picked out’ quotes – the summary paragraph for example in ‘Barriers Faced’ (page 16 line 1-5). It does not give numbers to indicate frequency (for example ‘Transport was the most talked about issue...’ – by what measure, by how much, this needs to be presented openly if people are to comment on it.	Consultation approach	Mistrust
As I do not live in Birmingham, attending a meeting is not always possible so can only get information when I visit my XX who lives in XXX fairly close to the Day Centre.	Consultation approach	
The proposal to close day care centres in Birmingham is highly unacceptable and ill thought out by the decision makers at Birmingham City Council. The proposed closure of this day centre would be highly detrimental for my XX as he may end up having to stay at home for 24/7 care with no day centre services. Alternatively, if XX was transferred to an alternative day centre (if Birmingham City Council do not close any more day centres), this would be a highly distressing and painful transition as he would find the new surroundings very hard to cope with as well as having new day centre staff looking after XX who do not know XX on a personal level unlike the current staff at XX Day Centre who know XX inside out, his required care and the attention he need. It was previously proposed 6 years ago to close XXX Day Centre when the fight started and the fight will continue to save and protect these highly essential community services for the most vulnerable people in society and their carers.	Consultation approach	Impact to Citizens
I challenge those making these unacceptable, cruel and thoughtless decisions to spend a day in the life of a carer to see the importance of day care centres. I would be more than willing to allow you into our home and show you the life of a carer of a severely disabled person to see just how challenging it can be, which is why the day care centres are vital for both vulnerablepeople and their carers.	Consultation approach	Impact to Carers
Request to have a copy of the XXX Consultation session notes	Consultation approach	
I have received further complaints over the accessibility of the ongoing Day Centre consultations.	Consultation approach	
‘...Quite comical, BCC released a frequently asked Q and A document (attached) dated 10th June 2024 but they don't seem to answer any of the actual questions. Their favourite line is: All proposals are currently subject to the consultation and no decisions have been made.	Consultation approach	
They're acknowledging they've made proposals but no actual detail to these proposals. I argued yesterday at the public consultation to XXX that the public consultation document only relates to finances. There is no mention of the actual proposals, transportation requirements, the day centre users, the needs and requirements of the users. They are just treating the most vulnerable in society as a number on a piece of paper. I strongly believe they should be holding the public consultations at the actual Day Centre's earmarked for closure. This way it would highlight further to the public what these day centres do and the facilities that they have.	Consultation approach	
I also argued the are only 2 face to face public consultations with the final one being on 8th July...the public consultation closes on 9th July so it doesn't give any time at all for the people attending on 8th July to voice their concerns or issues. Seems very flawed. We also argued the timings of these consultations has been horrendous and they basically just said back they've held wide ranging times including evenings...as far as I can see, there was only one evening consultation and that was virtual via teams and that was only for service users and carers NOT the wider public. All the others have been between 1pm-3pm which is of no use to carers. It seems to me that BCC only want this to be kept between them and the day care centres in hope they won't have much of a battle against them with only 4 public consultations and only 2 of these being face to face. It seems as though they want to keep the public out of this so they don't get much objection as they're limiting most of the consultation to service users and carers.	Consultation approach	
I tried to push XXX on when the figures were collated regarding number of citizens attending these day centres and he said in the last 2-3 months which personally I do not believe.’	Consultation approach	

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
Why has there been only one evening consultation for the general public?	Consultation approach	
Most recently the meeting held at XXX Day Centre, XXX June 2024. I arrived just after 10:00am and was informed that this was not a consultation for me but for my XX XXXwho is mentally disabled. XXX, who is now XX, was born with XX associated with XX, XXX's condition will not get any better and will only worsen with age. XXX also suffers with XX epilepsy and has recently undergone a double XX operation and has XXX and XXX. He does not read or write or have any understanding of what is being said to XX. XXX needs 24-hour care to ensure he is safe from harm and to manage his health and medical requirements. I informed the member of staff that I would stay and advocate for my XX as he was unable to understand what was being said.	Consultation approach	
I was disappointed and upset at how BCC felt they could just turn up and present to the citizens, believing that they understood or would be able to respond to anything. The citizens were talked at and at no point did anyone ask "does anyone understand/not understand?". XXX read from a document without any interaction with the citizens. XXX – Head of BCC Public Presentations, at one point clearly hand gestured and requested for the lady in charge of the laptop to move on (skip) slides. XXX then wrote a note (I am not aware what was in it) and passed it on to XXX, a BCC representative, who handed it to the lady in charge of the laptop. The slides then suddenly stopped while XXXu continued to read from the document while this was taking place. I did take a photo of the screen when stopped, it did restart but a number of slides were flicked through and did not resume from where it had stopped, Why? This made me feel that there was something they did not want us to see and shows total disregard to the citizens/carers and that BCC have no understanding of their citizens individual needs.	Consultation approach	
After the presentation, all citizens were split in to smaller groups and sent to various rooms with a BCC advocate and BCC minute-taker. This left us divided. The advocate in our room was XXX from BCC. It was noticed that the person who was taking the minutes was not typing constantly. On a number of occasions, I had to request that my individual concerns and questions were accurately recorded. When I asked for a copy, I was informed that they would have to ask for permission. To this day, I have not received a copy. I stated that this was a consultation and I was entitled to see them or it be read back to us at least to ensure our points had been noted correctly. Is this a way in which BCC can record what they want and not what was being said?	Consultation approach	
A printed copy of the questionnaire was given to each individual in the room. There was a big green tick and a big red cross on a piece of paper in front of XXX (this was not used) What was it for? I asked XXX how he was going to get answers from the citizens who had no understanding or were non-verbal and XXX said they could give XX a thumbs up, XXX began to ask the questions. There were 9-10 citizens in the room, 6-7 of them were non-verbal 3 of them were verbal but had no understanding other than the centre was closing.	Consultation approach	
The questionnaire distributed by BCC (which needs to be accessed via a QR code or link) is in my opinion manipulated. See Question 4. BCC requesting people without capacity to fill in and answer the questions and to tell BCC what to do. In fact, the whole questionnaire is manipulated and several questions have no relevance to the closure of adult social care day centres. Can you please give me the reasons why BCC has chosen each individual question?	Consultation approach	Information accessibility
I demonstrated XXX's understanding by asking XX to make a call to BCC about the closure of the day centres. XXX retrieved a non-working mobile phone from his bag and without dialling any numbers began to have a conversation with several ladies he calls his girlfriend and another he calls his daughter. I also demonstrated how XXX will respond to a question you ask, I asked XXX if he wanted the centre to close, he said "close" I then asked if he wanted the centre to stay open, he said "open", XXX will say the last word you said. If you did not know XXX you would not know that this is how he responds to questions, he may be able to give you an answer but does not have the capacity to understand the importance of his answers or the questions. If you ask XXX how much his holiday is, a new car, a pen, how much he has, his answer will be 4 quid.	Consultation approach	
The carers consultation at 1pm on Monday 10 th June 2024 felt like a divide and conquer exercise, again helping to provide BCC with their "engagement" as evidence. XXX Public Presentations for BCC came across as passive aggressive and at times intimidating. XXX made some unnecessary comments to us the carers, which came across sarcastically, it really upset some carers and contributed to the silence of some (to calm down and not rise to it).	Consultation approach	
A number of carers asked for a copy of the minutes and questions which had been asked to ensure we could check that our questions had been noted. XXXI said that she could not see why not and if we left our email addresses, she would send them to us. Some carers said they did not have email and asked if she could send a copy home. To this day, I have not received a copy.	Consultation approach	Information accessibility
I am not reassured, from the email I received from BCC, that your possible decision to close 4 day-care centres is not one that has already been made. Therefore, all the questions or suggestions which have been made to you have no significance. I feel that myself and others will not make a difference as you have already closed 2 of the 4 named in your consultation. BCC says these are temporary closures but have named them as being 2 of the 4 mentioned for closure in your proposal. All 4 centres you propose to close are on the outskirts of Birmingham and only one will be left open in the South of Birmingham, those with disabilities living in outer Birmingham will be disproportionately affected by these changes. Geographical discrimination refers to the unfair treatment or prejudice against individuals based on their location. I believe this to be an un-intended consequence of these changes and reduces accessibility for citizens living in the south of Birmingham. Can you tell me why you have not taken geographical consequence in to consideration?	Consultation approach	

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BCC constantly replies telling us the purpose of this consultation is to provide the opportunity for people to express their views in relation to the proposals and to provide any alternative ways by which the council could deliver on the proposed savings. This is an unfair request as you have not provided me with the information of the council's expenditure and therefore the question is manipulated to your advantage. I only know the information on, in my opinion, the out-of-date data you have provided on your consultation document and therefore this discriminates against people with disabilities.	Consultation approach	Information accessibility
I ask for a new consultation to take place, providing all information that one would need to answer your questions on your questionnaire.	Consultation approach	
In your presentations I have attended, XXX – XXX BCC (presenting the information) constantly stated that we (BCC) did not have to have a consultation but felt it is a moral obligation to do so.	Consultation approach	
I'm of the understanding that you need to hold a consultation, fully reassess, offer a full range of services, fully involve service users and their families (as many of the disabled are non-verbal or have the mental age of a child in their understanding) when deciding on how to change day services.	Consultation approach	
BCC had 6 years to gather information, and we have had just 9 weeks to respond. In the frequently asked questions document sent by BCC, the majority of questions are answered with the following – All proposals are currently subject to the current consultation and no decisions have been made.	Consultation approach	
I feel this whole exercise has just been a tick box exercise and a way in which BCC can show they have completed their “engagement” (which is what BCC will call their evidence, when presenting documents to the decision makers) and the fact that BCC do not understand the needs of the most vulnerable in society will not matter.	Consultation approach	
Language concern; Page 1 (line 8-15) of the ‘ASC Day Centre Consultation document and FAQs’ should outline the direction for this consultation. It instead states that ‘where usage is low {it} is not providing value for money for Birmingham City Council.’ This is not defined appropriately.	Consultation approach	
Language concern; Page 2 (line 11-13) of the ‘ASC Day Centre Consultation document and FAQs’ : ‘We have considered several options as to how we can improve our Centres to provide a more flexible and person-centred offer to our citizens and based on an analysis of our quantitative and qualitative data.’	Consultation approach	
I believe a further a weakness in the document involves the data presented in the document – or lack of alongside limited sourcing.	Consultation approach	
Qualitative data is summarised in two ‘picked out’ quotes – the summary paragraph for example in ‘Barriers Faced’ (page 16 line 1-5). It does not give numbers to indicate frequency (for example ‘Transport was the most talked about issue...’ – by what measure, by how much, this needs to be presented openly if people are to comment on it.	Consultation approach	Information accessibility
· In ‘Why are we consulting?’ (part 4 line 6) – it states that ‘during the consultation you [reader] can request further information, ask questions and request that we investigate viable alternative options that have not been identified and that will deliver on the required outcomes.’ An option that has not been considered in the report is to utilise the community spaces for multiple income streams to support the upkeep and renovations of the buildings outside of standard opening times. This will support the long-term operation of care centres involved.	Consultation approach	
· High cost of provision was noted as a concern in the ‘ASC Day Centre Consultation document and FAQs’ however higher costs across different areas of Birmingham does not necessarily indicate misuse. The Local Government Association Community Wellbeing Board published in 2019 ‘An approach to measuring value for money in Adult Social Care’ – this was developed collaboratively by LGA and ADASS working with DHSC, MHCLG, and consultancies. In this report they stress that ‘A strong narrative around the indicators was felt to be crucial against misuse i.e., high spend per client is not necessarily a negative as a council may only be supporting people with high care needs.’ Individual cases and specific needs of the demographics being served need to be examined outside of attendance to the centres.	Consultation approach	
A letter posted to XXX, who can’t read or write, detailed virtual and in-person meetings. Virtual meetings were difficult or impossible to access. The consultation document was read out in its entirety at meetings, wasting valuable time: questions were asked, but no answers given.	Consultation approach	
An easy read version was issued to those with limited understanding. The images and words used were ambiguous, insulting and still inaccessible to XXX. The proposal includes a wish list from a small group of “Trusted Citizens”. Individual consultations with carers should have taken place: neither my mother nor myself were consulted.	Consultation approach	
How was this an appropriate way to consult with some of the most vulnerable members of our community?	Consultation approach	
Firstly, thank you for your time today at the final public consultation at XXX I was rather surprised that both you and XXX left the room at the end of the 15min presentation and did not stay for the final 45min Q&A's which was the most important part of the consultation. Could I ask why you did not stay for this please? As Head of Transformation in Adult Social Care at Birmingham City Council, I feel your involvement in the Q&A would have been very beneficial. I appreciate you was at the XXX Public Consultation and remained in the room for the entire hour, however since then, there have been a lot more questions raised especially on the back of the answers that have been provided on the FAQ documents released by BCC.	Consultation approach	
I have reviewed the 'My Daily Life, My Choice' report produced by Red Quadrant that was commissioned by Birmingham City Council. In regards to the title of this document, 'My Daily Life, My Choice', I find it hard to understand how the proposals and preferred option 3 by Birmingham City Council reflect the title of this report. Option 3, which is BCC preferred option, does not give service users a choice. If implemented, it would be a forced move as the proposals involve closing down 4 of the 9 Adult Day Care Centres so you are taking away any choice that service users have. Secondly, the 'Your Day Your Say' title of the consultation also doesn't really reflect the option 3 proposals that BCC have chosen as there preferred option. If BCC cabinet approve of Option 3, the day care users and carers say is irrelevant if they oppose these plans. A lot of the service users do not have the ability to speak so they do not get a say. They will simply be moved to one of the remaining day care centres.	Consultation approach	
Report link which I'm sure you already have - Red-Quadrant-Report-My-Daily-Life-My-Choice-co-produced-day-opportunity-review-020323.pdf (localofferbirmingham.co.uk)	Consultation approach	
Why is this report not on the 'Your Day Your Say' document list? I find it absolutely shocking that the report produced by Red Quadrant which was commissioned by BCC, which forms the entire basis of the consultation process, is not shown readily available on the 'Your Day Your Say' page when it holds much important information which appears to have been completely disregarded by BCC to form the consultation - ASC consultation "Your day, Your say" documents Birmingham City Council link does not appear to show the Red Quadrant report.	Consultation approach	Information accessibility

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I ask the following questions which I would like answered as part of the FAQ's uploaded on BCC website (as I have emphasised many times, holding the last public consultation on Monday 8 th July and then the consultation closing on 9 th July does not give enough time for members of the public to put forward there questions)	Consultation approach	
1. The Empowering People Team - How was this Empowering People Team Selected? Who were the participants? Was it a fair representation from all of the 9 adult day care centres? Was there anyone from the 4 day centres earmarked to close, part of the Empowering People Team? More importantly from a personal viewpoint, was anyone from Harborne Day Centre part of this team?	Consultation approach	
15. Despite these efforts many carers and people using services found it difficult to cope. Not everyone was able to connect online. Not having the equipment or broadband was an issue for some we spoke to and services reported that many don't have the skills or knowledge to access information, support and activities online. Staff checking in and keeping touch by phone was described as a lifeline by some.	Consultation approach	Information accessibility
To summarise, I think the consultation process is completely flawed and one sided and has almost been designed completely ignoring the majority of the Red Quadrant report. Most of the statements made in the Red Quadrant report, the company appointed by BCC, have not been mentioned in the consultation document. It appears to me the consultation document has cherry picked certain responses to help push Option 3 as the preferred option which does not seem a fair or valid consultation report.	Consultation approach	
Stepping out of your role as Head of Transformation and looking as an outsider, surely you can see just how flawed this entire consultation process has been and it just hasn't been thoroughly looked at in the slightest with any real thought or in any depth. I appreciate it is only a consultation, but this proposals with have a significant impact on service users which does not seem to have been reflected at all within the consultation. The entire consultation document only reflects on the cost savings and treats service users as just numbers in spreadsheets.	Consultation approach	Impact to Citizens
Is midnight 09 July the official end of consultation or is the formal ending at 17.00 ?	Consultation approach	Information accessibility
In responding to the 2019 consultation on the Council's Day opportunities strategy, the Conservative Group highlighted our concerns that following mishandled attempts by the Administration to close day centres previously, the unofficial council policy being followed was to run these centres down through fewer referrals and a lack of capital investment to artificially create the conditions for them to close. We also raised concerns that delays on the part of the council in reopening the centres following the covid lockdown also appeared to be part of that same approach, with the council seemingly exploiting the situation of reduced numbers.	Consultation approach	covid
Sadly, the proposals now put forward seem to show that those fears were not unfounded, with closures selected based on the costs of repairs that have been long delayed, and attendance numbers where service users have been discouraged from attending.	Consultation approach	Mistrust
The current preferred proposal, which would see 4 out of 9 centres close, would put day centres out of reach for many current and potential service users. No consideration has been given to journey times for service users in selecting the locations to close. Service users living in parts of Northfield constituency, for example, may now face public transport journey times in excess of an hour to reach the nearest day centre in Moseley, after The Fairway Day centre is closed. This will simply not be possible for many. Under the proposals, there would be capacity for just 340 places in the north of the city and as little as 115 in the South. This is insufficient capacity overall, but also poorly distributed.	Consultation approach	Impact to Citizens
The data used on attendance in determining which centres should close is also an unfair measure of demand, given attendance is directly driven by council policy over previous years to discourage attendance, along with its failure to invest in facilities. We believe that there is a latent demand from day centres that is not currently being met by the council but which could improve outcomes for vulnerable adults as well as reduce long-term costs to the taxpayer if their use was maximised.	Consultation approach	Information accessibility
Birmingham City Council says that there has been a post-Covid decline in Day Centre usage in Birmingham which underpins their proposal to close 4 of the centres. BCC says that it needs to rationalise the Day Centre service to make it more efficient in order to help it save money and that it should do this because significantly fewer people are using Day Centres after Covid and therefore 5 Day Centres instead of 9 would be better value for money.	Consultation approach	covid
My concern is that BCC does not fully understand how Covid has impacted Day Centre usage. I accept the figures that BCC has presented and it is also my experience that Day Centre usage has fallen away but, as a nation, we are only just finding out what the long term impacts of Covid might be and I think BCC should pause to consider this and understand it better. It should certainly be wary about changing too much, too fast, because as the understanding improves it may be that a way back is required. Or, perhaps, another solution.	Consultation approach	covid
My worry is that those people not accessing Day Centre services since Covid are stuck at home unable to get into the community, undertake activities, meet up with friends or just spend time somewhere other than their home. I think Covid has sapped their confidence or shrunk their worlds a bit. Even if they can get out, I am concerned that the burden of enabling this is falling on their carers or they are using their care package budgets to pay for personal assistants to help them access the community on a one to one basis. I have in mind a carer, who used to come to Carers' Meetings regularly. Her disabled XX was at XXX but never came back after lockdown. Her XX lives in sheltered accommodation which was also isolated during lockdown. My fellow carers tell me they were severely affected by Covid and afterwards they found it impossible to get back to normal.	Consultation approach	covid
There are other problems, including financial. If this is how people are undertaking Day Centre type activities, then I am concerned it will be for less time than if they were at the Day Centre where there are efficiencies of scale so that fewer care staff can help larger numbers of service users enjoy Day Centre activities for 5 days per week. I don't know what the cost comparison is but 5 days of one to one PA support seems likely to be much more expensive than Day Centre provision.	Consultation approach	Information accessibility
We would remind you that BCC has an obligation to make enquiries in developing this consultation process. BCC will need to show that it has, "asked the right question and taken reasonable steps to acquaint [itself] with relevant information to answer it correctly"(see Secretary of State for Education and Science v Tameside Metropolitan Borough Council [1977] AC 1014).	Consultation approach	

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The documentation accompanying the consultation demonstrates that BCC has not properly investigated the impact of the post Covid decline in day centre usage so that it has sufficient evidence of the need it must meet, nor the extent of the impact that continuing with this programme of closure will have on disabled people and their carers. It is not unreasonable to expect that BCC would investigate this further before making a decision on day centre closures. Additionally, BCC has a Public Sector Equality Duty under s.149 of the Equality Act 2010 which requires it to have due regard to certain equality considerations when exercising its functions, like making this decision to close day centres. We draw your attention, in particular, to s.149(3)(c) and the statutory objective to “encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low”. We also draw your attention to the case law concerning the need to collect, analyse and data about statutory impacts if there is to be due regard: see eg R (DMA) v SSHD [2020] EWHC 3416 [2021] 1 WLR 2374 at [311]-[312].	Consultation approach	Information accessibility
As XXX puts it, the decline may be, largely or in part, about decreasing confidence and increasing social isolation and fragmentation. Taking action which cements that may well be something that BCC and others comes to regret. It is certainly something which needs properly to be understood before taking action that is hard to reverse.	Consultation approach	Mistrust
Healthwatch Birmingham notes that the consultation period has been relatively short at only 9 weeks, and that the general election has unfortunately fallen during this period. We would like to know if the council were able to promote the consultation and consultation events in the same way as planned due to the pre election period. We know that during a national election there are restrictions on communications. We feel the consultation should have been extended, to allow for clear communication with the public on this subject at a time when they can be engaged in it. The consultation has closed only days following the election. We would like the council to strongly consider if it has been able to fully engage with the public, and if not, to reopen discussions.	Consultation approach	Information accessibility
We were pleased to see the number of different ways the council has given people to contact them about the consultation and the proposed changes. We note this included a dedicated phone line and email address. We were pleased to see that consultation events were held both online and in person, and that the timing of these were carefully considered. However, we are concerned as stated above, that the general election and the subsequent restrictions on communications may have affected the number of people who knew about it and were able to take part in consultation sessions.	Consultation approach	Information accessibility
We would like to commend the council on providing clear written materials on the proposed changes, including easy read documents and updated FAQ documents throughout the consulting period. Sharing the equality impact assessment helps people to understand more about the impact of these changes. We note that the council is in the process of launching health impact assessments for future changes, and would be very interested in a health impact assessment being done on this topic as the work continues.	Consultation approach	Information accessibility
We are aware that the consultation process has already caused a significant amount of stress for many people. We would like to urge the council to put in place better mental health support for everyone affected. We feel that the impact on people’s mental health and other affects to their health could be explored if a health impact assessment was done on these proposals, and would like to urge that this is completed before a final decision is made.	Consultation approach	Impact to all
Our reports have highlighted how choice and access are key factors for people when looking at day opportunity services. We are concerned that the preferred proposal limits choice for people by removing existing valued assets as options.	Consultation approach	
We would urge the council to consult very closely with attendees and carers who have already been affected by the temporary closure of Heartlands Resource Centre. Learning from their experience is vital if a decision is made to progress the further proposed closures.	Consultation approach	Impact to Heartlands
I am also concerned that the manner of this consultation has meant that a number of people using the XXX Day Centre have not been consulted in a manner appropriate to their level of understanding and capacity, thereby resulting in an inaccurate representation of their views and a flawed consultation process. Families and carers of people using the Fairway centre have expressed these concerns directly to me.	Consultation approach	Information accessibility
A campaign staged in 2017 by the Friends of Fairway Day Centre helped to keep the centre open. What seems to have happened since then is that there has been a running down of the centre with new families making enquiries being told that it was already closed and ASC staff, including social workers, stating that they thought it had already closed. As a result, the opportunity to run the centre at greater capacity has been missed. This has directly resulted in the data that is now being used to justify the closure.	Consultation approach	Mistrust
In response to page 16 - My XX always had trips/days out and this was something he made additional payments for so this cost was not taken on by the centre and he would be happy to continue this using his own money to do so. On a personal note, for our family: We pay privately for someone to take XXX out to ensure he gets to do the things he likes and when we have time off work we take XX on holiday and visit to take XX and his dad out. Whilst this option is not available for every family it is viable for some users.	Covid Impact	
BCC state that centres are not being attended. Many people who were attending may have passed away and some have had funding cut so are unable to now attend. BCC did not permit un-vaccinated persons (my XX being one of these, because he has a phobia to needles and will do whatever he can to escape having them. Were you aware of this?) to attend. This had a huge effect on the attendance as well as the fact that so many carers left the care services all together. Carers who left actually then found jobs which had less stressful demands for the same pay. This data was used in your consultation documents.	Covid Impact	
The report seems to focus a lot on the pandemic, a FORCED action due to the pandemic which this consultation seems to be jumping on the opportunity to exploit to close day centres. If the pandemic never happened, these day centres would have continued operating at the current capacity/user levels, if not at an increased capacity compared to current daily usage. It was the pandemic that enforced day care users to alter there day to day life which many found extremely difficult including carers. Why is the pandemic and the consequences/circumstances of the pandemic at the time being used as a basis to produce this report and consultation?	Covid Impact	

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Many day care users had to spend 24/7 at home during the pandemic. This report even mentioned 'the pandemic had been detrimental to peoples health and wellbeing, exacting a cost on people who use services and their carers with many reporting a decline in physical, mental and emotional wellbeing'. - Does this not emphasise just how important day care centres are to those who use this service and their carers? So, to proposed to close 4 of the 9 day centres, which could result in some users not actually being able to be accommodated in one of the 5 remaining day centres, would be even further detrimental for both users and carers, some of whom are very elderly and have devoted there lives to caring for there loved ones.	Covid Impact	Impact to Citizens
We asked people how they felt during the two years of lockdown and other restrictions. Across all the events it was clear it was a very difficult time for people and the impact was still being felt. Many people using services said they felt upset, scared and lonely. Boredom was also a feeling expressed by those who didn't have activities to do and day centres to attend. During the pandemic people said that they felt • Frightened • Bored • Depressed • Confused • Anxious • Stressed 'I was anxious, no (regular) places to go - I also had problems with supported living accommodation during lockdown' 'I was scared, didn't know what was happening' 'It felt like a real crisis - both in terms of having to deal with crises and understanding that we were in a crisis situation' - Doesn't this suggest that if users didn't know what was happening during the pandemic and were scared, they would have the same worries moving day centres and being split up from there friends who they have known many years? Moving service users from there current day centre, many who have been there for several decades, to an alternative day centre will also make service users frightened, confused, anxious, stressed. You would be moving quite vulnerable members of society out of there day-to-day routine and altering there life significantly.	Covid Impact	
We asked what they missed most. Overwhelmingly the response most people gave was that they missed meeting friends and staff. They missed having things to do and also spoke of missing having someone to help them in getting the support they need.' - Again, if option 3 is approved by cabinet, the service users of the 4 day centres that would close will most likely be split up across the remaining day centres. How do you expect these service users to develop complete new friendships with people they have never met before? Again with staff, if service users have been working with the same staff for several years and that bond is broken, the personal relationship between staff and citizens is broken.	Covid Impact	Impact to Citizens
Carers and providers said that people's physical health also worsened with declines in mobility, energy, skills and confidence. They reported significant and noticeable changes in health, wellbeing and the behaviours of the people they cared for. The symptoms of conditions worsened: • Anxiety • Depression • Frustration • Anger • Lost skills and mobility' - As with all humans, as you get older, your health declines. As day care users get older, there needs and requirements will increase. How will this be accommodated? Again, the consultation does not factor in the longer term.	Covid Impact	impact to carers
There are other cases like this at XXX and I understand that some families were put off by the partial return to Ebrook in July 2021 when they split XXX down the middle, service users went in their designated bus to their designated entrance only and service users in the two ends never mixed. This went on for several months I recall and was the kind of thing that became a barrier to people returning. I am certain that this has happened. Previous service-users have "dropped out" for a variety of reasons following the end of the pandemic and gotten used to being without a Day Centre. As far as I know, no effort has been made to contact them directly and advise that the Day Centres (or at least some of them) have returned back to "normal". I also have connections to carers at the XXX Day Centre and have heard about similar cases of non-return	Covid Impact	Impact to Citizens
I therefore think it is going to be unhelpful to close of Day Centre services when we don't yet understand the Covid impact, whether it is permanent and what we want, and because there could be a high level of need that we are not aware of. My concern is that the post Covid decline in Day Centre usage means there is a cohort of hidden disabled people cut off and vulnerable, unable to access Day Centre services. This will be storing up future problems that will negatively impact their health and well being, exhaust their carers and cost the Council much more money in the long run. This would not be value for money, nor in the longer term social good. It would be curtailing, not promoting, social cohesion and participation in public and community life, for a cohort that already misses too much of that.	Covid Impact	Impact to Citizens
Changing the Day Centre service in Birmingham too much too soon might therefore be something that BCC comes to regret. This is a real issue BCC needs to look at. As this consultation outlines, the world has changed since Covid but has it changed in a way that is ok to vulnerable disabled people? I think this is something which needs to be better understood. A more graded, and intelligently calibrated, response may be required.	Covid Impact	Impact to Citizens
Please find attached XXX personal statement that outlines the concerns he has about the premise used to develop the current proposal. BCC says that there has been a decline in day centre usage since the Covid pandemic that makes the continued provision of day centre services in Birmingham in its present form unsustainable and that, as a result, the service now provides poor value for money. XXX is concerned that there is an inadequate understanding of why there has been such a post Covid decline in day centre usage and asks that BCC pauses its current process to properly consider this before closing day centres and reducing the service. Once day centres have been closed, they will be lost and it will be extremely difficult and of course expensive to reverse the process. If it is the case, as XXX suspects, that the decline in numbers is masking a serious but as yet little understood problem of a post Covid return to normality for an extremely vulnerable group of Birmingham citizens, then BCC is likely to have a greater need for day centre services that it will not be able to meet with this reduced provision and will be storing up serious and expensive problems for the future.	Covid Impact	Impact to Citizens
You will see from XXX statement that he has been witness to this post Covid decline in usage and is concerned that the return from lockdown has provided unique challenges for severely disabled people that need to be investigated further. It cannot be right that, in a city where the Council acknowledges the impact of an ageing population on the overall increase in its Adult Social Care budget, BCC unquestioningly accepts that post Covid day centre usage has declined.	Covid Impact	Impact to Citizens
You will see from XXX response that his concerns are also shared by a number of other people who have experience of Birmingham's day centre service. These are fellow carers who XXX has got to know over many years of involvement with the life of the Day Centre service across the whole of Birmingham. There are names and signatures of 8 fellow carers confirming that they have read and endorse XXX statement	Covid Impact	valued service
The challenges faced by carers/families and service users during the pandemic, when day opportunity services were closed, further highlights the important role that day opportunity services play in supporting emotional and physical health. The pandemic has left many carers/families exhausted and emotionally drained.	Covid Impact	valued service
I also said they would be keeping open 4 centres in the north of the city and only one I'm the south. I also said the chair of the committee is a councillor from Sutton Coldfield. XXX rushed straight in and said absolutely no connection to centres based in north staying open. I've pinned a map with centre addresses and will email it to you tomorrow when I'm back in the office.	Geographical location	consultation approach

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
Page 13 of the report discusses the geographical locations and the offers provided. All the centres you are looking to close are on the outskirts of central Birmingham and those with disabilities living in outer Birmingham will be disproportionately affected by these changes. Geographical discrimination refers to the unfair treatment or prejudice against individuals based on their geographic location or country of origin. I believe this is an unintended consequence of these changes and reduces accessibility. Please see map attached.	Geographical location	transport
The preferred option also reduces services disproportionately when looking at them geographically. We are aware that there is a number of other non council run day opportunities across the city, and would like this to be clearly shown to people when considering their options for the future. Accessibility, capacity and cost of these services will be an important factor for people to consider, along with whether alternative services can meet the needs of attendees. For some attendees these can be complex needs and require highly trained staff.	Geographical location	consultation approach
I am worrying myself to death regarding this situation and I am disgusted to think that this is a repeat of what we went through years ago when there was a similar threat of closing the day centre.	Impact to Carers	Impact to Carers
I have always supported the centre and if my daughter should have to move elsewhere, I will not be able to attend the carers meeting (as the other centres are far away). I enjoy these meetings because we get a lot of information from them and it allows me to have discussions with other parents who are in a similar position to me.	Impact to Carers	
I said unless you had walked in our shoes you would never understand the daily battle we have and the impact this will have on our lives.	Impact to Carers	
XXX lives at home with my father who is elderly and the centre provides the daily respite support for XX too. I live in XXX (77.8 miles away) and my XX lives in XXX (161.1 miles away) so we can not offer the support that XXX and our father receive from the day care centre.	Impact to Carers	Impact to Citizens
I therefore, would like to express my strong support for the adult day centres in our city, provided by Birmingham City Council particularly the one that my XX attends, XXX . XXX as I understand it serves the local community of B10, B9 and B8 and far wider. These are wards which have a high population of people from Pakistani/Kashmiri diaspora.	Impact to Carers	Impact to Citizens
As a carer, I have witnessed firsthand the positive impact that the day centre has on the well-being and quality of life of individuals like my XX. Adult social care day centres provide a safe and supportive environment for adults with disabilities or special needs to socialise, engage in meaningful activities, and receive necessary care and support. They play a life-changing role in promoting independence, social inclusion, and overall mental and physical health for service users. In addition to the services provided at the adult day centre, I would like to highlight the importance of transport services that enable service users like my XX, who is a wheelchair user to attend. Accessible and reliable transportation is essential for ensuring that all community members have the opportunity to benefit from the resources and support offered by these centres.	Impact to Carers	
I am XX years old and care for my XX who is xx years old. X has attended XXX Day Centre for XX years and is a severely disabled, XX XX user who cannot talk and needs specialist support and 24 hour care. X attends XXX Day Centre X days a week for X hours, where he is safe, secure, and looked after by the wonderful staff who know all of X complex needs giving me some respite. There are also parents in their 80's and 90's who are still caring for their loved ones and it will be devastating if our day centre was to close as this is our life line which enables us to keep going as care life is very restrictive especially when you have no outside help.	Impact to Carers	valued service
The lockdown days of covid and recent 'temporary' closure of HRC hae been devastating for both my XX and myself.	impact to carers	Impact to Citizens
Many carers felt that they had to fight to get the services that were essential to enable them to undertake their caring roles. They valued the access to services they had gained and wanted continuity and certainty, which they felt was threatened by the assessment and review processes they faced. Providers were also concerned about the access to social work assessment, review and referrals. This led to delays and uncertainty for families as well as for services in planning and making continuity of care difficult to achieve.' - Doesn't this emphasise that these day care centres are vital? Providers have also raised concerns about the social work assessment, review and referrals. There could be a long list of referrals waiting to attend a day centre. Is this information you could provide as to how many people are on the referrals list?	impact to carers	Information accessibility
We have heard clearly from people the impact that the temporary closure of services had, both on attendees and carers. Lessons from this need to be carefully heard and acted upon. We also heard from staff when visiting day centres about serious concerns they had about a small number of attendees due to neglect and complete social isolation during the period they were not able to attend. It is clear that some carers, families and relatives were not able to cope looking after their loved ones, and were not supported fully to do so.	Impact to carers	Impact to Citizens
A bit about our family set up: My XX attends XXX day care centre five days a week. He uses the wide range of services the centre provides, and for his socialisation needs with in the community.	impact to Citizens	
In the report it mentions consistency of support (page 12). The proposed move is said to strengthen the offer to the users and improve efficiencies. I feel they already have this at XXX and the increased travel time will not only reduce the time they have in that supportive environment but it could open vulnerable individuals up to safeguarding issues on the journey and potentially alienate some users from support altogether.	impact to Citizens	transport
My XX attends the XXX Day Centre. Day centres are a lifeline, for carers and provide support which should not be underestimated. If they did not exist, my parents would struggle immensely.	impact to Citizens	
My younger XX has attended XXX for more years than I can remember, 30 years plus. She has spent her life making friends and relationships with similar people who were born with disabilities.	impact to Citizens	valued service
Any relocation for people with disability is a great ordeal to overcome, whereas people with no disabilities can overcome these issues much easier.	impact to Citizens	valued service
My XX suffers from a mental disability which I know means that such a relocation would cause her a great deal of stress and discomfort.	impact to Citizens	
But the biggest upheaval will be if she is relocated to one centre and then her nearest friends and companions relocate to a different Centre.	impact to Citizens	

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The proposal to close day care centres in Birmingham is highly unacceptable and ill thought out by the decision makers at Birmingham City Council. The proposed closure of this day centre would be highly detrimental for my XX as he may end up having to stay at home for 24/7 care with no day centre services. Alternatively, if he was transferred to an alternative day centre (if Birmingham City Council do not close any more day centres), this would be a highly distressing and painful transition as he would find the new surroundings very hard to cope with as well as having new day centre staff looking after XX who do not know XX on a personal level unlike the current staff at Day Centre who know XX inside out, his required care and the attention he need. It was previously proposed 6 years ago to close XXX Day Centre when the fight started and the fight will continue to save and protect these highly essential community services for the most vulnerable people in society and their carers.	impact to Citizens	valued service
The proposal to close day care centres in Birmingham is highly unacceptable and ill thought out by the decision makers at Birmingham City Council. The proposed closure of this day centre would be highly detrimental for my XX as he may end up having to stay home for 24/7 care with no day centre services.	impact to Citizens	
Alternatively, if he was transferred to an alternative day centre (if BCC does not close any more day centres), this would be a highly distressing and painful transition as he would find the new surroundings very hard to cope with as well as having new day centre staff looking after XX who do not know XX on a personal level unlike the current staff at XXX Day Centre who know XX inside out, his required care and attention he needs.	impact to Citizens	
He is less confident in himself when he is at home now and relies more on me as a consequence. His confidence had started to improve after lockdown but he has now halted and decline again is in process. The change is so noticable that friends have commented, they have witnessed that he is more withdrawn and has less to chat about. He lacks a specific activity htat he has taken part in most days.	impact to Citizens	
One of the citizens said “I do not want my centre to close” and another said “I’m really sad, I love it here and I don’t want you to shut it”. They then began to cry and were consoled by a member of staff. The conversation did become loud at points, this was the passion of the attendees, aiming to get the point across that the citizens were not able to communicate or answer their questions as they did not have capacity to do so. XXX repeated a number of times that he needed to get the citizens opinions and answers to the questions. XXX realised that he would not be able to get answers from citizens and put on his copy of the questionnaire that the citizens were unable to complete it, this was because they did not have capacity to do so.	impact to Citizens	
I am extremely concerned about the impact that this is having on the day-to-day lives of people with a learning disability, their families and carers. I don't feel that you have a full picture of service provision, uptake or demand for the services. Local authorities are constantly reducing/closing this type of service for the most vulnerable in society.	impact to Citizens	
These day services are extremely important, they help people with disabilities learn new skills, build confidence and provide a safe environment with the ability to interact with others in their communities.	impact to Citizens	
Direct payments are not going to be the resolution as we all know and, as you have stated in consultation correspondence, under vacant positions, the difficulty to find carers. BCC will be expecting each individual disabled person to find their own carer, where currently they are cared for collectively. Having to find carers for individuals is already a challenge and there are days we cannot get care already for my XX (when carers are ill or on holiday). This will be impossible and will put additional pressure on families and carers, of which some have full time jobs and families of their own to take care of, others are very elderly and this may just be the nail in the coffin for those carers. This will be a further cost to tax payers as people may need to give up work to care for their loved ones and claim carers allowance and/or benefits whilst not paying tax as a worker.	impact to Citizens	
It is not fair that the most vulnerable in society bear the brunt of cuts and lose the social care services that they need to live happy, safe and independent lives.	impact to Citizens	
What is the current availability at each centre that BCC proposes to keep open and how many citizens will need to be re-located?	impact to Citizens	
In the same vein of gaining the insight of Adults in Social Care and their families, this guidance document is not presented in a way that is accessible to those with Additional Educational Needs and their families. There is no easy-to-read version of this guidance and is inaccessible to the very people this will impact the most. The UK Government has itself stated that if documents do not meet accessibility standards, then they could be breaking the Equality Act of 2010. [https://www.gov.uk/guidance/publishing-accessible-documents].	impact to Citizens	
Proposed Options (page 14 table) – only cites 'short term disruption to service users and carers' when considering relocating exiting service users to a reduced number of care centres. This outcome is inaccessible and does not highlight the potential long-term effects of changing environments for those with additional needs, the financial and emotional strain this place on families and the reliance on unpaid home carers to pick up the slack of reduced services. This outcome is not in line with the Future Direction of the Service to ‘maximise the use of community facilities that can be accessed by older people and younger adults with disabilities.’	impact to Citizens	
My XX XXX is cared for by our XX year-old mother and has attended the centre for XX years. For XXX, the centre is her life: she wakes and gets dressed in the early hours, waiting in the porch for transport so that she doesn't miss it. She doesn't know about the closure as she doesn't have the mental capacity to understand	impact to Citizens	
The report states 'A theme across the engagement events was a lack of understanding of the benefits of day opportunities in the wider community. As well as being places where people met their community and friends they are ‘hubs’ in which people get a range of care, health and other support. People wanted personalised support with high levels of training in a wide range of communication, support and care skills.' - How can the same level of care be maintained if you are filling up the remaining 5 day centres. As I mentioned at the public consultation Q&A session when you left the room, there are currently 108 service users at the 4 day centres earmarked to close based on the figures in the Your Day Your Say consultation report. There are 219 spaces available at the 5 remaining centres. That leaves 111 spaces left available for the whole of Birmingham. These spaces could be filled within 1/2/3 years. What happens then when there are no day care centre spaces available? These proposals seem like a scattergun approach which only focus on the immediate short term cost saving and do not factor in the longer term. If referrals were being made to day care centres, I strongly imagine you could fill all of the spaces within a week for the people that actually NEED and WANT to attend a day care centre but have never been offered the opportunity of chances to.	impact to Citizens	valued service
If capacity is full at all of the day centres in say 3-5 years, what happens to any new referrals? Will BCC then be in a position where they need to increase the number of day care centres? These proposals do not consider the long term needs and requirements for the most vulnerable in the City of Birmingham. It does not consider those most vulnerable who are in the 16-19 age group or will be in the coming years who will heavily rely on these services.	impact to Citizens	impact to carers
The potential impact of this is that people's needs not being met, for example, less access to community/activities, one to one support is less likely to combat social isolation and more easy to be subjected to discriminatory behaviour. One to one support is more expensive, less efficient and less likely to be value for money. If this support is being provided by carers/family members, there will be no respite which increases the pressures of caring leading to carers being unable to continue with the consequence of more people being cared for in residential care settings at greater expense.	impact to Citizens	valued service

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More fundamentally, my fear is that developments such as this one, drives greater fragmentation, less community, and desks disabled people in community and social interaction, in favour of more expensive, individualised, and ultimately a less supportive arrangements. I think there is a real risk that this is something we will all come to regret.	impact to Citizens	valued service
Our client has a serious learning disability and is a service user at the XXX day centre in Sutton Coldfield which she has attended for many years. She uses the day centre because it provides her with access to the community where she is supported to undertake activities that she enjoys as well as companionship. It provides her and others with access to a very important community for people who would otherwise be at serious risk of social exclusion and isolation. It is a base from which they can participate in the wider community safely and with confidence. It also provides important respite for her father who like many other carers is better able to continue to provide his daughter with care and support as a result.	impact to Citizens	valued service
Both are extremely concerned about the proposal to close day centres in Birmingham and whilst the proposal does not directly threaten XXX , they are worried generally about the day centre service across Birmingham and also have a specific concern that XXX will be required to make room for an intake of service users from the day centres that are due to close which will have an impact on XXX .	impact to Citizens	valued service
We would like the council to pledge now to a full safety net approach when implementing any changes. Not everyone will continue to use a day centre if their local service is closed, as alternative services may not be accessible or suitable, or they may simply not wish to go through the change. Each and every attendee and carer should be followed up with to ensure they are fully supported, given clear information about alternatives and other carer respite options.	impact to Citizens	impact to carers
People have told us about the importance of the social aspect of attending a day centre. We understand that in some cases attendees have been going to the same day centre for years and decades and have deeply meaningful friendships within the groups of attendees. People need to have their friendships respected and where possible accommodated when looking to accommodate them at alternative centres. Where a day centre is being retained, the existing attendees will also need support to cope with additional people attending the service to minimise this upheaval.	impact to Citizens	impact to carers
This would require significant additional expense in respect of employing a PA to support the travel to another part of the city, not to mention the stress and anxiety this would invariably cause to these vulnerable citizens. It is likely that a number of people using the Fairway Day centre would simply stay at home, as they would not be able to travel independently to another centre and would not have the financial means to employ the support needed to make the journey there and back. This would result in a negative impact on their health and wellbeing.	impact to Citizens	impact to carers
Thank you for getting in touch with me by email. As requested the link to the consultation will be sent in a seperate email for you to take a look at. I believe the data is not a true reflection of Harborne Day Centre, see my reasons and information in the document below.	information accessibility	
•Quantitive data is also not specific enough for example in ‘Proposal – re-location of Centres’ (page 20 line 16 and table) a key data point that is presented to justify relocating centres is attendance in comparison to the centre’s overall capacity taken as an overall average. Average from what data points? From when to when? This method would disproportionately discriminate against centres with fewer ‘citizens’ in the local vicinity who have been able to attend within the time frame. A key point to underline is ‘able to attend’ – have these been compared to the much larger number of people identified in the community with additional learning needs who could benefit from this service?	information accessibility	consultation approach
•On page 4 it states since the pandemic numbers have reduced. My query is have the absences due to government stipulation that they could not attend been taken in to account? The C19 pandemic was an internationally traumatic event that will have lifelong impacts for generations to come, however we cannot let these impacts disproportionately alienate the most vulnerable of society. Councils/government made the decision to STOP my XX and his friends from attending the centre due to the virus. Afterwards a severe phobia of needles, requiring professional treatment to address, further delayed his return as he was not vaccinated. Whilst his attendance was reduced this was beyond his control. In the case of my family – this would unfairly point to the service not being needed instead of it just being inaccessible for a time.	information accessibility	covid
Acquiring data from vulnerable communities must be handled sensitively and catered to the different types of engagement people can have. My questions are as follows: Who did they interview? Under who’s supervision - as my XX would not have understood any of the questions asked without additional support from a carer. My XX’s answers would have been equally insufficient without carer advocacy and would falsely skew the results of the report. Who has been interviewed? Which centres? By whom and who was there on the day? Each person who attends the centre and their families/carers should have been consulted and any questions answered.	information accessibility	consultation approach
There is a discrepancy in how the service is paid for by users and this could increase staff efficiency if addressed. Currently if a service user is unable to attend for any reason, an appointment an upset tummy and is off for a few days they would still need to pay for the full week to attend. If you say you’re not coming in for that week then you don’t pay for the week so therefore allow them to pay for the days they attend as if you turn up for two day you get charged for five and it makes monetary sense to keep them off so not to waste their money. Going forward surely it would be better for both parties to pay for three days, the centres would get the funding and the user would get the socialisation they would like.	information accessibility	
On page 18 - It states that building condition surveys were undertaken in 2021 and the following costs were quoted... Your report was filed April 2023 and it is now May 2024, is this a fair reflection of today's building conditions? What work is needed and where are the reports to support this? We are not presented with a full picture and up to date supporting documents to inform our response to the consultation.	information accessibility	
It was disappointing to see that staff felt that risk assessments and Health and Safety concerns are time consuming and prevent them from taking people out. I am a Catering Manager at a school for pupils with special educational needs and I have to complete risk assessments and they help support my role and enhance the experience of those around me. I have to review them annually or if there’s a change needed before then. They would be generic for all centres and be made site specific. If risk assessments are a barrier for staff, we either need to improve the process of creating them or increase training around the subject. One of the bubbles (page 16) says “staff are unable to take citizens out due to health and safety” This will not change by moving location.	information accessibility	
It costs £19,200 a year to a attend the day centre and we contribute £3,000 a year. I have heard some care packages can be in the region of £200,000 - £400-000 per year. If I was to put my XX in residentila care, it would cost a minimum £156,000 per year. It is about time carers were more respected as we prop up and support the health and social care authority.	information accessibility	
Will there be a choice for Citizens reaching retirement age to continue at the day centres	information accessibility	

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Given the current levels of attendance at XXX day centre is sixty-three citizens per day. What is the maximum per day allowed.	information accessibility	
Staff ratio per group, what is the group size.	information accessibility	
In regards to the Adult Social Care Day Centre Consultation 'Your Day Your Say document (link below), could you advise of when this document was produced and first published and when the figures used in the document were collected? I can't seem to find any dates of when the document was produced or a date/time frame of when the figures were collated, specifically in terms of number of citizens per day/current daily attendance at each day care centre (page 20).	information accessibility	
The link to the feedback does not work	information accessibility	
Please can you advise on next meeting Monday kitts green? Postcode and time?thank you	information accessibility	
My name is Mrs XXX . I have attended a number of your consultations, online and face-to-face; the first meeting I attended was online, 8 th May at 19:00. I called the day care centre to ask how to attend and had to request a link from Your Day Your Say. I asked for information but was told by staff that they weren't sure what could be shared with me. In the document titled BCC Adult Social Care Day Centre Consultation Frequently Asked Questions v4 dated 18 th June 2024, it clearly states under question 18 that the virtual meeting 'was recorded to ensure that all questions and comments were captured accurately'. I do NOT remember being informed in advance that this was being recorded, if I'd have known, I would have asked to record it too.	information accessibility	consultation approach
The consultation information was not sent to the citizens, they were given a letter to take from the centre on behalf of BCC with links and QR codes. The citizens were expected to scan a QR code and download or request the documents. Was this BCC way to make it look like citizens/carers were okay with BCC proposal? Most would not have been able to access the documents, which in turn would give false results as the citizens and even their carers would not have objected.	information accessibility	
Before the presentation started, I asked XXX what was meant by a trusted citizen. XXX answer was out of context and not relevant to the question. Therefore, I asked the same question again in case it had been mis-understood. XXX was unable to answer the question and asked if anyone was able to respond. XXX from BCC Public presentations spoke to say "a trusted citizen is someone who was spoken to, they were not asked questions, but to see if they understood".	information accessibility	consultation approach
Why have you not provided all of the documentation I would need to evaluate the council's spending?	information accessibility	
Quantitive data is also not specific enough for example in 'Proposal – re-location of Centres' (page 20 line 16 and table) a key data point that is presented to justify relocating centres is attendance in comparison to the centre's overall capacity taken as an overall average. Average from what data points? From when to when? This method would disproportionately discriminate against centres with fewer 'citizens' in the local vicinity who have been able to attend within the time frame. A key point to underline is 'able to attend' – have these been compared to the much larger number of people identified in the community with additional learning needs who could benefit from this service?	information accessibility	
A major accessibility concern is the weight placed upon attendance numbers in centres and citing the reduced numbers as a reason to reduce the Adult Social Service spaces. A full examination of the reasons behind this drop post COVID needs to take place. If this has been done then the raw data must be made publicly available as a part of the consultation. The investigation could well show that the reasons people are less able to visit ASS centres are the very reasons more support needs to be put in place by the council to compensate for this.	information accessibility	covid
'Currently the council's internal day service supports younger adults (18-65yrs) across nine sites including four gardening projects. There are also 45 third sector and private organisations providing day opportunities services in Birmingham or near to Birmingham'. - Is it the Councils end goal to close all adult day care centres as this was down as option 4 so it must have been considered by BCC? Do BCC want to push all council internal day services into the private sector?	information accessibility	consultation approach
As 2 of the 4 public consultation meetings were virtual on Teams, can these be made available to the public to watch as it was a public consultation? Otherwise, 2 face to face public consultations does not seem sufficient to me.	information accessibility	
There is inadequate information made available on the services which are accessible to day opportunity service users in the community	information accessibility	
Day centres need to be better regulated for the quality of care they provide	information accessibility	
Healthwatch Birmingham would like to see more details about how attendees could be accommodated at proposed retained centres, both now and after any infrastructure works. We have heard from people how important having a flexible space is, and that some of the existing centres layouts have proved challenging for both attendees and staff. Any retained day centres need to be suitable to meet the needs for all.	information accessibility	Other
If the council hadn't wasted so much money, then perhaps we would not be in this position. It appears to be sort the vulnerable out, shoving them around to various alternative care provisions. All of their friends are there as well.	Other	
I spoke to my colleague in the constituency team about XX. She explained that his care package has just been increased to 17 hours direct payments and 5 days at the day centre. She could not see a from the file if respite was requested but it appears that the request for support was in relation to extra support in the home hence the increased package as opposed to respite. I have attached a poster which my colleague, XXX , has recently put together detailing support for carers which I hope may be of some help to your dad.	Other	
On a separate note, I've spoken with a colleague who is involved with 11-19 special education. BCC have just voted to cut transport to SEN schools for 16-19 year olds. Parents are distraught. They've been told their youngsters can have travel training. There are only 2 travel trainers in the city!	Other	
I think our best way forwarded is arguing that there will only be one centre left in the south of the city. Do you have any other thoughts?	Other	
My XX has faced discrimination and inhibitions as a result of his disability throughout his life. This has been distressing for our whole family to see.	Other	

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
I understand that Birmingham City Council is in significant financial difficulty – aiming to fill a £300 million budget shortfall over the next two years after declaring bankruptcy in September 2023. However, it still has a duty of care to the residents and particularly those who are most vulnerable.	Other	
The consultations are in place to help make informed decisions but we were told that a decision will be made in September, this timeframe to go through the consultation contribution seems to be very short given the level of impact this decision will have. I am concerned this means that the decision has been made prior. It states that a report was presented in April 2023 that described the findings from the review, why are we only being consulted now? We are now in May 2024 over a year on and we now only have a short time to appeal these closures.	Other	consultation approach
Councils stopped centres from accepting donations and fund raising during the pandemic – perhaps this could return if there is a need for it.	Other	
Crowd funding options include using the centres for community uses for example youth clubs, keep fit classes, yoga, Pilates etc and charging for groups to use them. Car boot sales have been a huge success in the past, you can charge each car to sell and charge people to come in to look around and even sell cakes and drinks to make money. Another option is to use private sponsors for additional revenue.	Other	
Another option is to have one manager for all the centres and deputies at sites to reduce costs, you may then be able to have one format for all 9 centres.	Other	
Carers save the government £162 billion a year and we are rewarded with £81.90 carers allowance per week.	Other	
Due to the incompetence and financial mismanagement of this council, highly vulnerable people and their carers are going to suffer immensely.	Other	
Will staff be given the choice to leave (retire) and if so, how will you support this and replace staffing levels.	Other	
Back in 2011/12 a shocking 57% of people with a learning disability (56,754 out of 100,245) who were known to social services received no day services from local authorities at all, up from 48% (61,299 out of 127,774) in 2009/10 and the gap keeps closing (data MENCAP report).	Other	
What have BCC done to market these centres and to make them accessible for the disabled people to attend?	Other	
What have you done to help with recruitment of staff?	Other	
Was this another way BCC created an issue to in-turn use as a reason for closures, which has impacted the most vulnerable in society?	Other	
I put it to you, what should local authorities do when changing day services? Whether you are cutting provision or modernising day services.	other	
Back in 2011/12 people were asked to state to what extent they were asked for their views about changes to their day services. Shockingly, 88% of respondents did not feel that they had been adequately consulted, 64% of respondents stated that they were not in any way asked what they thought about changes and a further 24% felt that their views were not listened to. This is despite the fact that local authorities have a legal duty to hold a public consultation, and to engage service users in this, if they are closing or significantly changing a day service – Data MENCAP Report.	Other	
Over the past 20 years, BCC has made significant changes to day care services which include, but are not limited to: closures, shortened opening hours and increased charges for transport and/or attendance at a day service. I would say more than 50%. Is this what you see as the best quality of life for all citizens and improving your day centres for adults with disabilities?	Other	
XXX and XXX have already been closed ‘temporarily’ for ‘urgent works’, as informed at the consultations. The citizens have been relocated to other day centres. If BCC proposes to close them, why are you spending money on them? Please provide me with the evidence of works being carried out?	other	
Hold people accountable for spending £140 million on the Oracle system, which does not work I believe due to a BCC I.T. error. Make them pay back funds to save my XXs day care centre. Cut BCC employment from the top keeping those on lower wages to an increased wage with extra responsibilities, they know their audience and will have a better understanding of their needs. Have one manager who visits all sites and supervisors at site level.	other	
How much have BCC spent and intend to spend on this consultation process?	other	
The 2018 ADASS Budget Survey clearly evidences financial pressures facing the Adult Care Sector and that we unfortunately cannot rely on central government to deliver financial settlement. The Local Government Association Community Wellbeing Board published in 2019 ‘An approach to measuring value for money in Adult Social Care’ – this was developed collaboratively by LGA and ADASS working with DHSC, MHCLG, and consultancies. In this report they stress that ‘It is vital that local authorities have robust information to assess value for money to allow them manage the financial pressures facing them.’ [https://lga.moderngov.co.uk/documents/s21250/An%20approach%20to%20measuring%20value%20for%20money%20in%20Adult%20Social%20Care.pdf]	Other	
The information collected in the consultation report is insufficient to back up the changes proposed and presents an incomplete picture.	Other	
With a new government in power, does this warrant extending the consultation process until we know more of what the national government plans to do? For example, they may increase public spending for Local Authorities.	Other	
Secondly, the commissioners were appointed by Michael Gove as Levelling Up Secretary. With a change of government and Angela Rayner now as Levelling Up Secretary, will new commissioners be appointed who may have alternative ways of cutting costs? Or will the current commissioning team remain?	Other	
Also, with a new Government and now we have elected MP's, does this warrant extending the consultation process so we can get in contact with our local MP's to advise them of this consultation?	Other	
Proposed closure of XXX Day Centre and the wholly inadequate consultation process.	Other	
People wanted to engage with wider community activities more but felt there are numerous barriers to them doing this, including lack of facilities like changing places, the accessibility of venues, spaces and buildings and the attitudes and understanding of the public and staff in mainstream services. As a consequence, many were often anxious about engaging in wider community activity on their own and even in groups many felt they were not welcome in places like shops, leisure centres, restaurants and places of entertainment.' - The consultation report by BCC does not reflect the above statement at all. There are a lot of challenges in the community that impacts on the ability for service users to actually get out in the community. The facilities are not in place to encourage service users into the community. The statement above even mentioned how many were often anxious about engaging in wider community activity on their own or even in groups.	other	Impact to Citizens
To recruit a group of volunteers to the co-production programme from amongst those who use services, carers, and other stakeholders.	other	
To co-ordinate and lead on the delivery of a short training programme (circa 4 sessions) for the volunteer participants to be delivered in response to level of interest, accessibility and capacity' - Who were the group of volunteers? The report states people came forward from XXX, Cerebral Palsy Midlands, Sutton Support, XXX, the Preparation for Adulthood Team, Carers and from the wider community. Why were all of the 9 adult day care centres not part of this report? It states all centres were asked. When was this? Who was asked?	other	Information accessibility
‘Online was not for everyone. We spent time making sure people could get connected’	other	covid
‘The online calls (zoom/teams etc.) worked well but had the problem that not all individuals have the same technical knowledge or equipment at home which would enable this to work well or to its best ability’	other	covid

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
'Often the older members of the population have limited experience with devices and how to work them and so prefer to meet with others physically in order to share information'	other	covid
'The lockdown and closure of the centre didn't work for me even though the centre provided things to do I still missed being with other people' - The above clearly demonstrates that day care centres are vital for people to attend who need them most. There appears to be a push for the use of digital services as part of the consultation but the above statements clearly demonstrate that a lot of service users cannot use a lot of modern technology as well as elderly carers who do not have access to computers/mobiles/tablets etc.	other	covid
Most centres reported that they were still in the process of getting back to normal. Some were still not undertaking the same range of activities. Trips out to the community were restricted because of concerns over keeping people safe (staff and service users) and due to unavailability of staff. Some were still practicing some level of social distancing'. - If day centres are short staffed, have you been actively recruiting to fill these vacant positions? Surely if you have not been recruiting, it has had a negative impact on the service users so you are not providing the same level of service which used to be provided prior to the pandemic?	other	covid
'We haven't got computers anymore. (Staff member said that they have computers and used to have a computer room but they haven't set it up again since Covid)' - This is pretty shocking that the computer facilities are there but they haven't been set up again since Covid? Why is this? If the resources are available for those than can use them, why aren't they being used?	other	BAU
'The pandemic really affected staff. Caring for carers as well as service users – home visits, telephone, facetime. We realised how important day centres are. Activity packs were appreciated' - This again emphasises how important day care centres are from this comment. Surely closing 4 day centres and only leaving 5 for the whole of Birmingham is not a positive action?	other	BAU
At many of the events there was reference to there still being some people who expressed concern about returning to centres, not just those who are clinically vulnerable. For those that have returned staff are noticing changes across a range of issues including declines in mobility, daily living and social skills as well as emotional, mental and physical wellbeing. For some this has meant they feel they are now dealing with people with higher levels of needs - Doesn't this again emphasise just how vital day care services are? The consultation process has mentioned how all service users will be accommodated at the remaining day centres, but this is a very short-sighted statement and does not look at the wider physical and mental impact of implementing these proposals.	Other	covid
I kindly request if you could answer all of my above questions with upmost urgency due to the consultation ending tomorrow and request that this email is also elevated to Graeme Betts and the 6 commissioners including the 2 political advisors.	other	
This email is in no way an attack, I just can't fathom just how many holes there appears to be in the entire process which has also been highlighted by Cllr's I have spoken to, so I'm after a full understanding of how this consultation got to the stage it is at.	other	
Studies such as that by Kings College London (2018) show that day centres are a life-enriching gateway to: · Companionship, activities, the outside world · Practical support, information, other services · The community and to enjoyment · 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.	Other	
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 OFFICIAL benefits to the budget bottom line as well as the more important benefit to peoples' wellbeing.	Other	
Signatures in support of Legal resposne from XXX Carers - I confirm that I have read and unerstood the statement prepared by XXX in repsonse to the BCC day centre consultation and I endorse the points he makes. I too am concerned that not enough is known about the impact of Covid on either former or potential day centre service users	other	
Healthwatch Birmingham welcomes the opportunity to respond to Birmingham City Council's 'Your Day, Your Say' - Adult Social Care Day Centre Consultation. Our key role is to make sure that patients, the public, service users, and carers are at the heart of service improvement in health and social care. In line with our role, we have focused our comments on: • Patient and Public Involvement and engagement • What we have heard from Birmingham residents • Areas we feel the council need to carefully consider and address	Other	
We followed up our investigation by publishing an impact report in July 2023 which stated the work that the council had done to date on our recommendations Impact report: Improved access to day opportunity services in Birmingham. We would like to remind the council to ensure learning from both of these reports is taken into account when moving on to the implementation plan following this consultation	Other	
We understand that consolidation of existing staff will go some way at tackling vacancies within the service. However the council will need to work closely with any staff being relocated to ensure retainment of them. People have told us how important relationships are with staff, and this should be carefully considered when assigning staff to alternative centres. We feel there needs to be a clear considered recruitment plan for staff if not all vacancies can be filled through relocation of staff	other	
Healthwatch Birmingham understands that at this stage these proposals are just being considered and that implementation of the proposals will be subject to further work and co-production of plans. However we would like to highlight several key areas that we feel need consideration now, ahead of making a decision on the proposals, to ensure they are accounted for in the implementation.	other	
Healthwatch Birmingham strongly recommends the immediate introduction of a mental health support service for everyone affected by the proposals, and for this service to be available to all throughout the decision making and implementation of proposals.	other	
Individual transition plans will need to be developed for attendees that are moving to a different centre. Each attendee will have very different needs, so transition plans will need to reflect this. For example, some attendees may find it useful to have drop in sessions at a new centre, whereas others would prefer the certainty of a straightforward change. These plans will need to be developed closely with staff and carers	other	Impact to Citizens
We look forward to seeing the continued engagement of people in this work and to seeing more detailed improvement and implementation plans in due course	other	

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
I asked about transport. Apparently, XXX who is the transport coordinator has a very difficult job. I asked if Rachel would get transport to a new centre. Was told very difficult to get drivers etc etc but that if XXX did get transport it would only add 16 minutes to her journey time. Not sure how they've worked that out. Also, apparently not everyone travels on transport. Some citizens catch buses and some even drive their own adapted cars	Transport/Travel	Impact to Citizens
XXX 's travel time to the centre is short as it is 1.9 miles from his home.	Transport/Travel	Impact to Citizens
I feel that if more engagement was done with families and service users it would be clear that travel changes would be a significant challenge.	Transport/Travel	Impact to Citizens
A possibility is to use taxis (drivers with advanced DBS checks) to organise independent outings and reduce the cost by travelling in groups.	Transport/Travel	
Also she and other attendees of XXX live in the surrounding areas, relocating to the nearest other Centre would involve a much harder journey to and from the centre, and as my XX is not one of the people who get picked up by Centre minibus also incurring far greater expenditure.	Transport/Travel	Impact to Citizens
What will be the transport travel time for citizens and drivers available.	Transport/Travel	Impact to Citizens
I as a carer have struggled more with anxiety since the closure of Heartlands. Initially much of my time was taken up transporting my XX until he was able to travel independently. This was a big disruption to my day. Since my parents died and my XX came to live with me, it has taken my seven years to get all the requisite services and support in place for XX and I had just started to re-establish my own life again in part. Now I do not feel confident in disrupting his routine any further by sending XX to respite care so that I am able to have a break.	Transport/Travel	Impact to Citizens
BCC state that transport is a major challenge in relation to supporting centres. You may remember that BCC decided to change the specification of the role for drivers to one which had to incorporate being a carer too. This instantly reduced the availability of drivers as they are not trained carers.	Transport/Travel	
How would citizens get to other centres and at whose cost?	Transport/Travel	
How long do you feel is acceptable for citizens to travel to another centre? Please take in to consideration the traffic in the areas.	Transport/Travel	
How much would it cost to do this, if BCC will be picking up the cost?	Transport/Travel	
The importance of transport in enabling people to take part in day opportunities was a key issue. The review highlighted the problems that people currently experience on a day-to-day basis and the EPT felt there was a need for providers of transport (public and specialist transport) to understand the impact it has when it doesn't work well.' - Many users would not be able to use public transport and would always need a carer or staff member (in some cases 2) with them. Would it be expected for carers to transport their relatives to the day centres? Public transport is also not fit for purpose for transporting some service users, for example my uncle who is a wheelchair user, there is no way you could get this wheelchair on public transport and even if it was a taxi, it would have to be a specially adapted taxi which are very far and few between. What % of service users at the 4 day centres earmarked to close, could use public transport? And what journeys would you expect them to take if the day centre is a considerably longer distance? Are 2 or 3 public transport buses to get to there day centre a reasonable expectation?	Transport/Travel	Impact to Citizens
People using day opportunities rely heavily on accessible transport and many providers felt that this is an area that had got worse since the pandemic	Transport/Travel	covid
'Since covid most private transport providers have no capacity'	Transport/Travel	covid
'Now using a taxi company and subsidising cost of longer journeys'	Transport/Travel	covid
'Since covid, service users anxious about buses etc' - How will transport arrangements work should option 3 be approved? The above comments state that most private transport providers have no capacity.	Transport/Travel	covid
Transportation issues have been raised already during this consultation, and we know the council are aware of the shortcomings of the current transportation offered. We are pleased that the council have pledged to offer personal transportation training to allow the independent travel of some attendees where suitable. However, we would like to see the council take learning from other day services in the city. For example, we are aware of a day centre that facilitates a taxi sharing system amongst its attendees and their families to better meet their needs	Transport/Travel	
A number of residents have been attending the Centre for a very long time, often years. Whilst I understand that there is no planned reduction in places available in day care provision this takes no account of the practicalities for these same service users accessing a centre which is a considerable distance away from their homes.	Transport/Travel	Impact to Citizens
Why can't the 9 day centres and respite centres left in Adult Services be put into a Trust and ringfenced. Run them as "Private" companies with Co-operative benefits. There used to be 14 centres, now 9 and the proposal is to reduce down to 5. Evidence for this is Sandwell Council who ran their own recruitment agency called Templink. If a Council can run in-house services AND make a profit it should go ahead and do so.	Valued service	Social enterprise
How do you intend involving ALL staff, especially those with a lifetime of experience (Experts by experience) to create these new day centres starting from the blank page. Reinvent a better wheel e.g. anti-gravity. Driverless buses etc. Seriously, the technology is already out there.	Valued service	
Hyper thetically (but really it's true), Central Government looks like the Red apple in Snow White – looks tempting on the outside during election year but is poisonous and rotten to the core.	Valued service	
My daughter, has attended XXX for approximately XX years and she still absolutely loves going.	Valued service	Impact to Citizens
She is very sociable and XXX is the only place where she meets her friends on a more 'normal' basis	Valued service	Impact to Citizens
We make friends, and keep up those friendships, by organising meeting them and communicating in various ways. My daughter cannot do this. She needs other people to facilitate her friendships and consequently she's always on the receiving end of other people's kindness and their willingness to action things.	Valued service	Impact to Citizens

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
This is so different at XXX. She meets and makes friends independently and these friendships have lasted for years - just like the rest of us.	Valued service	Impact to Citizens
XXX is a lovely environment. It is a caring and relaxed place with a 'can do' attitude and with many long standing staff whom XXX loves.	Valued service	Impact to Citizens
XXX gives her social interaction. She's not one for sitting in front of the television or just listening to music. She loves being with other people.	Valued service	Impact to Citizens
I know Day Centres are not a statutory provision but to the Learning Disability community and their families they are a lifeline. This community hasn't the clout that's needed to shout out and make their needs known. They always need parents, other family members and carers to support them in their lives.	Valued service	Impact to Carers
We grow old and tire of 'fighting' for everything, but we carry on out of love. Please keep our Day Centres open as its such an immensely important part of people like my daughter's life. It is essential for their mental health and wellbeing. She needs XXX. Others, like her, similarly need their Day Centres.	Valued service	Impact to Carers
Here you go again, wanting to clsoe our centre. Whey state it is a 'consultation' when it looks to me as though you have already decided on the outcome of Harborne Day Centre	Valued service	
What would any of us do without our lovely day centre at Harborne? It is the only one local to our area.	Valued service	
My daughter has been going to the centre for XX years in September and some service users have been using it for over forty years. Yet, you want to uproot them after all this time. It will be traumatic for t hem to experience such an upheaval.	Valued service	Impact to Citizens
It is just as bad for the lovely staff who work there, whom we all highly regard because of the care and attention they provide for our sons, daughters, XXs and XXs. The staff all deserve a medal as they are providign an amazing level of service with such little funding from the council.	Valued service	Impact to Carers
Why pick on our lovely centre which everbody loves?	Valued service	Impact to Citizens
I am XX years old and the only help that I get is the day centre. I do not know how I would manage without it. Furthermore, there are other parents who are nearer to ninety years old who are still caring for their sons and daughters. Look what we carers have saved the government and local council through continuing our care of our children rather than putting them into a home!	Valued service	Impact to Carers
My daughter comes home every day and tells me what a lovely day she has had. What more could you ask for than that?	Valued service	Impact to Citizens
What about the staff, drivers and the garden team? These wonderful people have worked for the centre, supporting the service users and enabling them to access opportunitites that they otherwise would not have had chance to experience.	Valued service	Impact to Carers
I did suggest that the committee who would be ultimately deciding the fate of the centres should visit - not just an hour to have a cup of tea and pat people on the head but spend 5 full days in the centres to see for themselves.	Valued service	Impact to Citizens
XXX - the XXX councillor has contacted me. I will arrange to meet with XX and let you know how that goes.	Valued service	
We have seen the benefits of the day centre he attends. It has increased his social skills, mental wellbeing and ability to function. We feel as a family that removing his access to his care centre will be incredibly disrupting to the progress he has made so far and believe that without a sufficient alternative he will be severely impacted.	Valued service	Impact to Citizens
I would like to offer some personal insight from our family in regards to the centre's meaning. My XX has attended the centre for 40 years and he calls it his place of work.	Valued service	Impact to Citizens
He is in a safe, supported environment and has the expertise and experience of the staff who work there to help XX when needed. XXX and his friends would be devastated.	Valued service	
I urge the council to recognise the importance of both adult day centres and transport services and ensure their continued funding and support. They are invaluable resources that contribute significantly, not only financially but to the overall well-being of our learning disability community and their families.	Valued service	
The day centres offer those citizens the only chance of them mixing and socialising with their friends in a safe environment. Also some of these Citizens still live at home with aging parents, who rely on the Centres to give them some respite during the day.	Valued service	
We fully understand the issues surrounding the councils need for saving and we do not know the answer, but the people who make these decision's must also be very aware of the impact that some decisions will have on many families.	Valued service	Impact to Citizens
It was previously proposed 6 years aglo to close XXX Day Centre when the fight started and the fight will contine to save and protect these highly essential community services for the most vulnerable people in society and their carers	Valued service	
Observation; Ethos; Core purpose based on sound moral and ethical values is deeply embedded	Valued service	
Observation; Attitudes; Everyone involved with HRC adopts a 'can do' attitude. It is recognised that full achievement of potential can only occur through work, there are no short cuts available. Enablement/facilitation is more fulfilling and beneficial for service users than simply jumping in and doing things for them but requires greater short term input for more lasting long term benefits. HRC staff have the ability and willingness to achieve great things with very little resources (or even nothing sometimes!).	Valued service	
Observation; Provision of excellent/outstanding service: Best practice is encouraged. It is demonstrated consitently. There is a genuine willingness to learn from each other. Leadership are pro-active in their dialogue with outside agencies, providers and individuals where they identify resources and expertise which may be utilised to the benefit of either osm, most or all.	Valued service	
Observation; Leadership; TEAM (Together Each Achieves More) approach is already subtly embedded. Senior Leaders are charismatic, dynamic and lead by example. They addopt and encourage a limited risk taking approach to new ideas. Everyone is encouraged to share their ideas and take ownership of what they do. It has already been recognised that provision and working practices for the 21st century have to change, leaders have already created partnerships with educators and other agencies. Senior Leaders are forward thinking, innovative & responsive. They combine their experience, skills and intuition to build highly effective teams. Everyone is valued as individuals, their strengths are acknowledged and weaknesses are supported. Flexibility in working practices is encouraged to maximise opportunities and benefits for both staff and co-workers	Valued service	
Observation; Partnerships; HRC is pro-actively creatign formal and informal partnerships with schools, small businesses, individuals with specific expertise etc. Service users benefit from continuity, quality and 'deep' provision.	Valued service	

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Observation; Facilitation; Staff adopt a 'problem solving' attitude in order to facilitate co-workers in achieving their potential. They have high expectations of themselves, they provide a wide range of activities to engage co-workers. They use their expertise to observe their service users and seek help to solve individual problems so that wider participation may be enabled. Staff are skillful in balancing the caring aspects of their role with facilitating and enabling service users.	Valued service	
Observation; Resource Management; HRC have excellent resource management skills. They use their problem solving skills to create exceptional outcomes from very little. They work with outside agencies and others where they can in order to improve resources for service users. The site at Inkerman Street has huge potential for creating a national flagship centre for learning disabled adults, the benefits to large numbers of service users is obvious.	Valued service	
My XX is not receiving either the type or standard of service that he was accustomed to at HRC. His travel is less secure, he gets drenched in the rain now and has been approached by beggars at the bus stop, which didn't happen when travelling by train.	Valued service	Impact to Citizens
The staff at XXX provided a secure environment for XX, but now he looks to me to reassure XX all the time. Currently he has no male company or advice, something that the male staff at XXX provided which he valued and respected their interest in XX. He trusted them and would speak openly about things that worried XX. He no longer has that valuable resource.	Valued service	Impact to Citizens
If XXX was to close permanently we would both be heartbroken. BCC would lose one of their most valuable assets, a flagship team of people who deserve national recognition for their contribution in demonstrating outstanding examples of what a Learning Disabilities Centre can achieve. Please don't throw this away, with creative thinking, Heartlands can be the solution, it's not the problem.	Valued service	Impact to Citizens
These services provide an environment where people with a disability can build and secure friendships with support, that many others take for granted.	Valued service	Impact to Citizens
I would say that you are imposing unreasonable expectations on remaining centres and those who will need to make significant changes, if they are in a position to do so. I challenge you on this point as I don't feel that you have met each person's eligible needs. I ask that you provide me with the evidence that you have done this? I bring you back to the point of "trusted citizen" which was explained to us by XXX	Valued service	consultation approach
If these services are reduced or taken away altogether, the vulnerable disabled people could be left socially isolated, bored, lonely and important friendships would likely be lost. The knock-on effect for families can be severe, often with additional financial and emotional strain on already overworked family carers and the distress to the citizens.	Valued service	Impact to Citizens
I look forward to receiving your response to all of my questions and ask that you find alternative areas to save the funding you need and use these centres to create a revenue when not being used by the most vulnerable in society, THE DISABLED!	Valued service	
The report states: 'People using day opportunities spoke passionately about how much they valued the support they received through day opportunities. It is their community, it is where they meet friends to do the things they enjoy.' Option 3 does not reflect this statement in the slightest. You would be breaking up this community and friendships that have built up over many years if the service users of the 4 day care centres are split up over the 5 remaining day care centres. Do you feel Option 3 will continue to reflect this statement made in the report?	Valued service	Impact to Citizens
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 well-being, 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 tells us that they gain something that they would not have experienced if they hadn't been involved in the day centre	Valued service	Impact to Citizens
The consultation document, "Your Day, Your Say", outlines the proposal by BCC to close 4 of its 9 day centres in order to save more than £5 million over the next two years. Our client is cognisant of the fact that BCC is in financial difficulties and needs to make savings and understands that difficult decisions need to be made that will affect many of the Council's services. She also understands that what services remain need to offer value for money. It is with this in mind that our client, through her father and litigation friend, wishes to provide a response to the consultation.	Valued service	Impact to Citizens
As you will be aware, XXX has been concerned about the decision making surrounding BCC's day centre service for many years and has been involved in legal action looking at the lawfulness of previous attempts to close day centres on a number of occasions. He is at pains to point out that he understands the Council's current predicament and its need to save money but is concerned that short term thinking, that fails to fully understand Birmingham's day centre service, sits behind the current savings proposal.	Valued service	Impact to Citizens
Healthwatch Birmingham conducted an investigation on Birmingham City Council's day opportunity services in early 2022 and heard from nearly 150 people about their experiences: Experiences of day opportunity services in Birmingham.	Valued service	
Our research indicates that service users and their carers/families value the role of day opportunity services in their life. We found that: • The main reasons people use day opportunity services are due to personal loss, isolation, poor health and wellbeing, to maintain health and wellbeing and to support carers.	Valued service	Impact to Citizens
Day opportunity services have an impact on social and preventive outcomes by supporting continued independence of service users, supporting their health and daily living needs, and enabling family carers to have a break and/or continue with employment.	Valued service	Impact to Citizens
Attending and participating in activities at day centres has a positive impact on people's mental health, social contacts, physical function and quality of life.	Valued service	Impact to Citizens
It is important that people have the choice to access services they want, including day opportunity services.	Valued service	Impact to Citizens
Use of personal budgets and direct payments might be useful for enabling people to access varied services but are not appropriate for everyone	Valued service	Impact to Citizens
There is a perception amongst the people we spoke to that personal budgets and direct payments are being used to mask cuts to day service provision.	Valued service	Impact to Citizens
There are inadequate services in the community that day opportunity service users can choose from, meaning limited 'choice and flexibility'.	Valued service	Impact to Citizens

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
Service users and carers/families told us they would like to see the following improvements to day opportunity services: • Provide varied activities. • Improve availability and ensure continuity of services. • Increase access to day opportunity services (number of sessions people can attend). • Improve involvement of patients and carers/families. Healthwatch Birmingham Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG www.healthwatchbirmingham.co.uk info@healthwatchbirmingham.co.uk 0800 652 5278 Company Registration No: 08440757 • Improve the skills of staff. • Improve access to social workers at day opportunity services. • Tailor day service provision to individual needs and aspirations. • Improve communication (between centre and service users, and between BCC and service users). • Introduce day opportunity services for young people. • Improve quality monitoring of services. • Reintroduce services previously provided at day centres (e.g. meals).	Valued service	Impact to Citizens
We have heard from attendees of days services how important a wide range of activities is to them, both during work on our reports, and during subsequent engagement activities to hear attendees feedback. “I like coming to the day centre. It helps me to get out of my home meet my friends and get out into the community. I like playing basketball and football whilst at the centre.” “I enjoy coming to the centre. I enjoy the activities such as bowling chair hockey dancing and I like doing word searches and colouring.” “I like painting and art. We also get to use the computers and take part in signing and dancing. It's great.” “I like coming to the day centre. I like my friends and the activities that we do. My favourite activity is bowling and I also like the discos and pop quizzes.” “I like doing activities at the day centre like football cricket and doing keep active with the parachute and bean bags” “I like coming to the centre to do sewing and arts. I also like going on the computers making jewellery and taking part in lots of the activities.”	Valued service	
We also heard how attendees enjoyed being given jobs to do “I do a lot of helpful jobs like office tasks and I take pictures and I like going on the iPads at the day centre” Healthwatch Birmingham Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG www.healthwatchbirmingham.co.uk info@healthwatchbirmingham.co.uk 0800 652 5278 Company Registration No: 08440757 “I like to work in the kitchen clean the windows and do gardening. I get on well with everyone and have no problems.” “I like it and it's good. I like the activities especially drama and working in the cafe.” “I like reading and writing and shredding paper at the day centre”	Valued service	Impact to Citizens
Several attendees told us how they enjoy activities outdoors and in the community “It's alright I come here 5 days a week. I like going for walks down the valley. I like doing football if it's not raining.” “I like coming here I like everything. I like seeing my friends. I like when we do the 'walk away' activity where we go to local parks.” “I like to play pool and play darts. I also like to play cricket whilst at the day centre.” “The mini bus comes to pick me up. I like doing the gardening. We have our own little plots and I'm growing cucumbers sweetcorn and spring onions.”	Valued service	Impact to Citizens
People have also told us how important the social element of coming to a day centre is for them, both socialising with their friends and the staff “It's really good here I like the staff and I like my friends here. I like to play bingo and share with everyone.” “I do like coming here. I do bowling drawing exercise and colouring. I also like talking to my friends.” “It's nice I get to see my friends.” “I like to see my friends. The staff are good they listen to me. It's good.” “I like bowling music disco. I like my friends. I like everyone at the day centre.” “I like coming here I get on with my friends. I like making things like pillows. We had a party on Friday and I helped people.” “I like meeting different people. I like all of the activities bingo quiz's and quiz's I also like the staff.”	Valued service	Impact to Citizens

Email lines of enquiries taken from the 42 emails received during consultation	Coding category/theme	Sub Code
<p>The temporary closure of day centres during the pandemic highlighted how needed these services are</p> <p>Healthwatch Birmingham Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG www.healthwatchbirmingham.co.uk info@healthwatchbirmingham.co.uk 0800 652 5278 Company Registration No: 08440757</p> <p>“[The] Day Centre was closed over a year ago. Very little substitute service has been provided in its place. From a users point of view, it has left a gaping hole in coping with the global changes endured by everybody. From their point of view it has been life changing and yet adult social care has just seen everything from providers point of view and been concerned with material matters like cleaning, etc.”</p> <p>“I missed coming to the day centre when it was closed during Covid I’d miss it if it wasn’t here. The virus made me nervous to come back but I’m glad to be back with all my friends.”</p> <p>“The centre was closed so I read and watched films. I missed coming here. If I couldn’t come here anymore I would be quite upset.”</p> <p>“For a year and a half I didn’t come to the centre, just sat at home all day. I was isolated two times as I had Covid-19. I was a bit depressed during the lockdown because I could not come to the centre. I have enjoyed coming back to the centre. I met everyone again”</p> <p>“Not being able to come to the centre during lockdown was difficult. He was stressed during lockdown, it was like climbing walls with XX. For autistic people life is a ritual. Telling XX people are dying and you can’t go to the centre didn’t mean anything to XX.”</p> <p>“I don’t know what I would do without this service, it would be very difficult. During Covid I could not come here and I found it really hard because I could not use the service. Was very happy when the centre reopened.”</p>	Valued service	Impact to Citizens
Healthwatch Birmingham acknowledges the difficult financial position of the council, which has necessitated many of the proposed changes. However we are concerned about the impact of these proposals on some of the most vulnerable people in our city, both the attendees of day centre and their carers	Valued service	Impact to Citizens
We are pleased that the council have pledged to use the implementation of these proposals to plan improvements to the retained services it will offer, and plans to work carefully with people during the implementation of these proposals. We are also interested to see how the proposals are shaped by this consultation process and will read the consultation report with interest.	Valued service	

Coding Definitions

Codes	Description of Query/Comment
Consultation approach	Relates to the Consultation process and/or approach. Queries include requests for additional information and queries relating to the overall consultation document.
Covid Impact	Impact of the Covid 19 Pandemic, personal to Citizens and Carers and the peceived wider impact to BCC services.
Geographical Location	Queries relating to the location of Day Centres, both existing and as proposed in consultation
Impact to Carers	Personal impact to the unpaid Carers/loved ones of Citizens who attend Day Centres now and in the future.
Impact to Citizens	Personal impact to Citizens attending Day Centres now and in the future should the proposals be approved at Cabinet. Personal impact from the Consultation in general
Information accessibility	Requests for further detailed information, including breakdown of data
Transport/Travel	Queries relating to accessibility of transport if the proposals are agreed at Cabinet and how travel routes might be affected
Valued Service	Personal feedback on how much the service is valued by Citizens and Carers
Other	Ad hoc queries/comments shared which are not covered by the other codes and/or relate to wider BCC issues outside of the project
	Total queries/comments taken from the 42 emails

Which of the following best describes you?	Total	%
I go to a day centre	144	87%
I am a family member of someone who goes to a day centre	8	5%
I am answering for someone who goes to a day centre	10	6%
I am answering for someone who may want to go to a daycentre in the future	2	1%
I work at a day centre	2	1%
	166	

2a. We prefer Option 3. This is to close 4 day centres and move people and staff the other 5: How much do you agree or disagree?

	Total	%
Agree strongly	45	27%
Slightly agree	20	12%
disagree strongly	71	43%
slightly disagree	8	5%
Don't know	10	6%
Neither agree or disagree	10	6%
(left blank)	2	1%
	166	

Do you think the Council should look again at the other options?	Total	%
Yes	86	52%
No	48	29%
Don't Know	30	18%
(blank)	2	1%
	166	

How did you find out about this consultation?	Total	%
(blank)	2	1%
Another way	13	8%
Email	2	1%
Event	6	4%
Goin to a meeting or event	19	11%
Other	12	7%
Searching inline	2	1%
Somebody told you	85	51%
Word of mouth	25	15%
	166	

Age Range	Total	%
25-29	9	5%
31-34	5	3%
35-39	16	10%
40-44	8	5%
45-49	31	19%
50-54	22	13%
55-59	24	14%
60-64	22	13%
65-69	8	5%

70-74	5	3%
75-79	1	1%
80-84	1	1%
90+	1	1%
I don't want to answer	8	5%
(left blank)	5	3%
	166	

Gender	Total	%
(blank)	4	2%
Do not want to answer	4	2%
Don't wish to answer	2	1%
Female	77	46%
Male	79	48%
	166	

Religion	Total	%
(blank)	4	2%
Christian	84	51%
Don't wish to answer	20	12%
Jewish	1	1%
Muslim	16	10%
No religion	26	16%
Other religion	12	7%
Sikh	3	2%
	166	

Ethnicity	Total	%
White British	4	2%
(blank)	4	2%
Asian or Asian British - Any other background	1	1%
Asian or Asian British - Bangladeshi	1	1%
Asian or Asian British - Indian	2	1%
Asian or Asian British - Kashmiri	1	1%
Asian or Asian British - Pakistani	10	6%
Black African, Caribbean or Black British - African	4	2%
Black African, Caribbean or Black British - Caribbean	2	1%
Caribbean	1	1%
Don't wish to answer	1	1%
I don't want to say	6	4%
Indian	1	1%
Mixed - White & Black Caribbean or African	2	1%
Mixed - White and Asian	2	1%
Mixed white and black caribbean or african	2	1%
Other ethnic group - Any other	1	1%
White - English, Welsh, Scottish, Northern Irish or British	85	51%
White - Irish	4	2%
White American	1	1%

White British	31	19%
	166	

Do you have a disability or health condition that has affected your life for a year or more?

	Total	%
(blank)	24	14%
I don't want to say	12	7%
No	10	6%
Yes	120	72%
	166	

Sexuality	Total	%
(blank)	5	3%
Bisexual	2	1%
Don't wish to answer	17	10%
Hetrosexual or Straight	75	45%
I don't want to say	42	25%
Other	2	1%
Straight	23	14%
	166	

Which of the following best describes you?	Total	%
I am a parent/carer of a person who attends an Adult Social Care Day Centre in Birmingham	19	59%
I am responding on behalf of a person who attends an Adult Social Care Day Centre in Birmingham	2	6%
I am responding on behalf of a person who may wish to use Adult Social Care Day Centres in Birmingham in the future	1	3%
I am responding on behalf of a person who attends ASC Day centre	7	22%
I am a parent/carer of someone who goes to a day centre in Bham	3	9%
	32	

We prefer Option 3. This is to close 4 day centres and move people and staff the other 5: How much do you agree or disagree with this option?

	Total	%
Agree somewhat	2	6%
Agree Strongly	2	6%
Disagree somewhat	1	3%
Disagree strongly	23	72%
Don't know	1	3%
Neither agree nor disagree	2	6%
Strongly agree	1	3%
	32	

Do you think the Council should look again at the other options?

	Total	%
Yes	21	66%
(blank)	1	3%
Don't know	6	19%
No	4	13%
	32	

How did you find out about this consultation?

	Total	%
(blank)	1	3%
day centre	1	3%
Email	1	3%
Event	3	9%
Other	7	22%
Word of mouth	19	59%
	32	

Age Range

	Total	%
16-19	1	3%
25-29	1	3%
35- 39	2	6%
45-49	5	16%
50-54	10	31%
55-59	3	9%
60-64	8	25%
Don't wish to answer	2	6%
	32	

Gender

	Total	%
Do not want to answer	9	28%
Female	12	38%
Male	11	34%
	32	

Sexuality

	Total	%
Don't wish to answer	10	31%
Straight or Hetrosexual	19	59%
(blank)	3	9%
	32	

Religion

	Total	%
(blank)	1	3%
Christian	15	47%
Don't wish to answer	9	28%
Muslim	2	6%
No Religion	4	13%
Other religion	1	3%
	32	

Do you have a disability or health condition that has affected your life for a year or more?

	Total	%
Do Not wish to answer	2	6%
No	4	13%
Yes	11	34%
(blank)	15	47%
	32	

Ethnicity

	Total	%
White British	17	53%
Do not wish to answer	7	22%
(blank)	3	9%
Pakistani	2	6%
Caribbean	3	9%
	32	

Q2b Reasons in favour (summary) (Why do you say this?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Catergory/Theme - Reasons (summary)
Current place requires modernisation/renovation	Building Issues		Option 2 - If money was spent to improve services, more people would use the centres.	Consultation Approach
Based on the data you have produced. the possible closure of the centres would, how much would the improvements costs	Consultation Approach		Keeping the day centres open and look to other means of saving money. Don't take it out on the most vulnerable.	Consultation Approach
It doesn't consider my service user	Consultation Approach		Try looking further afield instead of picking on vulnerable people. You have wasted enough in the past.	Consultation Approach
Based on the data you have produced. the possible closure of the centres would, how much would the improvements costs	Consultation Approach		Modernise Harborne Day Centre	Consultation Approach
Based on the data you have produced. the possible closure of the centres would, how much would the improvements costs	Consultation Approach		Ensuring Harborne remains open and functioning at the high standard it already is	Consultation Approach
Based on the data you have produced. the possible closure of the centres would, how much would the improvements costs	Consultation Approach		Better manage your finances and keep ALL centres open and invest in them to make life easier for people who attend and work there	Consultation Approach
Do we even have a choice no chance	Consultation Approach		Modernise the day centres	Consultation Approach
Saving money	Consultation Approach		I am sure you could find other ways to save money did you all have a pay rise this year? How much are you worth?	Consultation Approach
More cost savings	Consultation Approach		You know more than me where to look	Consultation Approach
More cost savings	Consultation Approach		You know more than me where to look	Consultation Approach
Save money	Consultation Approach		I am sure you know better than me	Consultation Approach
Bring in new ideas	Consultation Approach		But you have already decided so my opnion doesn't matter	Consultation Approach

Bring in new ideas	Consultation Approach		Because closure will not stop here	Consultation Approach
Q2b Reasons in favour (summary) (Why do you say this?)	Coding Category/Theme - Reasons (summary)	Additional Coding Category/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Category/Theme - Reasons (summary)
any other assets the council may have	Consultation Approach		Keep open as many centres open	Consultation Approach
Bring in new ideas	Consultation Approach		Option 1 - Because the service isn't struggling financially, you are just trying to save money	Consultation Approach
I think it would be a loss if they closed centres. Merging is the best option	Consultation Approach		Option 1 - Remain the status qou	Consultation Approach
More people, Happy that elwood is staying open	Consultation Approach		Option 1 - Because the service isn't struggling financially, you are just trying to save money	Consultation Approach
More people at the day centre and more staff	Consultation Approach		The care plan needs to be implemented. the council needs to support people in getting a place with minium distrupction.	Consultation Approach
Because why does it need to close	Consultation Approach		Option 1 - Because the service isn't struggling financially, you are just trying to save money	Consultation Approach
Keeping the day centres open	Consultation Approach		Option 1 - Because the service isn't struggling financially, you are just trying to save money	Consultation Approach
Save Money	Consultation Approach		Keeping day centre open, stop pushing your options onto vulnerable people with your carefully worded questions that you know will answer yes to.	Consultation Approach
Because you are sitting here	Consultation Approach		Keeping Harborne open	Consultation Approach
I strongly agree with this because this is the right way to improve service provided by the council	Consultation Approach		Keep Harborne Centre open.	Consultation Approach
Best Option	Consultation Approach		Keep Harborne Centre open.	Consultation Approach
More Staff more choice to do what I want	Consultation Approach		To keep them all open. I'd be happy with that. They should stay open. I would like to get a judge to decide. (the people that wear wigs) because they don't tell lies.	Consultation Approach
You need to run Day Services effectively	Consultation Approach		Keep Harborne Open!!	Consultation Approach
Does not understand question	Consultation Approach		Not closing day centres. BCC picking on the most vulnerable people in society, BCC should look at themselves over mismanagment of finds, it's a disgrace how much money you have squandered.	Consultation Approach

I want to meet different people	Friendship		Option 3 - this leaves southwest Birmingham without a day centre.	Consultation Approach
Q2b Reasons in favour (summary) (Why do you say this?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Catergory/Theme - Reasons (summary)
I want to meet different people	Friendship		to keep this day centre, modernise, renovate building, but less people in one building is better quality and attention for people	Consultation Approach
Have more friends	Friendship		Keep them all open	Consultation Approach
meet new people	Friendship		I would like Harborne to remain open so I can continue attending there	Consultation Approach
Meet new people and socialsie	Friendship		Look for money elsewhere	Consultation Approach
			Look for money elsewhere	
Hapy to meet new people	Friendship			Consultation Approach
Happy to meet new people	Friendship		Rachel does not understand the question	Consultation Approach
The staff are friendly and kind	Friendship	Staff	Please look at option 2. Need more day centres. Modernise and get equipment.	Consultation Approach
This has been social inclusion/respite for me for many years. Giving me a quality of life.	Impact to Carers	Valued Service	Option 2 this will improve services	Consultation Approach
The Day Centres are a life line for carers to the people they care for 24/7	Impact to Carers		keeping the day centres open for people to have somewhere to go	Consultation Approach
Day Centres are resbite for cares who don't have any other help	Impact to Carers		You have already made your mind up	Consultation Approach
Disruption for the citizens and carers	Impact to Citizens	Impact to Carers	The Fairway should not be closed but stay open and refurnished the centre. Fairway should rethink about staying open.	Consultation Approach
Because I am very happy at the centre. I see all my friends. We have a chat and laugh.	Impact to Citizens		Because I don't like the council. I don't want the centres to close.	Consultation Approach
Closing these centres would have a big impact on the people who use them and who have become familiar with the environment.	Impact to Citizens		Opening more day centres for the citizens	Consultation Approach
The implications to service users, staff and carers will be life changing.	Impact to Citizens	Impact to Carers	Keeping the centres open, it cost £19,200 for my brother to attend his day centre against £160,000 for him to go into residential care.	Consultation Approach
It would disrupt people routine and mean further to travel and more travel costs	Impact to Citizens	Travel	keeping all day centres open	Consultation Approach

I want to go to my day centre not another one	Impact to Citizens		Do not close centres	Consultation Approach
Harborne is like a second home	Impact to Citizens		keep the day centres open	Consultation Approach
People with severe learning difficulties will find adjusting to a new/different centre difficult. Why put them through that?	Impact to Citizens		save money else where i like it here	Consultation Approach

Q2b Reasons in favour (summary) (Why do you say this?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Catergory/Theme - Reasons (summary)
The other options for the service user to attend are too far away more time travelling less time at the day centre	Impact to Citizens	Travel	Save the Monkey we are kee tp cenne open	Consultation Approach
Only my day centre will do - Harborne	Impact to Citizens		We need to svae some money. Find the money elsewhere to keep the day centre open.	Consultation Approach
Don't want to go to another one only mine	Impact to Citizens		FIND THE MONEY ELSEWHERE TO KEEP CENTRE OPEN	Consultation Approach
No other day centre I only want to go to mine	Impact to Citizens		Find the money ELSEWHERE TO KEEP CENTRE OPEN	Consultation Approach
Only want to go to their own centre and not travel far	Impact to Citizens	Travel	Theyre might be other options to save money	Consultation Approach
Would finf it extremely hard to restart another day centre and it would cause many problems	Impact to Citizens		KEEP IT OPEN	Consultation Approach
Will be upheaval for clients and staff	Impact to Citizens	Staff	Improve things to be better, do nothing keep them open	Consultation Approach

People should have choice on where to go	Impact to Citizens		Please keep all open / to use when young people leave school to work and go to safe space.	Consultation Approach
Find it upsetting with change	Impact to Citizens		Just to try and think of other ways to save money	Consultation Approach

Q2b Reasons in favour (summary) (Why do you say this?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Catergory/Theme - Reasons (summary)
To continue providing facilities & services for service users	Impact to Citizens		If the council keep closing centres eventually there will be not centres left	Consultation Approach
Why should disabled people and their carers have to suffer due to the councils mismanagment of budgets.Carers are already the lowest paid in the country and the stress and the worry of constant consultations is inhumane	Impact to Citizens	Impact to Carers	Keeping all Centres open	Consultation Approach
Don't want the centre to close	Impact to Citizens		Closing this (Harborne) large easy to commute to centre over other ones.	Geographical Location
Don't want the centre to close	Impact to Citizens		Option 2 - More people may come if its more modern and accessible and then we can stay there. I don't like change it upsets me	Impact to Citizens
I like Harborne and have been coming for years. I like the staff and my friends.	Impact to Citizens	Staff	It will affect y life, friendships, security. I don't want to go to another day centre. I like Harborne	Impact to Citizens
Thumbs Down	Impact to Citizens		option 1 - from a carers perspective, those who attend day centres, like things the way they are. Option 2 - newer buildings and equipment may mean more people can access day centres if staffing is available	Impact to Citizens
I DON'T AGREE WITH IT TAKE LONGER TO GET THERE. MISS MY FRIENDS. SPEND MOST OF MY DAY STUCK ON A BUS	Impact to Citizens	Travel	Try to keep the day centres open to where people live abd think about their well being	Impact to Citizens

Hard Copy Questionnaire feedback

I DON'T AGREE WITH IT TAKE LONGER TO GET THERE. MISS MY FRIENDS. SPEND MOST OF MY DAY STUCK ON A BUS	Impact to Citizens	Travel	If you close Harborne day centre, both my brother and sister would need to go too far from where they live to another centre so could you please consider keeping Harborne day centre please.	Impact to Citizens
I want to come and work	Impact to Citizens		See things people the ones I know is here	Impact to Citizens
This is very important to my social inclusion and routine. Something I have enjoyed for many years.	Impact to Citizens		I don't want my day centre to shut all this is upsetting me and making mom and myself ill	Impact to Citizens
So you can see all your friends.I'd like to be on the back of the bus. I like to see all my friends.	Impact to Citizens	Travel	Don't want Fairway to shut	Impact to Citizens
I like the staff I have friends there. I like where it is. I really enjoy going there.	Impact to Citizens	Staff	The service should be open to every citizen	Impact to Citizens

Q2b Reasons in favour (summary) (Why do you say this?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Catergory/Theme - Reasons (summary)
Because my current day centre would close.	Impact to Citizens		Rudolph like to come everyday	Impact to Citizens
All my friends are there and I have been going for nearly 20 years. I don't like change it makes me upset. It is local to me	Impact to Citizens	Travel	i like it where i am	Impact to Citizens
I love my day centre and don't want it to close, I am happy and safe and give my carer some much needed respite and I spend time with my peers.	Impact to Citizens	Impact to Carers	Relook at options I don't want change	Impact to Citizens
I am very angry they might have to move day centres. I am settled in Harborne. Other day centres are far away.	Impact to Citizens	Travel	Because I dont want to move from here. Find another way to keeep the centre open.	Impact to Citizens
My brother and sister both go to Harborne day centre. They are both disabled and love the centre and staff the other centres are too far	Impact to Citizens	Travel	So people can still go to a centre closer to home	Impact to Citizens
My disabled brother and sister go to harborne day centre and are very happy. My brother was moved from Heartlands day centre as it was closing abd now he might need to move again and this will cause him stress as he has autism and ADHD.	Impact to Citizens		Closure of all Day Centres it people feelings emotions life styles.	Impact to Citizens
It would cause a huge amount of upset and disruption to the users and staff	Impact to Citizens		Travel, accessbility and routine	Travel
I meet my friends it get me out where I live	Impact to Citizens	Friendship	At least to reduce the number of days to attend the centre because they will travel dar to attend the day centre	Travel

I want it to open because I know everyone here. I do bowling, time telling and go to pub lunch	Impact to Citizens	Friendship	The centres are an important part of peoples lives and more than just a place to go. The council spend so much money on other areas and this is something important	Valued Service
I miss all my friends in the room	Impact to Citizens	Friendship	To give people opportunity to do something different	Valued Service
Nowhere to go - unhappy	Impact to Citizens			
Rachel does not understand the questions. Rachel does get very upset when she can't go to the day centre	Impact to Citizens	Consultation Approach		
This has happened to me before when they tried to close Fairways and I had to transfer to Harborne and now you want to cloe Harborne. Don't want to go anywhere else	Impact to Citizens			
People don't know where they are gonna go	Impact to Citizens			
I like coming here to the Fairways - so I don't want it to close	Impact to Citizens			
I want to stay at Fairways	Impact to Citizens			
I'm happy to remain at Fairways. Do not want to go elsewhere	Impact to Citizens			
Id rather stop at Fairway if I would just stay at home like I did before	Impact to Citizens			
It is very stressfull for people to move, my son is very happy and settled	Impact to Citizens			
so I can stay at Alderman Bowen with my friends	Impact to Citizens	Friendship		

Q2b Reasons in favour (summary) (Why do you say this?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Catergory/Theme - Reasons (summary)
I Want to be with my friends	Impact to Citizens	Friendship		
Don't want them to close	Impact to Citizens			
Don't want anything to change	Impact to Citizens			
Dylan has settled in the daycentr and doesn't like changes he is happy there	Impact to Citizens			
Why should disabled people and their carers have to suffer due to the councils mismanagment of budgets.Carers are already the lowest paid in the country and the stress and the worry of constant consultations is inhumane	Impact to Citizens	Impact to Carers		
If you are in an environment that you don't like the citizens might be unhappy	Impact to Citizens			
Want to stay here	Impact to Citizens			
Concerns about different disability the acviches will be done will take time	Impact to Citizens			

Because it is best for us all and to keep the centre open ans give us the opportunity to get out of the house	Impact to Citizens			
i would like the Day Centres to stay open	Impact to Citizens			
Sad to move	Impact to Citizens			
The changes will be very stressfull for all parties involved i.e service user and family members	Impact to Citizens	Impact to Carers		
I want to stay at my day centre	Impact to Citizens			
I don't want to go anywhere else but Harbourne Day Centre	Impact to Citizens			
I like it here	Impact to Citizens			
I hike to at the centre. I like it at the centre	Impact to Citizens			

Q2b Reasons in favour (summary) (Why do you say this?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Catergory/Theme - Reasons (summary)
Because I don't want my friends split up. I don't want staff split up and I don't want carers split up as well. And I love Harborrne day centre	Impact to Citizens	Friendship		
Because my friends are here	Impact to Citizens	Friendship		
I don't want to split up from friends or staff. I am local I like the graden	Impact to Citizens	Friendship		
I would be unhappy. I would miss my friends. I love THE CENTRE	Impact to Citizens	Friendship		
I Like the things I do here. All our friends are here. I don't want it to close because it will make me sad. I will be annoyed	Impact to Citizens	Friendship		
I would miss my friends its local makes me happy	Impact to Citizens	Friendship		
DO NOT. People have fun	Impact to Citizens			
People get out of the house and do activities	Impact to Citizens			

Hard Copy Questionnaire feedback

We want to stay together keep centres open so I can see my friends	Impact to Citizens	Friendship		
I enjoy my Day Centre and working at New Roots	Impact to Citizens			
Still enjoy myself	Impact to Citizens			
Like to among people coming to a centre	Impact to Citizens			
I like my centre and it would be sad if centre closed. I enjoy attending and learning new skills daily also social inclusion in and around the community.	Impact to Citizens	Valued Service		
I am happy to go to te Day Centre to meet my friends and staff	Impact to Citizens			
Nice to see new people and staff and make new friends	Impact to Citizens	Friendship		
See Friends	Impact to Citizens	Friendship		
I liked it at Heartlands We had fun when we were all together	Impact to Citizens	Friendship		
Miss friends	Impact to Citizens	Friendship		
Missing friends	Impact to Citizens	Friendship		
Missing frineds who went to other centres	Impact to Citizens	Friendship		
Miss my friends	Impact to Citizens	Friendship		
Loved it at Heartlands miss my friends	Impact to Citizens	Friendship		
Miss everyone	Impact to Citizens	Friendship		
I live closer to Harborne and know the staff & my friends. I am in a wheelchair and do not want to travel on the bus for a long journey.	Travel	Impact to Carers		
Going to a different day centre would be a lot of travelling.	Travel			
More day centres allow for more vulnerable adults to access them. Unless transport is provided it may be inaccessible	Travel			

Q2b Reasons in favour (summary) (Why do you say this?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)	Q3b If yes, why? (summary)	Coding Catergory/Theme - Reasons (summary)
Firstly this centres is near my home and my daughter is use to the staff	Travel	Staff		
I love coming to the Fairway centre it is convenient. The staff are brilliant	Travel	Staff		
Extra Money for centre Transport	Travel			
Extra Money for centre Transport	Travel			

My daughter is well settled at Harborne Day Centre, the staff are amazing and able to manage the complex needs of my daughter. The building and facilities are fit for purpose and beyond other centres.	Valued Service	Staff		
Day centres are a vital part of the community	Valued Service			
It's a good centre	Valued Service			
I like attending Harborne day centre and this is one of the 4 named to close	Valued Service			
I prefer that the harborne stays open	Valued Service			
Don't want my day centres to close it's the best	Valued Service			
the day centres are essential to society which contribute to the health of our community	Valued Service			
Won't be happy cos I like being here. People are like family and we get on fine, don't close the Fairway	Valued Service	Friendship		
The services need to stay running. So you have to do what you can to keep things running smoothly.	Valued Service			
We need Day centres as they help us very much	Valued Service			
Saves money + moves people around + Day Centre are important, what will people do without the centres	Valued Service	Consultation Approach		
Harbourne Day Centre is wonderful and welcoming centre and all staff are friendly	Valued Service	Staff		
Heartlands was the best	Valued Service			

Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	Clear communication and reassurance to prevent upset and hysteria.	Consultation Approach	
	Look at saving money in the other areas - council has many non statutory services that it spends on ie consultancy and agency staff	Consultation Approach	
	Don't close them!	Consultation Approach	

	Remove the option of closure and I think work to a way of keeping tehм all open.	Consultation Approach	
	Look at other ways to save money. I believe this is not a consultation to help service users, it is about saving	Consultation Approach	
	Don't shut it and find a different way to save money	Consultation Approach	
	Yes give more support to clients and staff who live in	Consultation Approach	Support
	Rethinkhow else these centres could be utilised	Consultation Approach	
	Get general goverment to increase social care	Consultation Approach	
	Keep them informed of pgress with proposed giving time & consideration	Consultation Approach	
	Get general goverment to increase social care	Consultation Approach	
	Get general goverment to increase social care	Consultation Approach	
	Get general goverment to increase social care	Consultation Approach	

Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	Don't close Centre	Consultation Approach	
	Clear communication to prevent fear and upset. Give them more of choice involvement.	Consultation Approach	
	Keep Harborne DC open	Consultation Approach	
	You have already decided so what else can we do	Consultation Approach	
	Not close them? Invest in other services which are accessible to those with learning and physical disablilities. Day centres are really important to	Consultation Approach	Valed Services

	NOT CLOSE IT BCC get your house in order. Picking on the most vulnerable in society yet again. YOU MUST LOOK elsewhere for the money. My carer has	Consultation Approach	Impact to Citizens
	Don't close Harborne Day Centre it is very much needed.	Consultation Approach	Valed Services
	Promote charitable places at CPM. Council to open new places. Establish more charitable places. Prompt service users to pay for their activities. Offer service users to pay for transport themselves. Other	Consultation Approach	
	Don't close it	Consultation Approach	
	yes get money	Consultation Approach	
	Not close it because of all the upset and changing	Consultation Approach	Impact to Citizens
	Invest more money in day services	Consultation Approach	
	Decide to keep the day centres open	Consultation Approach	
	Find alternative activities for people as they may become isolated and sad	Consultation Approach	
Geographical Location	I would like to continue at the Fairway and reink about staying open.	Consultation Approach	

Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	Keep them open	Consultation Approach	
	Keep them open	Consultation Approach	
	Move to other day cente	Consultation Approach	
	Move Citizen	Consultation Approach	

	Personal Budget	Consultation Approach	
	Individual Budget	Consultation Approach	
	Individual Budget	Consultation Approach	
	Go to the other Day Centers	Consultation Approach	
Valued Services	Go to the other Day Centers	Consultation Approach	
	Help find another Day Centre	Consultation Approach	Support
	Non Verbal	Consultation Approach	
	Go to the other Day Centers	Consultation Approach	
	Go to the other Day Centers	Consultation Approach	
	put more money	Consultation Approach	
	Keep all Day Centres Open	Consultation Approach	
	Go to the other Day Centers	Consultation Approach	
	Send staff and citizens to other day centres	Consultation Approach	
Impact to Citizens	Send staff and citizens to other day centres	Consultation Approach	

Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	Please try find financial cuts	Consultation Approach	

	Not close Day centres, stop asking for opinions which you don't take into account	Consultation Approach	
	Yes build more day centres	Consultation Approach	
	No its up to the person to say what they want	Consultation Approach	
	Keep it open	Consultation Approach	
	Move them to a Centre that's close to them in there area	Consultation Approach	Travel
	Someone to tell us the centre is closing	Consultation Approach	
Valued Services	Yes more citizens	Consultation Approach	
	Yes more Citizens at the Centres	Consultation Approach	

Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	More choices and options in the community	Consultation Approach	
	Don't close the centres they need more support there	Consultation Approach	Support
	Care for the care centres!! we save the council millions	Consultation Approach	
	Leave Harbourne as it is, you will never understand the situation other people have to go through	Consultation Approach	
	Look again, why close 2 Day Centres in the south of Birmingham	Consultation Approach	
Consultation Approach	Hoping the Day Centre won't close	Consultation Approach	
Travel	Keep the DayCentre open	Consultation Approach	
Travel	Try to keep them open	Consultation Approach	
	Help them	Consultation Approach	
Impact to Carers	Find them a place to go	Consultation Approach	
	Leave the Day Centre open give citizens experience to work be in a safe space learn to travel and enjoy life	Consultation Approach	Travel

	Join together team work	Consultation Approach	
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Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	Get more money and more tools	Consultation Approach	
	Tell someone about it	Consultation Approach	
	They should spend money on other Day Centres	Consultation Approach	
	Help other people who will lose their centre and go to another	Consultation Approach	
Travel	Give them a job here	Consultation Approach	
	Look at it options	Consultation Approach	
	Invite some to our centre	Consultation Approach	
	Heartlands to have its own consultations	Consultation Approach	
	NOT CLOSE A DAY CENTRE! Stop asking for options that you will then say consultated on! Have you considered that carers work? The picture of carers lying down listening to music while their family member is at the day centre is insulting to hard	Impact to Carers	Consultation Approach
	Let me stay in my own day centre Harborne. I don't want to go anywhere else.	Impact to Citizens	
	DO NOT CLOSE the centre. It would be devastating to	Impact to Citizens	Impact to Carers
	Leave them alone it will cause so much disruption to the users and staff	Impact to Citizens	Staff
	Please don't close mine that would help a lot.	Impact to Citizens	

	Look again and leave mine alone	Impact to Citizens	
	You could help by leaving my centre alone. That would	Impact to Citizens	Impact to Carers
	This centres are need to stay open, and cloosing	Impact to Citizens	Consultation Approach
	Emotional support for service users who may be	Impact to Citizens	Support
	You should consider their wellbeing as people with	Impact to Citizens	
	Don't close day centres. I like going to the day	Impact to citizens	Staff
	Jane likes going to the day centre. She likes her staff	Impact to citizens	Staff

Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	Yes, it can be helpful to make sure that those	Impact to Citizens	Travel
	make safer places for vulnerable people to go.	Impact to Citizens	Travel
	Listen ti mom and sister, Rachel stands in the porch from very early in the morning approx 1 hour before transport arrives and rushes out to get on the minibus	Impact to Citizens	
	Yes to make sure they got replacement centre as for	Impact to Citizens	Friendship
	If we shutdown I will have nowhere to go, others are too far to go for elderly mother who drives me to the centre.	Impact to Citizens	Travel
	We stay together	Impact to Citizens	
	Would like to be with my friends if I have to move	Impact to Citizens	
	citizens to attend their home	Impact to Citizens	
	I don't want to be moved to another day centre or be stuck on the mini bus for hours	Impact to Citizens	Travel
	likes to play darts snooker	Impact to Citizens	
	go to the . Go to the allotments parks pud parks shoppig	Impact to Citizens	
	I love to go to the allotments. I like to go with my friends and my staff. I love to go to the shops. I like to go with my carers as well. I love playing with my play station. I love to go to the pub. I went to the special olympics. Every Saturday and I went to swimming evry monday and love playing badminton on wednesday	Impact to Citizens	Staff

	Move Day Centres. Would like it to be close to home. Want to socialise with friends. Want trips with friends . Want to have all the fun experiences.	Impact to Citizens	Travel
	I would like to work from the allotment, with friends and staff. I would like them to visit. Go for dinner ie pubs - park	Impact to Citizens	Staff
	I would like to go to the allotments, with friends. I want them to listen to me and staff. I want us to stay together. Go to parks , shops to have coffee, put lunches.	Impact to Citizens	Staff
	The council to make sure I go with my friends. Close to home I like the outings to pubs & other places on the bus. So I want to keep them.	Impact to Citizens	Friendship

Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	Play guitar. Like being with friends. Go out on day trips	Impact to Citizens	Friendship
	Gardening sending down benches leisure centre, art and going to other centres	Impact to Citizens	
	More Staff Help to change	Staff	
	More Staff Help to change	Staff	
	They should be supported and guided	Support	
	Support both carers and users with choices	Support	
	Support both carers and users with choices	Support	
	support in the community	Support	
	Help the new People Settle in	Support	
	Help the new People Settle in	Support	
	Help the new People Settle in	Support	
	Help the new People Settle in	Support	
	Open days to ease transition	Support	
	Be Friendly to people who are loving the service. Good introduction, don't just arrive, welcome days, introduce each other. Show what we have	Support	
	The Centre mere moving to will help to support	Support	Travel

	Should do more to help people	Support	
	Offer support with different Day Centre	Support	
	Provide transport	Travel	
	keep transport	Travel	
	Provide transport and support	Travel	Support
	Ring and ride won't go to other centres	Travel	
	Find somewhere else for us to go and provide	Travel	
	They need to support more - transport	Travel	Support
	Keep the Centres running, informaiton about the services, more staff,more transport	Travel	Staff
	Close to home. Move with friends nd staff. I go to the pubs & parks & like other outings. So I want to keep	Travel	Staff
	Provide better transport facilities to citizens so they easily move to other day centres which might be far	Travel	

Additional Coding Catergory/Theme - Reasons (summary)	Q4. Mitigations (Summary) (is there anything else you think the council could do to help mitigate the impact of the proposal on the people currently accessing the Day Centres and their carers and families?)	Coding Catergory/Theme - Reasons (summary)	Additional Coding Catergory/Theme - Reasons (summary)
	Moving them as close to their home as possible by	Travel	Consultation Approach
	Help them find a day centre or daily activities close	Valued Services	Impact to Citizens
	Making new friends	Valued Services	
	stay here shredding		

Q1 - To what extent do you agree or disagree with the proposed preferred option and why?	Coding category/theme	Sub Code	Q2 - Do you think the Council should look at any of the proposed alternative options in more detail? If so, which and why?	Coding category/theme	Sub Code	Q3 - Is there anything else you think the Council could do to help reduce the impact on citizens and or their carers/family members accessing the Day Centres as a result of the proposals?	Coding category/theme	Sub Code	Q4 - Are there any questions you would like me to take away for a response which you have not had the opportunity to ask?	Coding category/theme	Sub Code	Comments/Other feedback	Coding category/theme	Sub Code
Agree to keep the Centres open. Citizens love their centre	Valued service		They should. No don't close the centres, big NO. XXX was worried he didn't want XXX to close. Keep XXX, XXX and XXX Open. Advocate came round and asked Service Users questions	Valued Service	Impact to Citizens	More studying for the Centres. More talking to have better communication in plain form. Citizen was terribly upset, crying, confused. The questions were too hard for the service users to understand. This was extremely hard to relay and make them understand.	Valued Service	Impact to Citizens	XXX don't want to go anywhere. NO questions. Service Users didn't understand. They want to leave the Centres as it is and found it a shame that this had to happen	Consultation approach	Interpretation	Around five of the service users indicated that they did not know or understand what they had been told, at least a further two were unable to remember what the talk in the hall was about and the remainder of the service users did not give any clear response.	Consultation approach	Information availability
Citizens on our table struggled with the more technical questions on the sheet but we asked more general questions about how they would feel in different scenarios.	Consultation approach	Interpretation	Citizens on our table struggled with the more technical questions on the sheet but we asked more general questions about how they would feel in different scenarios. All of the citizens and carer at the table agreed that they wanted the Day Centres to stay open in some form. They wanted to be able to come along and meet their friends and come together for fun and activities. They responded positively when it was explained tha litle centres would remain open. They responded negatively when it was explained that the centres may close, and they would not be able to attend and see their friends and take part in activities. Citizens said that they would like new staff and citizens to join them at their centre and would welcome them. XXX facilitated the completion of the questionnaires	Consultation approach	Interpretation	Citizens on our table struggled with the more technical questions on the sheet but we asked more general questions about how they would feel in different scenarios. All of the citizens and carer at the table agreed that they wanted the Day Centres to stay open in some form. They wanted to be able to come along and meet their friends and come together for fun and activities. They responded positively when it was explained tha litle centres would remain open. They responded negatively when it was explained that the centres may close, and they would not be able to attend and see their friends and take part in activities. Citizens said that they would like new staff and citizens to join them at their centre and would welcome them. Sophia facilitated the completion of the questionnaires	Valued Service		The citizens at the table did not ask any supplementary questions.	None	None	The supporting staff members indicated they were of the view that the proposals had not been presented to the service users in a way that enabled them to properly engage. All the staff in the room were in agreement that the way the service users have been consulted was poor, especially given the issues, disabilities or lack of understanding some of them have. They voiced concerns that the whole thing had not been 'pitched at the right level' for most of the citizens that use the Centre and that some of the handouts were ineffective and a waste of resources. The supporting staff also suggested that the service users might have been better prepared if they had met who was going to speak with them before today's meeting and had perhaps been given clearer information in a way that they could understand. XXX acknowledged the concerns of the supporting staff, and confirmed she would ensure their views were fed back.	Consultation approach	Information availability
All of the citizens and carer at the table agreed that they wanted the Day Centres to stay open in some form. They wanted to be able to come along and meet their friends and come together for fun and activities. They responded positively when it was explained tha litle centres would remain open. They responded negatively when it was explained that the centres may close, and they would not be able to attend and see their friends and take part in activities. Citizens said that they would like new staff and citizens to join them at their centre and would welcome them. Sophia facilitated the completion of the questionnaires	Valued Service	Impact to Citizens	Too hard to understand Read the paper again Don't close any down	Consultation approach	Interpretation	"Get more money for the Centres" XXX-- "Help people with bus passes so that they can travel alone" Note - Citizen engagement was limited.	Transport/Travel		Would you like your centre to stay open? Answer:I would like that please. Stay open to see friends Yes. Yes to do my activities and see my friends	Valued Service		Feedback after recieving updated FAQ's •Most people felt OK about the proposals. They understood the financial issues •Many were still concerned about the impact of more citizens and staff coming to the centre. There was also some positivity about that too. •Different people can come with new ideas. •Everyone liked the idea of centres opening for longer hours. •They really want to be out in the community and would like the opportunity to take part in different activities.	Impact to Citizens	
Strongly agree People can still come in Staff can still come in	Consultation	Proposal	Option 1 – Do nothing Answer: No we don't want centre to do nothing. Option 2 – Refurbish Answer: It does not make sense to use our money to fix up and then shut down later. Option 3 – Close Day Centres Answer: No + No + No + No + No. We do not want centres to close.	Valued service	Impact to Citizens	Keeping the same staff and citizens (SU/s) together when moving to new centre will make it easier. It will be good to make new friends when new people (SU/s) move to remaining centres. Someone should tell us for sure if the centre (Beeches Gold) is closing or not. Keep the centres running. Provide information about the services. Provide more staff and more transport (centre buses). Should do more to help people, more choices, more options in the community. Person centred planning. Meeting individuals needs at the centre if they are blind, memory loss, communication breakdown. Help to change.	Impact to Citizens		"Will they bring the trips back and the baking activity"? XXX – "Will the Centres stay open forever"? XXX – "The service is important to us. Gets us out of the house" Note - Citizen engagement was limited.	Valued Service		Q. If you close Centres and consolidate to five what capacity is there for future citizens ? Q. Can we find out more data on why Centres are under used? Q. If Heartlands closes, how will this impact on citizens? Q. Is there a waiting list for citizens to join Day Centres? Q. If you keep 5 centres and move the citizens will all of the staff move with them. Can they come – what about them and travel ? Questions & Actions from Q3 Action: Day Centres need to think of ways to support citizens who have split from their friends – it is a breaking up of their network. Action: Simplify the arrangements for when you are taking them out. Could Carers sign something instead of the risk assessment? Action: The citizens who have moved need to be in touch with their friends – we need to make this interaction better. Q. If you are closing down centres and saving money, is that money going back into the remaining centres? Q. If you save money in one place will you use that money to keep the others going? Q. With relocation are you given a choice? Q. If you hired out the Centre (outside of the centre hours, who would control it, who would organise this, would the money raised be ring fenced for the Centre?	onsultation approach	Information availability
Yes. Stay Open. Yes. Yes. Yes good idea.	Consultation	Proposal	"The Council should look at this again so that they give people what they want and not close any of the Centres – XXX is ideal for me"	Consultation approach	Interpretation	Keep all Day Centres open when the carers are here, they can see how they motivate the citizens and respect one another. The centres staff are always open and friendly to relatives and carers and happy to talk to them. There could be more activities to involve citizens and their families. XXX Day Centre currently has a great atmosphere and their child enjoys going there, staff are approachable to talk to. Potentially more staff could benefit the citizens even more to support extra activities and to go out and about in the community. They were fortunate that there was no big change for XXX citizens as a second home for many More new staff. adding to existing staff can only be a good thing and more clients would mean opportunities for friendship groups. XXX is a friendly place and they could meet new friends mix have meals out and the numbers to do sports in the community such as badminton and bowls.	Consultation approach	Valued service	Can I attend more than one Day Centre to do more activities? Will there be more opportunity to do activities in the community? Would this mean more staff at XXX? We need more staff especially drivers to enable us to get out in the community more. When can we buy more equipment? Would we have access to the other centres equipment.? Would this mean we have less resources as we would have to share with more people? Why does Birmingham City Council not create more funding rather than close a service that does good things.	Travel/Transport	Valued service	Q. If you hired out the Centre (outside of the centre hours, who would control it, who would organise this, would the money raised be ring fenced for the Centre?	Other	
"I disagree when Centres close – I want them all to stay open – do not close XX" Collectively – Citizens felt that they wanted all Centres to stay open. Note - Citizen engagement was limited.	Consultation	Proposal	Yes - look into it again. Don't know. No. Agreed best to close 4 centres. Want to ensure that citizens who are moved are given a base room at their new centre.	Consultation approach	Proposed options	Recruitment more staff. Provide other funding schemes to citizens/carers.	Valued service	Staff	Citizens would like to have a simple library and computers set up so they feel digitally included and books to read.	Enablement	Aspirations			
Strongly agree to close XX and attend XX Day Centre. I would be sad if I had to move from XX. People will be moved around but it will save money/ so extra money for the centre. Day centres are important, what will people do without day centres? I want the centres to stay open so we would still be able to see all our friends. Having less centres with more staff would be beneficial.	Valued service		Yes, keep all Day Centres open, they are needed more money should be put into these services funding should not be cut. Yes, if there was more funding it would help the vulnerable in the community it would stop isolation and loneliness as many see the Day Centres like a 2nd Home. I have attended for many years. It is the best thing to combine facilities so we can have more to do and more staff. We need more things like cooking, drama and music.	Impact to Citizens	Valued service	Have more drivers available to introduce long hours model for the day centres	Transport/Travel	Longer hours	Why can't we go out shopping in the community? We feel we are missing out on sporting activities.We need more staff – if the proposal goes through we get more staff. We could go into the community and help to tidy up their gardens – as part of the garden project. They wouldn't have to pay for it so it would save people money. Can we play 'Cop on Bingo' – it's like Play your cards right but you cover up the card with blank blue cards. Everyone was asked if they had anything they wanted to say and all agreed they had nothing more to add so the Facilitator thanked everyone for taking part and for their contribution.	Travel/Transport	Enablement			
I am happy that Ebrook is staying open as I can stay with my friends and we keep the same staff who we like. I disagree all centres should remain open for everyone to access local to their home. I disagree because the people at the Day Centres are like family and attendees would be lonely without them. The clients are together and have fun and they can do many different things. The clients are seen to be comfortable in their environment and it reduces stress levels for them and their family/carers. Yes, I agree with Option 3 it will stop all the other Day Centres closing. I do not want anything to close especially Ebrook it is a place of security for me I know the staff and have friends.	Consultation approach	Proposed options	The future model can be five days, long hours and shift working pattern offered to staff. Employee more transport drivers so citizens can spend more time at centre rather than leaving at 2.00p.m in the current model.	Transport/Travel	Extend hours	Some weren't sure about this question so it was put to them what you think could be given to the people whose centre is closing.	Consultation approach	Interpretation	We shouldn't have to pay to receive a service. Daily payment for meals we find better than a monthly cost of an invoice as we can budget better as we struggle do the finances. Keep XXX open. It's a good idea to have more citizens at the centre by moving them across. Where are our fairer charges going? Need more resources to do activities that we enjoy.	Other	Cost/Invoicing			
If they are run down then it's a good thing so people can use a place with better facilities. Yes, close it if it's run down. It puts money back into the service and benefits us by gaining more staff. The group agreed with the comments. I am happy Ebrook is staying open. There was unanimous agreement to this around the table.	Consultation approach	Proposed options	Stick to what they have agreed about which centres should stay open. Things should stay as they are. We don't have to worry as our Centre is open. I went to XXX, I wasn't that impressed. I felt it was run down.	Consultation approach	Proposed options	The responses were: You learn to do things for yourself in a day centre. Offer them a place at XXX or the one in Erdington. Give them some support so they understand the move to another centre and help them with this. You could stay at home and have someone take you out. They could go to College to do cooking and life skills.	Valued service	Enablement	No, it's just don't close them.	Other				
Agree with what is proposed. Younger people won't have any where to go if they close all centres. Would love to keep Elwood open. If Elwood was closed, we would be lost but its good its staying open. We need more staff. Much better with more people coming to the centre increasing numbers. Will Different facilities for different needs move with the people.	Valued service	Increase staffing	No other proposals should be considered.	Consultation approach	Options	More support – counselling – ask citizens if they have any problems. Something to support carers – evening sessions. Bring Dinners back instead of sandwiches. Cost of service gone up – Letter has been received – Some citizens would have to cut services because they can't afford the increase.	Impact to Citizens	service improvement	Why can't we have more staff and drivers at the centre? Will we get support with travel if this centre closes? Will i be able to move with my friends? Will i have the same staff?	Transport/Travel	Impact to Citizens			
Needs to change. No, needs to change. Option 3. Make sure it does not close, it's our lifeline.	Consultation approach	Valued service	Not worth the money, use on other centres. Agree to option 3. Not option 4 at all. Save money, still want to see each other. Bored at home, need fresh air time.	Consultation approach	Options	Add more drivers & staff. Just do their best as long as we have a service & don't close us down.	Transport/Travel	Valued Service	The council have already made up its mind to close the day centre. It looks like it makes no sense to keep the day centre open, the roof is too expensive to fix, that's not going to be done, the kitchen needs revamping.	Consultation approach	Mistrust			
As a group of 5 all voiced that they wanted the Fairway Day Centre to be refurbished and have more staff.	Consultation approach	Increased staff	If the XXX was to close i will be "stuck in the house "and ALL day centres should be refurbished so that all citizens can enjoy them to their full use. (all 5 citizens in the group were of the same opinion)	Consultation approach	Refurb centres	I will stay in my house and will not move day centres , suggesting a resilience to move and lowering numbers at day centres and having an impact on the careers time and lack of mental and physical stimulation. If moved to a different centre provided transport will help family members and reduce there time spent transporting "us " , there for not taking more of their time , money and petrol.	Consultation approach	Transport/Tavel	Told us what annoys her is the fat cats who are getting paid a lot of money by the council (the commissioners) and would like to know how much they are earning. All these things we need to bring into the open, as it is important. What good is it to just have one person's view having their say?	Other	Financial			
1 citizen verbalised that they had already been move from a day centre that had been closed and did not want to move again due to logistics and transport. The question was asked if they can take the booklet home and fill them out – answer was Yes. The proposal is for the Fairways to close, bearing in mind at this stage it is a proposal. XX aid he was not happy about the proposal of the Fairways closing, and disagrees strongly.	Consultation approach	Review options	XXX - Likes coming to the day centre and does not want the day centre to close. XXX Also said there would be an issue with transport getting him to another day centre. XXX – Described all the 4 proposed options by the council to all the citizens. Collectively all the citizens do not want the day centre to close. XXX – If we had to move to another day centres we would want support with providing transport and support with the move.	Transport/Travel		Give support by providing transport.	Transport/Travel		I do not trust them, we lost a lot of service users who did not come back to the centre, they were re-located to other centres.	Mistrust				

4 Citizens agree. 1 thinks all centres should be open	Consultation approach		All citizens agreed with statement that Council will save money by closing centres. All agreed with this will save time and money.	Consultation approach		Impact; easier for Day to take to XXX, he still transports to XXX, would miss a day at centre if Day couldn't take. Mom Still taking so no difference from XXX. This is nearer for her than before. Happier at XXX and Dad is happy. Wouldn't come if Dad didn't take, can't come on the bus.	Transport/Travel	Impact to citizens	We visited XXX Day Centre, and it is too busy a place and predominantly people with Learning Disabilities, Autism and ADHD, also Hockley day centre doesn't want us. Some of the day centres I could not get into the toilet, there were only 4 days centre out there which had toilet facilities for predominantly physically disabled people, one was us the XXX, XXX, one in town and Handsworth way, some of them have now closed, they were the only ones fit to accommodate physically disabled people. The worry is where they are going to put us, XXX is too busy and noisy. Where would they provide room for us?	Unsuitable alternative provision	PD/OA			
Do not agree with option 1, 2 or 4 citizens think option 3 is the best. Option 3 would be seen as a new beginning for staff & citizens if they merge into one of the centres which are due to remain open & this would save money by not having to spend so much money to fix the buildings & could be used for new equipment. Option 2 will cost too much money to repair them. Option 4 is not a good idea because citizens want to keep their service	Consultation approach	Options	Citizens would like BCC to try & explore option 2 to fix up some of the buildings using any money that may be raised by the closing of 4 buildings	Consultation approach		Taxis & transport to the new centres that citizens are moved to More drivers needed to transport citizens. More activities in the centres, arts & crafts, men's group, day trips, picnics, Aston Villa, trip to Blackpool, iPad sessions, shopping trips, cookery groups, barbecues, music groups (deejaying). How many times will citizens be expected to move to another centre? as some have been moved onto other buildings on many occasions & don't want this to happen again	Transport/Travel	valued service	No questions citizens agreed to statements. They were asked what they liked about attending the centres; going to the park and community outings, happy with centre staying open, happy coming to the centre 5 days.	valued service				
I disagree with the decision to close Day centres it makes me very sad. 9 out of 9 citizens voted to not close Day Centres.All citizens say no to closure of HRC. My friends had to go to other Day centres because of transport, this is not fair	Impact to Citizens		No to closing all the Day Centres. Too far to travel. I travel further to be with my friends and staff we know and like being with	Geographical location	Transport/Travel	Make it bigger.Why do they want to close these 4 Day Centres and not the others. Sad not going back. Closer to home. More difficult to get to Hockley. Feeling angry we have had to be moved and separated from friends. XXX should have had a consultation of their own, feeling let down this was Seconded by another citizen. Not happy about being moved and not happy being here. Felt happier at XXX. I am no longer an independent traveler because of distance,Need to be with the people I know. Miss Parties, do more activities, helping staff Painting. Miss Day trips, Football, Aston Villa, Chelsea FC. IT room for skills. Picnics, bowling, meals out, Christmas meals, strawberry picking. Cost more money to travel to HDC	Consultation approach	Increase provision	Can the potholes be fixed in the carpark at XXX Daycentre	Other	Maintenance			
"I do not agree". There will be nowhere for the residents to go. It will get too overcrowded here and citizens will get over stimulated/overwhelmed. not enough resources. Happy about meeting new people. There will have to be more staff which is good. More drivers will be needed. Other citizens will have to travel far.	Impact to Citizens	Valued service	Doing nothing is not an option. Other centres may want to get refurbished, but we have no money. Refurbish the buildings that are staying open to accommodate more citizens.	Consultation approach	service improvement	Help individual families. New drivers.	Transport/Travel	Personalised support	HRC did not get a consultation, why? We want one of our own.	Consultation approach				
XX – Explained the question to the citizen, the council are looking at options to save money. Now there are 9-day centres, they are looking to close 4-day centres. One of the options is to do nothing so that things would remain the same. Another option is to close all the day centres. XX – Not happy that other day centres will be closing. More people will be here, although would be happy to see more citizens at Moseley Day Centre. XX– I am currently happy with transport, but unhappy as we may have more issues with transport because of other citizens being at XX Day Centre.	Consultation approach		They should leave all day centres open as they are.	Consultation approach	options	XXX – Happy that other citizens would be coming to XXX DC, however more citizens would mean less space for everyone. AH – The closure would have an impact on carers and citizens. Some citizens may well be isolated at home and unable to go to a day centre.	Consultation approach	valued service	"I am happy here and I like the staff" Will equipment be shared across the centres from the other centres?	Consultation approach	Service improvement			
	Transport	Impact to citizens	XXX – Explained the question to XXX. XXX – What the council are doing, and what they are talking about is not right. XXX – Whilst at the XXX Day Centre, I Liked going on activities to Cannon Hill Park etc.	Other		XXX – Explained the question, and asked XXX how the council can help you and reduce the impact on carers and families. XXX – Instead of closing day centres they should look at other options. XXX – Would like things to stay as they are and remain the same.	Consultation approach		XXX– We need more drivers, more buses, and more escorts to support citizens in wheelchairs. XXX – Likes gardening and likes Four Seasons, but the pathway at Four Seasons needs repair, so need money spent to fix up to make the site more user friendly for wheelchair citizens.	Transport/Travel	Enablement			
Happy to stay at XX Day centre, and happy if more citizens come from other day centres that close, although not happy that Heartlands is up for closing. It's not right that the four-day centres are closing, they should remain open.	Consultation approach		They should only close 2-day centres	Consultation approach		Invest more money in Day Services. Citizen has been attending XXX for 43 years when he was 19.	Consultation approach		XXX – Any further questions to ask the council, XXX – explained the question to XXX XXX – The city council should come together to discuss and look at the different options again. XXX– Why has it got to be us that is affected. XXX – The council should be looking at what we the citizens want and not what they want. XXX – We should be able to make our own decisions on our day centres as we are adults and not children XXX – Would like to keep things as they are. XXX – Need to do activities which are right for us. The consensus was that the citizens was discontented with the proposals as they stand.	Valued service	Service improvement			
Don't mind XX closing, happy being at XX DC.	Consultation approach		People want to go out more into the community but it is difficult to go out in the local community as the facilities are not there also risk assessments need to be considered.	Transport/Travel		XXX said, " I would be sad if the centre closed, I would miss the staff and my friends. XXX, used the Makaton signed for sad then put up her index finger. (I don't feel she understood the question) XXX, his body language was showing anger and distress, by the question. XXX said that she was sad and disappointed that "we" couldn't come here.	Impact to citizens		How much money will the council save by closing the centres.	Information availability				
XX and XX have closed temporarily and will never open again realistically. Carers and citizens have fought long and hard to keep XX open and are determined to fight again for it to remain open. Do not wish for the council to rationalise services because there is a need especially for older people with Physical and Learning disabilities as there is not much option for them other than Day Centre or stop at home. There are more opportunities for younger people with PD and LD.	Consultation approach	Mistrust	XXX, didn't understand what was said even though different methods were Used, so he was unable to answer the question XXX, chose option 2, XXX used the Makaton sign for yes to answer the question to remain at XXX. XXX, chose option 2, she said "I still want to come to the Centre" XXX, chose option 2, XXX nodded his head and closed his eyes to this question. XXX, chose option 2, She said "I want to stay here" " I don't want to go anywhere else"	Consultation approach	Impact to Citizens	Keep them all open. Keep the staff. No changes.	Impact to citizens		XXX, he wanted to know why! As it makes me angry and upset. His 1:1 carer helped him with this question, and I read his body language. XXX said "no" XXX" No I don't want to ask anything". XXX, signed No XXX shook his head.	Impact to Citizens				
If transport is an issue now, what will it be like when you close down some of the Day Centres. How will taxi services be managed as they are always late and already have to book taxi a day in advance. Strongly disagree with the closure of DC as there is a need for the service.	Transport/Travel		Yes. Keep them all open, don't want changes.	Impact to Citizens		All the centres are the same. Good, Good, Good. Money.	Consultation approach		Why do we need to close.	Consultation approach				
Strongly disagree with the options - Citizens were settled at XX and were getting older and this would cause disruption. Carers are getting older 86-year-old carer. Carer who was blind and is still caring for citizen. During Covid, citizens felt abandoned by Social Workers and there was no support and it was only the Day Centre that phoned the citizens. The Day Centre is a safety net. Citizen said they meet friends here at the centre. Citizens want all day centres to remain open. All the citizens friends are here and if it should close would lose the contact. One citizen said she might not be able to see her boyfriend.	Impact to Citizens	Impact to Carers	Repairs - wall painted first or wallpaper with pictures on the wall. Efficient lighting. See it all nice with wallpaper on, and pictures and all and a nice rainbow.	Consultation approach		It is like a family for me coming to XXX. X is my best friend. I am not happy talking about it anymore. I have had enough, stop asking stupid questions. It is upsetting me. I do not want to hear any more about it.	Impact to citizens		No thank you. I don't want to hear any more about it.	Impact to Citizens				

At least five of the service users clearly stated that they did not want their Centre to close. XX suggested that if the Centre closed, then the service users would be able to go to a different centre. She asked if anyone wanted to do that. Most of the service users gave clear indications that they did not want to go anywhere else – some indications were via body language (for instance head or arm shaking) and of those who felt able to verbalise their feelings comments stated were:- They did not want the Centre to close. They liked their friends [the supporting staff] who helped them with things. They felt upset because they felt they had no choice. They want to keep the Centre open because it is a "good place". They would be sad and upset if the Centre closed. They would not like having to go somewhere else. HB asked why they didn't want to go anywhere else. One of the service users told HB that she had had to move from a previous centre before and that moving was "bad". She repeatedly stated that she didn't want the Centre to close, and she did not want to go somewhere else – her emotional responses made it clear that she felt very strongly. She said there "is plenty to do here" and she "likes it here". Another service user said "It wouldn't be nice to go anywhere else". She "would miss all her friends". A different service user informed that she would be worried about travelling a long way in a taxi. Several more service users stated they did not want to lose their friends because they would miss them [indicating both other service users and staff] and that they didn't want to leave here [indicating the Centre]. Another told HB she would not like having to spend more time on the bus to go to somewhere further away. One service user said felt that a "Judge" should be speaking to them because they would not tell lies. HB asked why the service users like coming to this centre. The spoken responses included:- They enjoy meeting and spending time their friends – they "like to see everyone". They like this Centre and they like coming here. They like those at the Centre [pointing to the support staff]. They could learn computer skills here. They liked all the things they could do at the Centre. HB asked what activities or things did they do? Several service users gave examples of what they like to do, these included:- Doing crafts. Doing Arts. Using I-pad. Karaoke. Colouring. Making cards. Sewing. Going in the garden. Making pom-poms. Making teddy bears. Visiting a local service where they can meet other people, play games and do arts and crafts. Celebrating birthdays and special days – XX was shown a board on the	Impact to Citizens		Decorate XXX to keep it open. Do repairs at XXX. No response from 2 - low level of understanding question being asked.	Consultation approach		Citizen didn't understand this question.	Consultation approach		XXX: Keep XXX Centre open. XXX: Why. XXX: Why close to a good place. XXX: Stop doing it. Not to play fun.	Impact to Citizens					
A different service user informed that she would be worried about travelling a long way in a taxi. Several more service users stated they did not want to lose their friends because they would miss them [indicating both other service users and staff] and that they didn't want to leave here [indicating the Centre]. Another told XX she would not like having to spend more time on the bus to go to somewhere further away. One service user said felt that a "Judge" should be speaking to them because they would not tell lies. XX asked why the service users like coming to this centre. The spoken responses included:- They enjoy meeting and spending time their friends – they "like to see everyone". They like this Centre and they like coming here. They like those at the Centre [pointing to the support staff]. They could learn computer skills here. They liked all the things they could do at the Centre. XX asked what activities or things did they do? Several service users gave examples of what they like to do, these included:- Doing crafts. Doing Arts. Using I-pad. Karaoke. Colouring. Making cards. Sewing. Going in the garden. Making pom-poms. Making teddy bears. Visiting a local service where they can meet other people, play games and do arts and crafts. Celebrating birthdays and special days – XX was shown a board on the wall which showed photographs of the service users and some of the things they'd done. XX asked if there was anything the service users wanted to add. As XX approached one of the citizens, who had been very clear and passionate about not wanting the centre to close during the discussion, she was visibly sad, and XX asked if she was alright. The service user told XX that she was feeling "sad". XX thanked everyone for talking with her today and closed the meeting. Before leaving the room the supporting staff also raised that XX Centre easily accommodates service users who need physical space - for their equipment or walking aids for instance, and also those citizens who like their own "safe spaces" like going into the garden. Staff questioned if the other Day Centres that would be used if XX closed would have the same levels available, especially if more people and staff were going to be using those spaces.	Valued Service	Impact to Citizens	XXX: I don't want to close any Centre. XXX: XXX Centre to keep stay open. XXX: Get money from council and fixed all problem.	Consultation approach		Citizen 4 – I was happy with the way the changeover was done. I did not come straight away; I was introduced gradually to XXX. Facilitator - when other people come to XXX do you think it is a good idea they should stay in the same area where they live? Citizens 2 and 3 – yes. Facilitator – any ideas to help people settle in? Citizen 2 and Citizen 3 – help them, be friendly. Facilitator – anything else we could have done? Citizen 2 – more drivers so I can access the community and activities and see family. Citizen 4 – Moseley is a better set up than XXX. I did not look at other day centres. Instead of a big group I would like more staff so that I can go into the community. I like to go into the relax room at XXX to calm down/be quiet. Happy with the way things are but would like more trips. All the citizens said they do not get to see their family as much as they would like to and wanted more staff and drivers.	Valued service	Impact to Citizens	Citizen 2 – why don't we celebrate disabled day or wheelchair day on the 4th of July. I would like to celebrate disabled day. Citizen 4 – I would like to do more things in the kitchen. I help my sister at home to chop up things. I like working in the kitchen. I would like to do office work. I would like to do maths, English and geography like when I was at school.	Valued Service	Impact to Citizens				
Jackie: - No -strongly disagree. Assad: - No – strongly disagree. Sarah: - No - strongly disagree. Alma; No – strongly disagree. Gary; No & yes – didn't understand the question	Other		Citizen 1 - want more drivers. Citizen 2 – want more drivers and staff. Citizen 4 – not sure because BBC is already cutting down on things so what more can they cut down on. Also wanted to know if the new people are going to come to XXX and stay there. The facilitator explained that everybody at Moseley will be staying there	Transport/Travel	Impact to Citizens	I don't think what I would do it, it's too hard. XXX citizens came and had a taster day of the centre. Taster days help. Staff were welcome and people welcomed everyone from XXX. Help team to transition. Help other people with similar experience when Heartlands moved here. We need more drivers. Will we have enough transport. Important to have the activities. Being part of the community is very important. Want more educational experience at the Moseley Centre	Valued service		Want timetable information when things are happening. Will there be more help to go into the community. Want to be part of projects that involve the 4 seasons. Want more activities like football. Want more repairs for the centres. Fix some of the problems at the centre. Will we have more equipment for the activities to happen like music speakers. I'm not moving again I'm staying here. Driver staff at the centre commented - Lack of drivers no transport. I must drive from XXX to XXX, and it takes long.	Transport/Travel					
Disagree A LOT. It's disrespectful.	Consultation approach		Need to do something, need more action. Does it involve more money. Like to see more money put in for the centres. There should be investment into centres and transformation. Like to see investment and get other organisations involved. I don't think it's fair that centres proposed to close. I want to be happy; my mum is not happy with this. I'll be sad if centres close.	Valued Service		XXX – Not a good idea if too many citizens come to our centre. XXX – Smaller groups would be better. XXX – Would be better if people came here in smaller groups to join us from other centres. XXX – Would be a good idea if gradually other citizens came from other centres. A good idea to generate money at day centres would be solar panels.	Impact to Citizens	Consultation approach	Another thing to consider is if citizens come from other day centres to our day centre due to their day centres closing, what would be the impact and how would you feel about it. It would be good if citizens came to the centre part time on Mondays and Fridays, for citizens from the centres which are closing. Advocacy Matters - I am going to be very critical, in that this form, the jargon, the questions and the presentation are not citizens friendly, and the citizens being asked these questions is making the (citizens) anxious. Reiterated I have been to at least 3 of this consultation and they are not citizen friendly. Are we closing. No not you your day centre is not closing; it does not apply to you. There are concerns regarding these options, these day centres have been part of people's lives in some case for the last 30 or 40 years, it's a real shame, emotions are very high, and what people are saying is that if they close 4 of the day centre, they will look at closing the other day centres and it is going to be like a domino effect.	Consultation approach	Information accessibility				
XX and XXU very aggitated, they met and spoke with XX the councillor. I am going to get a Judge. Stay at XX. I want it open	Impact to Citizens		XXX – Explained the question to the citizens with regards to the above. XXX – Asked what type of things you would like to do out of the day centre, (in the community). XXX – Would like to do gardening in the community. XXX – Would like to do cooking and would like to volunteer at a farm. XXX – Wants to go to the pub, for lunches. XXX – Likes to go out and do shopping. XXX – Likes to do activities outside. XXX - XXX– XXX likes to go out to quiet places and be close to nature.	Valued Service	Impact to Citizens	'I do not feel happy about other people living here'. 'Makes me feel stressed and angry'. 'I enjoy living here, I do different thing it gets me out and about'. 'It would be crowded'. 'There isn't enough space to do activities this isn't fair on the other citizens.	Impact to Citizens	Consultation approach	'Will the garden centre continue?' 'Will the day trips continue?' 'Can we start doing work experience?' Why are they closing down 4 centres can't they keep them all open?' 'Can we do evening activities?'	Valued Service					
Closing all day centres is 'bad' option. Closing XX is very bad option. Option 2 - doesn't comprehend and says shes 'not allowed ot spend money'. Option 1 - doesn't comprehend - it's a (little) bad thing.A34 XX: level of understanding of the q being asked? No response (non-verbal). Stay at XX	Impact to Citizens		Yes – Keep them all open. Cut back in other areas. The government should do something. We have a lack of facilities, space and resources already at XXX.	Impact to Citizens		The council could help with arranging transport and meet ups with friends that have gone to the different day centres. XXX misses his key worker XXX and XXX said she misses a few friends at XXX including her fiancé XXX. XXX would like support to stay in contact with XXX. XXX suggested that Cannon Hill or Kings Heath park could be good meeting points for a picnic or meet up with residents from the other day centres.	Transport/Travel		All residents said that there should be more day trips and the option to visit other day centres for lunch or coffee.	Valued Service					
XX: don't want to close the centre. XX Don't want close. XX: I want to come this centre. XX: I don't want to close this centre. XX: Don't want to close this centre. XX: don't close. XX: not closing down.	Impact to Citizens		XXX suggested picnics in the park would be a alternative option and a good way to meet up with friends from the different day centres.	Other	Valued Service	XXX – Explained the question to XXX, also mentioned. Its going to be difficult for other centres citizens to be transported to our day centre, problem being its far away for them to access the day centre, how can the city council help reduce this impact on citizens. XXX– With regards to the financial situation the council finds itself, people should come together to discuss i.e. MPs to discuss ways of saving money.	Transport/Travel		XXX – it would be difficult for citizens as there is not enough room	Impact to Citizens					

XX Team •Citizens very upset and aglated. •Fed up of same questions being asked, no more please. •Listen to us. •Citizens with no or very little understanding of questions being asked. •Difficult communicating with those who are non-verbal. •Citizens still struggling to understand the Easy Read version. XX Team •I don't want it to shut. It's making me really angry. It's a waste of time to keep asking me the same questions. •I want it to close so that I can stay at home. XX Team •Citizens struggled to understand the Easy Read version (of updated FAQ)	Consultation approach	Information availability	XXX – The council should get more charity and get other people to help them, to get more money and to help them financially from outside to help them the council with their issues.	Other	Valued Service	XXX – Read out the question and explained. If they close 4 of the other day centres, it will mean many people coming to the day centre. XXX- Not enough room for all the citizens, it would be very crowded. Staff would not have as much time for us if there were many people at the day centre, which would upset me.	Impact to Citizens		XXX – I want XXX Day Centre to stay open, but don't want the day centre to be overcrowded. XXX – We may not have enough space to do activities.	Impact to Citizens				
Citizen 1 – not happy because there will be more people in the room if the other day centres are closing. Does not like crowded rooms. Likes a quiet room but the other people will come and go into other rooms as they like. The facilitator explained that there will not be lots of people in their room. Also, citizens from Heartlands Day Centre are already at Moseley Day Centre and not much has changed. Citizen 1 – is ok with it then. Citizen 2 – ok if other people come to Moseley. Does not mind. Citizen 3 – ok also, been coming to Moseley a couple of months. Does two days at Moseley. Usually at Heartlands. Citizen 4 – Came to Moseley from Heartlands and is ok with other people sharing	Impact to Citizens	Valued Service	XXX – They should look at alternative options instead of closing day centres.	Valued Service		Happy that XXX Day Centre will remain open and is fine as long as he is able to go along to his day centre XXX as long as it stays open.	Consultation approach		I want Four Seasons Garden project to stay open and would like to do this activity.	Valued Service				
It's going to be crowded there's a lot of people here. Too much crowding. Concerned about the crowding. It doesn't make sense. We'll have more communities and more staff, have more money and have more opportunities. I'm happy to go out in the community. Feel sorry for people whose centres are closing. Some people are happy some are concerned. Don't feel its crowded at the moment. XX said significant minority in the group have said they are ready for more people to move here from other centres.	Impact to Citizens	Valued Service	They should look at other options.	Valued Service		I don't know, this is all down to money, the council should ask for more money.	Consultation approach		Should not be closing the day centres.	Valued Service				
XXX – Took all citizens through the proposed options and asked would it be a good thing for people/citizens to come to XXX DC from other centres. XXX Explained further, Option 3 instead of closing all day centres, only some of them are too close, then other citizens will come to other days centres which will remain open, so do you agree with that, would it be a good thing. XX Would like our day centre to stay open. XX Likes coming to Moseley Day Centre, also says yes with regards to other citizens coming from other centres if they close. XX– It would be nice if other people came to out day centre. XX – Does not want our day centre or any of the other day centres to close, but happy if other services users come here from other centres to our day centre if they do close. Problem is the council have no money.	Valued service		The council need to save money, don't know what the answer is.	Other		Council should look at ways to make money.	Valued service		Why is the transport issue not being looked at? Heartlands would be more full if the transport issues were sorted out. Have travel training in place for all citizens Need consistent travel training	Transport/Travel	Transport/ Travel			
1 Person said that all day centres should be kept open, so it is fair for everyone. 1 person said they are unsure why the council need to save money. 1 person felt that they should all close. 1 person agreed with option 3.	Valued service		Reiterated all day centres should stay open.	Valued Service		The drivers are also carers in the day centres Need to retain staff Why is the transport not being utilised – rather than just have them parked up in the day centres Keep XXXopen Be honest with us Transport is a real issue To work with the carers who know the day centres best, who are talking to their loved ones on a daily – we are on the ground ask us Everyday at XXXs something was done – not here at XXX – it needs to be done here too Staff need to work together – have a more inclusive approach XXX is what good looks like Everybody has potential if you provide the enablement Need positive relationships Need stability Too many changes for the citizens to take on all of a sudden Need to be open and transparent XXX have been really efficient with the resources they had – i.e. getting the citizens to do the decorating, painting, maintenance of the centre – cost saving for the day centre and skill creating for the citizens XXX have made use of all the resources they have they have made things in the centre as an addcity for the citizens and then gone on to sell them and raise money for XXX centre XXX is resourceful	Transport/Travel	Impact to Citizens	Does the council have any plans for any more cutbacks that the new government will intend on making? Why not just sell half of heartlands and not all of it? Rent out the rooms at heartlands? Use the rooms as training centres Generate money by using the rooms Promote the day centres by putting it out there on the socials Carers would be in favour of a carer management team – the carers make the decisions Why are the figures misleading? – these need to be broken down Does BCC social services know how many citizens have no provision? If so how many? Does everyone have a care plan? How can these be improved?	Consultation approach				
XXX suggested that there be more day trips and things to do. All residents agreed that the Option to close day centres was the more beneficial. All of the residents in this group are originally from Heartlands Day centre and have had to transition over to Moseley Hall. All residents agreed they were happy at Moseley Hall. XX stated that she missed friends at the XX Day Centre.	Transport	Valued Service	Yes Need to look at where is the focus on the people who run the service at the centres not just the statistics To look at the provision of getting access to the centres Carers are worried citizens will drop off the radar when day centres close Why are BCC not looking at SWOT analysis – what can be done – where can best practice be identified The city should be looking at the opportunities to improve – it takes creative thinking and build up capacity to do this Need to look at the strength of the leadership team To share best practice – XXX had best practice it may not have been the best building but it was tangible to feel the atmosphere within XXX day centre	Consultation approach	Valued Service	Offer suitable activities that are appropriate to the citizens needs to keep them engaged or occupied More transportation & drivers to drive this transport (minibuses) Having enough staff to support the service/citizens Senior BCC management should attend these meetings to see for themselves the impact of their mismanagement	Transport/Travel	Consultation approach	If more citizens start at the daycentre will there be enough staff to support all of the citizens on site If a citizen attends one of the daycentres that will stay open will the citizen stay at that centre What support is going to be given to citizens who are moved if their transition is not very smooth based on their needs Are the targeted closures going to affect the finances of the buildings that are staying (will they become expensive to run) & will the existing centres have their budget increased to run the service The figures on the paperwork do not add up can these be clarified How much budgets will increase or decrease with regards to individual centres to enable them to operate or not Will there be more carers meetings happening at the centre	Information availability	Consultation approach			
XXX – Explained the question to the citizen, the council are looking at options to save money. Now there are 9-day centres, they are closing 4-day centres. One of the options is to do nothing so that things would remain the same. Another option is to close all day centres. Moseley is going to remain open; do you agree or disagree with the closures of other day centres. XX – It is very bad that the council are closing day centres, and disagrees with the closing down of other centres, also our day centre will be more crowded if other centres close and more citizens come to our day centre. XX – Is happy that the Heartlands has been at Moseley since February, although does not like the centre to be crowded.	Valued service	Impact to Citizens	Is it possible to have 3 closures instead of 4	Consultation approach		There are 9 Day centres, and you are closing four . If you had started with closing two and amalgamated the centres it would have been easier on citizens and families. Closing 4 centres is hard. It's pathetic, Birmingham is the second city. The impact on Harborne, you have got to fit them into other centres. There is nothing out there for most people. There used to be Institutes you could take them to, there is nothing there you can take them to, not even MENCAP.	Consultation approach		Q. When you say taking citizens out into the community does this mean that you will only take the non-severe disability groups out and anyone with a severe disability will be more based in the Centre? (That is a rumour going around).	Transport/Travel				
XXX – Disagrees and is not happy if other day centres are closing, would prefer if they all remained open. AM – Wants this/our day centre to remain open. XX– If they close the other day centres it would mean more citizens coming to our centre would you be happy with that? ZX - Does not like the idea of Moseley Day Centre being overcrowded if many more citizens and staff come to Moseley Day Centre.	Valued service		There are no other options, the numbers speak for themselves. I would like for them to be refurbished – if you could see figures that people are going to be there. It's all down to Finance.	Consultation approach		Carers need to have a life as well. What if you don't drive? There is the emotional side – for us the move from Heartlands has gone relatively smoothly with staff etc. No one understands that most of their friends were at Heartlands, now there is no contact. They have no community anymore – it's gone. Hockley is a horrible Day Centre. They are all split up, they don't have contact with their friends now. He used to be on the phone to them all the time. There is an emotional affect. The centres closed due to Covid, it took a while for them to get back together again and you're splitting them up again. They still think Heartlands will re-open.	Impact to Carers	Impact to Citizens	Q. Do Cabinet people get to meet the service users and see first hand how they feel? Q. When will be hear anything, something new?	Consultation approach				

Likes the ideas of having more citizens being at XXX day centre and likes to communicate with other citizens.	Valued service					Friends from XXXare saying when are you coming back? Action: Day Centres need to think of ways to support citizens who have split from their friends – it is a breaking up of their network. Transport and risk assessments are an issue. Trips are cancelled due to risk assessments. They wanted to meet at the park, but it was so difficult to arrange. Action: Simplify the arrangements for when you are taking them out. Could Carers sign something instead of the risk assessment? Action: The citizens who have moved need to be in touch with their friends – we need to make this interaction better. Previously it was done on Zoom (during Covid) but it's not the same, they are touchy feely people and nee to see someone. You can't get the same interaction from people on Teams – it needs to be personal interaction.	Impact to Citizens	Transport/Travel								
Not happy with the proposed closure of 4 days centres and disagrees with it	Impact to Citizens					Q. If you are closing down centres and saving money, is that money going back into the remaining centres? Q. If you save money in one place will you use that money to keep the others going? You can guarantee that these places will be at the bottom of the list. We need to keep citizens at the heart of this. Q. With relocation are you given a choice? The discussion moved to the Consultation with the Citizens and feedback was as follows: Only 20% were listening. It is difficult for them to understand this situation. They're all thinking they are going to see if their centre will stay open or close.	Consultation approach	Impact to Citizens								
happy being at XXX DC.	Valued service	Impact to Citizens				Discussion moved to how the Centres could be used to increase economic viability and to make them a hub for the Community. Hire the main room out as a function room (outside of the centre hours), for local groups to hire and in the longer term for weddings. This would need a caretaker and use of the kitchen. Make sure it is out of hours, so staff aren't needed to be there. This is a good idea as long as this doesn't become a priority and impacts on the citizens XXX used to be used on a Sunday by a Church – not sure if they still do that. Q. If you hired out the Centre (outside of the centre hours), who would control it, who would organise this, would the money raised be ring fenced for the Centre?	Consultation approach	Other								
Happy to have more people using our day centre if other centres close. Also happy that our day centre is staying open.	Valued service															
Not happy about other day centres closing, they should not be doing that, because it's their day centre. Happy that XXX day centre is staying open. Not worried about the day centre being overcrowded if other citizens come to our centre.	Valued service															
Disagree with the closures Disagree with heartlands closure – issues were with the access to the day centre – no transport We have been mislead by the closure of Heartlands it was only meant to be 3 months and citizens were told they will be going back they have been here ta Hockley since February 2024 Disgusted with the closures Citizens were told they will be going back to Heartlands but this has not been the case Closure of Heartlands done deceitfully Unfair on their children Difficult transitioning for their children Fear the safety of their loved ones Too much disruption One carer has wrote a document and will share this with us at the end Heartlands is a solution not a problem Should of not closed Heartlands in the way they did – BCC did not know what Heartlands had – it is about the people, the care they provide Carer reduced to tears	Consultation approach															
The citizens have been separated they lost their friends connections All carers in agreement about how Heartlands has closed Heartlands had the smallest ratio of staff to citizens but they all worked well together – excellent partnerships with recycling companies etc – the statistics are false 'You can make statistics say whatever you want' Find it outrageous Citizens are still expecting to go back to Heartlands – they the citizens were told they will be away for 3 months only – this is a lie The provisions the citizens have now are not suitable BCC has poor leadership No atmosphere here at Hockley Day Centre Heartlands citizens carers feel they are separated from Hockley Day Centre Transport issues to get to the day centres – it was much easier at Heartlands No male role models here at Hockley Distance to this Hockley day centre is an issue – BCC are taking too long to arrange transport – no travel independence for the citizens Been too many changes for the citizens already and now another that they are here at Hockley Too much disruption in the lives of the carers Carers feel their loved ones capacity has declined since been at Hockley Carers have no independent life Citizens are vulnerable, fear their safety Carers feel all day centres should come to Heartlands as they have good links to the community there The location of Heartlands is key due to the geography of the area The heart in heartlands is the people Citizens have lost their independence since moving to Hockley day centre	Impact to Citizens	Impact to Carers														
Transport issues with citizens being picked up & dropped off on time	Transport/Travel															
Having a say in the proposals & being offered a choice Some carers have been through this type of consultation before & are very cynical about some of the proposals	Consultation approach															
Before we can answer that question we need to know why attendance has reduced. Q. If you close Centres and consolidate to five what capacity is there for future citizens ? Day Centres don't appeal to younger people. It's a generational thing. I disagree my child has been coming here since they were knee high, the Day Centre means the world to them. These are his friends. My brother has been coming here from aged XX – 55, it's a generational thing he is set in his ways Younger people want different things/ to do different things.	Impact to Citizens															
Pre Covid there was a series of meetings with a plan to push people out into the community and close the day centres. Now you're saying they are under used. My son has had anxiety since Covid – now you're saying they are under used. People are frightened to come out after Covid, they want to come, I don't know what we would do without this service.	Covid															
Heartlands will close, I bet it's already been sold. Pre Covid you tried to close XXX people went to Court to keep it open –can't understand why. XXX have not got the facilities there.	Other															

Q. Can we find out more data on why Centres are under used? SF the facilitator asked if anyone was opposed to Option 3. XXX was at XXX, now at XXX they are happy here. Q. If XXX closes, how will this impact on citizens? Q. Is there a waiting list for citizens to join Day Centres? Q. If you keep 5 centres and move the citizens will all of the staff move with them. Can they come – what about them and travel ? We would prefer it if nothing was closed, we are caught between a rock and a hard place. There is no hard / fast agree or disagree. I'm in the middle. I know you're going to close these places. Further down you will close other Centres. This is down to a council who can't balance the books. I pay Council tax and for my son's care as well. The UN says the UK is a disgrace when it comes to Social Care.	Impact to Citizens													
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Q1 - To what extent do you agree or disagree with the proposed preferred option and why?	Coding category/theme	Sub Code	Q2 - Do you think the Council should look at any of the proposed alternative options in more detail? If so, which and why?	Coding category/theme	Sub Code	Q3 - Is there anything else you think the Council could do to help reduce the impact on citizens and or their carers/family members accessing the Day Centres as a result of the proposals?	Coding category/theme	Sub Code	Q4 - Are there any questions you would like me to take away for a response which you have not had the opportunity to ask?	Coding category/theme	Sub Code	Comments/Other feedback	Coding category/theme	Sub Code
XXXtalked about the 4 options and stated the preferred option is option 3. XXXstrongly agreed with the proposed preferred option. XXX and XXX stated they understood the reasoning behind it and were happy that XXXn was not one that is closing. XXX, XXX, and XXX questioned more service users coming to the centre effect current the level of service current service users are receiving, TM advised this will not be the case as they have capacity. All very happy with the service and staff at XXX and with all the different initiatives in place as well as enabling young people. XXX queried with other service users coming, will you employ more staff, XXX replied staff and transport will also move to the day centre and it is and it is anticipated no one will be out of a job.	Consultation approach	Valued Service	XXX what are the other options, TM replied the other 3 in the presentation or anything else they could think of. XX was happy XXX not closing as this would be very stressful for service users aswell as carers. XXX assured service users are more adapting to change than we think. XXX transport will need to be provided as this can cause a lot of stress for the carers.	Consultation approach	Transport/Travel	XXX stated they have to help them and can't just leave them on their own, also stated they should have options. Queried transport will be provided, XXX advised transport will be looked into and provided. New staff/changes to travel route can be very stressful for carers and service.	Impact to Citizens	Transport/Travel	XXX asked if there were any further questions, no one had any all reconfirmed best option forward is option suggested.	None		9 Day Centres may be too many now but what about in 10 years' time, there might not be enough capacity. Once things close, they never reopen, and these day centres provide respite to families they help protects peoples mental health and wellbeing.	Impact to Citizens	Valued service
Right 4 to close. Understand need to close, cuz so fw people and staffing. It makes sense where there are fewer people to merge and safe money.	Consultation approach		Don't need to look at any more – happy with what suggested.	Consultation approach		XXX stated the carers will need a lot of support as this is a big change for the service user's routine, route etc that can affect them.	Impact to Carers		The Presenters of todays Consultation (XXX & XXX) – what experience do they have with people with learning disabilities? Do they have a background in Special Needs?	Other	Mistrust	Day centres are essential for citizens mental health and wellbeing. Carers should be included more, not taken into consideration when decisions are made.	Impact to Citizens	Valued service
It is the best of the options, as long as it is not too over-crowded in the centre. Is there enough room in the centre to take on extra SU/s? Will there be enough staff to support all the SU/s in the centre? Some SU/s may be vulnerable, how will they be kept safe from other SU/s with challenging behaviours? SU/s have special needs, they don't like change and require routine. A lot can adapt but some can't. But at least they will have somewhere to go in the day. Our daughter has been coming here for over XX years, service has been great at XXX Day Centre. She has 1 to 1 support and services and facilities here that she loves, such as disco, quizzes etc. Parents also get involved too. This is the best place for her, she belongs here. If services are re-located, are they going to re-assess the SU packages? It always seems to be the disabled SU/s that suffer if there are repairs to be done at the centre. Repairs used to be done by on-site workmen but now day centres are just not being maintained like they used to be.	Consultation approach	Valued Service	Something definitely needs to be done and there is always room for improvement. We feel the decision has already been made in this case that 9 centres will be reduced to 5 centres. We are happy with the proposal but concerned that the remaining centres will not be maintained and this will become an excuse to close them down in the future. If 4 centres are going to close, then the Council should have enough money to spend on the maintenance and refurbishment of the 5 remaining day centres. I am worried that they will allow the building (XXX) to fall into disrepair and eventually shut it down. It is the better of the options, especially if the centres are properly maintained. The Council should stick to their promise of proposal.	Consultation approach	Mistrust	Transport / travel – may be a disadvantage to those who attend centres which are closing. The change could impact on family situations. Everybody has different situations. E.g All work in the household. We need to be dependent on other people. Will impact on the citizens. A lot of them don't like change. This is a worry. Citizens build up trusting relationships. Carers have piece of mind.	Transport/Travel	Impact to Citizens	How do you (the Council) make yourself bankrupt? Now we have to pay more Council Tax, but the Chief Executive left the Council with £484K! As long as SU/s get a good service, care and facilities in a safe environment.	Other	Finacial	The council's purpose is to serve the community, we should be more aware of what is going on. Full transparency. There is no implication to there (the councils) actions. They should not have authority over us, telling us how to do things. They don't know what it is like being a carer. r offered an apology or an explanation as to why thing happen (referring to the consultation process being delayed) We are underappreciated by the council.	Impact to Carers	Mistrust
Transport is a big concern for carers if SU/s have to travel further to their new centres, as this could affect carers who go to work or are single parents or have other commitments.	Travel/Transport	Impact to Carers	Look at refurbishing all day centres – Some centres need improvement.	Consultation approach	Invest in services	We should be at top of the list, not bottom. SU/s never complain because they can't communicate so Carers have to speak on their behalf. Through lockdown there was no support for SU/s and Carers. Transportation on the centre's buses should be available to all SU/s and not depend on the SU care package and availability especially if they now have to travel further to their centre. It's not our fault the Council has become bankrupt, it's always the disabled and vulnerable that suffer. The Council could re-open some of the closed day centres as Centres to support people with dementia, i.e. expand services to support other vulnerable groups. My worry is that some SU/s have challenging behaviours and will need staff to manage them, how will this be put into place?	Impact to Citizens	Impact to Carers	Support with transport to/from the centre will help us parents greatly.	Transport/Travel		The days are getting shorter now – respite hours for carers are decreasing. Citizen's love XXX, it gives them an opportunity to socialise normally and they need that. Day centres are lifelines to families.	Impact to Carers	Valued service
Disagree. Fear for the disabled children. Could cause lots of problems moving them after they are settled in one place.	Impact to Citizens		Need more facilities.	Consultation approach		It's not our fault the Council has become bankrupt, it's always the disabled and vulnerable that suffer.	Other	Financial	XXX – will they be reducing the number of citizens attending the day centre? XXX – Happy 5 centres are being left open. XXXi – Doesn't want XXX to close.	Valued service		The council talks down to us carers, we are never offered an apology or an explanation as to why thing happen (referring to the consultation process being delayed) We are underappreciated by the council.	Impact to Carers	Mistrust
Would there be enough room for everyone?	Consultation approach	Capacity	Focus on funding and refurbishment to all day centres.	Consultation approach	Income generation	Will they ensure the building (XXX) is maintained and safe for our children to attend? Can the Council guarantee they will maintain centres that they keep open and not allow them to get into disrepair?	Other		Can I attend more than one Day Centre to do more activities? Will there be more opportunity to do activities in the community? Would this mean more staff at XXX? We need more staff especially drivers to enable us to get out in the community more. When can we buy more equipment? Would we have access to the other centres equipment.? Would this mean we have less resources as we would have to share with more people? Why does Birmingham City Council not create more funding rather than close a service that does good things.	Transport/Travel		Feel like we have to fight for every penny When the services are closed they'll never open again. Feel disappointed that services being taken away and we're paying for it (emotionally). We need this service for respite. It is so important. I go to the gym or go for a walk, which is necessary for my mental health. We save a lot of money that carers save the council, and we do it out of love. We have been given no assurance or guarantee of what services will be available in the future. Carers are forgotten – I only get 12 hours a week We want a guarantee or assurances that there will be some sort of service in the future [given there are more cuts planned]? Social services are not involved enough. If referrals have to be made by social services there are a lot of people who don't know this service exists. If I don't turn up for meetings (e.g. carer's meetings) it's because something's come up, it's not because I don't care. A letter was read out from a parent/carer who was unable to attend but wanted to contribute to the consultation. [Note: Letter handed in to the ASC team] Key points raised about improving relationship with carers: Carers need to be included more. Need to understand the parents' experiences and how they feel e.g. the council's responsibility ends at the end of the day but parents bear the responsibility when they get home and often the dependent offloads when they get home [note: due to masking?] and it is not easy for the parents/carers.	Impact to Carers	Improved communication with Carers
Too many people if more come to Alderman Bowen	Impact to Citizens		Better funding for the day centres	Income generation		Make sure staff are happy – lots will be unhappy with the change.	Other	Retain staff	Citizens would like to have a simple library and computers set up so they feel digitally included and books to read.	Other	Enablement	Communication needs to be improved e.g. there was no explanation provided for the change in date for the consultation. I feel like we are being talked down to.	Impact to Carers	Improved communication with Carers

Agree	Consultation approach		Yes, keep all Day Centres open, they are needed more money should be put into these services funding should not be cut. Yes, if there was more funding it would help the vulnerable in the community it would stop isolation and loneliness as many see the Day Centres like a 2nd Home. I have attended for many years. It is the best thing to combine facilities so we can have more to do and more staff. We need more things like cooking, drama and music.	Consultation approach	Valued service	Transport would improve – they would be able to cover any shortages.	Transport/Travel		Why can't we see the minutes from the virtual meeting on 08/05/24, what about transparency?	Consultation approach	Access to information	Day centres are essential for citizens mental health and wellbeing. Carers should be included more, not taken into consideration when decisions are made.	Impact to Citizens	Wellbeing
Agree	Consultation approach		The future model can be five days, long hours and shift working pattern offered to staff. Employee more transport drivers so citizens can spend more time at centre rather than leaving at 2.00p.m in the current model.	Consultation approach	Transport/Travel	Keep all Day Centres open when the carers are here, they can see how they motivate the citizens and respect one another. The centres staff are always open and friendly to relatives and carers and happy to talk to them. There could be more activities to involve citizens and their families.XXX Day Centre currently has a great atmosphere and their child enjoys going there, staff are approachable to talk to. Potentially more staff could benefit the citizens even more to support extra activities and to go out and about in the community. They were fortunate that there was no big change for XXX citizens as a second home for many More new staff adding to existing staff can only be a good thing and more clients would mean opportunities for friendship groups. XXX is a friendly place and they could meet new friends mix have meals out and the numbers to do sports in the community such as badminton and bowls.	Valued service		What guarantee can you offer with the budget cuts in the next two years, what happens after this?	Other	Financial	Why not look at a 5-year plan or a 10-year plan? 2 years is a very short amount of time, most companies plan further ahead.	Consultation approach	Long term plan
Agree	Consultation approach		Option 1 – This allows them to have capacity for the future, there are people out there now and there will be people in the future that need to be in day centres. Most people don't know they exists, so they are not utilised.	Consultation approach	Mistrust	Recruitment more staff. Provide other funding schemes to citizens/carers. Have more drivers available to introduce long hours model for the day centres	Other	Transport/Travel - recruitment	When the council recovers, will the services be improved [reinvested in]?	Other	Financial	Will the amount of drivers and support increase after the merge?	Transport/Travel	
Agree. Need to keep using facilities – could they cut budget again? Regular users fear they could loose place to new people.	Consultation approach	Valued Service	Will they reinvest any of the money?	Other		There is not much they can do, they don't know them personally. It is down to us. What support do we get to support them. I don't know what support I want this is all new to me. Look at the carers not just the citizens, what support does the carers need. Ensure all staff are trained appropriately. They don't know what we deal with this is a very impersonal approach Communication between the day centres and carers could be better. Keep us in the know with what is going on. I rely on the home to inform me. Remind us about the carers meetings so we can advocate for ourselves. Improve communication. Look into what support can be offered for the carers. Monthly newsletters, emails, phone call to inform us of things – better communication. Look into charities that support carers and inform us of these. Reminders to be sent about meeting, I have a lot to think about so reminders would be appreciated.	Other	Improved communication with Carers	Can other services (e.g. across the council) pick up the stuff that will be lost as a result of these and future proposals/changes?	Other	Alternative provision	Will the council ever recover? Will they reassess again after the 2-year mark.	Other	Financial
I am happy that XXX is staying open as I can stay with my friends and we keep the same staff who we like. I disagree all centres should remain open for everyone to access local to their home. I disagree because the people at the Day Centres are like family and attendees would be lonely without them. The clients are together and have fun and they can do many different things The clients are seen to be comfortable in their environment and it reduces stress levels for them and their family/carers. Yes, I agree with Option 3 it will stop all the other Day Centres closing. I do not want anything to close especially XXX it is a place of security for me I know the staff and have friends.	Consultation approach	Valued service	Will citizens have to travel further if they are at the day centres that may close down?	Consultation approach	Transport/Travel	Would the new staff who come in be equipped to handle the physical needs of the citizens.	Impact to Citizens		How valid are the figures given in the Consultation document? Red Quadrant survey was carried out, have they been able to solve any of the issues raised?	Information availability	Data	Q. If you close Centres and consolidate to five what capacity is there for future citizens ? Q. Can we find out more data on why Centres are under used? Q. If Heartlands closes, how will this impact on citizens? Q. Is there a waiting list for citizens to join Day Centres? Q. If you keep 5 centres and move the citizens will all of the staff move with them. Can they come – what about them and travel ? Action: Day Centres need to think of ways to support citizens who have split from their friends – it is a breaking up of their network. Action: Simplify the arrangements for when you are taking them out. Could Carers sign something instead of the risk assessment? Action: The citizens who have moved need to be in touch with their friends – we need to make this interaction better. Q. If you are closing down centres and saving money, is that money going back into the remaining centres? Q. If you save money in one place will you use that money to keep the others going? Q. With relocation are you given a choice? Q. If you hired out the Centre (outside of the centre hours, who would control it, who would organise this, would the money raised be ring fenced for the Centre?	Information availability	
Agree if it will benefit the service user and it will save the council money. We agree if they the citizens will benefit. We are more worried about the long-term effects this will have. Would like a guarantee that option 3 would work but there isn't one. It is going into the unknown A lot of false promises are made to us carers. Day centres help us, they are family's lifelines and shutting them down isn't an option. I'm concerned about the citizens and families of the day centres that are being proposed to shut down. Sell the buildings of the day centres they are closing and reinvest the money into the ones staying open. Option three sounds like the best option, you can't close them all.	Consultation approach	Valued service	One person stated option 1 – don't close any, because once you close them you can't get them back. This way you are keeping the capacity for the future.	Consultation approach	Options	Sell the buildings and land Or fix them up and make money from them (e.g. rent them out) Need to utilise building better – provide services that appeal to and are more useful to more citizens – offer people things they want to do. And allow young people to use these services too.	Other	Income generation	XXX – Why do they not recruit here for staff? We have not had any recruitment of staff for the last 5 years. CC – I know we had covid 4 or so years ago, but the trend has been for things to be down and not moving forward. JC – We were given hope at previously last year at a carer's meeting they were going to put money into day centres, but we have not seen any evidence of that.	Other	Staffing - increase			
Would the days get longer with more staff? Provide more hours of respite for carers. Would the citizens be able to do more with the others centres closing because that is what they want to do? Could they sell the properties they don't use and reinvest the money.	Valued service	Impact to Carers	Yes – definitely. Go for Option 1 because there needs to be a 10 year long term plan, not a short 2 year plan as in Option 3. Shouldn't things be ring-fenced? Council should look at all options again. As XXX and XXX are empty and closed now, they can be knocked down.	Consultation approach	Options	Support the parents and carers to help support their loved ones better. The day centres need to be equipped to deal with all the needs of the attendees (e.g. someone who is trained to provide personal care). Better communication – make sure the parents/carers get the right information at the right time in the right way. Suggestions included: Regular newsletters Telephone Reminders (a note sent home with attendee or text message to remind parents/carers of upcoming events) More informal information sharing by the carer group.	Other	Improved communication with Carers	XXX – I noticed it states repair costs/capital investment required, what's included. what does it mean upgrade to what standard. XXX – On page 102 it means upgrade to latest infrastructure and quality standards. XXX – The declining attendance. What has been done about that? XXX - We know people who have tried to come to the XXX and have been stopped, why has this been declined? They are saying there are 70 vacancies, seems excessive, assuming they are live, where are they?	Consultation approach	Information availability			

<p>If it benefits the citizens as a whole, I agree. The empty buildings are not looked after and are not fully made use of. This is not an option because you have already decided.</p>	<p>Consultation approach</p>	<p>Mistrust</p>	<p>XXX – I know the vision is for citizens to go out into the community, the problem being the community is not set up and is not ready, it's frustrating, because there are lots of things for XXX – (XXX) to do in the community, but they are not ready.</p>	<p>Community not ready</p>	<p>Transport/Travel</p>	<p>Explore how to make moving to the new centres a smooth transition for both carers and SU/s.</p> <p>Not enough drivers means that SU/s can't come to the centre if not picked up.</p> <p>Need to up the driver wages to get good drivers because people can't afford to live on their current wages.</p> <p>Why can't you get more staff? The Council must give the right wages to get the right people.</p> <p>Current staffing situation seems to be a problem, are complex needs of SU/s a barrier for people to go into these kind of jobs?</p> <p>No-one (i.e. SU/s) will lose their place, will they?</p>	<p>Consultation approach</p>	<p>Transition</p>	<p>XXX – I want to know why these 4-day centres were just picked for closure?</p> <p>XXX – Why is it all day centres up for closure are in the south side of Birmingham? XXX – The 2 ladies have informed us earlier from the presentation, the council have chosen to close the 4-day centres based on the data and the data is flawed, so you cannot be choosing based on the data.</p>	<p>Consultation approach</p>	<p>Information availability</p>	<p>Q. If you hired out the Centre (outside of the centre hours, who would control it, who would organise this, would the money raised be ring fenced for the Centre?</p>	<p>Other</p>	
<p>Is there a choice, won't it happen anyway? Looks like Council has already decided to do Option 3, but why is there a low attendance of SU/s at day centres to be closed? Do you think Covid changed things a lot? What is the capacity here at Elwood? Under the current circumstances Option 3 makes sense. I do think that Option 3 seems to be the only option (a lot is governed by finance). My xx loves to come here (Elwood) and everybody gets to keep their jobs. It's important for xx and everyone that comes here, so its important to merge. Elwood provides (1) Respite for me, and (2) a second home for my daughter. Times are changing but there is still a need for day centres. Will it be taken into account that SU/s with Learning Disabilities are coming to a centre that supports SU/s with Physical Disabilities? My xx does not like change and needs to see the faces of his regular staff, he needs regularity. But it seems that staffing levels is an issue as often there is not enough staff at the day centre. Will SU/s get their specific needs met, for example during transport will it be their regular driver? Because my son doesn't like change and the simplest thing can become a major issue. Will the new centres have facilities for SU/s specialist needs, for example a hoist, cooked meals? What happens if they come to Elwood from another centre, will they still get a transport package? If closing 4 centres then Council should save a lot of money.</p>	<p>Other</p>	<p>Mistrust</p>	<p>XXX– You think the data should be reviewed again. XXX – I think if you were to look at the figures you have got 50 places down for the XXX, when you have only got staffing for a lot less, so you need to change that figure. You can't have 50 people coming here when you only have 8 staff, so they need to change that.</p>	<p>Consultation approach</p>	<p>Information availability - data</p>	<p>XXX – Is there anything else you think the council can do to reduce the impact on citizens regardless of which centre they go to. We have already looked at other day centres this side of the city like XXXDay Centre, collectively we have already said we do not think it is a suitable day centre for our citizens. XXX – If they move our citizens to XXX it would suggest to me that they have not considered our citizen's needs. XXX – We went to have a look at XXX, we were taken to an art room where a citizen was colouring in, then a member of staff asked everyone to leave the room and this member of staff was giving the service user so much abuse, so I just walked out. XXX – I hope you reported it to the Manager. XXX – This happened 5 years ago. There would be a problem with transport, with (XXX) I don't want her going 1 and half hours on transport to another centre, I wouldn't want her travelling to the other side of Birmingham, it would isolate her. XXX– With regards to public transport we were in town trying to catch the bus (with the wheelchair), we were told we couldn't come on the bus, as spaces were occupied by prams already, we were discriminated against, as surely someone with a disability should take priority. XXX – They talk about accessing the community I don't think people realise how difficult it is to say go to places like Costa coffee etc.</p>	<p>Consultation approach</p>	<p>Alternative provision</p>	<p>XXX – When they talk about £300 million, they need to save, due to mismanagement, this is not our citizen's fault. XXX – When you have a facility like ours with a stage, what we have here, so much can be done, and it could be used by the community, when you come back to us with costs, you have created these costs. XXX – What are the plans for this building? They will sell it off to developers and lose another good service for the city. XXX – Is this land/building earmarked to be sold and are we losing our day centre purely because the land is more precious to them. XXX– I have not heard anything about this from a service or consultation point of view. XXX– What happens to the other 4-day centres land/buildings. XXX– The staff have kept morale high during this time and have been very good with the citizens. FH – Going forward the questions that we have raised does that extend the consultation or are we still having this 9-week consultation, especially with these figures being incorrect.XXX – It will still be 9-week consultation because this is legally agreed. XXX – Will they get back to us? XXX – They must get back to us on these questions which have been raised. XXX – They cannot make decisions in 9 weeks' time based on inaccurate information, can they?</p>	<p>Other</p>	<p>Financial</p>	<p>Friendship, safe & secure environment, promoting health, getting out of isolation. Generation has failed without day centres. Closing will destroy services vitally important to community. Brings people together. Provides life skills. Fantastic facilities. Beacon on horizon. Respite for carers. Citizens get looked after, get human interaction, get agitated with change if sent to another centre. Better quality of life. Citizens relocating to north of Birmingham – citizens will spend a lot of time on transport. Feeling of neglect if closed. Day centres can be offered to potential citizens leaving school. Question – if you do have choice of 5 centres – what are your concerns? Feeling politicians have already decided – what's the point of consultation. Everyone has different needs, lost voices, will there be transport, will citizens get same transport, traffic an issue. Why should citizens travel north of the city. Why can't BCC think of a way to make good use of the buildings. Fill up day centres. Make them more efficient/utilise buildings – people with disabilities are on streets. Use rooms, i.e. computer room for training, e.g. unemployed. Encourage volunteers. Community café. Make more of BCC assets. Can charities help financially – work alongside not instead of. Question – How can we save money?</p>	<p>Valued Service</p>	
<p>I don't think anyone who uses this service would agree with it. It is a ridiculous question; Birmingham City Council's mismanagement of money should not affect these citizens at all.</p>	<p>Consultation approach</p>	<p>Options - disagree</p>	<p>XXX – The problem is the day centre is not allowed to accept anybody here. XXX - Some of citizens would like to come more days, but there is not enough staff here. JM - I have not been to this day centre for 10 years, but the building has not changed it looks the same which indicates the building needs some investment. XXX – Yes what has happened to this investment? XXX – Is there anything else you want us to add on this question, you believe the centre can be utilized better and brought up to modern standards.</p>	<p>Mistrust</p>	<p>Referrals</p>	<p>The drivers are also carers in the day centres Need to retain staff Why is the transport not being utilised – rather than just have them parked up in the day centres Keep XXX open Be honest with us Transport is a real issue To work with the carers who know the day centres best, who are talking to their loved ones on a daily – we are on the ground ask us Everyday at XXX something was done – not here at XXX – it needs to be done here too Staff need to work together – have a more inclusive approach XXX is what good looks like Everybody has potential if you provide the enablement Need positive relationships Need stability Too many changes for the citizens to take on all of a sudden Need to be open and transparent XXX have been really efficient with the resources they had – i.e. getting the citizens to do the decorating, painting, maintenance of the centre – cost saving for the day centre and skill creating for the citizens XXX have made use of all the resources they have they have made things in the centre as an acidity for the citizens and then gone on to sell them and raise money for XXX centre XXX is resourceful</p>	<p>Transport/Travel</p>	<p>Impact to Citizens</p>	<p>XXX – When they talk about modernising day centres what are they talking about? XXX – It would mean investment in day centres. XXX – They should be looking at investing and fixing the day centres.</p>	<p>Consultation approach</p>	<p>Information availability</p>			
<p>This is only a 16% usage, and we know there is a need out there, we are being seriously under-utilized, clearly the staffing here has been constrained, there are zero positions for staff vacancies available for the Fairway Day Centre. These numbers are artificial to start with, which is inefficiency. When BCC tried to close the day centre before, it was fully staffed, the figure given now for staffing is a false reading. We could fill this day centre with citizens. As soon as you talk about inefficiencies that screams inefficient. JBasically the numbers are a false reading.</p>	<p>Consultation approach</p>	<p>Underusage</p>	<p>The XXX Day centre may not suit everybody, but they suit an awful lot of people and have transformed lives, we could fill this day centre 10 times over, especially if people knew about our day centre.</p>	<p>Valued service</p>		<p>Offer suitable activities that are appropriate to the citizens needs to keep them engaged or occupied More transportation & drivers to drive this transport (minibuses) Having enough staff to support the service/citizens Senior BCC management should attend these meetings to see for themselves the impact of their mismanagement</p>	<p>Transport/Travel</p>	<p>Consultation approach</p>	<p>XXX – It appears that Moseley is the only other place, which is left, and it is not suitable, especially if you have someone who is triggered by noise and by putting everybody in the same rooms it won't work. XXX – Covid did have an impact we had across the system some people didn't want to come back to the day centre, they liked, I know that may not be the case with your citizens, but there were some who said they enjoyed their independence. XXX – There are people that we do not know enough about, people don't know about the services, but there should be a choice in every area of the city that BCC invest in and that these services are a choice for people. Then maybe you could facilitate a transition going forward. XXX – This is the 3rd day centre that XXX has been to, which is down for closure, it feels like XXX is just not considered, this is not us holding onto XXX at the XXX, it's just that there is nowhere else suitable for her to go to. We could reach the point where there is no other option but to put them into permanent care. XXX – Have you looked at private options. XXX – Have tried Midland Mencap getting XXX to travel independently by taxi I am not happy with that.</p>	<p>Consultation approach</p>	<p>Unsuitable alternative provision</p>			
<p>I totally disagree with what BCC is trying to do by closing the Fairway. This centre is a God-send to me and to XXwho has been attending the Fairway DC for 30 years. 5 years ago, when they were trying to close the Fairway, they took us to other centres, and there is no way I want XX to go there, due to the noise there, the environment here is perfect. The staff here are a God-send, they are under staffed anyway, over the last 5 years this day centre needed repairs, but the city council put up a monstrosity of an air conditioning unit, why couldn't they spend the money on much needed repairs of essentials.</p>	<p>Consultation approach</p>	<p>Options - disagree</p>	<p>XXX – If we are talking about value for money, they could be looking at using this day centre for other functions in the evening, which would generate money.</p>	<p>Other</p>	<p>Income generation</p>	<p>There are 9 Day centres, and you are closing four. If you had started with closing two and amalgamated the centres it would have been easier on citizens and families. Closing 4 centres is hard. It's pathetic, Birmingham is the second city. The impact on XXX, you have got to fit them into other centres. There is nothing out there for most people. There used to be Institutes you could take them to, there is nothing there you can take them to, not even MENCAP.</p>	<p>Consultation approach</p>		<p>Why is the transport issue not being looked at?</p> <p>XXXwould be more full if the transport issues were sorted out.</p> <p>Have travel training in place for all citizens</p> <p>Need consistent travel training</p>	<p>Transport/Travel</p>				

With regards to the option of closing Fairway DC, we have looked at Moseley which seems the only available day centre, but is not a suitable option, as it is not like the calm and age groups we have here. The council will not just stick anyone just anywhere; the centres may well offer you support. We already looked at other day centres and they are unsuitable, it looks like we are being shoved into one pigeonhole, when the only other option south of the city appears to be Moseley. The Fairways Day Centre is in a perfect location and covers the needs of our citizens, however why over the last 5 years has the centre been left to dwindle to nothing, which seems like a deliberate tactic by the powers that be. Of course this day centre is running at a loss because this place has not been maximised and has not been used by the community and could have been making revenue by being used in the evenings and at weekends. We feel that the city council surely should have been looking at how to raise revenue from the buildings they have, they should be looking to improve venues and invest in them.	Consultation approach	Unsuitable alternative provision	Yes Need to look at where is the focus on the people who run the service at the centres not just the statistics To look at the provision of getting access to the centres Carers are worried citizens will drop off the radar when day centres close Why are BCC not looking at SWOT analysis – what can be done – where can best practice be identified The city should be looking at the opportunities to improve – it takes creative thinking and build up capacity to do this Need to look at the strength of the leadership team To share best practice – heartlands had best practice it may not have been the best building but it was tangible to feel the atmosphere within XXXday centre	Consultation approach	Valued Service	Carers need to have a life as well. What if you don't drive? There is the emotional side – for us the move from Heartlands has gone relatively smoothly with staff etc. No one understands that most of their friends were at Heartlands, now there is no contact. They have no community anymore – it's gone. XXX is a horrible Day Centre. They are all split up, they don't have contact with their friends now. He used to be on the phone to them all the time. There is an emotional affect. The centres closed due to Covid, it took a while for them to get back together again and you're splitting them up again. They still think XXX will re-open.	Impact to Carers	Impact to Citizens	Does the council have any plans for any more cutbacks that the new government will intend on making? Why not just sell half of heartlands and not all of it? Rent out the rooms at heartlands? Use the rooms as training centres Generate money by using the rooms Promote the day centres by putting it out there on the socials Carers would be in favour of a carer management team – the carers make the decisions Why are the figures misleading? – these need to be broken down Does BCC social services know how many citizens have no provision? <i>If so how many?</i>	Consultation approach				
Disagree with the closures Disagree with heartlands closure – issues were with the access to the day centre – no transport We have been mislead by the closure of Heartlands it was only meant to be 3 months and citizens were told they will be going back they have been here ta Hockley since February 2024 Disgusted with the closures Citizens were told they will be going back to Heartlands but this has not been the case Closure of Heartlands done deceitfully Unfair on their children Difficult transitioning for their children Fear the safety of their loved ones Too much disruption One carer has wrote a document and will share this with us at the end Heartlands is a solution not a problem Should of not closed Heartlands in the way they did – BCC did not know what Heartlands had – it is about the people, the care they provide Carer reduced to tears	Consultation approach		Is it possible to have 3 closures instead of 4	Consultation approach		Friends from XXX are saying when are you coming back? Action: Day Centres need to think of ways to support citizens who have split from their friends – it is a breaking up of their network. Transport and risk assessments are an issue. Trips are cancelled due to risk assessments. They wanted to meet at the park, but it was so difficult to arrange. Action: Simplify the arrangements for when you are taking them out. Could Carers sign something instead of the risk assessment? Action: The citizens who have moved need to be in touch with their friends – we need to make this interaction better. Previously it was done on Zoom (during Covid) but it's not the same, they are touchy feely people and nee to see someone. You can't get the same interaction from people on Teams – it needs to be personal interaction.	Impact to Citizens	Transport/Travel	If more citizens start at the daycentre will there be enough staff to support all of the citizens on site If a citizen attends one of the daycentres that will stay open will the citizen stay at that centre What support is going to be given to citizens who are moved if their transition is not very smooth based on their needs Are the targeted closures going to affect the finances of the buildings that are staying (will they become expensive to run) & will the existing centres have their budget increased to run the service The figures on the paperwork do not add up can these be clarified How much budgets will increase or decrease with regards to individual centres to enable them to operate or not Will there be more carers meetings happening at the centre	Information availability	Consultation approach			
The citizens have been separated they lost their friends connections All carers in agreement about how XXX has closed XXXs had the smallest ratio of staff to citizens but they all worked well together – excellent partnerships with recycling companies etc – the statistics are false ‘You can make statistics say whatever you want’ Find it outrageous Citizens are still expecting to go back to Heartlands – they the citizens were told they will be away for 3 months only – this is a lie The provisions the citizens have now are not suitable BCC has poor leadership No atmosphere here at XXX Day Centre XXXcitizens carers feel they are separated from XXX Day Centre Transport issues to get to the day centres – it was much easier at XXX No male role models here at XXX Distance to this XXX day centre is an issue – BCC are taking too long to arrange transport – no travel independence for the citizens Been too many changes for the citizens already and now another that they are here at XXX Too much disruption in the lives of the carers Carers feel their loved ones capacity has declined since been at Hockley Carers have no independent life Citizens are vulnerable, fear their safety Carers feel all day centres should come to Heartlands as they have good links to the community there The location of XXX is key due to the geography of the area The heart in heartlands is the people Citizens have lost their independence since moving to XXX day centre	Impact to Citizens		There are no other options, the numbers speak for themselves. I would like for them to be refurbished – if you could see figures that people are going to be there. It's all down to Finance.	Consultation approach		Q. If you are closing down centres and saving money, is that money going back into the remaining centres? Q. If you save money in one place will you use that money to keep the others going? You can guarantee that these places will be at the bottom of the list. We need to keep citizens at the heart of this. Q. With relocation are you given a choice? The discussion moved to the Consultation with the Citizens and feedback was as follows: Only 20% were listening. It is difficult for them to understand this situation. They're all thinking they are going to see if their centre will stay open or close.	Consultation approach	Impact to Citizens	Q. When you say taking citizens out into the community does this mean that you will only take the non-severe disability groups out and anyone with a severe disability will be more based in the Centre? (That is a rumour going around).	Transport/Travel				
	Transport/Travel		Use the centre for other organisations to rent on the evening or weekends with a view to raise some funds to be put back into the Daycentre Closures will NOT save money as the citizens will still need their care packages to be honoured & BCC will end up liaising with & having to pay external providers who will have to be paid to support these citizens with their care	Other		Discussion moved to how the Centres could be used to increase economic viability and to make them a hub for the Community. Hire the main room out as a function room (outside of the centre hours), for local groups to hire and in the longer term for weddings. This would need a caretaker and use of the kitchen. Make sure it is out of hours, so staff aren't needed to be there. This is a good idea as long as this doesn't become a priority and impacts on the citizens XXXused to be used on a Sunday by a Church – not sure if they still do that. Q. If you hired out the Centre (outside of the centre hours), who would control it, who would organise this, would the money raised be ring fenced for the Centre?	Consultation approach	Other	Q. Do Cabinet people get to meet the service users and see first-hand how they feel? Q. When will be hear anything, something new?	Consultation approach				
Transport issues with citizens being picked up & dropped off on time Having a say in the proposals & being offered a choice Some carers have been through this type of consultation before & are very cynical about some of the proposals	Consultation approach	Impact to Carers	Want to do better activities football and Gym.	Valued Service	Other	Question raised re: validity of figures on spreadsheet - where were they taken from. Has Covid had an impact. BCC not listened or learnt from plans to close Fairway 5 years ago. Fantastic facilities – use them to integrate community – rent out weekends/evenings. Day centres to work alongside each other. Keep XXX open – my relative deserves a quality of life as Birmingham citizen rather than numbers on a spreadsheet. Does XXX/XXX have capacity for XXX and XXX citizens? What provision is made for potential citizens leaving school in the future?	Consultation approach		Concern regarding the amount of days a citizen will receive if they have to move to another centre (transport issues) The cost of transport or associated costs for carers to transport a citizen to another centre that may be further away & does the centre have enough drivers to transport citizens on the minibuses Will the person who is moving be moved to a centre near or far from home Are all citizens guaranteed a place at a centre if they move from one proposed to be closed to another centre Will the other centres that a person is moved to be able to offer the same level of care or complex care that they receive at their current centre Why has XXX been earmarked for closure over some of the other centres Have BCC on an organisational level assessed & addressed how it got itself into such financial woes & going forward has the management structure been re-assessed & a new culture put in place so this does not happen again Will it be taken into account how long some citizens will be on the transport moving from 1 centre to another – XXX may be 5 minutes from home another centre may be 50 minutes from home What will happen to the centre buildings for the ones earmarked for closure when the service is not there anymore – sell the property? rent it out? Etc	Transport/Travel	Consultation approach			

Before we can answer that question we need to know why attendance has reduced. Q. If you close Centres and consolidate to five what capacity is there for future citizens ? Day Centres don't appeal to younger people. It's a generational thing. I disagree my child has been coming here since they were knee high, the Day Centre means the world to them. These are his friends. My XXX has been coming here from aged 18 – 55, it's a generational thing he is set in his ways Younger people want different things/ to do different things.	Impact to Citizens		XXX – Wanted to know is there any way a new building could be opened as a hub to include those centres that are closing, something which is nearer for both centres, the issue being it may take hours for the citizens to be transported to XXX. XXX– This is a good suggestion because nobody else has put forward this suggestion, this is something we could look at and find the answer to. XXX – Have we got a referral centre for people who want to go to some private centres. XXX – The problem is we have a shortage of social workers, so things are taking longer. XXX – I was thinking of more like a website which would be accessible to carers for this. XXX – The problem we have for many people is the website is not accessible. We should have a website which is accessible, it is not a bad idea to have one.	Transport/Travel	Valued Service	They will take the questionnaire with them and will fill with their family members. Need the questionnaire back by 9th of July	Consultation approach		Clarification required around "legally" and "morally" obliged to consult as conflicting information during carers presentation– is BCC legally obliged to consult? Why are day centres south of the city affected? Is it for financial gain? Concern how figures have been arrived at. 4 x day centres up for closure – do BCC own buildings and land? Can centre managers speak openly or have they been told not to? Can carers have open conversations? Will transport be provided to alternative centres – as further to travel? Who and when makes the final decision? What happens to citizens who XXX won't be able to accommodate? Has someone researched the distance/travel time/cost? If not, why are BCC considering it? What time are citizens getting home in the dark/bad weather/delays? Where are the responses to the questions going to be?	Consultation approach	Transport/Travel					
Pre Covid there was a series of meetings with a plan to push people out into the community and close the day centres. Now you're saying they are under used. My son has had anxiety since Covid – now you're saying they are under used. People are frightened to come out after Covid, they want to come, I don't know what we would do without this service.	Covid					XXX – Part of the issue is we are so short of drivers, our target for citizens to stay on the bus is a maximum of one hours driving, but the other week I was doing an hour and a half in some cases, which is too much. Also, I have not had any annual leave since February, so the drivers are tired. XXX – Problems can arise if one of the drivers is off, the citizens must be juggled around onto different bus to ensure they come to the centre.	Transport/Travel	Other	XXX – Are there any suggestions or other ideas, or questions you want us to take back. XXX – I work now at the Four Seasons Garden Project only two days a week, problem is there is not enough staff up there, as a rule there should be 4 members of staff at Four Seasons. We used to drop citizen up to the garden centre, if we take them up there for 11:00am they must be back at the day centre for 2pm. XXX – What is the biggest hurdle for recruiting drivers? West Midlands Travel are always recruiting. XXX – West Midlands Travel has a bad reputation, for one thing being poorly paid. XXX– The problem with being a bus driver here there is no D1 put on the licence anymore. Up until 1997 if you passed your car driving test you could also drive a 7-ton truck, or 16-seater mini-bus. If you pass your driving test now you can't even drive a transit van. XXX – It costs the city council £600 to train a driver to get a D1 on their licence, it's getting people through who are willing to do it. XXX – The buses are a big responsibility to drive also. XXX – A lot of these issues are down to money. XXX – Going back to the lack of care staff, you have either got caring in you or you have not, it's not for everyone, the wages is part of the issue, we do the job because we care, not for the money. XXX – It is an issue I mean how do we get people to come into the caring sector. As you say some people come into caring because they care; part of the issues are long hours etc. We need to work with leaders and try and get more people coming together locally to discuss ideas and finding solutions. Also, how can we make our centres more attractive for younger people. We need to look at ways we can make these centres work best for people. XXX – Transport is so important if you can say to a carer that we	Transport/Travel	Transport/Travel					
XXX will close, I bet it's already been sold. Pre Covid you tried to close XXX; people went to Court to keep it open –can't understand why. XXX have not got the facilities there.	Other															
Q. Can we find out more data on why Centres are under used? SF the facilitator asked if anyone was opposed to Option 3. XX was at Heartlands, now at Moseley they are happy here. Q. If XXX closes, how will this impact on citizens? Q. Is there a waiting list for citizens to join Day Centres? Q. If you keep 5 centres and move the citizens will all of the staff move with them. Can they come – what about them and travel ? We would prefer it if nothing was closed, we are caught between a rock and a hard place. There is no hard / fast agree or disagree. I'm in the middle. I know you're going to close these places. Further down you will close other Centres. This is down to a council who can't balance the books. I pay Council tax and for my son's care as well. The UN says the UK is a disgrace when it comes to Social Care.	Impact to Citizens															
Strongly disagree with the proposed closure / option nobody thinks it is a good idea Moving citizens to another centre would have an adverse effect on the citizen with regards to their activities, finances & the social aspect of attending the centre Believe that closing the centre & moving staff/citizens will cost more money in the long term as other organisations will have to pick up some of the slack for the service not being there at the Daycentre & the human cost is more than the financial cost Some citizens will have to travel further meaning a reduced service & they may drop out of all day services all together & other organisations will have pressures put upon them trying to support these citizens Issues raised with regards to staff levels in the centres – specifically drivers to transport citizens to centres that are further away for those that may be moved Use the centre for other organisations to rent on the evening or weekends with a view to raise some funds to be put back into the Daycentre Not enough time has been given to carers or citizens to have positive inputs into keeping the service open – the consultation period has been too short & poorly organised Some citizens may not come back into day services if centres close	Transport/Travel	Impact to Citizens														
Feel good if they modernise the building with the money saved. We want day centre and it makes them feel good and not having centre it will make them feel sad. They don't think they will be saving money by closing the day centres. It is not good for the future of the service. Some thought it is good proposal. Will not have the routine and will miss the friends.	Impact to Citizens															

XXX– MP – It is a bit different for us at XXX, because our centre is not down for closure. XXX – I was going to say the same, I am happy to hear XXX DC has been chosen to stay open, however sad that other day centres are closing. Can only imagine the impact on them, and if it was my sister being unable to come here to the day centre anymore. Also having to travel an extra 6 miles to another centre would be devastating. I can see the reasons for these proposals based on the figures and the need for things to be rationalised. This must be devastating for the centres who are closing. XXX – XXX Day Centre is to close? XXX – It's not closing technically, however many repairs are required, it is difficult when the building is not fit for purpose however it is important to note this is a proposal and it has not been agreed yet. It is a very difficult discussion. XXX – It's good that we capture that there is an element of regret knowing that others are facing something very difficult and is important that it is recorded.	Valued service	Impact to Citizens											
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Coding Definitions

Codes	Description of Query/Comment
Consultation/Consultation approach	Relates to the Consultation process and/or approach. Queries include requests for additional information and queries relating to the overall consultation document and for/against responses to the proposed option(s) as well as Mistrust to the consultation process, centre underusage and consultation accessibility to Citizens.
Covid Impact	Impact of the Covid 19 Pandemic, personal to Citizens and Carers and the perceived impact to Day Centres and wider impact to BCC services.
Geographical Location	Queries relating to the location of Day Centres, both existing and as proposed in consultation
Impact to Carers	Personal impact to the unpaid Carers/loved ones of Citizens who attend Day Centres now and in the future, requests to extend the service hours/days
Impact to Citizens	Personal impact to Citizens attending Day Centres now and in the future should the proposals be approved at Cabinet. Personal impact from the Consultation in general, requests to extend the service hours/days
Information accessibility	Requests for further detailed information, including breakdown of data
Transport/Travel	Queries relating to accessibility of transport if the proposals are agreed at Cabinet and how travel routes might be affected
Valued Service	Personal feedback on how much the service is valued by Citizens and Carers (eg Enablement), requests to increase staffing and opening hours, refurb centres and/or service improvement and income generation
Other	Ad hoc queries/comments shared which are not covered by the other codes and/or relate to wider BCC issues outside of the project (eg wider BCC savings)

Item 6

Question or comment made by attendee;	Coding category/theme	Sub Code
Sitting here in stunned silence, I've listened to what you have spoken about, firstly, how we (BCC) are telling people is so people cannot access it (the consultation	Consultation approach	
My sister goes to a Day Centre, cared for by elder mom, letter passed to Sister who cannot read or write	Consultation approach	
There was not a clear instruction on how to join/access this meeting - letter stated 'Join the meeting now'. As I work and use Teams, I was able to join.	Consultation approach	
We understand that savings need to be made by BCC, but you will not be able to engage with my sister (in a meaningful way). The friendship groups I don't believe will work, I don't understand how we (BCC) will engage with Citizens.	Consultation approach	
If you compare Alderman Bowen's figures with Harborne, it is not clear to me why Harborne is being marked for Closure. Please can you explain?	Consultation approach	
BCC should be saying 'closing', not 'relocating'.	Consultation approach	
Is there space elsewhere at other Day Centres for Citizens to be relocated? How up to date are your Citizen figures considering the recent closure of Heartlands?	Consultation approach	
How up to date are your Citizen figures considering the recent closure of Heartlands? Have the Citizens from Heartlands been included in the attendance figures for other Day Centres?	Consultation approach	
Harborne (within the Consultation document) is the Day Centre with the 3rd highest attendance figures, I cannot see how the 4 Day Centres have been identified over others for re-location. All the Day Centres picked for re-location are in the outskirts of Birmingham, this is discriminatory and the footprint (impact) has not been considered for the additional traveling in /out of the city.	Consultation approach	
9 weeks does not feel enough time to fully consult with Citizens and their Carers	Consultation approach	
Are holiday and sickness periods covered in the attendance figures?	Consultation approach	
BCC should not be targetting these Citizens. Can we do fundraising to help keep these Centres running?	Consultation approach	Other
9 week consultation period - when are you looking to relocate/close Harborne?	Consultation approach	
Why am I the only carer in the meeting? I didn't know it was a Teams meeting, not accessible to the ageing population.	Consultation approach	
Why were averages based on vacancies, capital investment and running costs? What's included in running costs?	Consultation approach	Financial
Why was there no mention of quality orders in any of the data?	Consultation approach	
Why has Harborne been selected for relocation and not Alderman Bowen whose figures are the same?	Consultation approach	
I don't like the term 'Citizen'	Consultation approach	
My brother could not answer questions on the Consultation as he is mentally disabled, any answers he gives will be a repeat of the last question which he has heard. If you do not know these individuals, you cannot understand how they need to be engaged.	Consultation approach	
Who are the trusted citizens?	Consultation approach	
I don't see how these other centres will have capacity to absorb the other service users.	Consultation approach	Impact to Citizens
50% of people are not fighting feeling that they're safe in the knowledge that their centre is OK	Consultation approach	
How much money are we going to spend to implement all this? It could quite easily be keeping these people in places where they need to stay.	Consultation approach	Financial
will not understand how hard this is, they will work with the figures only, they need to be objective.	Consultation Approach	
Has outsourcing Day Centres been considered? Why are we not looking to outsource to ensure they make a profit with a Business Manager to oversee profitability and a Care manager (Day Centre manager equivalent) to ensure Citizens care needs are in place.	Consultation approach	
Are Red Quadrant leading this consultation?	Consultation approach	Financial
How much were Red Quadrant paid?	Consultation approach	Geographical Location
The attendance is irrelevant when looking at Day Centre attendance post Covid as Citizens were not allowed to attend.	Consultation approach	

Documentations have been sent with lots of options completed survey and we have not received an email back or questions have not been answered.	Consultation Approach	
There is lots of weakness in the data which documents have been sent - we have not received anything back.	Consultation Approach	
Naming 4 centres - if this is a consultation no centres should have been named, it should have been a consultation giving out statistics and at the end of the consultation say the decisions.	Consultation Approach	
People who attend the day centre do not understand the consultation this is a huge issue and naming the centre.	Consultation Approach	Impact to citizen
The exact presentation was given to citizens this would not have been understood.	Consultation Approach	Other
We were told the words they use is your centre is closing as that is the only language they understand.	Consultation Approach	Other
The councillor was not aware this was taking place.	Consultation Approach	
Report presented in April 2023 to describe the finding.Consultation begins May 2024, we get 9 weeks to look at the consultation to put our views across. With the dissolving of parliament are unable to look at this as they are unable to work on this due to Purdah. We feel we should be given an extension due to the dissolvment of parliment to enable us to give our views and opinions.	Consultation Approach	
We have not received any answers to any questions, this has been sent in via questionnaire and emailed in.	Consultation Approach	
The consultation has been given a minimal time we would like an extension to give our views.	Consultation Approach	
My sister doesn't know this Consulation is happening. These are people without a voice and we are talking about engaging with them, but my sister will not understand this. The idea they can access and influence this consultation is tricky.	Consultation approach/Impact to citizen	Impact to Citizen
Re the attendance figures reflective of Covid and where Citizens have been advised they cannot attend if they have/believe they have Covid?	Covid impact	Other
The consultation team need to look at the overwhelmingness impact to Citizens and Carers. You need to consider the impact to mentall wellbeing and the additional travel, as none of the other Day Centres are close to Harborne. The elderly cannot cope with these changes.	Covid Impact	
If Citizens were relocated, would Citizens and staff get to decide where they want to go?	Geographical Location	
Regarding attendance, my sister attends 5 days a week, however if she has several appointments within a week, we would not send her as we would have to pay for the full 5 days regardless. We need to ensure this has been factored into the attendance figures.	Geographical Location	
My dad called me earlier to say 'I have some bad news, they are closing Harborne Day Centre'. This carer is now at home worrying about what he is going to do. It is not getting across to people in enough time.	Geographical Location	
It isn't fair that 4 out of the 5 day centres to remain open are in the north of the city. To be fairer, Harborne or Fairways should remain open.	Geographical Location	
From a geographical point of view we feel we are at a disadvantage	Geographical Location	
Looking at the 9 centre - 1 in south rest in North , geographiccal feel that this is a disadvantage	Geographical Location	
Elderly parents/carers would not also understand facts and figures are a minefield.	Impact to carers	
I heard vouchers will be given to those who do not go to day centre to get their personal carers in? We struggle on a weekly basis to get carers - this is a massive concern because we cannot get a carer.	Impact to carers	
The suggestion that this option will cause a limited amount of disrupion to Citizens is wrong, this will be huge for my sister. She has been with the same staff since she was 19, she is being well cared for and loved at the Day Centre (Harborne).	Impact to citizens	

My sister gets up repeatedly in the night, she gets dressed, puts on dirty clothes (she does not recognise that they are dirty), she then has her breakfast, and waits for the bus to arrive to take her to her day centre. My mom (her carer) sleeps with the house keys under her pillow to prevent her from leaving the house and waiting in the street for the bus. My sister loves the Day Centre so much that she does not want to risk missing the bus. None of the facts and figures in the consultation document reflect this.	Impact to citizens	
I don't understand how you can compare the Centres based on different information/figures. If put all things in the same basket, you will not come out with the same list of Centres for re-location.	Impact to Citizens	Impact to carers
As a service user, why do you have to pay even if you don't attend all day centre sessions?	Impact to Citizens	Financial
If my elderely father has to care for my brother there is no respite for him, my brother will end up having to go into care so the long term financial effect is way more than the daycentre.	Impact to citizens	Financial
Over the years our citizens have had more and more taken away from them. We want the to be able to go out and get a better facility.	Impact to citizens	
Regarding the temporary move of Citizens from Heartlands, those citizens would assume they are/would be going back, and will likely want to go back, they will have had no idea that their centre was closing.	Impact to citizens	
My brother is XX, he has been going to Harborne since he was XX, he is familiar with Harborne, the staff are amazing. Before Covid, they were going out all the time, we just had to put the money in, which was no problem. Think its sad how these 4 Day Centres have been chosen (for relocation).	Impact to citizens	
My brother sees the day centre as work	Impact to citizens	
The closure of the Day Centre (Harborne) will break my brother as he loves this Centre and they know him well. Individually I don't think this centre has been selected fairly. You (BCC) need to talk to families individually, go round their houses etc to learn the true impact. You cannot make these decisions based on facts and figures, Citizens and Carers wellbeing is priority.	Impact to citizens	Impact to Citizen
My brother deserves people to fight for him, I will be writing to everyone, the MP, the Prime Minister, the Papers etc. They (BCC) are discriminating against people.	Impact to citizens	
A disco isn't suitable and xx wouldn't be able to enagage with activities like this	Impact to citizens	
What period has the qualitive and quantative data come from?	information accessibility	
Red quadrant information and analysis was carried out length of time of when report was produced to the time of the consultataion to start -	Information Accessibility	
Evidence should show various evidence at different time to show travel time to and from centres - citizens will be sat on the bus for an hour.	Information Accessibility	
Will the Heartlands Citizens be going back to Heartlands at some point?	Other	
We (as Carers) have to take the emotion away, as have those leading the Consultation.	Other	Impact to Carers
Can I confirm the annual cost for the Day Centres?	Other	Financial
If the Day Centres are taken away and pressure is put on elderly carers, this will result in more Citizens going into assisted care, which will result in higher care costs.	Other	Financial
9 weeks is not enough time to fully undestand the impact and engage. The right decison has to be made based on fairness	Other	
With the new offer, will you be open longer hours?	Other	
Whose obligation is it to provided a service for citizens?	Other	
We have heard that Vouchers are to be given for PA to support for thos who do not attend daycentres.	Other	Financial
will the General election has an impact on the consultation.	Other	
A Number of centres have been taken away or reduced	Other	
There are limited employments oportunities	Other	

To relocate my sister from Harborne to another Day Centre, depending on the route, this could add a further 7.5-9 miles to the journey without travelling by bus. What time spent on the bus is deemed acceptable?	Transport/Travel	
Is transport a guarantee? How much longer would it take? Is there going to be enough space on the bus?	Transport/Travel	
Transport - I feel you are putting citizens at risk, there are only 2 transport trainers for the whole of BCC.	Transport/Travel	
Transport is going to be cut - there is no way some citizens can be trained to go to another side of the city.	Transport/Travel	

Q1 - To what extent do you agree or disagree with the proposed preferred option and why?	Coding category/theme	Sub Code	Q2 - Do you think the Council should look at any of the proposed alternative options in more detail? If so, which and why?	Coding category/theme	Sub Code	Q3 - Is there anything else you think the Council could do to help reduce the impact on citizens and or their carers/family members accessing the Day Centres as a result of the proposals?	Coding category/theme	Sub Code	Q4 - Are there any questions you would like me to take away for a response which you have not had the opportunity to ask?	Coding category/theme	Sub Code	Comments/Other feedback	Coding category/theme	Sub Code
· How widely have BCC consulted with wider health professionals – inc. NHS? Family member is community-based OT and hadn't realised service was under threat.	Consultation approach		Harborne daycentre appears to be more financially viable than some of the other centres that are due to stay open, so why has Harborne been earmarked for closure	Consultation approach		· Consultation/statistical information looks flawed.	Consultation approach		· Have the long-term impacts of the proposals been assessed	Consultation approach		Options 1, 2, and 4 were presented in a way that makes Option 3 look like the only way forward and was misleading.	Consultation approach	Mistrust
· Poor consultation – BCC sent consultation invite letter by post to service users with code – difficult to access – carers in their 80's - could've done it differently.	Consultation approach		Options 1, 2, and 4 were presented in a way that makes Option 3 look like the only way forward and was misleading.	Consultation approach		· Use the centre for external groups, organisations or activities – rent the centre out at evenings & weekends (repurposing the buildings)	Financial		· Can this consultation process be extended because of the purdah period linked to the upcoming General Election	Consultation approach		Option 4 shows a lack of respect to Citizens and their Carers.	Consultation approach	Mistrust
· Difficult time for carers when holding consultations in afternoon – inadequate and a serious concern.	Consultation approach		Option 4 shows a lack of respect to Citizens and their Carers	Consultation approach		· Will impact mainly women.	Impactto citizens		· When were presentation figures collated? - XX explained within last 2/3 months.	Consultation approach		This has not involved any proper consultation with Citizens or Carers.	Consultation approach	Accessibility
· Who was consulted about this consultation? - xx said worked alongside Sense/staff/citizens/Shared Lives/Transition Team.	Consultation approach		No account has been taken of Day Centre locations and travelling time.	Consultation approach	Transport/Travel	· Lead officers/cabinet members/councillors should hang heads in shame.	Other		· What is the plan for the 4 day centres if they close – will they be sold off to offset costs?	Consultation approach		No account has been taken of Day Centre locations and travelling time.	Transport/travel	
· Analysis has not been done in this document.	Consultation approach		This has not involved any proper consultation with Citizens or Carers.	Consultation approach		· Citizens with complex needs spending their time watching daytime TV.	Other		· Where is independent scrutiny?	Consultation approach		There are no guarantees that people displaced will have access to transport.	Transport/travel	
General consensus was strong disagreement to the proposed closure of Harborne Day Centre.	Consultation approach		One Citizen has the mental capacity of a young child and can't understand. The Carer is xx years old.	Consultation approach	Impact to citizen	· Community resources/infrastructure not there.	Other		· Will the finances from the centres due to close be repurposed into the ones that stay open	Financial				
The whole consultation is flawed and is just to promote Option 3 from the presentation as the only option available.	Consultation approach		The point was wrongly made within the presentation that BCC have no obligation to consult. BCC Legal Services had made a commitment that at each and every point where there would be an impact on the budget, people would be consulted. The idea that there is no obligation to consult is wrong.	Consultation approach		· Change the option.	Other		· Is there scope for Welsh House Farm Community Group to join forces with Harborne DC?	Geographical Location	Other			
General agreement that Option 1 is followed – do nothing. There was no agreement for Option 3.	Consultation approach		Extend the consultation so that people can consult their MPs.	Consultation approach		· Economic impact on city.	Other	Financial	· Accessing community resources – dependent on BCC funding for community services – keep what we've got.	Impact on citizens	Financial			
Citizens at Harborne have been attending there for 43 years. This has not been considered relating this to individual disabilities.	Consultation approach	Impact to citizens	Do the figures show that Moseley is operated more efficiently than Harborne? The figures do not add up.	Consultation approach	Information accessibility				· Can the carers allowance threshold be reviewed	Impact to Carers				
Impact Assessment should be updated every 6 months.	Consultation approach		How the transition will work and the impact this will have should be part of the initial consultation. Plans cannot be made until the outcome of the consultation – Where a recommended option has been presented, it should be made clear how this will work.	Consultation approach	Impact to citizens				· Are we looking at potential users as well as current users?	Impact to Carers				
Why only 4 options?	Consultation approach		Option 1 will cause least disruption.	Consultation approach					· Group member has family member who may lose transport (BCC Childrens Trust) report went to cabinet – XX said report has been pushed back.	Impact to Citizen	Transport/Travel			
Why are all 4 proposed day centre closures in the South of the City? Citizens have Epileptic conditions – 2 hours traveling across City is not possible.	Consultation approach	Transpport/Travel	Will the final report be seen before Cabinet? Answer – This will be on the BCC website in the Public domain.	Consultation approach					· Will the centres be person centred based on the needs of the Citizen or would external providers be required to support some situations based on a person's individual needs	Impact to citizens				
The Consultation has only been concerned about the cost savings with no consideration as to the wider impacts.	Consultation approach	Financial	How much has this consultation cost; we've done this before and we're starting all over again?	Consultation approach	Information accessibility				· Will there be adequate staffing levels in the centres that are staying open to support lots of new attendees	Impact to citizens				
No guarantees have been given that current Carer Staff at the 4 day centres will transfer across to the remaining 5 day centres. Some Staff have worked at the day centres with the same Citizens for many years. BCC response – Some Citizens and Staff/Carers have visited other day centres. There will be support for Citizens during the transition.	Consultation approach	Impact to carer	· Option 2 is unworkable due to BCC's financial deficits	Financial					· For the centres that are earmarked for closure will each citizen & their carer(s) be individually assessed on the impact to them & their care package & the finances of the carers	Impact to citizens				
The Consultation process has been difficult for many Citizens and Carers who cannot access IT facilities.	Consultation approach	Impact to citizen	Concerns that Social Workers do not know Citizen's needs; they just read a file. Needs are complex and involve, transport, personal needs and conditions such as Epilepsy, impact of changes, impact on Parents and Carers and activities.	Impact to citizens	Impact to carers				· SEN diagnosis is increasing – making cuts on today's usage figures.	Impact to Citizens				
How can we support Carers? Carers response – Have more face to face consultations. The Consultation should be extended to allow for this to happen.	Consultation approach		Where did the Empowering People support come from? There was no support at Harborne.	Impact to citizens					· Is Harborne daycentre & land owned by BCC, could this information be found out	Information accessibility				
Will individual assessments be done with Citizens? Answer – Yes.	Consultation approach	Impact to citizen	· Moving people would affect their care packages & the knock-on effect to carers & their finances	Impactto citizens	Financial				· Who are the external stakeholder organisations that are linked to Harborne daycentre & the daycentres as a whole	Information accessibility				
Other activities could be done at Harborne – such as renting the hall facilities, car boot sales, youth clubs.	Consultation approach		Where are Children with disabilities to go?	Information accessibility					· Could all attendees of this meeting have a copy of the minutes?	Other				
· BCC have stopped accepting new vacancies at centres, if someone leaves their place is not offered to someone else, there used to be a lot more people attending Fairway pre Covid but these people have not come back	Covid Impact		What were the dates when Red Quadrant visited day centres; what costs were paid for their report? Answer – This will be provided	Information accessibility					· Who does the referrals for the daycentres & are the persons needs factored into the decision of what centre the person is scheduled to attend	Other	Impact to citizens			
· Why are there vacancies in day centres? Social workers afraid to make referrals because of impact on budget.	Financial		· Use the centre for external groups, organisations or activities – rent the centre out at evenings & weekends (repurposing the buildings)	Other	Financial				· How can BCC justify the appointment of a new Chief Executive on a wage so high whilst these cuts are happening	Other	Financial			
· Only focuses on saving money, when counterproductive – actually need to spend more money.	Financial		· Unanimous – all should stay open.	Other					· 33 staff from centres under consultation – will they be moving to other centres? - XX said there will be a business case for more staff but cannot recruit until after consultation. Manager for Beeches Gold only current active advertisement.	Other				
· 72 vacancies – XX confirmed these were for carers/drivers/community support workers.	Financial		· Many carers save BCC money by picking up the carer duties that BCC would normally provide or pay for	Other	Financial				· Not looked at/understood the needs of citizens – just looked at financial issue. Relative has attended their day centre for XX years.	Other	Impact to citizens			
· Day centres cheaper than funded placement.	Finincial		High costs of maintaining buildings is BCC's responsibility. If money had been spent on maintenance in the first place, they wouldn't be in this situation and buildings would be fit for purpose.	Other	Consultation approach				· If don't ask right questions don't get right answers.	Other				
· If The Fairway daycentre a carer would have to give up work to perform their carer duties, the proposed centres would not be appropriate to the Citizens needs (noisy & very busy) & there are hardly ant services in the south of the city	Impact to carer		This is a spreadsheet mentality.	Other					· What about potential citizens – short sighted – in 4/5 years only 5-day centres open?	Other	Impact to citizens			
Carers are concerned. One Carer mentioned is now 88 years old is worried that they may need to place their relative currently attending a day centre in residential care.	Impact to carer	Impact to citizen	The Staffing levels and vacancies are different.	Other	Information accessibility				· Citizens don't like change.	Other	Impact on citizens			
· The staff at the current centre know their Citizens so would the new staff be able to support this Citizen based on their needs (fitting, feeding & behaviours)	Impact to citizen		The vacancies in places are there not because there isn't a need. This is because there are no Social Workers.	Other					· Taxpayer - ashamed to live in city – BCC council tax increase – how is this spent.	Other	Financial			
· Some citizens need the centre to attend – they may not have the physical or mental capacity to access the community / Community activities	Impact to citizen		Citizens are left with "Hobson's Choice" - if they're offered a day centre place, they have to accept it no matter where it is.	Other					· Point 4 of presentation – social enterprise – will transport be provided? – XX explained this will be provided during the day. There is a national shortage of D2 qualified drivers – this may mean smaller vans not needing this element may be considered.	Transport/Travel				
· Citizens get stressed moving.	Impact to citizen		Are the proposals based on the value of the land; how were the decisions arrived at?	Other	Consultation approach									
Need to consider the huge spectrum and range of disability. A number of Citizens are unable to speak on their own behalf.	Impact to citizen		What happens in a situation where the Citizen does not like the day centre they're sent to especially where they are non-verbal?	Other										

Coding Definitions

Codes	Description of Query/Comment
Consultation/Consultation approach	Relates to the Consultation process and/or approach. Queries include requests for additional information and queries relating to the overall consultation document and for/against responses to the proposed option(s) as well as Mistrust to the consultation process, centre underusage and consultation accessibility to Citizens.
Covid Impact	Impact of the Covid 19 Pandemic, personal to Citizens and Carers and the perceived impact to Day Centres and wider impact to BCC services.
Geographical Location	Queries relating to the location of Day Centres, both existing and as proposed in consultation
Impact to Carers	Personal impact to the unpaid Carers/loved ones of Citizens who attend Day Centres now and in the future, requests to extend the service hours/days
Impact to Citizens	Personal impact to Citizens attending Day Centres now and in the future should the proposals be approved at Cabinet. Personal impact from the Consultation in general, requests to extend the service hours/days
Information accessibility	Requests for further detailed information, including breakdown of data
Transport/Travel	Queries relating to accessibility of transport if the proposals are agreed at Cabinet and how travel routes might be affected
Valued Service	Personal feedback on how much the service is valued by Citizens and Carers (eg Enablement), requests to increase staffing and opening hours, refurb centres and/or service improvement and income generation
Other	Ad hoc queries/comments shared which are not covered by the other codes and/or relate to wider BCC issues outside of the project (eg wider BCC savings)



EQUALITY IMPACT ASSESSMENT

Day Centres

Reference: New Reference Number

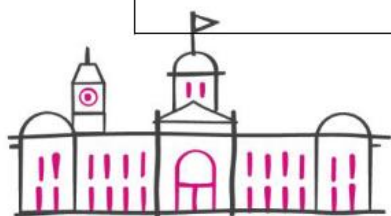
18/09/2024

Submitted by: Caroline.naven@birmingham.gov.uk



EIA Form – About your EIA

Reference number	New Reference Number to follow
Date Submitted	18/09/2024
Subject of the EIA	Day Centres
Brief description of the policy, service or function covered by the EIA	<p>The review of the EIA is because of the public consultation in relation to the proposed closure of 4 of the 9 internal Day Centres and the relocation of citizens to the 5 Centres that are proposed to remain. The Council offers day opportunities for citizens, aged 18 plus, with learning and/or physical disabilities across the city, some of whom are elderly. The Service also provides respite support to their carers and family members. We know that the Service is valued by citizens and their carers, but we also know that there has been declining attendance, challenges in relation to staff recruitment and significant issues in relation to transport. The Service has been working to improve and transform the offer. However, the Council is facing a significant financial challenge. In February 2024, Cabinet agreed to a savings proposal of £1.95 million for 2024-2025 and £3.5 million in 2025-2026 against the nine internal Day Centres. The preferred option prior to consultation was to consolidate the Service by the closure and relocation of citizens and staff from 4 of the 9 Centres to the 5 remaining Centres. This is the preferred option as it minimises the impact on the service for citizens and minimises the impact on respite support for their carers. However, the preferred option may mean that some citizens may be relocated to a different Centre or Service. There will be no loss of staff jobs, but staff may be required to move and work in a different Centre.</p> <p>We launched a 9-week public consultation on the 7/05/2024, to focus on this formative proposal in relation to future service change and rationalisation based on the need to increase efficiencies, make savings, and respond to what we know about people's views in relation to the lack of flexibility in relation to the current offer. The approach to the consultation has been inclusive, including both on-line forms of consultation, a BeHeard questionnaire and virtual and face to face consultation meetings. There were 4 public consultation meetings and 19 face to face consultation meetings with citizens and carers.</p> <p>Consultation documents were adapted to Easy Read format</p>



	<p>and smaller Friendship Groups were offered to support Citizens who may struggle to fully engage with the consultation within a larger group.</p> <p>This updated EIA reflects the outcome of the analysis of responses received from the consultation and the identification of key themes, together with a commitment to continue to review the EIA on a quarterly basis. Further to the analysis the preferred option remains as to close 4 of the Day Centres and relocate citizens and staff to the remaining 5 or to a different service if that is their choice.</p> <p>The analysis of the consultation responses has identified an impact on some citizens attending the Day Centres and their carers, particularly in relation to the protected characteristics of Disability and Age.</p>
Equality Assessment is in support of...	Review of Internal Adult Social Care Day Centres
How frequently will you review impact and mitigation measures identified in this EIA?	Quarterly
Due date of the first review	2024-09-19

Directorate, Division & Service Area

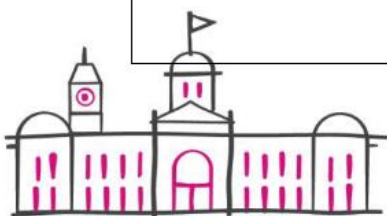
Which directorate(s) are responsible for this EIA?	["Adults Social Care"]
Division	Community and Operational Services
Service area	Transformation
Budget Saving	Yes

Officers

What is the responsible officer's email address?	Caroline.naven@birmingham.gov.uk
What is the accountable officer's email address?	Temitope.ademosu@birmingham.gov.uk

Data Sources

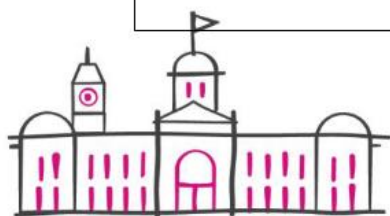
Data sources	["Birmingham City Observatory data and insight", "Oracle"]
Data source details	<p>Eclipse. Some of the metrics, such as data relating to transgender, has not been obtained as citizens have been in the system for a number of years and some have not been in receipt of an annual review.</p> <p>We review data regularly, there will be changes as there is with</p>



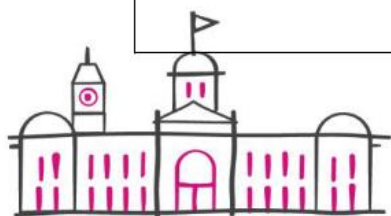
	any data and we review and deal with issues as required.
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Protected Characteristics

Protected Characteristic – Age																									
Does this proposal impact people due to their age as per the Equality Act 2010?	Yes																								
What age groups are impacted by your proposal?	["10-19 years", "20-29 years", "30-39 years", "40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]																								
Please describe the impact to the age characteristic	<p>The following data has been collected from Eclipse and reflects the current breakdown of Day Centre Citizens by Age:</p> <table><tr><td>20-29 years</td><td>34</td><td>7.8%</td></tr><tr><td>30-39 years</td><td>68</td><td>15.6%</td></tr><tr><td>40-49 years</td><td>83</td><td>19.0%</td></tr><tr><td>50-59 years</td><td>121</td><td>27.8%</td></tr><tr><td>60-69 years</td><td>98</td><td>22.5%</td></tr><tr><td>70-79 years</td><td>29</td><td>6.7%</td></tr><tr><td>80-89 years</td><td>2</td><td>0.5%</td></tr><tr><td>90 years and over</td><td>1</td><td>0.2%</td></tr></table> <p>The service is aimed at supporting younger adults aged between 19-65, and citizens tend not to leave or move on from the service unless their care needs change significantly and the Day Centre is no longer able to meet their individual needs.</p> <p>Our improvement work has demonstrated that our Day Centres currently do not appeal to young people aged 18-30. Our new offer will include greater digital inclusion within the Centres which should be attractive to a younger cohort of citizens. It will also include training and employment opportunities which is something that many of our young people have cited as an aspiration. The new blended offer will enable us to utilise centres for activities and as touch points for citizens who may be accessing activities within the community. The service will continue to cater for citizens aged 18 and above which includes the current cohort who are mainly within the 40-64 age bracket. Gaps in service provision for younger adults has been highlighted above and will be addressed as part of the service redesign.</p>	20-29 years	34	7.8%	30-39 years	68	15.6%	40-49 years	83	19.0%	50-59 years	121	27.8%	60-69 years	98	22.5%	70-79 years	29	6.7%	80-89 years	2	0.5%	90 years and over	1	0.2%
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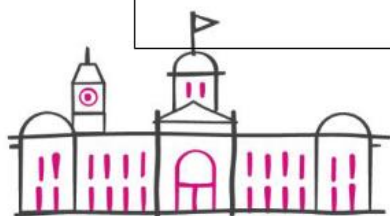
	<p>The majority of the Day Centre citizens are aged between 50-69 years old, and some of the citizens still live at home with their parents/registered carers who are retired/of pension age.</p> <p>The analysis of the consultation responses shows that some local people said that the proposal would impact on the emotional and health and wellbeing of citizens, some of whom are older, because of moving from a trusted Day Centre, following its closure, to one that they are not familiar with.</p> <p>Some local people said that the impact on older carers would be a particular consequence of their age and vulnerabilities. Some people said that the proposed changes to services and any future changes to services had caused mental and emotional stress for carers.</p> <p>A further impact on older carers some people said would be that citizens would need extra support from their carer as they may struggle to adapt to a different Centre and a new location with unfamiliar staff and environment.</p> <p>Some local people said that some citizens may find it difficult to access alternative support in the community and that as a carer they may have to place their loved one in residential care which would be a greater cost to the Council. Where citizens are non-verbal and unable to verbalise their emotions, the proposed change might trigger negative behaviour which may be hard for some carers to manage.</p> <p>Some elderly carers have expressed concern that loved ones (citizens) will take out their frustrations and anxiety on them as carers (should the citizen's Day Centre close). Some elderly carers have said that they have difficulties in accessing information and identifying additional community support via the Internet – some do not have access to either Smart Phones or the Internet at home.</p>
<p>How will you mitigate against any negative impact to the age characteristic?</p>	<p>To mitigate the potential adverse impact on citizens and carers highlighted by responses received from the consultation from some local people, the service will continue elsewhere for citizens. There is sufficient capacity across the city, including the South with a mix of provision from the external day opportunities services and the remaining 5 internal Day Centres. Care packages will not be reduced. Respite support for carers will continue. Support and guidance will be provided to both citizens and their carers on transition arrangements and transport and easy</p>



	<p>read information will be provided where required.</p> <p>Transport arrangements will continue. Citizens and carers will be supported by social workers, staff from the Centre they attend, and an advocate as required throughout the transition. The same wraparound support will be provided to citizens and carers where the choice is to relocate to a day service provided by the external market.</p> <p>We will continue to review the impact on citizens and carers in this protected age characteristic group and amend the EIA in line with changes in the service. We will continue to amend and update the EIA on a quarterly basis.</p>
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Protected Characteristic – Disability

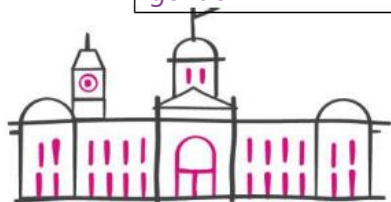
Does this proposal impact those people with a disability as per the Equality Act 2010?	Yes																											
Please describe the impact to the disability characteristic	<p>The following data has been collected from Eclipse and reflects the current breakdown of Day Centre Citizens by Disabilities;</p> <table><tr><td>Learning Disability Support</td><td>257</td><td>58.9%</td></tr><tr><td>Support for Social Isolation or Other Support</td><td>78</td><td>17.9%</td></tr><tr><td>Personal care support</td><td>70</td><td>16.1%</td></tr><tr><td>Access and mobility only</td><td>13</td><td>3.0%</td></tr><tr><td>Not Recorded</td><td>7</td><td>1.6%</td></tr><tr><td>Support with Memory and Cognition</td><td>4</td><td>0.9%</td></tr><tr><td>Support with Visual Impairment</td><td>3</td><td>0.7%</td></tr><tr><td>Mental Health Support</td><td>3</td><td>0.7%</td></tr><tr><td>Support with Dual Impairment</td><td>1</td><td>0.2%</td></tr></table> <p>The analysis of the responses received from the consultation shows that people said that the proposal would impact on citizens, some of whom have complex learning disabilities and/or difficulties and/or autistic and/or physical disabilities in relation to the accessibility of the service if their Day Centre closed. Some people said that transport routes may change for some and the distance they may have to travel could be longer, which could impact on their personal care needs and for some that this would have a particular impact on citizens in the south of the city. Some people said that the proposal would impact on the emotional and health and wellbeing of citizens as a consequence of moving from a trusted service</p>	Learning Disability Support	257	58.9%	Support for Social Isolation or Other Support	78	17.9%	Personal care support	70	16.1%	Access and mobility only	13	3.0%	Not Recorded	7	1.6%	Support with Memory and Cognition	4	0.9%	Support with Visual Impairment	3	0.7%	Mental Health Support	3	0.7%	Support with Dual Impairment	1	0.2%
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Support with Dual Impairment	1	0.2%																										



	<p>following its closure to one that they are not familiar with.</p> <p>Some people said that they had concerns in relation to the accessibility of another Day Centre for wheelchair users.</p> <p>There were concerns about the continuation of supported transport and how extended travel time could impact on the ability of the carer to work.</p> <p>Where citizens are relocated, some may struggle to adjust with the change in routine, environment and being amongst new citizens and Staff. Where Citizens are non-verbal and unable to verbalise their emotions, the proposed change might trigger negative behaviour which may be hard for some carers to manage, particularly if they are elderly.</p> <p>The increase of Citizen numbers at the remaining Day Centres may result in increased anxiety for some citizens, whilst other citizens will welcome the opportunity to make new friends.</p>
How will you mitigate against any negative impact to the disability characteristic?	<p>This EIA has identified potential adverse impact on this protected characteristic group as a result of the consultation proposal to close 4 of the Day Centres and relocate citizens and staff to the remaining 5. To mitigate the impact the proposal is for the service to continue for citizens. Care packages will not be reduced. Respite support for carers will continue. Transport will continue. Support, information and guidance will be provided to both citizens and their carers throughout the transition, including easy read information if required. Citizens and carers will be supported by social workers, staff from the Centre they attend, and an advocate as required throughout the transition. The same wrap around support will be provided to citizens and carers where the choice is to relocate to a day service commissioned from the external market.</p> <p>We will continue to review the impact on citizens and carers in this protected disabilities characteristic group and amend the EIA in line with changes to the service. We will continue to amend and update this EIA on a quarterly basis.</p>

Protected Characteristic – GENDER

Does this proposal impact citizens based on their gender as per the Equality Act 2010?	Yes
What gender will be impacted by this proposal?	["Male", "Female"]
Please describe the impact to gender	The following data has been collected from Eclipse and reflects the current breakdown of Day Centre Citizens



	<p>Gender. The percentage proportion of citizens who use the service is as below:</p> <table><tr><td>Female</td><td>194</td><td>44.5%</td></tr><tr><td>Male</td><td>242</td><td>55.5%</td></tr></table> <p>The data has been derived from Eclipse. Based on this data, men in our city will be affected more by the proposed changes than women. There will be a greater impact on men from the proposal. Some men may be impacted by the change in location of the service, having to engage with new people, and dealing with a change in routine.</p>	Female	194	44.5%	Male	242	55.5%
Female	194	44.5%					
Male	242	55.5%					
How will you mitigate against any negative impact to the gender	To mitigate the impact on men within this presented characteristic group (Gender). While it is not known whether there would be any impact, the measures described above in relation to other protected characteristics, would also apply here as mitigation of any impact.						

Protected Characteristic - Gender Reassignment

Does this proposal impact people who are proposing to undergo, undergoing or have undergone a process to reassign one's sex as per the Equality Act 2010?	Yes
Please describe the impact to the gender reassignment characteristic	<p>Data has not previously been collected in Eclipse to capture gender reassignment for the Day Centre citizens; it is therefore not possible to say how many people with this protected characteristic will be affected. It can only be assumed that some people who do have this protected characteristic may be affected</p> <p>Some citizens may be impacted by a change of location and making new friends in an unfamiliar and untrusted environment.</p>
How will you mitigate against any negative impact to the gender reassignment characteristic?	While it is not known whether there would be any impact, the measures described above in relation to other protected characteristics, would also apply here as mitigation of any impact.

Protected Characteristic - Marriage and Civil Partnership

Does this proposal impact people who are married or in	Yes
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a civil partnership as per the Equality Act 2010?																			
What legal marital or registered civil partnership status will be impacted by this proposal?	["Never married and never registered a civil partnership","Single","Married: Same sex","Married: Opposite sex","In a registered civil partnership: Opposite sex","In a registered civil partnership: Same sex","Separated, but still married","Separated, but still in a registered civil partnership","Divorced","Formerly in a civil partnership now legally dissolved","Widowed","Surviving partner from civil partnership"]																		
Please describe the impact to the marriage and civil partnership characteristic	<p>The following data has been collected from Eclipse and reflects the current breakdown of Day Centre Citizens for Marriage and Civil Partnerships:</p> <table><tr><td>Single</td><td>330</td><td>75.7%</td></tr><tr><td>Not Recorded</td><td>80</td><td>18.3%</td></tr><tr><td>Married</td><td>17</td><td>3.9%</td></tr><tr><td>Divorced</td><td>4</td><td>0.9%</td></tr><tr><td>Widowed</td><td>3</td><td>0.7%</td></tr><tr><td>Separated</td><td>2</td><td>0.5%</td></tr></table> <p>The breakdown shows that the majority of citizens identify as single. It is not possible to say the proportion of the 75.7% identifying as single who may be impacted by the proposal. It can be assumed that there is a greater likelihood of single citizens requiring support to move to a different centre or service.</p> <p>The relocation of some citizens to new locations could result in increased stress levels for carers either married or in a partnership as they support loved ones through the changes. Carers have expressed concern that their loved ones/citizens will take out their frustrations and anxieties around any changes on them.</p>	Single	330	75.7%	Not Recorded	80	18.3%	Married	17	3.9%	Divorced	4	0.9%	Widowed	3	0.7%	Separated	2	0.5%
Single	330	75.7%																	
Not Recorded	80	18.3%																	
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Divorced	4	0.9%																	
Widowed	3	0.7%																	
Separated	2	0.5%																	
How will you mitigate against any negative impact to the marriage and civil partnership characteristic?	The measures described above in relation to other protected characteristics, would also apply here as mitigation of any impact.																		

Protected Characteristic - Pregnancy and Maternity

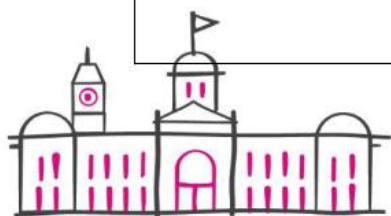
Does this proposal impact people covered by the Equality Act 2010 under the protected characteristic of pregnancy and maternity?	Yes
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Please describe the impact to the pregnancy and maternity characteristic	<p>There is no data on Eclipse regarding pregnancy or maternity. However, as the majority of our citizens are aged 40-64, it is unlikely that they would be pregnant or need support relating to maternity.</p> <p>As part of the transformation work, we are attracting young people and will we implement sexual health and associated training targeted at younger people as well as providing sexual health advice to all our citizens.</p>
How will you mitigate against any negative impact to the pregnancy and maternity characteristic?	The measures described above in relation to other protected characteristics, would also apply here as mitigation of any impact.

Protected Characteristic - Ethnicity and Race

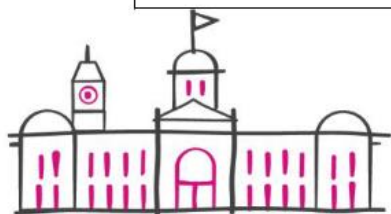
Does this proposal impact people due to their race as per the Equality Act 2010?	Yes																		
What ethnic groups would be impacted by this proposal?	["White British", "Other White", "Bangladeshi", "Chinese", "Indian", "Pakistani", "Other Asian", "African", "Caribbean", "Black British", "Other Black", "Arab", "Latin American", "Irish", "Gypsy or Irish Traveller", "Roma", "Central and Eastern Europe", "Western and Southern Europe"]																		
Please describe the impact to the ethnicity and race characteristic	<p>The following data has been collected from Eclipse and reflects the current breakdown of Day Centre Citizens based on Ethnicity and Race:</p> <table><tr><td>1-White</td><td>242</td><td>55.5%</td></tr><tr><td>2-Mixed / Multiple Ethnic Groups</td><td>4</td><td>0.9%</td></tr><tr><td>3-Asian / Asian British</td><td>113</td><td>25.9%</td></tr><tr><td>4-Black / African / Caribbean / Black British</td><td>69</td><td>15.8%</td></tr><tr><td>5-Other Ethnic Group</td><td>6</td><td>1.4%</td></tr><tr><td>6-No Data</td><td>2</td><td>0.5%</td></tr></table> <p>Birmingham is a minority majority City. 55.5% of the users of day centres are of white heritage. This suggests that minority groups maybe under-represented amongst users of the day centres.</p> <p>The consultation analysis did not identify an adverse impact on this protected characteristic group. The highest proportion of citizens attending the Day Centres self-classify as white. Subsequently the biggest impact proportionately would be in relation to white citizens. However, with 25.9% identifying as Asian/Asian British and</p>	1-White	242	55.5%	2-Mixed / Multiple Ethnic Groups	4	0.9%	3-Asian / Asian British	113	25.9%	4-Black / African / Caribbean / Black British	69	15.8%	5-Other Ethnic Group	6	1.4%	6-No Data	2	0.5%
1-White	242	55.5%																	
2-Mixed / Multiple Ethnic Groups	4	0.9%																	
3-Asian / Asian British	113	25.9%																	
4-Black / African / Caribbean / Black British	69	15.8%																	
5-Other Ethnic Group	6	1.4%																	
6-No Data	2	0.5%																	



	<p>15.8% identifying as Black/African/Caribbean/Black British the impact on this ethnicity and race characteristic will be reflected in our transition arrangements.</p> <p>The new offer could include opening Day Centres at evenings and weekends which will be an attractive offer to citizens. It could be particularly appealing to those members of the community who are cared for as part of an extended family, for example citizens from the Asian community. Being able to attend Centres in the evening and during the weekend may open the service up to more citizens. The evolvement of new demographics of the minority majority City of Birmingham will be considered and we will ensure that the service represents the broader demographic of communities.</p>
How will you mitigate against any negative impact to the ethnicity and race characteristic?	While we have not identified any adverse impact on this protected group, we will continue to monitor impact to see take-up among minority groups, and act accordingly.

Protected Characteristic - Religion or Beliefs

Does this proposal impact people's religion or beliefs as per the Equality Act 2010?	Yes																											
What religions could be impacted by this proposal?	["Christian","Buddhist","Hindu","Muslim","Sikh"]																											
Please describe the impact to the religion or beliefs characteristic	<p>The following data has been collected from Eclipse and reflects the current breakdown of Day Centre Citizens Religion or Beliefs:</p> <table><tr><td>Christian</td><td>214</td><td>49.1%</td></tr><tr><td>Hindu</td><td>6</td><td>1.4%</td></tr><tr><td>Jewish</td><td>2</td><td>0.5%</td></tr><tr><td>Muslim</td><td>95</td><td>21.8%</td></tr><tr><td>None</td><td>46</td><td>10.6%</td></tr><tr><td>Refused</td><td>10</td><td>2.3%</td></tr><tr><td>Sikh</td><td>11</td><td>2.5%</td></tr><tr><td>Other</td><td>44</td><td>10.1%</td></tr><tr><td>Not Recorded</td><td>8</td><td>1.8%</td></tr></table> <p>No direct impact has been identified although there will be a general impact on all citizens and their carers.</p>	Christian	214	49.1%	Hindu	6	1.4%	Jewish	2	0.5%	Muslim	95	21.8%	None	46	10.6%	Refused	10	2.3%	Sikh	11	2.5%	Other	44	10.1%	Not Recorded	8	1.8%
Christian	214	49.1%																										
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Refused	10	2.3%																										
Sikh	11	2.5%																										
Other	44	10.1%																										
Not Recorded	8	1.8%																										
How will you mitigate against any negative impact to the religion or beliefs characteristic?	To mitigate the potential adverse impact on citizens and carers within this protected characteristic group (Religion or Beliefs) and the general impact identified the service will continue with the opportunity to continue to practice a different religion or beliefs.																											



	The measures described above in relation to other protected characteristics, would also apply here as mitigation of any impact.
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Protected Characteristic - Sexual Orientation

Does this proposal impact people’s sexual orientation as per the Equality Act 2010?	Yes												
What sexual orientations may be impacted by this proposal?	["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]												
Please describe the impact to the sexual orientation characteristic	<p>The following data has been collected from Eclipse and reflects the current breakdown of Day Centre Citizens Sexual Orientation;</p> <table><tr><td>Heterosexual/Straight</td><td>44</td><td>10.1%</td></tr><tr><td>Not Recorded</td><td>341</td><td>78.2%</td></tr><tr><td>Other</td><td>9</td><td>2.1%</td></tr><tr><td>Prefer not to say</td><td>42</td><td>9.6%</td></tr></table> <p>With no recording for 78.2% of citizens, this data requires further work and analysis. We are working with Birmingham City University on a research project to look at care provision for older adults from the LGBTQI+ community receiving services from Adult Social Care. We will use learning from this research for both collection of data and improvement of categories for citizens and address gaps in services. We need to create an environment in which people are comfortable to share data about their sexual orientation. We also need to improve categories which need to be more specific to present a clearer picture.</p> <p>The analysis of the consultation responses did not identify any adverse or direct impact on this protected characteristic group. However, it can be assumed that the general impact of the proposal may apply.</p>	Heterosexual/Straight	44	10.1%	Not Recorded	341	78.2%	Other	9	2.1%	Prefer not to say	42	9.6%
Heterosexual/Straight	44	10.1%											
Not Recorded	341	78.2%											
Other	9	2.1%											
Prefer not to say	42	9.6%											
How will you mitigate against any negative impact to the sexual orientation characteristic?	To mitigate the general impact of the proposal on carers and citizens as no direct impact has been identified from the proposal the current services and support will continue for all citizens with protected characteristics.												

Monitoring

How will you ensure any adverse impact and mitigation measures are monitored?	There is regular monitoring of citizens within the service. We will create an EIA log that will monitor the measures put in place. We will also review our qualitative and quantitative data. We will continue to work with our colleagues, carers
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	<p>and citizens who work within the centres. We will make sure this process is inclusive of all stakeholders.</p> <p>We will continue to amend and update the EIA to reflect service change.</p> <p>The consultation has raised concerns around transport and accessibility should Citizens have to attend alternative Day Centres. Each Citizens case will be reviewed individually.</p> <p>Support networks with Carers are proposed to be strengthened through relationships with community assets and through continued links with the Carers Hub and Advocacy Services.</p> <p>There is a strong community sense within the service which is specific to this group of Citizens and their Carers. This will continue regardless of the outcome of the Consultation.</p> <p>Although the location is changing the care packages for citizens are not reducing and the respite support to their carers is not reducing. Transport will continue.</p>
Please enter the email address for the officer responsible for monitoring impact and mitigation	Caroline.naven@birmingham.gov.uk



Health Impact Assessment

ASC

Day Centres

Date:19/07/2024

1.What is your name?

Atrin Conway

2. What is your job title?

Strategic Delivery Lead, Culture, Communities and Inclusion

3.What is your email?

Atrin.conway@birmingham.gov.uk

4.Who is the Senior Responsible Officer (SRO) for this saving?

Dr Temitope Ademosu

5.Which Directorate Budget does this saving relate to?

ASC

6.Saving Title

Day Centres

7.Equality Impact Assessment Reference Number

EIA000174

8.Description of service/funding prior to saving being made (Provide short overview of the service prior to saving, include number of individual users, frequency of contact, evidence of outcomes/impact, is the service city wide or targeted on a specific community or location.)

The Council offers day opportunities for citizens, aged 18 plus, with learning and/or physical disabilities in internal day centres across the city. This includes a blend of activities within the centres, such as arts and enablement (to promote independence), as well as access to activities within the community

such as leisure and gardening projects.

We currently have 9 Adult Social Care Day Centres in the City. These support 426 citizens and provide respite to carers and family members. The total budget for the centres is £11,352,000 per year.

Name of Centre	Location
Alderman Bowen	125 Broadway Avenue, Bordesley Green, Birmingham, B9 5YD
Beeches GoLDD	174 Beeches Road, Great Barr, Birmingham, B42 2HN
Ebrook	Shooters Hill, Sutton Coldfield, B72 1HX
Elwood	270 Reservoir Road, Erdington, Birmingham, B23 6DE
Fairway (The)	2 The Fairway, Kings Norton, B38 8XJ
Harborne	370 West Boulevard, Quinton, Birmingham, B32 2PG
Heartlands	6 Inkerman Street, B7 4SB
Hockley	27 All Saints Road, Hockley, Birmingham, B18 5QB
Moseley	1 Amesbury Road, Moseley, B13 8LD

9.Which of the following best describes the service user population or population impacted by the service?

City Wide

10.Which of the following communities of identity are the focus of the service/provision?

Disabled communities (Adults)

11. Which of the following communities of experience are the focus of the provision/service?

- Carers
- Citizens with specific health conditions
- Parents

12. Total Budget Value prior to saving

The budget for the Centres is £11,352,000 per year.

13. Saving Value

The total saving is £5,300,000

14. When will the Saving come into effect (if phased saving select the first year of impact)

The saving for is £1,950,000 for 2024/25 and £3,350,000 for 2025/26

15. Please explain the impact of the saving on the service/provision?

The needs and aspirations of current and potential service users are changing. The attendance at our Centres is declining, both pre and post the Covid pandemic. All our Centres are not fully accessible, and some require significant investment to reach the required standards. We also know that staff recruitment is a particular challenge, meaning that there are over seventy vacancies across the nine Day Centres. In addition, transport is a major challenge in relation to supporting all Centres. The savings proposals for the Day Centres are £1.95 million for 2024/2025 (which we propose will be achieved by deleting staff vacancies) and £3.35 million in 2025/2026 (through the release of some of our assets and the reduction of our running costs. To rationalise the Service by relocating existing citizens and staff from 4 Day Centres to the remaining 5 Day Centres would result in:

- Improved quality of facilities and services.
- Value for money.
- Meeting the key principles and outcomes of our improvement and transformation journey.

The key outcomes driving our improvement work are:

- To meet people's outcomes for social interaction and physical and mental stimulation.
- Meet carers outcomes for respite.
- Meet people's care and support needs as required by the Care Act 2014

- Promote and maintain independence in a consistent way which is personalised, flexible and responsive
- Promote learning in a stimulating and supportive environment.
- Deliver greater integration and partnership working with local communities.
- Maximise the use of community facilities that can be accessed by older people and younger adults with disabilities.

16. Which of the following public sector services will the saving impact on directly or indirectly? (please select all that apply) (if None then please move to the next section once selected)

- Adult Social Care
- Children's Social Care (Transitions)
- NHS

17. Positive Impacts of the Savings (can you describe how the saving may lead to positive impacts on other public sector services (including Council services) and which specific services will be impacted

We want to attract younger people with learning and physical disabilities and neurodiversity from across the city. Our Service is available to everyone aged 18 plus. As part of the transformation work, we will implement sexual health and associated training targeted at younger people as well as providing sexual health advice to all our citizens. This should have a positive impact on younger adults transitioning from Children's Services to Adult Social Care.

We aim to improve mental health by tackling social isolation. By rationalising our centres, we will be able to provide further opportunities for citizens to extend their friendship groups by engaging with citizens who have previously attended a different centre.

In terms of physical health, we are working in conjunction with Public Health who have commissioned Maximus to offer a tier 2 disability weight management programme in the day centres. Adults over the age of 16 can be referred onto the programme by their GP practice or they can self-refer. As well as exercise, the programme involves healthy eating which includes the ability to cook nutritious foods on site, something we are going to build on as part of our transformation work as we expand our enablement offer. We will

also aim to enable access for citizens and carers to benefit from health screening programmes, to facilitate health promotion and improve general health and wellbeing based on an improved understanding of health literacy.

By rationalising the service, we aim to have 5 thriving hubs in which we can offer a wider range of preventive health services and build on our current offer, increasing community connectivity and a sense of belonging. We are working with BCU to offer work placements within the centres to student paramedics, doctors and nurses. We are also working with colleagues within ASC to locate occupational therapists within the centres. A number of our centres already work with the Neighbourhood Network Schemes and the Active Wellbeing Society who offer a variety of programmes to support physical and mental health and this is something we aim to roll out across the service. Our citizens often fear going out into the community as they feel that they are not always treated very well. We aim to open the centres up to the local community to encourage greater interaction which should help to reduce the stigma faced by adults with additional needs. This should have an indirect positive impact on NHS services.

Nationally, only 4% of adults with learning disabilities are in paid employment. In Birmingham, that figure is 1.8%. We plan for our services to include working with the private and voluntary community sector to secure internships, apprenticeships, paid and volunteering opportunities for our citizens. In addition to the benefits that employment will have in giving our citizens a sense of worth and purpose, our services offer carers respite care, alleviating pressures that may lead to poorer health, this will inevitably have a positive impact on NHS services. We will establish social enterprises within our centres to provide training opportunities that will lead to employment for citizens.

18. Negative Impacts of the Savings (can you describe how the saving may lead to negative impacts on other public sector services (including Council services) and which specific services will be impacted)

No

19. What mitigations are being put in place to reduce any negative impact on public sector partners (including other Council services)?

As highlighted in section 17, as part of our transformation journey, there are a number of initiatives that will help to improve the health and wellbeing of our citizens.

20. What steps are being put in place to maximise any positive impacts from the saving on public sector partners (including other Council services)

Collaborative working will be key, ensuring that our centres are used as multidimensional hubs where services linked to housing, benefits, employment, and health are offered to citizens and carers. These measures will alleviate pressures from public sector partners including NHS waiting lists. The impact of these services are interlinked and can have a negative or positive effect on the health of citizens.

21. Are there any other comments you wish to include on the impact of the saving on other public sector organisations, including other Council departments, and their ability to support citizens?

No

Impact on Wider Determinants of Health

This section of the PHIA asks you to consider the impact of the savings on the wider determinants of health i.e housing, access to green space, access to cultural activities, transport infrastructure, economic landscape of the city, legislative environment and air pollution.

When you are reflecting on the wider determinants of health it is useful to think about these as things that impact at a population level rather than the individual impacts which will be picked up in the next section.

In responding please consider the impacts that may be positive or negative, and where possible reference any evidence to support the impact assessment.

22. Which of the following wider determinants of health will the saving impact on directly or indirectly? (please select all that apply) (if None then please move to the next section once selected)

- Employment opportunities
- Access to cultural and creative opportunities

23. Positive Impacts of the Savings (can you describe how the saving may lead to positive impacts on the wider determinants of health and how they will be impacted)

Nationally, only 4% of adults with learning disabilities are in paid employment. In Birmingham, that figure is 1.8%. Lower socio-economic figures relating to low incomes can influence health equity. By working with the private and voluntary community sector to secure internships, apprenticeships, paid and volunteering opportunities for our citizens we will provide better opportunities. This will inevitably have a positive impact on social detriments of health such as income and social protection, working life conditions, food security, social inclusion and employment. This will indirectly impact carers and families. Better educated individuals are less likely to suffer from long term diseases or mental health conditions. Additional qualifications and experiences are also a determinant of an individual's labour market position which in turn influences income, housing and other material resources linked to health. Social detriments listed above can be more important than health choices in influencing health. Increasing the access to cultural and creative opportunities for citizens and carers can impact mental health through a reduction in loneliness and isolation. Movement and exercise can reduce frailty, prevent falls and improve movement and balance for those with disabilities.

24. Negative Impacts of the Savings (can you describe how the saving may lead to negative impacts on the wider determinants of health and how they will be impacted).

We believe that the transformation work will have a number of health benefits and that not only are we mitigating against the negative impacts of the proposals, we are actually enhancing our existing offer.

25. What mitigations are being put in place to reduce any negative impact on the wider determinants of health?

Stakeholders will work together to ensure services are far reaching, diverse and appropriate. Data monitoring of citizens and carers is key in understanding trends and themes. Regular reviewing of the HIA is imperative for ensuring that any potential negative impacts are monitored and dealt with accordingly.

26. What steps are being put in place to maximise any positive impacts from the saving on the wider determinants of health?

Stakeholders will work together to ensure services are far reaching, diverse and appropriate. Opportunities for access to health care for carers is an important initiative that ought to be utilised to maximise a positive impact on the health of caregivers. Offering screening programs, health checks, immunisation has the potential to not only assist in prevention but to advance the equity in health for citizens.

27. Is there any other comments you wish to include on the impact of the saving on the wider determinants of health and the impact on citizens lives?

No

Impact on Individual's from Specific Communities of Identity or Experience

This section of the PHIA asks you to consider any specific impact on health and wellbeing of citizens in specific communities of identity or communities of experience.

It may be helpful to build on the equality impact assessment but considering the impacts specifically in the context of health and wellbeing.

When thinking about this section of answers it may help to think about the hypothetical service user or someone that you remember recently using the service and how the saving would change the support they got and the follow impacts specifically in the context of a specific dimension of their identity or experience.

Where there is a geographical impact of the savings and your knowledge of local communities, and the intelligence on the city observatory, will the saving impact disproportionately on any specific communities?

In responding please consider the impacts that may be positive or negative, and where possible reference any evidence to support the impact assessment.

28. Which of the following communities of identity do your comments relate to? (please be specific in the free text responses on what comments relate to which communities)

- Disabled communities
- Ethnic communities
- Working Age Adults
- Older Adults

29. Which of the following communities of experience do your comments relate to? (please be specific in the free text responses on what comments relate to which communities)

- Carers
- People with specific Health conditions

30. Positive Impacts of the Savings (can you describe how the saving may lead to positive impacts on health and wellbeing in specific communities of identity or experience and how they will be impacted)

- Disabled communities/ Health Conditions/Adults

With many of our citizens (60.1%) having a long-term learning disability, our intention is to be more inclusive to those with physical disability as well as those with a learning disability. Opportunities linked to employment, creativity and art will have a positive impact on the social, mental and economic wellbeing of citizens. Offering screening programs, health checks, immunisation has the potential to not only assist in prevention but to advance the equity in health for citizens. 60% of those who died from covid in the first year of the pandemic were disabled. Increased co-production with citizens and carers and by recognising the value of personal experiences will lead to targeted and personalised services. ICS and place-based partnerships will offer streamlined and intensive opportunities in tackling health inequalities of disabled communities.

- Ethnic communities

Birmingham is a minority majority City. With 55.5% of our citizens accessing our services with white heritage, makes this not representative. The transformation offer is inclusive and broad, this should appeal to communities across our diverse City. Targeted health services and a diverse service offer should entice more citizens to access our centres

People from ethnic minority groups particularly Bangladeshi and Pakistani are more likely to report long term illness and poor health in comparison to their

white counterparts, it is imperative to work with local communities and carers to encourage the uptake of screening programs, health checks, immunisations.

31. Negative Impacts of the Savings (can you describe how the saving may lead to negative impacts on health and wellbeing in specific communities of identity or experience and how they will be impacted)

There is potential for a broader impact on health and wellbeing such as the emotional and social experiences of carers and citizens. The change in day centres could cause barriers such as lack of access for transport, resulting in additional costs for families. Citizens may experience a sense of exclusion from what is deemed as familiar i.e. their local community and access to services. These changes could have an adverse effect on the mental and physical disabilities of citizens. This could exacerbate the care needs of citizens and inevitably impact carer's mental and physical health.

32. What mitigations are being put in place to reduce any negative impact on health and wellbeing in specific communities of identity or experience?

Stakeholders will work together to ensure services are far reaching, diverse and appropriate. Data monitoring of citizens and carers is key in understanding trends and themes. Regular reviewing of the HIA is imperative for ensuring that any potential negative impacts are monitored and dealt with accordingly. Increased co-production with citizens and carers will lead to targeted and personalised services ensuring needs are met accordingly and in a timely manner.

33. What steps are being put in place to maximise any positive impacts from the saving on health and wellbeing in specific communities of identity or experience?

Working with local leaders and community assets is key in maximising the positive impact on ethnic and disabled communities. Regular reviewing and monitoring of our EIA by senior leaders is key in advancing equity and its indirect impact on health.

34. Is there any other comments you wish to include on the impact of the saving on health and wellbeing in specific communities of identity or experience?

No

35. Do you have any other comments you want to add about the health and wellbeing impacts of the savings on citizens in Birmingham?

No

Your Day Your Say Day Centre Consultation – feedback from Advocacy Partner Organisations from post consultation meeting on 25/7/24

In attendance; Birmingham Voluntary Service Council (BVSC), Forward Carers (FC), Midland Mencap (MM)

- MM had met with Harborne carers during carers week. MM shared the logistics and opportunities connected to our approach which MM said they all understood. The carers suggested that they had been swept along by the media interest with one carer saying that she had not expected to be on camera until one was placed in front of her. When they arrived, they were quite down, but left feeling much happier.
- FC felt that we need to share whether the figures for all Council savings are accurate as there are conflicting reports about the savings targets, especially over the past few weeks.
- BVSC said that nobody has really approached BVSC with any issues, but if there had been issues with the process they most certainly would have done so.
- MM asked the carers to raise the point about whether we had modelled transport routes.
- MM said that the carers were not arguing with the bigger picture, it all came back to personal circumstances and how their family would be impacted.
- FC said that BCC facilitators had asked FC staff to share their views. They could see the rational picture and therefore did not provide a standalone response as there was no personal involvement.
- All three organisations promoted the consultation and will see if they can gather data re website hits etc.

'Your Day, Your Say' - Adult Social Care Day Centre Consultation

Healthwatch Birmingham welcomes the opportunity to respond to Birmingham City Council's 'Your Day, Your Say' - Adult Social Care Day Centre Consultation. Our key role is to make sure that patients, the public, service users, and carers are at the heart of service improvement in health and social care. In line with our role, we have focused our comments on:

- Patient and Public Involvement and engagement
- What we have heard from Birmingham residents
- Areas we feel the council need to carefully consider and address

Healthwatch Birmingham notes that the consultation period has been relatively short at only 9 weeks, and that the general election has unfortunately fallen during this period. We would like to know if the council were able to promote the consultation and consultation events in the same way as planned due to the pre election period. We know that during a national election there are restrictions on communications. We feel the consultation should have been extended, to allow for clear communication with the public on this subject at a time when they can be engaged in it. The consultation has closed only days following the election. We would like the council to strongly consider if it has been able to fully engage with the public, and if not, to reopen discussions.

We were pleased to see the number of different ways the council has given people to contact them about the consultation and the proposed changes. We note this included a dedicated phone line and email address. We were pleased to see that consultation events were held both online and in person, and that the timing of these were carefully considered. However, we are concerned as stated above, that the general election and the subsequent restrictions on communications may have affected the number of people who knew about it and were able to take part in consultation sessions.

We would like to commend the council on providing clear written materials on the proposed changes, including easy read documents and updated FAQ documents throughout the consulting period. Sharing the equality impact assessment helps people to understand more about the impact of these changes. We note that the council is in the process of launching health impact assessments for future changes, and would be very interested in a health impact assessment being done on this topic as the work continues.



Our investigations

Healthwatch Birmingham conducted an investigation on Birmingham City Council's day opportunity services in early 2022 and heard from nearly 150 people about their experiences: [Experiences of day opportunity services in Birmingham](#).

Our research indicates that service users and their carers/families value the role of day opportunity services in their life. We found that:

- The main reasons people use day opportunity services are due to personal loss, isolation, poor health and wellbeing, to maintain health and wellbeing and to support carers.
- Day opportunity services have an impact on social and preventive outcomes by supporting continued independence of service users, supporting their health and daily living needs, and enabling family carers to have a break and/or continue with employment.
- Attending and participating in activities at day centres has a positive impact on people's mental health, social contacts, physical function and quality of life.
- The challenges faced by carers/families and service users during the pandemic, when day opportunity services were closed, further highlights the important role that day opportunity services play in supporting emotional and physical health. The pandemic has left many carers/families exhausted and emotionally drained.
- It is important that people have the choice to access services they want, including day opportunity services.
- Use of personal budgets and direct payments might be useful for enabling people to access varied services but are not appropriate for everyone.
- There is a perception amongst the people we spoke to that personal budgets and direct payments are being used to mask cuts to day service provision.
- There are inadequate services in the community that day opportunity service users can choose from, meaning limited 'choice and flexibility'.
- There is inadequate information made available on the services which are accessible to day opportunity service users in the community.
- Day centres need to be better regulated for the quality of care they provide.

Service users and carers/families told us they would like to see the following improvements to day opportunity services:

- Provide varied activities.
- Improve availability and ensure continuity of services.
- Increase access to day opportunity services (number of sessions people can attend).



- Improve involvement of patients and carers/families.
- Improve the skills of staff.
- Improve access to social workers at day opportunity services.
- Tailor day service provision to individual needs and aspirations.
- Improve communication (between centre and service users, and between BCC and service users).
- Introduce day opportunity services for young people.
- Improve quality monitoring of services.
- Reintroduce services previously provided at day centres (e.g. meals).

We followed up our investigation by publishing an impact report in July 2023 which stated the work that the council had done to date on our recommendations [Impact report: Improved access to day opportunity services in Birmingham](#).

We would like to remind the council to ensure learning from both of these reports is taken into account when moving on to the implementation plan following this consultation.

Feedback

We have heard from attendees of days services how important a wide range of activities is to them, both during work on our reports, and during subsequent engagement activities to hear attendees feedback.

"I like coming to the day centre. It helps me to get out of my home meet my friends and get out into the community. I like playing basketball and football whilst at the centre."

"I enjoy coming to the centre. I enjoy the activities such as bowling chair hockey dancing and I like doing word searches and colouring."

"I like painting and art. We also get to use the computers and take part in signing and dancing. It's great."

"I like coming to the day centre. I like my friends and the activities that we do. My favourite activity is bowling and I also like the discos and pop quizzes."

"I like doing activities at the day centre like football cricket and doing keep active with the parachute and bean bags"

"I like coming to the centre to do sewing and arts. I also like going on the computers making jewellery and taking part in lots of the activities."

We also heard how attendees enjoyed being given jobs to do



"I do a lot of helpful jobs like office tasks and I take pictures and I like going on the iPads at the day centre"

"I like to work in the kitchen clean the windows and do gardening. I get on well with everyone and have no problems."

"I like it and it's good. I like the activities especially drama and working in the cafe."

"I like reading and writing and shredding paper at the day centre"

Several attendees told us how they enjoy activities outdoors and in the community

"It's alright I come here 5 days a week. I like going for walks down the valley. I like doing football if it's not raining."

"I like coming here I like everything. I like seeing my friends. I like when we do the 'walk away' activity where we go to local parks."

"I like to play pool and play darts. I also like to play cricket whilst at the day centre."

"The mini bus comes to pick me up. I like doing the gardening. We have our own little plots and I'm growing cucumbers sweetcorn and spring onions."

People have also told us how important the social element of coming to a day centre is for them, both socialising with their friends and the staff

"It's really good here I like the staff and I like my friends here. I like to play bingo and share with everyone."

"I do like coming here. I do bowling drawing exercise and colouring. I also like talking to my friends."

"It's nice I get to see my friends."

"I like to see my friends. The staff are good they listen to me. It's good."

"I like bowling music disco. I like my friends. I like everyone at the day centre."

"I like coming here I get on with my friends. I like making things like pillows. We had a party on Friday and I helped people."

"I like meeting different people. I like all of the activities bingo quiz's and quiz's I also like the staff."



The temporary closure of day centres during the pandemic highlighted how needed these services are

"[The] Day Centre was closed over a year ago. Very little substitute service has been provided in its place. From a users point of view, it has left a gaping hole in coping with the global changes endured by everybody. From their point of view it has been life changing and yet adult social care has just seen everything from providers point of view and been concerned with material matters like cleaning, etc."

"I missed coming to the day centre when it was closed during Covid I'd miss it if it wasn't here. The virus made me nervous to come back but I'm glad to be back with all my friends."

"The centre was closed so I read and watched films. I missed coming here. If I couldn't come here anymore I would be quite upset."

"For a year and a half I didn't come to the centre, just sat at home all day. I was isolated two times as I had Covid-19. I was a bit depressed during the lockdown because I could not come to the centre. I have enjoyed coming back to the centre. I met everyone again"

"Not being able to come to the centre during lockdown was difficult. He was stressed during lockdown, it was like climbing walls with him. For autistic people life is a ritual. Telling him people are dying and you can't go to the centre didn't mean anything to him."

"I don't know what I would do without this service, it would be very difficult. During Covid I could not come here and I found it really hard because I could not use the service. Was very happy when the centre reopened."

Proposals

Healthwatch Birmingham acknowledges the difficult financial position of the council, which has necessitated many of the proposed changes. However we are concerned about the impact of these proposals on some of the most vulnerable people in our city, both the attendees of day centre and their carers.

We are aware that the consultation process has already caused a significant amount of stress for many people. We would like to urge the council to put in place better mental health support for everyone affected. We feel that the impact on people's mental health and other affects to their health could be explored if a health impact assessment was done on these proposals, and would like to urge that this is completed before a final decision is made.



Our reports have highlighted how choice and access are key factors for people when looking at day opportunity services. We are concerned that the preferred proposal limits choice for people by removing existing valued assets as options.

The preferred option also reduces services disproportionately when looking at them geographically. We are aware that there is a number of other non council run day opportunities across the city, and would like this to be clearly shown to people when considering their options for the future. Accessibility, capacity and cost of these services will be an important factor for people to consider, along with whether alternative services can meet the needs of attendees. For some attendees these can be complex needs and require highly trained staff.

We would urge the council to consult very closely with attendees and carers who have already been affected by the temporary closure of Heartlands Resource Centre. Learning from their experience is vital if a decision is made to progress the further proposed closures.

Healthwatch Birmingham would like to see more details about how attendees could be accommodated at proposed retained centres, both now and after any infrastructure works. We have heard from people how important having a flexible space is, and that some of the existing centres layouts have proved challenging for both attendees and staff. Any retained day centres need to be suitable to meet the needs for all.

We understand that consolidation of existing staff will go some way at tackling vacancies within the service. However the council will need to work closely with any staff being relocated to ensure retainment of them. People have told us how important relationships are with staff, and this should be carefully considered when assigning staff to alternative centres. We feel there needs to be a clear considered recruitment plan for staff if not all vacancies can be filled through relocation of staff.

Implementation of the proposals

Healthwatch Birmingham understands that at this stage these proposals are just being considered and that implementation of the proposals will be subject to further work and co-production of plans. However we would like to highlight several key areas that we feel need consideration now, ahead of making a decision on the proposals, to ensure they are accounted for in the implementation.

We have heard clearly from people the impact that the temporary closure of services had, both on attendees and carers. Lessons from this need to be carefully heard and acted upon. We also heard from staff when visiting day centres about serious concerns they had about a small number of attendees due to neglect and complete social isolation during the period they were not able to attend. It is clear



that some carers, families and relatives were not able to cope looking after their loved ones, and were not supported fully to do so.

We would like the council to pledge now to a full safety net approach when implementing any changes. Not everyone will continue to use a day centre if their local service is closed, as alternative services may not be accessible or suitable, or they may simply not wish to go through the change. Each and every attendee and carer should be followed up with to ensure they are fully supported, given clear information about alternatives and other carer respite options.

People have told us about the importance of the social aspect of attending a day centre. We understand that in some cases attendees have been going to the same day centre for years and decades and have deeply meaningful friendships within the groups of attendees. People need to have their friendships respected and where possible accommodated when looking to accommodate them at alternative centres. Where a day centre is being retained, the existing attendees will also need support to cope with additional people attending the service to minimise this upheaval.

Transportation issues have been raised already during this consultation, and we know the council are aware of the shortcomings of the current transportation offered. We are pleased that the council have pledged to offer personal transportation training to allow the independent travel of some attendees where suitable. However, we would like to see the council take learning from other day services in the city. For example, we are aware of a day centre that facilitates a taxi sharing system amongst its attendees and their families to better meet their needs.

Healthwatch Birmingham strongly recommends the immediate introduction of a mental health support service for everyone affected by the proposals, and for this service to be available to all throughout the decision making and implementation of proposals.

Individual transition plans will need to be developed for attendees that are moving to a different centre. Each attendee will have very different needs, so transition plans will need to reflect this. For example, some attendees may find it useful to have drop in sessions at a new centre, whereas others would prefer the certainty of a straightforward change. These plans will need to be developed closely with staff and carers.

We are pleased that the council have pledged to use the implementation of these proposals to plan improvements to the retained services it will offer, and plans to work carefully with people during the implementation of these proposals. We are also interested to see how the proposals are shaped by this consultation process and will read the consultation report with interest.



We look forward to seeing the continued engagement of people in this work and to seeing more detailed improvement and implementation plans in due course.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "Sarah Walmsley".

Sarah Walmsley

Data and Insight Officer



Adult Social Care
Day Centre's Transformation
2025-2027
Programme Brief
September 2024

1: INTRODUCTION

1.1 Purpose

This document is the brief for the Transformation Programme for the Adult Social Care internal Day Centres 2025- 2027. The contents of the brief will support the ongoing improvement and transformation of the internal Day Centres and its further alignment with external Day Opportunities as one market.

1.2 Rationale and context for the Transformation Programme

The Adult Social Care Vision reflects the importance of citizen choice and control over their own lives, which informs the rationale for the Adult Social Care internal Day Centre Transformation Programme. There is and will continue to be a need for building based provision. However, there is a significant imperative to continue to improve, reconfigure and transform our services to meet the personalised needs and aspirations of our citizens and carers.

The transformation context in Birmingham has been framed by an independent review of both the internal Adult Social Care Day Centres and the external Day Opportunities based on a one market approach, which was carried out following the COVID pandemic, involving people with lived experience. A report was presented in April 2023 that described the findings from the review which led to the Cabinet approval of a Service Improvement Plan for the internal Day Centres and the development of a Commissioning Strategy for the external market.

The Commissioning Strategy has since been developed and approved by Cabinet in 2024 which will see the procurement of a Flexible Contracting Arrangement which will set the foundations for quality and value for the future, applying clear commissioning expectations and defined outcomes for citizens. In relation to the internal Day Centres there has been further engagement with staff, citizens, carers and partners to further shape the required improvements and the future planning of the transformation of the internal Day Centres. There has also been further analysis to understand how efficient the Day Centres are.

The imperative for the internal Day Centres and further improvement and transformational change has been heightened by the significant financial challenge faced by the Council. In February 2024, Cabinet agreed to a savings proposal of £1.95 million for 2024-2025 and £3.5 million in 2025-2026 in relation to the internal Day Centres. On the 5th of March 2024 the Council approved the consultation on the proposed savings based on the rationalisation of the Day Centres and a consolidation of the offer to citizens and their carers.

The aim of rationalisation is to increase efficiencies, deliver proposed savings and ultimately transform our offer. The next phase of the Improvement Journey will pivot to our transformational intentions, which will build on the improvement work to date and further align with commissioning expectations in respect of quality, value and outcomes for citizens, as reflected in the approved Commissioning Strategy.

1.3 Meeting our Challenges through Transformation

To deliver a transformational and sustainable offer we must develop a business model directly related to the improvement journey, drive out inefficiencies, rethink services and the way we work with communities and partners, affect a cultural workforce change, and with a focus on outcomes for citizens and carers.

Our ambition is to co-produce an offer with our stakeholders which:

- Strengthens the interface with the externally commissioned Day Opportunities market to offer an enriched choice to citizens appropriate to their needs and aspirations based on a one market approach.
- Shapes person centred care and support that empowers citizens to lead fulfilling lives and to have the greatest possible independence.
- Supports carers in what they do and to enable them to achieve their own life goals.
- Supports and celebrates our workforce to feel valued and recognised as professionals, enabling them to grow and develop.
- Supports stronger connections with local communities, embracing diversity and challenging prejudice.

The strategic objective of the Transformation Brief for our Adult Social Care Day Centres is to ensure that citizens and their carers can thrive, reach their potential and lead fulfilling lives.

The future delivery model for our internal Day Centres is based on the principles of prevention and intervening earlier to support citizens and their carers to avoid their needs from escalating; and that when statutory intervention is required it is based on best social care practice which should lead to a higher quality and lower cost model over the longer term.

Reducing resources also means the Directorate will need to build on existing and develop new partnership arrangements with our communities, families, and third sector organisations to deliver better outcomes. We will be working with citizens and their carers, alongside our partners to transform our service offer focusing on quality, value and supporting communities to build their resilience, breaking down existing barriers in relation to access and by doing so, increase choice for citizens.

2 Vision

2.1 Our vision is set within the context of both the vision for the Council and for Adult Social Care:

‘Citizens and Carers thriving within their communities with equal life chances in employment, education, training, health and relationships, supported by a skilled, and compassionate workforce’.

We are committed to developing our offer and as a part of this appropriate pathways to employment, training, healthy living and community connection. We will co-produce our service offer with citizens, their carers, colleagues and partners within the limitations of available resources.

3. Transformation Priorities

3.1 Our key transformation priorities include:

- Development of our approach to quality assurance by signing up to the quality standards for the external market by June 2025.
- Strengthening intergenerational communities of support with Schools and Colleges, including links with Neighbourhood Networks by September 2025.
- Development of employment pathways and apprenticeship opportunities by September 2026.
- Development of wellbeing opportunities by October 2025.
- Development of a Workforce Strategy by March 2026.
- Development of our commercial business model and social enterprise offer to strengthen financial sustainability by March 2027.

3.2 To facilitate the delivery of our key transformation priorities we will drive forward 5 strategic intentions:

- Independence and Wellbeing for citizens and carers: Enable citizens and carers to find solutions that meet their needs and aspirations, based on their strengths and mitigating the risk of a reliance on traditional long-term models of care.
- Community Connectivity and Resilience: Deliver greater integration and partnership working with local communities.
- Personalisation and Innovation: Promote and maintain independence in a consistent way, which is personalised, flexible and responsive.
- Workforce Development: Change the culture of the workforce to focus on strength-based practice and positive risk taking. Develop a compelling Workforce Strategy which promotes learning and a supportive work environment.
- Doing the Right Things Well: All business processes streamlined to remove waste and maximise efficiency. To fully understand costs and demand so that opportunities for prevention are maximised. Further develop and grow the Experts by Experience Quality Checkers. Embed Friendship Groups in mainstream practice.

4. Transformation Design Principles

4.1 The key principles driving our strength-based transformation work which we need to maintain and further develop are:

- **Coproduction:** We are committed to involving people who have first hand experience of the health and social care system and not as an afterthought. Inviting involvement, truly listening, understanding and working together will really help ensure the impact of change is felt where it is most needed.
- **Collaboration:** This is everyone's challenge and opportunity, really working with communities and partners to shape meaningful solutions. Involving everyone in identifying local priorities, defining success and agreeing the steps to get there and working together to achieve is vital.
- **Working with the wider health and social care system, including schools, leisure and voluntary and community sector partners:** We recognise the complexity of transformational change and that change in one area cannot happen in isolation.
- **Understand existing cultures:** We will strive to understand existing cultures within and across teams and organisations and seek to nurture positivity.
- **Time:** We will be realistic. We will monitor progress; celebrate the difference it is making and be patient. We won't get it right everywhere first time, but the learning will be invaluable.
- **Evidence-based:** We will be clear what evidence we are collecting and why. We will take an informed approach to measurement and the understanding of impact based on what we want to achieve, including stories of difference.
- **Whole Community:** We will work to broaden local involvement.
- **Ownership:** We will share ownership with our key stakeholders to ensure our transformation intentions and priorities develops an identity of its own.

4.2 A collective commitment will ensure our transformation work stays responsive and innovative but remains grounded in 'doing the right thing'.

5. Planning the Transformation Programme

5.1 The Transformation Programme for 2025-2027 will be based on three key stages:

Reflection and Scoping Phase: November 2024- March 2025- A period of understanding is essential to get a full picture of our business and its interdependencies

with the external market, the wider system of children's social care, transitions, health and the voluntary and community sector and to plan our transformation. This will include understanding our demand, commercial opportunities and value for money as compared to the external market. As a part of this scoping phase there will be the opportunity to pilot integrated models of service delivery.

Planning Phase: April 2025-September 2025- The planning phase will use information and analysis from the 'Understand' Phase as the basis for future design. This Phase will enable us to take our understanding of our business as a platform for transformation, understand how different parts of the business affect each other and identify spend that can be influenced and spend that cannot.

Implementation and Review: October 2025- March 2027- The implementation and review phase will see the co-delivery, with partners of the key transformation priorities and subsequent continuous review to measure impact on the outcomes for citizens and their carers.

6. Stakeholder Management and Communications

6.1 To manage the change and transformation, there will be a clear programme of communication and engagement with citizens, their carers, staff, partners and members. Winning hearts and minds in co-producing the future service models, including member development.

6.2 To ensure success, we will:

- Ensure everyone understands the need for transformational change
- Have a clear vision and direction
- Set clear achievable goals and milestones
- Embed the changes we make

6.3 Key messages from this document will also be used to shape communications to staff and key stakeholders. The key stakeholders are:

Stakeholder Group	Areas of Interest	Relationship to Programme
Citizens and Carers	TBC	Recipients of improved service delivery; co-production of future ways of working
ASC Day Centre Staff	All	Need to be engaged in designing and delivering the new forms of service delivery; better training and support to work with citizens more effectively; impacted directly by changes to the service with implications for the workforce
Other Council Directorates	All	Need to be engaged in designing and delivering the new forms of service delivery
Partners (including police, health partners, special schools and mainstream, colleges, early years, youth services, VCS)	Redesign, shared economies, building, community resilience, savings.	Delivering new services together; shared responsibility for safeguarding and early intervention
Commissioning	Prevention, One Market, Quality and	Need to be engaged to ensure the one market approach is a key driver

	Cost, Sufficiency, Service Redesign and Savings.	for improving outcomes for citizens and their carers. Utilising commissioning expertise as a critical friend.
Elected Members (including lead Exec Member, HASC and others)	Service redesign and savings.	Need to be engaged in understanding and advocating for the new forms of service delivery and building community resilience. Elected members involvement and ownership in change, e.g. Workshops. Member Development.

7. Review

7.1 Understanding the progress made against the outcomes will be measured systematically throughout the life of the programme to ensure that our activity is having the intended impact, whether the planned course of action remains worthwhile, how confident we are that the outcomes can be delivered and identify what we need to change.

7.2 This evaluation will periodically include joint work and workshops with stakeholders. The high-level outcomes described in the Transformation Brief will be further developed and regularly reported on.

VISION <i>‘Citizens and carers thriving within their communities, with equal life chances in employment, education, training, health and relationships, supported by a skilled, strength based and compassionate workforce’</i>

4 KEY PERSON CENTRED OUTCOMES			
Independent living	A purposeful life	Feeling happy through friendships, relationships and connected to the community	Able to live as healthy a life as possible

5 STRATEGIC INTENTIONS				
INDEPENDENCE AND WELLBEING	COMMUNITY CONNECTIVITY AND RESILIENCE	PERSONALISATION AND INNOVATION	WORKFORCE DEVELOPMENT	DOING THE RIGHT THINGS WELL
Enabling citizens and carers to find solutions that meet their needs and aspirations, based on their strengths and personal assets.	Deliver greater integration and partnership working with local communities.	Promote and maintain independence, which is personalised, flexible and responsive.	Develop a Workforce Strategy which promotes learning and a supportive work environment affecting cultural workforce change to focus on positive risk taking.	All business processes streamlined. To fully understand costs and demand so that opportunities for prevention are maximised. To co-produce Quality Assurance Standards and further develop and grow the experts by experience Quality Checkers.

8 UNDERPINNING DESIGN PRINCIPLES			
Maximisation of Independence and Life Opportunities	Community focussed	Personalisation of Services	Effective partnership working and co-production
Outcome Focussed	Efficient- doing the right things well.	Performance management and managing the culture change needed to transform	One Market
Delivering transformation based on dynamic relationships between professionals, the citizen and carer, driven by the strengths of the citizen to maximise and celebrate life opportunities			

Birmingham City Council.
Pre-decision Scrutiny Briefing for Members of the Health and Adult Social Care
Overview and Scrutiny Committee – Confidential
24th July 2024



Title:	ADULT SOCIAL CARE DAY CENTRE CONSULTATION: Your day, Your Say'
Lead Cabinet Portfolio:	Councillor Robert Pocock, Cabinet Member for Adult Social Care.
Relevant Overview and Scrutiny Committee:	Health and Adult Social Care Overview and Scrutiny Committee.
Report Author(s):	<p>Linda Harper, Change Advisor Adult Social Care Email: linda.harper@birmingham.gov.uk</p> <p>Dr Temitope Ademosu, Assistant Director Adult Social Care Email: Temitope.ademosu@birmingham.gov.uk</p> <p>Caroline Naven, Head of Service Adult Social Care Email: caroline.naven@birmingham.gov.uk</p> <p>Sarah Feeley, Head of Service Adult Social Care Email: sarah.feeley@birmingham.gov.uk</p>
Authorised by:	Dr Temitope Ademosu Assistant Director Adult Social Care

1 EXECUTIVE SUMMARY

- 1.1 In April 2023 Cabinet received a report which approved the recommendation to improve Birmingham City Council Internal Day Centres and to develop a Commissioning Strategy in relation to external Day Opportunities.
- 1.2 In respect of the internal Day Centres there are nine in the city which support 426 people and provide respite to carers and families. In February 2024, Cabinet agreed to a savings proposal of £1.95 million for 2024/2025 and £3.5 million in 2025/2026 across the internal Day Centres.
- 1.3 After a review of the service, a public consultation has been undertaken on the savings proposals and associated options from the 7th May to the 9th July 2024. The preferred option, subject to consultation, was to consolidate the service by the relocation of staff and citizens who choose to, from 4 of the 9 Centres to either the 5 remaining Centres or other day opportunity facilities within their communities.
- 1.4 This option results in no citizen losing a service, and no carer impacted by a loss of respite care. This preferred option, subject to consultation, would also mean that no staff would lose their job. The rationale for the 4 Centres identified for proposed closure was informed by both qualitative and quantitative data.
- 1.5 The responses from this public consultation, both quantitative and qualitative, are currently being analysed to inform the key themes and the report to Cabinet which will include the consultation feedback to allow them to make their decision in September 2024.
- 1.6 All citizens and carers following the final Cabinet decision, dependent on its nature, would be provided with support to understand the additional services available to them from which they can choose. This choice would include the internal Day Centres, subject to Cabinet decision, and the Day Opportunities commissioned from the independent sector. Citizens would also have the choice of Direct Payments, whereby they can choose a different service of their choice to meet their assessed needs.
- 1.7 A map of externally commissioned and internal Day Centres is attached as Appendix 1 which reflects the breadth of choice across the city, although this can be constrained by citizen choice, need and access to transport, the latter being an issue identified across the market.
- 1.8 Birmingham City Council wants the best quality of life for all our citizens and as a part of this we are committed to the continuous improvement of our internal Day Centres alongside the Day Opportunities commissioned by the Council from the independent sector. There is a recognised interdependency between the internal provision and the externally commissioned provision for adults with disabilities, to enable more choice for our citizens, their carers and families.
- 1.9 The Day Centre and Day Opportunities offer for citizens and carers in Birmingham is based on a one market approach. This includes the 9 internal Day Centres and the 57 external Day Opportunities which are provided across 74 Centres (18 of which are outside of Birmingham). These services offer choice to citizens and carers based on an assessment of need, including level of complexity, matched with the 'type' of service required. A Day Opportunities Booklet has been produced which provides the detail of these services and indicates the breadth of choice available, (Appendix 2).

- 1.10 In respect of the externally commissioned Day Opportunities, Cabinet agreed the development of a Commissioning Strategy which returned to Cabinet in April 2024 and was approved. This is attached to this paper as Appendix 3. External Day Opportunities.
- 1.11 External Day Opportunities currently support upwards of 1,000 adults, including those who self-fund. Provision is largely building based. Details of the providers can be found in the Day Opportunities Booklet as referenced in Section 1.2 and attached as Appendix 2. There is currently capacity with the market for citizens who require Day Opportunities.
- 1.12 The external Day Opportunities, as with the internal Day Centres, are not regulated by the Care Quality Commission. The Commissioning Strategy and procurement of a Flexible Contracting Arrangement will set the foundation for further quality and value, applying clear commissioning expectations and defined outcomes for citizens for the externally commissioning Day Opportunities.
- 1.13 The external Day Opportunities providers voluntarily engage with the Council in its Quality Assurance programme. The approach used was co-produced with citizens and carers. To date there have been no significant issues raised. There is also regular communication with the external market and the work to implement the Commissioning Strategy is through co-production with providers.
- 1.14 The detail of the Commissioning Strategy is outlined in the approved Cabinet Report of April 2024 and attached to this paper as Appendix 3. Since receiving approval for the external Day Opportunities Commissioning Strategy there has been initial market engagement on the proposals, with more meetings planned for late summer 2024.
- 1.15 Both the internal Day Centres and the external Day Opportunities are on an improvement and transformation journey, as one market, to make the support it provides of higher quality, more responsive to people's needs and more cost effective.

2. RECOMMENDATIONS

- 2.1 That the Committee note the context to the Day Centre Consultation, its methodology and its interdependency with the wider commissioned market and have the opportunity to comment.
- 2.2 That the Committee note that the data analysis of consultation responses received is in progress and not yet completed. Subsequently, any comments can only be made based on the premise of the preferred option pre the consultation and the emerging themes from the analysis to date.
- 2.3 That the members of the Health and Adult Social Care Overview and Scrutiny Committee agree any comments/recommendations to be included for consideration in the Cabinet Report.

3. KEY INFORMATION

Context

- 3.1 The Adult Social Care Day Centre Consultation, 'Your day, Your say', was launched on the 7th of May 2024. The approach to the consultation was facilitated by the Council's Public Participation Team and shaped by engagement with citizens and carers with lived experience who advised in relation to how best to include carers and citizens in a meaningful way. Advice was also sought from voluntary and community sector partners whose core business was the support of carers and advocacy.
- 3.2 We considered several proposed options in relation to the Day Centres against four important questions linked to our quantitative and qualitative analysis. These were:

Quality	Would the proposed options improve the quality of facilities and activities people are able to access?
Value for Money	Would the proposed option represent good value for money, between the short and longer term?
Least Disruption	What degree of disruption to citizens and carers would result from the proposed option?
Future Direction of the Service	Would the proposed option meet the key components and principles of our Improvement and Transformation Journey

Proposed Options

Option	Reasons why this might work	Reasons why this might not work
Option 1- Do nothing-continue to run the 9 Day Centres in their present format	<ul style="list-style-type: none"> • Would be less disruptive for existing citizens and carers 	<ul style="list-style-type: none"> • Would not improve the quality of facilities or increase the efficiencies of all Centres • Would not improve VFM • Would not deliver the proposed savings • Would not be financially sustainable • Would not meet key outcomes or principles of the Improvement and Transformation Journey
Option 2- Refurbish the Day Centres so they meet modern standards	<ul style="list-style-type: none"> • Would be less disruptive for existing citizens and carers 	<ul style="list-style-type: none"> • Would not provide value for money • Would not be financially sustainable

		<ul style="list-style-type: none"> • Would not deliver proposed savings • Would not meet outcomes/principles of Improvement and Transformation Journey
Option 3- Rationalise the service by the relocation of existing citizens and carers from 4 Day Centres to the remaining 5 Day Centres	<ul style="list-style-type: none"> • Would improve quality of facilities and services • Would provide VFM. • Would meet key outcomes/principles of Improvement and Transformation Journey • Would deliver proposed savings 	<ul style="list-style-type: none"> • Would cause shorter term disruption to citizens and carers
Option 4- Close all Day Centres	We did not identify any benefits to this option.	<ul style="list-style-type: none"> • Would cause maximum disruption to citizens and carers • Would not meet outcomes/principles of Improvement and Transformation Journey

Based on our analysis of the quality and quantitative data in relation to the nine Day Centres, the preferred option, subject to consultation was Option 3.

Consultation methodology

- 3.3 The consultation included a hybrid of 4 virtual and face to face meetings at venues across the city selected based on building accessibility and public transport routes. The Day Centre buildings were not used for the Public Meetings in recognition of our safeguarding responsibility to protect vulnerable citizens because of their circumstances. The virtual meetings were recorded to ensure accuracy but not shared to protect the identity of participants.
- 3.4 In addition to the public meetings there were targeted consultation meetings across all the internal Day Centres, (18 in total), one for citizens and 1 for carers, to enable freedom of response in a safe place. However, where there was a preference for citizens and carers to attend together this was respected. Day Centres were asked to identify communication preferences for citizens prior to the meetings based on their direct knowledge and experience. Advocacy support was provided, together with easy read documentation. Signs and symbols language was available for citizens who were none- verbal.
- 3.5 Each meeting adopted the same format. There was an initial presentation of the context to the proposal, the options considered and the preferred option subject to consultation. The presentation was also available in easy

read. Following this presentation, citizens and or carers were invited to move into smaller groups for discussion of the proposals and to raise any questions. The Frequently Asked Questions were collated and formed a published running commentary throughout the consultation. The notes from the meetings also informed the frequently asked questions and are attached as Appendix 4.

- 3.6 Further to the targeted consultation meetings, the Centres were offered the opportunity of consultation friendship groups. This was to support citizens, particularly those who were autistic, to participate in a small, quiet space with familiar staff and friends to engage in the consultation and to provide an informed response.

Consultation Approach

- 3.7 The public, citizens and carers were able to respond to the consultation and gain additional information in a variety of ways:

- Your day, Your say' consultation email address
- Your day, your say' consultation telephone line
- Birmingham City Council Website and Be Heard Survey
- Access to hard copies of the consultation questionnaire, available at the Day Centres
- Provision of stand-alone responses as an alternative to the questionnaire
- Attendance at the consultation meetings
- Attendance at the consultation Friendship Groups

- 3.8 The public, citizens and carers were provided with additional information to support them to respond, including the Equality Impact Assessment, the Consultation Document which outlined the context and proposals the options and the preferred option and how to engage. The consultation document and questionnaire were available in easy read. In addition, there were the frequently asked questions. The documentation was available on the Council website and in hard copy format at the respective Day Centres. The consultation document is attached as Appendix 5.

- 3.9 The consultation documentation alongside the Frequently Asked Questions collectively aim to provide the detail, including the value for money challenge, context to the proposals, the options and the rationale for the recommended proposed option. The consultation documentation and approach has been informed by the robust analysis of both quantitative and qualitative data and benchmarking with other Local Authorities to ensure that the consultation proposals and approach was also outward facing.

- 3.10 The data analysed was taken from comparative time periods relating to pre and post COVID. The qualitative data which informed the proposals for consultation was taken from a number of different sources including Phase 1 and 2 of the Red Quadrant work across the internal Day Centres and the independent sector, the 100-day sprint and the staff engagement sessions in relation to the internal Day Centres.

Support for carers

- 3.11 The impact of these proposals on carers and health and wellbeing has been considered. At the start of the consultation, the first meeting was held specifically for carers. We wanted to ensure there was a dedicated platform to engage with carers and for them to share their views, particularly in relation to how best to engage.
- 3.12 Throughout the consultation, meetings were held for carers within each Day Centre. The consultation has been an iterative process. As a result of concerns raised by carers, information from the Birmingham Carers Hubs were collated and displayed across all Centres.
- 3.13 Birmingham Carer's Hub is managed by Forward Carers CIC, an award-winning, not-for-profit Social Enterprise, offering general Carer advice, creating Carer friendly communities, and providing events and groups. The Hub is for Adult Carers aged 18 or more caring for someone who is elderly, sick, disabled or frail within Birmingham.
- 3.14 A range of services are provided by the Hub to unpaid carers including statutory carer assessments for adult carers, a dedicated website with an advice and information service, wellbeing checks and payments, training, signposting to other agencies who can offer additional support and one to one and group support sessions. It was therefore important for them to be a partner advising on approach and engagement to the consultation, whilst also ensuring carers were linked into a support network as and when required.
- 3.15 In addition to this support, each internal Day Centre hosts carer's groups, providing a forum for carers to input into the operational running of the Centre's and to share any concerns.

Support for staff

- 3.16 Change can be an unsettling time for staff. As a result, staff have been engaged since the start of this improvement and savings journey, part of which informed the consultation. This included, prior to the consultation, staff engagement sessions across all 9-day Centre's, led by the Assistant Director and Head of Service in November 2023. These sessions sought staff views about the existing offer and potential for improving outcomes for citizens.
- 3.17 In addition to the staff engagement sessions, further work was progressed as a part of the 100-day sprint. Staff were represented on each working group, which enabled staff ideas to inform the Improvement Plan.
- 3.18 Staff also receive a weekly publication, entitled The Day Opportunities Digest, to keep them abreast of the work across the whole service area. Staff have been reminded about the support available through the EAP, supervision, coaching and occupational health.

Support for citizens

- 3.19 Each consultation session at the Day Centres were developed by Trusted Citizens who informed how best the session can engage citizens. Each consultation session for citizens was followed by friendship groups for those who wanted to discuss the proposals in greater detail. These groups will continue to meet for as long as the citizens require them.
- 3.20 The consultation sessions for citizens were supported by the Public Participation Team who brought lived experience to the approach, strengthening the meaningful engagement. There was also advocacy support for citizens, where required.

- 3.21 Concerns were raised during the consultation around citizens limited capacity within which citizens have not been able to contribute to the proposals due to their non-verbal abilities. The table below shows the number of citizens in each Centre who are non-verbal:

Day centre	Non-verbal citizens attending DC	Total number of citizens attending DC (average across the week)	Percentage of non-verbal citizens
Alderman Bowen	28 non-verbal citizens and 12 that are limited	71.4	56%
Beeches Goldd	3	7.6	39.5%
Fairway	0	9	0.0%
Ebrook	14	39.6	35.4%
Elwood	6	21.9	27.4%
Harborne	12	48.2	24.9%
Heartlands	2	51.8	3.9%
Hockley	29 (31 including Heartlands)	48	64.6%
Moseley	31	74.8	41.4%

In recognition of this emerging challenge, signs and language symbols were utilised.

Health Impact Assessment pilot

- 3.22 The Day Centre saving programme is partaking in the initial round of Health Impact Assessment pilots. Health impact assessments provide a practical approach to assessing the potential health effects of this programme, particularly on vulnerable or disadvantaged groups.
- 3.23 HIA provides a vehicle to further engage with citizens, carers and partners potentially affected by this proposal. This supports officers to make choices about alternative options to actively promote health and prevent harm.
- 3.24 In addition to the protected characteristics the potential impact on carers and citizens with a learning disability and/or autistic have been recognised. The approach to the consultation as outlined in this paper focussed on carers as well as citizens to ensure inclusion and meaningful engagement, with additional support arranged via the Birmingham Carers Hub. The Friendship Groups recognised the specific needs of autistic people in relation

to quiet space. Further to any decision by Cabinet the required carer and citizen supportive reviews, will be undertaken and ongoing support provided to relieve anxiety and reduce any potential negative impact on the mental health of both carers and citizens.

Emerging themes and insights

Further to the close of the consultation on the 9th of July 2024, the quantitative data, subject to further validation is:

Public Consultation Meetings	Address	Time	Attendees
16/05/2024	N/A – Virtual	2-3pm	3
13/06/2024	N/A - Virtual	1-2pm	1
17/06/2024	Harborne Pool & Fitness Centre, Lordswood Road, Harborne, Birmingham B17 9QS	2-3:00pm	14
8/07/2024	DRC (Disability Resource Centre) Information Health and Wellbeing Centre, Unit 18, Ace Business Park, Mackadown Lane, Kitts Green, B33 0LD	10:30-11:30am (not 2-3pm)	8

Day centre consultation meetings (Citizens and Carers);			Citizens	Carer	Attendees
08/05/2024	Virtual	N/A	N/A	7.00 - 8.00pm	3
13/05/2024	Alderman Bowen	Alderman Bowen, 125 Broadway Avenue, Bordesley Green, Birmingham, B9 5YD	10.30 - 12pm	N/A	46 (+1 advocate)
			N/A	1 - 2.30pm	21
15/05/2024	Ebrook	Shooters Hill, Sutton Coldfield, B72 1HX	10.30 - 12pm	N/A	38
			N/A	1 - 2.30pm	6
28/05/2024	Elwood	270 Reservoir Road, Erdington, Birmingham, B23 6DE	10.30 - 12pm	N/A	21 (Elwood)
					10 (Beeches GOLDD)
			N/A	1 - 2.30pm	7 (includes Beeches GOLDD Carers)
03/06/2024	Fairways	2 Fairway, Kings Norton, B38 8XJ	10.30 - 12pm	N/A	12
			N/A	1 - 2.30pm	6
10/06/2024	Harborne	370 West Boulevard, Quinton, Birmingham, B32 2PG	10.30 - 12pm	N/A	48
			N/A	1 - 2.30pm	51
11/06/2024	Hockley	27 All Saints Road, Hockley, Birmingham, B18 5QB	10.30 - 12pm	N/A	63
			N/A	1 - 2.30pm	17 (includes Heartlands Citizens)

18/06/2024	Moseley	1 Amesbury Road, Moseley, B13 8LD	10.30 - 12pm	N/A	50 (includes Heartlands Citizens and Carers – a number of cares attended at 10:30)
			N/A	1 - 2.30pm	6 (includes 1 Citizen)

Consultation Responses:

Consultation Mechanism	Consultation Response
Friendship Groups were held at the following Day Centres to collect feedback	Alderman Bowen, Ebrook, Harborne, Heartlands, Hockley and Moseley
Friendship Groups <u>were not held</u> at the following Day Centres as they were not required, as Citizens felt able to complete the Questionnaire without the need for an additional session	Beeches GOLDD, Elwood and Fairway
Consultation email address; yourdayyoursay@birmingham.gov.uk	48 emails were received during the Consultation period
Consultation telephone line; 0121 675 8454	3 telephone calls were received during the Consultation period
Consultation documentation was made available on the following BCC ASC Webpage	Consultations to Help Us Reshape Consultations to Help Us Reshape Birmingham City Council
Consultation documents were additionally made available on Birmingham BeHeard	84 Consultation questionnaires have been completed via the Birmingham BeHeard website
Hard copies of the consultation documents and questionnaires were available at the Day Centres.	198 Hard Copy Questionnaires have been received
Consultation Stand-alone email responses received included	Petitions were received in relation to Harborne, MP Enquiry in relation to Harborne, Healthwatch and Midland Mencap Response, Conservative Group, Law Centre, Councillor Responses, Media interest and Social Media

3.25 The emerging key themes from the limited analysis of the qualitative data so far are:

- The lack of provision in the South if the preferred option for consultation was to be agreed by Cabinet
- The impact on the health and wellbeing of citizens due to having to relocate
- The impact on the carer's health and wellbeing and the possibility of the need to place their family member in care

- The lack of data to evidence that younger people are not choosing the internal Day Centres
- The rationale in relation to the impact of COVID and declining attendance is not fully understood
- The data to support the rationale for the preferred option is flawed
- The consultation process was not meaningful, and the decision has already been made
- The Councils inability to manage its finances is now at the cost of citizens and carers

3.26 The completion of the consultation analysis will inform the final recommendations for decision to Cabinet on the 3rd of September 2024.

Heartlands Case Study

- 3.27 Heartlands Resource Centre was temporarily closed in February 2024 for health and safety reasons. This temporary move provides a blueprint of how citizens can be supported to transition well to alternative Day Centres and offers, which will help mitigate the emerging risks from the initial analysis of responses received during the consultation.
- 3.28 At the start of the transition process, each citizen and their carer had a session to explore their forward plan. This conversation included a discussion on citizen's needs, the service they wished to attend, where citizens friends were moving to, geographical location, transport and staff support.
- 3.29 Citizens were provided with the opportunity to visit other locations. This allowed them to make an informed decision of where they wanted to attend. They were then supported to spend different times at different Centres to familiarise them with the Centres, staff and other citizens.
- 3.30 Several meetings were held with citizens and carers throughout this process, providing information in accessible formats. Once citizens started to move to their chosen location, Heartlands staff transitioned with citizens and continued to support the citizens. Personal profiles for each citizen were provided to Centres where citizens transitioned to. Within the first few weeks, citizens and carers reported feeling supported throughout the day.
- 3.31 There is currently a newsletter produced for Heartlands citizens, with the aim to retain the bonds within social groups. Community trips to the local theatre have been arranged for Heartland citizens and several "meet ups" have been arranged in Cannon Hill Park to help maintain friendships.
- 3.32 Some of the citizens have thrived in their new environment as they have had the opportunity to try new activities as well as meet new people and develop new friendships. For some citizens it has given them the opportunity to try new things i.e. use of adapted bikes, weaving, singing in a choir and gardening etc. For others, support continued as the journey was not always smooth, however this has provided an initial blueprint for how to manage the transition for each citizen drawing on a person centred, strengths-based framework.

Benefits of the 'one market' approach

- 3.33 Concerns were raised around the impact on carers and citizens who would have to travel from South of the city to other areas in Birmingham. Impacting carers respite and citizens day opportunities due to increased travel time.
- 3.34 Across Birmingham, there are a number of Day Centre opportunities for citizens. Although market capacity is constantly moving, the table below and map (Appendix 1), demonstrates that there is capacity in the market to accommodate those citizens who may wish to attend one of the many external Day Centres across the City.
- 3.35 There is a breadth of services on offer and citizens can be reassessed with a view to accessing alternative provision. The table below provides a snapshot of the opportunities in close vicinity to each Day Centre proposed to close:

Day centre proposed to close	Number of day opportunities within a 5 mile radius
Harborne	19
Fairways	13
Heartlands	34
Beeches Gold	20







TRANSFORMATION

- 3.36 The Day Opportunities market, including the internal Day Centres is subject to both improvement and transformation, ensuring that the current interdependency of the internal and external services continue to offer services as a whole to citizens and carers which are continuously improving and transforming.
- 3.37 The Commissioning Strategy for the external market will strive to improve the quality of the external Day Opportunities for citizens and carers whilst ensuring value for money for the Council, whilst the internal Day Centres similarly have two key drivers to their Day Centre Improvement Plan. Cost savings are a key driver, however the transformation of the Day Centres, ensuring these also offer best value to citizens is of equal importance.
- 3.38 Transformation of the internal Day Centres provides an opportunity to modernise and expand the current offer to create thriving hubs that are full of both staff and citizens. The aim is for these Centres is to be at the heart of their local community where citizens will benefit from a blended offer by attending the Day Centre as well as accessing amenities within the local community. An equal commitment, as with the externally commissioned services, is to quality and improved outcomes for citizens which are clearly defined and measurable. A Team of Quality Assessors, including citizens and carers has been established, working alongside managers from the service to drive quality based on lived experience. This work will inform the co-production of quality standards and will align to the external Quality Assurance Framework as it continues to develop.
- 3.39 Transformation work across the internal Day Centres commenced in June 2023. This began with the introduction of a one-hundred-day sprint which included the formation of 13 working groups to focus upon a range of issues from operational functions, such as buildings and transport, to outcomes and personalisation for citizens. These groups consisted of colleagues from the Day Centres, citizens and carers. Each group produced a series of recommendations. From November 2023, engagement sessions were held with managers, staff and key stakeholders of the internal Day Centres, including citizens and informal carers to further inform the required improvements.

- 3.40 Co-production has underpinned the transformation approach. The EMPOWER YOU team, comprising of citizens, with lived experience, interviewed other citizens to seek their views about the service. In addition, Red Quadrant (external consultancy) conducted Phase 2 of their work to further inform both the improvement and transformation of services. Links have been formed with Neighbourhood Network Schemes, PURE and other employment projects, enablement activities such as independent travel training and work to reestablish social enterprises within the Centres.
- 3.41 This Transformation Plan which reaches out across the whole market includes the provision of a bespoke, person-centred offer with outcome driven plans for each individual citizen. These plans will include a planned schedule of support with clear aims and objectives relating to the citizen's key interests such as training, employment or enablement.
- 3.42 The whole ethos of transformation is to ensure that citizens and carers have choice and control over their own lives, and for this reason the offer of the future needs to be more responsive and flexible, focussing on strengths and outcomes and connectivity with their local communities. By working as one market and in collaboration the shared aims can be achieved.

4. APPENDICES

4.1: The Appendices to this paper are:

Appendix No.	Title	
Appendix 1	Map of Provision	 LD DC Map 20240723
Appendix 2	Day Opportunities Booklet	 Day Opportunities Booklet - 2024
Appendix 3	Commissioning Strategy	 Day Opportunities s Commissioning Strate
Appendix 4	Frequently Asked Questions	  Your Day Your Say Your Day Your Say Day Centre Consultati Day Centre Consultati
Appendix 5	Consultation Document	 Your Day Your Say Day Centre Adult Soci

APPENDIX 9.18

1 Purpose

- 1.1 This appendix sets out a summary of the recommendations and key points arising from the Pre-Decision Scrutiny by members of the Health and Adult Care Overview and Scrutiny Committee of the review of Internal Day Opportunities.
- 1.2 It also sets out the Executive response to this summary.

2 Recommendations

- 2.1 That the Health and Adult Social Care Overview and Scrutiny Committee recommends that, when making the decision about the future provision of Internal Day Opportunities Services, Cabinet:

- 2.1.1 Fully considers the impact of changes to Day Centres on unpaid carers, and specifically responds to the points below:
 - The age and vulnerabilities of carers
 - The mental and emotional stress for carers that has resulted from the proposed changes and any future changes to services
 - The additional support that carers will need to provide to citizens who may struggle to adapt to a service at a new location with unfamiliar facilities and staff.
- 2.1.2 Has considered lessons learned from the disengagement of citizens during the pandemic to ensure that following any changes to the Day Centres all eligible citizens continue to benefit from the support available from Day Opportunity Services.
- 2.1.3 Is assured that that the consultation was based on best practice and meets legal requirements.
- 2.1.4 Is assured that the Council has sufficient capacity and expertise within the organisation to manage statutory consultations.
- 2.1.5 Fully considers the location of Day Opportunities across the city and the impact of accessibility to services and travel times for citizens particularly in the south of the city.
- 2.1.6 Agrees clear outcomes for internally and externally provided Day Opportunity Services that set out how outcomes for citizens, families and carers will be improved and what indicators will be used to monitor this.

2.1.7 Agrees that the Commissioning Strategy for Externally Provided Day Opportunities includes a quality assurance framework that will be available to citizens, families and carers.

2.1.8 Carefully considers the Harborne Day Centre report, provided by family of people who use the centre, when making the decision about the future of Day Centre Provision in the south of the city.

3 Background

3.1 The Health and Adult Care Overview and Scrutiny Committee held a virtual meeting on 24 July to undertake pre-decision scrutiny of the review of Day Opportunities.

3.2 Councillors Fred Grindrod (Chair), Shabina Bano, Kath, Scott, Julien Pritchard, Gareth Moore, Jon Hunt and Kath Hartley were present at the meeting. The Cabinet Member Governance, Transformation and HR as acting Cabinet Member for Health and Social Care was in attendance with the following officers: Temitope Ademosu, Assistant Director - Adult Social Care (Community services and EDI), Julia Lynch (Assistant Director, Legal Services); Caroline Naven, (Head of Service, Ops & Partnerships Adult Social care); Ceri Saunders (Cabinet Support Officer ASC); Fiona Bottrill (Senior Overview and Scrutiny Officer) Ade Fashade (Interim Scrutiny Officer)

3.3 The information shared with the members of the Scrutiny Committee included details of the 'Your day, Your say' consultation process and a summary of the consultation responses, information on the current internal and external Day Opportunities services available to residents, details of the Commissioning Strategy for Externally Provided Day Opportunities, details of the temporary closure of Heartlands Day Centre and also the improvement and transformation of services.

4 Summary of Overview and Scrutiny Committee discussions

4.1 The following key points were raised by the Committee:

4.1.1 Members commented that the information had been circulated on the day of the briefing which provided limited time to consider in advance and identify issues to be discussed.

4.1.2 Members requested assurance that the previous consultation and engagement work undertaken by Red Quadrant had informed the development of the consultation options, the consultation process and will inform the decision that will be made by Cabinet.

- 4.1.3 Members recognised the mental and emotional stress that the change proposals create for citizens their families and carers. It was discussed that it can be difficult to balance the time needed for the consultation and the uncertainty that this creates.
- 4.1.4 Members were particularly mindful of the role of unpaid carers who will be affected by any changes to the Day Opportunity Service and the stress that they experience as part of this process. The care they provide should not subsidise the Council budget. It was discussed that the Cabinet report should fully consider the impact of any change in service on unpaid carers.
- 4.1.5 Members questioned the use of the previous temporary closure of the Heartlands Resource Centre in 2024 as a model for how citizens can be supported through the transition of the wider service as the implications of a temporary service change will be different from a permanent service change. Members requested assurance that Adult Social Care monitored how citizens continued to access support once the temporary relocation took place and if there were lessons learned when citizens disengaged from the service during the Covid-19 pandemic
- 4.1.6 Members requested assurance that the consultation was based on best practice and that lessons had been learned from the proposed Day Centre closure in 2016 that had been subject to Judicial Review. Members requested assurance that the consultation was legal and the outcome was not pre-determined. Members requested the King's Counsel advice which had informed the consultation proposal. Members discussed that it is important that the Council has sufficient capacity and expertise within the organisation to manage statutory consultations.
- 4.1.7 Members asked if the options set out in the consultation were realistic and reflected the full range of options that could have been considered. It was noted that consultation feedback had highlighted the lack of provision in the South of the City in the preferred Option.
- 4.1.8 Members recognised the level of trust that has been developed between citizens and their families and the current council provided day opportunities centres. Members want citizens, families and carers to be able to have a high level of trust in the provision from external providers and requested that assurance is provided in relation to the quality of care that will be provided under the Commissioning Strategy for Externally Provided Day Opportunities.
- 4.1.9 Members recognised the opportunity to develop new services through the Commissioning Strategy for Externally Provided Day Opportunities. The Cabinet should set clear outcomes for internal and externally provided Day Opportunity Services that set out how outcomes for citizens, families and carers will be improved and what indicators will be used to monitor this.

5. Executive Response

5.1 The review undertaken by Red Quadrant informed the qualitative data referenced in the consultation documentation and the Cabinet Report. The main aspirations of citizens that emerged from the review were to access more community activities, learn new skills, find work and go on holiday. The approval of the report to Cabinet will enable the Service to focus on such priorities which are reflected in the Day Centre Transformation Brief, Appendix 9.17 to the Cabinet Report.

5.2 The Cabinet Report fully considers the impact of any change in service on unpaid carers. The proposal is the relocation of citizens from the 4 Day Centres for closure to one of the remaining 5 Day Centres, or alternatively to a Day Opportunities Service from the external market or access to a Direct Payment. The proposal does not mean an end to the service for the citizen or the loss of respite for their carers and is a reason for the recommended proposal. Carers have been supported throughout the consultation with regular communications, dedicated consultation meetings and independent support of the Council from Birmingham Carers Hub.

5.3 Subject to Cabinet approval, carers would be supported alongside citizens to make an informed choice to alleviate concerns and identify any specific requirements in relation to additional support. Citizens and their carers would be supported to visit alternative Day Centres with their friendship groups and familiar staff, if preferred, and would have the opportunity to do this more than once to reduce concerns about unfamiliar surroundings and transport routes. It is recognised that linked to the wide spectrum of support needs and the needs of older carers, this will vary from person to person. If appropriate travel training would also be available. The choice of alternative services is extensive, including in the South of the City, with 19-day opportunity services available within a 5-mile radius of Harborne for example. The range of services are reflected in the Day Opportunities Booklet, which mitigates the risk of excessive travel and accessibility.

5.4 Currently there are 57 external day opportunity providers (18 of which are outside of Birmingham), supporting Birmingham citizens including those who are autistic, with a learning disability, physical disabilities, acquired brain injury and older adults, including those with dementia. This includes private and third sector providers.

5.5 Day Opportunities are not regulated by the Care Quality Commission, however, to date the providers have engaged voluntarily with a co-produced quality assurance framework since 2019. The Commissioning Strategy approved for implementation at Cabinet April 23rd, 2024, will see the procurement of a Flexible Contracting Arrangement which will set the foundation for quality and value for the future, applying clear commissioning expectations and defined outcomes for citizens.

5.6 Since receiving approval to proceed with implementing the Commissioning Strategy there has been market engagement on the proposals, an open book exercise is in progress to inform the proposed pricing schedule, a new schedule of quality assurance visits is in place with the tender commencing early in 2025.

5.7 In relation to the internal Day Centres the current work in relation to quality with the establishment of Quality Checkers will align with the external market to ensure consistent standards and outcomes for citizens based on a one market approach, which offers choice, flexibility and value for money.

The learning from the Heartlands temporary relocation will inform the approach, subject to Cabinet approval, of the relocation of citizens and the support provided to their carers. Although a temporary relocation it was thoughtful, informative, supportive and respectful of different needs and aspirations, which are the same principles that would be applied to the permanent moves, if approved. Citizens would have the opportunity to continue to meet with their friendship groups if no longer attending the same Centre following the relocation, if that was their choice to do so.

The consultation approach was based on good practice. It was informed by carers and citizens, it was inclusive and meaningful, providing the opportunity to respond in a variety of ways and with comprehensive information to enable people to provide an informed response. The documentation included the rationale, consideration of alternative options and with an opportunity to put forward alternative options that would achieve the required outcomes. People were given the opportunity to listen and respond.

Best practice suggests that a consultation should be from 6 to 12 weeks, the Day Centre consultation was for a period of 9 weeks. People were able to attend accessible consultation meetings, virtually or face to face on a range of dates and times and respond in a variety of ways to suit specific communication needs. Documentation was available in hard copy, easy read and online. Advocacy support was provided.

The consultation and its analysis have been conducted in accordance with the Data Protection Principles in respect of personal data. For a consultation to be legally compliant, it needs to follow a set of principles ('Gunning'):-

Gunning Principle 1: The consultation must be at a time when proposals are still at a formative stage

Gunning Principle 2: The proposer must give reasons for any proposal to permit of intelligent consideration and response

Gunning Principle 3: Adequate time must be given for consideration and response

Gunning Principle 4: The product of consultation must be conscientiously taken into account in finalising any statutory proposals

Throughout the consultation we have been working to these principles and will continue to do so for the decision-making process.



HARBORNE DAY CENTRE

370 West Boulevard Road, Harborne, Birmingham, B32 2PP

Contents

- 1 – History of Harborne Day Centre**
- 2 – What are Adult Day Care Centres?**
- 3 – What does Harborne Day Centre do?**
- 4 – Costs Associated with Harborne Day Centre**
- 5 – Staff and Volunteers**
- 6 – Planned closure of Harborne Day Centre**
- 7 – Health and Well-being Impacts of Closing Harborne Day Centre including Impact Statements from Medical Professionals**
- 8 – Individual Service-Users’ Case Studies**
- 9 – Petition and Comments**
- 10 – Conclusion**

This report has been commissioned and produced on behalf of citizens and carers of Harborne Day Centre with their permission. All names of citizens and carers mentioned in this report have been authorised by them.

HISTORY OF HARBORNE DAY CENTRE

Harborne Day Centre opened in 1970 and is located in the south of Birmingham off West Boulevard, on the border of Harborne and Quinton and covers approx. 0.9ha. Over the last 54 years, the day centre has been a vital asset to the local and wider community of Birmingham and has supported several hundred of the most vulnerable citizens of Birmingham, who have challenging and complex needs and would otherwise struggle in the wider community. This centre is a shining example of support and care in the community.

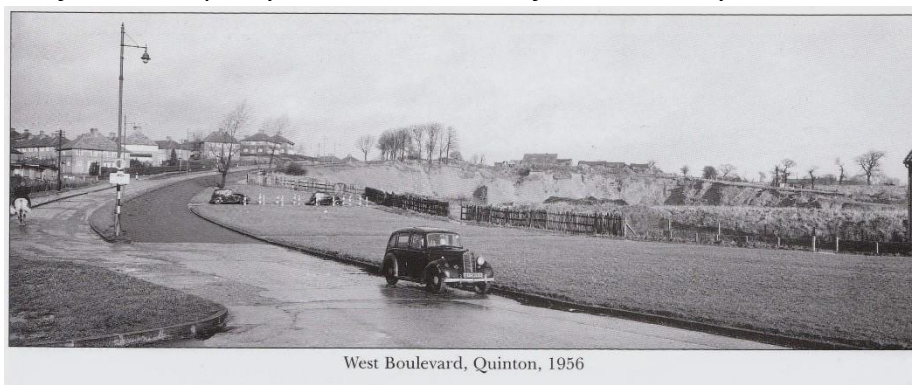
The previous land use was a sand quarry/pit with Powell's farm to the north and it is believed that the sand quarry/pit was used during World War II as a firing range for the soldiers to practice. The sand quarry was then filled in and later, Harborne Day Centre was built. It is believed there is methane gas under the day centre and pipes on the border of the fence.

The day centre neighbours Rilstone Road and the Welsh House Farm Estate which are deprived areas.

Harborne Day Centre used to be used by the local community and generated income from the building being hired out to West Midlands Police and local residents on evenings and weekends. The Coffee Bar used to be a thriving business that was open to the public, generating income and building relationships with the local community and schools.

There is also Herby's Gardening Group attached to Harborne Day Centre with a plot on the allotments where citizens work alongside the public growing and selling seasonal vegetables and plants.

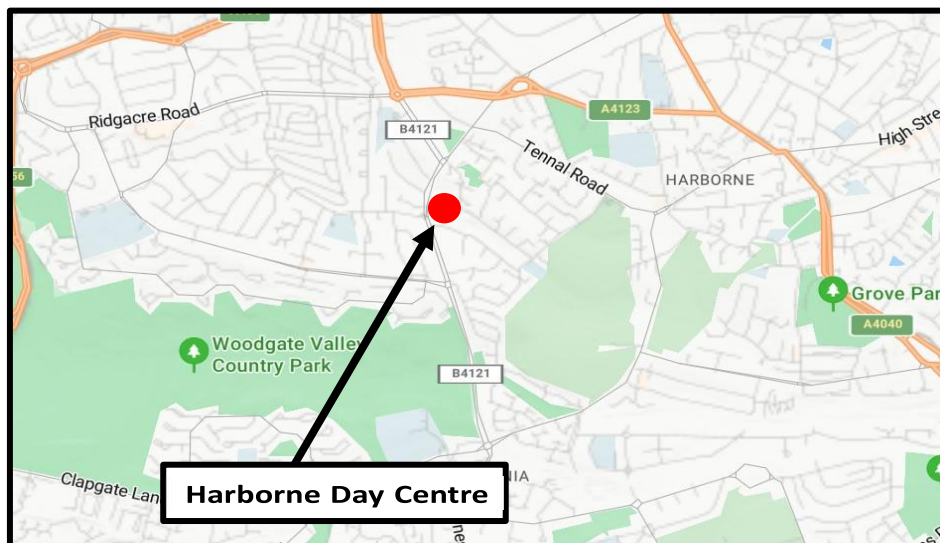
Photo from 1956 of the sand quarry, now the location of Harborne Day Centre.



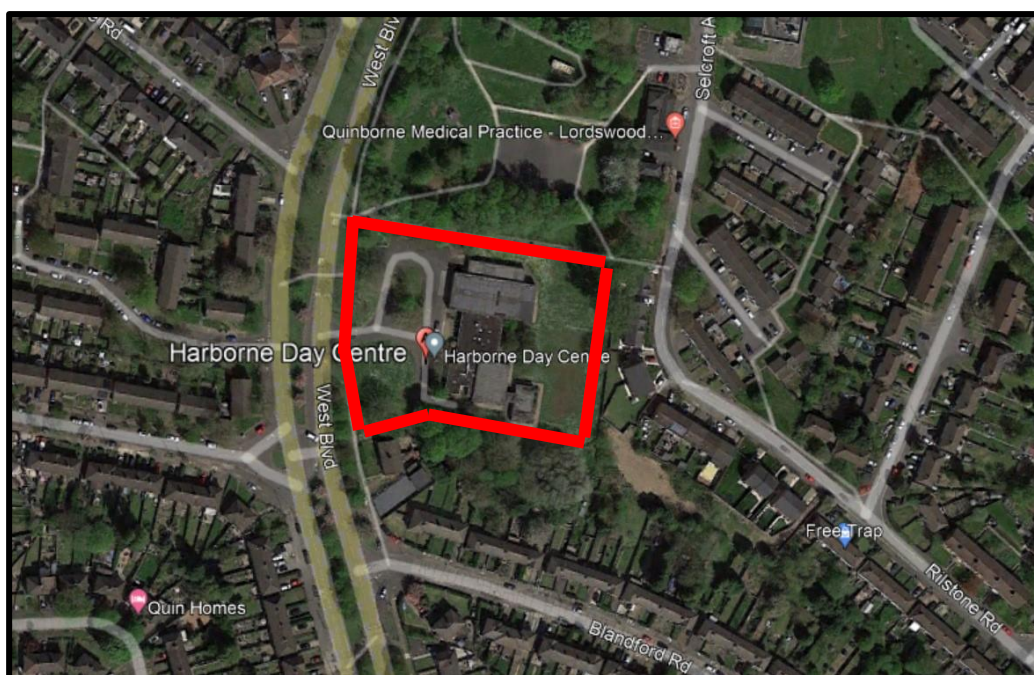
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HARBORNE DAY CENTRE

Below is the location of the day centre in context to the wider area.



Below is the closer surrounding area.



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There are currently 9 council-run adult day care centres in Birmingham:

- Alderman Bowen – Bordesley Green B9 5YD
- Beeches GOLDD (temporarily closed) – Perry Barr B42 2HN
- Ebrook – Royal Town of Sutton Coldfield B72 1HX
- Elwood – Erdington B23 6DE
- Fairways – Kings Norton B38 8XJ
- Harborne – Harborne B32 2PG
- Heartlands (temporarily closed) – Bordesley Green B7 4SB
- Hockley – Hockley B18 5QB • Moseley – Moseley B13 8LD

In May 2024, Birmingham City Council opened up a consultation to permanently close 4 of these 9 adult day centres, the 4 being: Beeches GOLDD, Fairways, Harborne and Heartlands which according to figures from BCC 'Your Day Your Say' consultation document, currently has a total of 109.1 citizens attending daily.

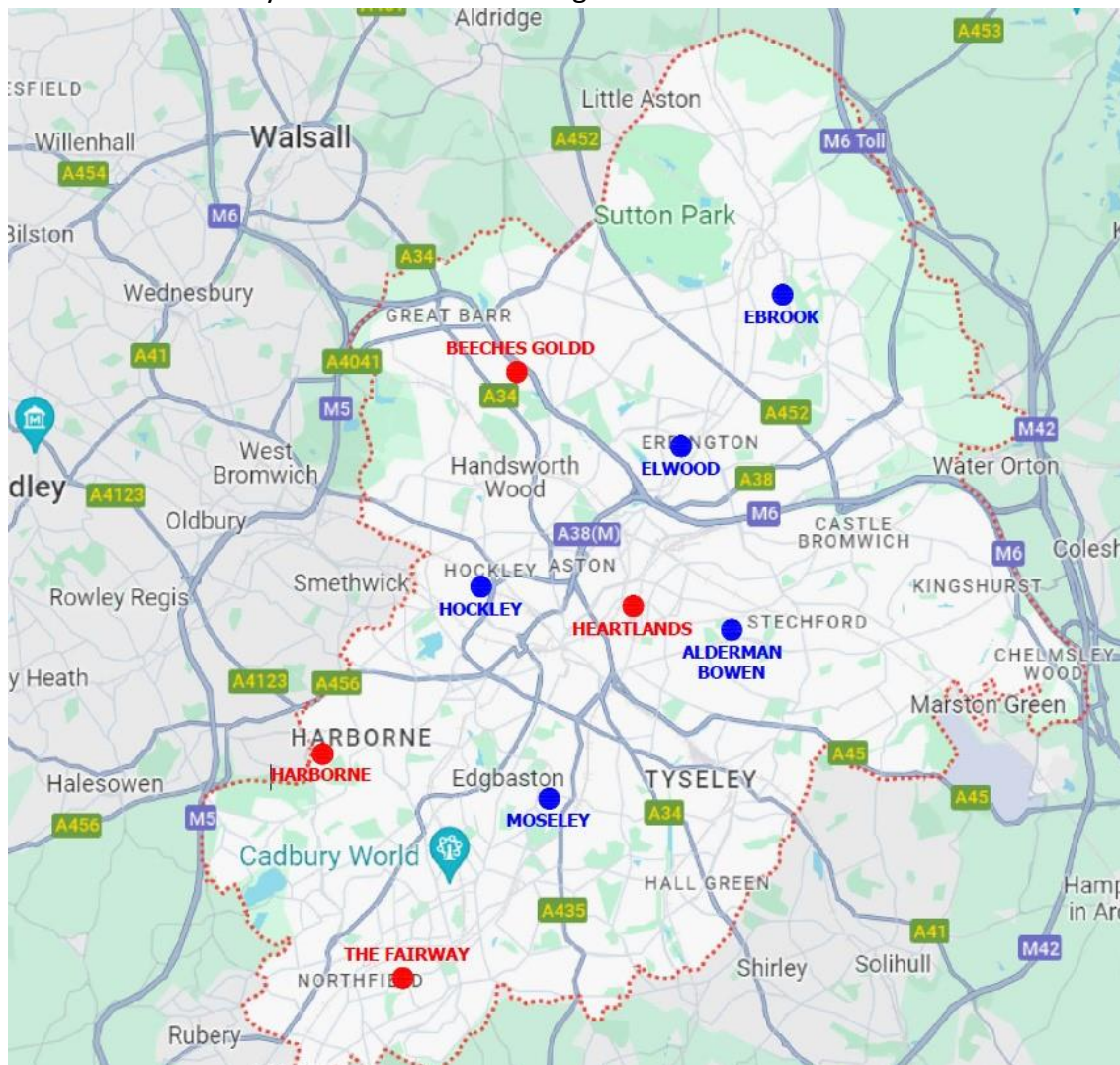
- Beeches GOLDD – 11.4 (currently relocated due to temporary closure)
- Fairways – 8
- Harborne – 41.3
- Heartlands – 48.4 (currently relocated due to temporary closure)

These figures were collated by BCC and are disputable as it is believed Harborne Day Centre currently has 61 citizens attending.

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HARBORNE DAY CENTRE

Location of the 9 Adult Day Care Centres in Birmingham.



RED = Day Centres proposed for closure

BLUE = Day Centres proposed to remain open

Distances of day centres to remain open from Harborne Day Centre:

- Alderman Bowen – 8.4 miles – Typically 22-45-minute journey
- Ebrook – 12.4 miles – Typically 30 minute – 1 hour 5-minute journey
- Elwood – 9.4 miles – Typically 24–50-minute journey
- Hockley – 4.6 miles – Typically 14–28-minute journey • Moseley – 5.0 miles – Typically 14–26-minute journey

The above distances are taking the most direct route and does not factor in pick-up locations of citizens. It is also based on typical timings at 9am on Monday's and avoids motorways. With pick-

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up times of citizens factored in, these timings are expected to be considerably more. The average time at Harborne of the day centre bus starting its journey and arriving at the day centre, including pick-up of citizens is around 45 minutes – 1 hour.

WHAT ARE ADULT DAY CARE CENTRES?

As defined by Birmingham City Council:

'Adult day centres are designed for the ageing population who may find it more difficult to socialise or stay mobile, to get involved in activities designed to promote well-being through social and health-related services. Activities on offer in our day centres include:

- *arts and crafts*
- *chair-based exercise* Social care is about providing physical,
- *music appreciation* emotional and social support to help
- *story-telling* people live their lives. For various reasons
- *bridge* and at different stages in their lives, some
- *lunch clubs* people need support to develop and
- *tea dances* maintain their independence, dignity and
- *IT workshops* control. - NHS
- *health & wellbeing classes*

Day care for adults involves planned activities for older or working-age adults, supporting them with important aspects of social, health, nutrition and daily living. These support services are run by social care professionals and are provided at day care centres in group settings. Day care enables adults who have care needs, and/or who are at risk of social isolation, to engage in social and organised activities, as well as providing a regular break for carers giving them the chance to have some time to themselves and to rejuvenate and to do essential other activities such as shopping and meeting with friends which they would struggle to do without the service the day care centres provide.

To many, caring is a 24-hours-a-day, 7-days-a-week job with little or no external help. Many carers of citizens who attend Harborne are over 55, with some in their 80's and 90's still providing care, having dedicated and devoted their lives for their loved ones and trying to give them the best quality of life they can possibly have. For carers, many of them have had to leave work, adjust their lives and in some cases, not have their own families so they can focus on caring for their family members, rather than putting them into full-time residential care.

Care UK in 2022 estimated that the total number of carers in the UK today is around 10.6 million, which means that 1 in 5 adults are providing care. They also estimate that unpaid carers across the UK save the government £162bn a year.

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Unpaid carers in England and Wales contribute a staggering £445 million to the economy every day – (Petrillo and Bennett, 2023).

Birmingham City Council state: *‘There are more than 91,000 unpaid carers in Birmingham, and it is expected that the number of carers nationally will double after 2030. Many carers balance work with caring responsibilities and it is important that the city offers them help and support.’*

It is believed there are more unpaid carers than there are paid carers in Birmingham.

Cllr Mariam Khan, Cabinet Member for Health and Social Care at Birmingham City Council, stated on 5th June 2023:

‘Carers play an amazing and often unsung role in society, helping to support loved ones, neighbours and friends as well as helping to sustain our health and social care system.’

‘Too many carers go to bed not knowing how much sleep they [sic] will get, whether they will be able to do what they planned to the following day. This is why every little bit of help can be vital, whether it is respite care, understanding what benefits are available or how to access transport for those who don’t have their own.’

‘Carers face real challenges in not only trying to provide good care while dealing with other issues, but it can impact on mental and physical health, education and employment.’

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The Care Act 2014 States:

Promoting individual well-being



Care Act 2014

(1) *The general duty of a local authority, in exercising a function under this Part in the case of an individual, is to promote that individual's well-being.*

(2) *"Well-being", in relation to an individual, means that individual's well-being so far as relating to any of the following—*

- (a) personal dignity (including treatment of the individual with respect);*
- (b) physical and mental health and emotional well-being;*
- (c) protection from abuse and neglect;*
- (d) control by the individual over day-to-day life (including over care and support, or support, provided to the individual and the way in which it is provided);*
- (e) participation in work, education, training or recreation;*
- (f) social and economic well-being;*
- (g) domestic, family and personal relationships;*
- (h) suitability of living accommodation;*
- (i) the individual's contribution to society.*

(3) *In exercising a function under this Part in the case of an individual, a local authority must have regard to the following matters in particular—*

- (a) the importance of beginning with the assumption that the individual is best-placed to judge the individual's well-being; (b) the individual's views, wishes, feelings and beliefs;*
- (c) the importance of preventing or delaying the development of needs for care and support or needs for support and the importance of reducing needs of either kind that already exist;*
- (d) the need to ensure that decisions about the individual are made having regard to all the individual's circumstances (and are not based only on the individual's age or appearance or any condition of the individual's or aspect of the individual's behaviour which might lead others to make unjustified assumptions about the individual's well-being);*
- (e) the importance of the individual participating as fully as possible in decisions relating to the exercise of the function concerned and being provided with the information and support necessary to enable the individual to participate;*

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- (f) *the importance of achieving a balance between the individual's well-being and that of any friends or relatives who are involved in caring for the individual;*
- (g) *the need to protect people from abuse and neglect;*
- (h) *the need to ensure that any restriction on the individual's rights or freedom of action that is involved in the exercise of the function is kept to the minimum necessary for achieving the purpose for which the function is being exercised.*



WHAT DOES HARBORNE DAY CENTRE DO?

Harborne is attended by citizens from across south Birmingham from Harborne, Selly Oak, Quinton, Longbridge, Weoley Castle, Bartley Green and more. The day centre provides a safe, secure hub for

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HARBORNE DAY CENTRE

citizens with learning difficulties and disabilities such as paralysis, autism, Aspergers Syndrome, Down Syndrome, epilepsy, cerebral palsy, scoliosis, diabetes and various other medical issues.

Harborne allows the most vulnerable citizens in Birmingham to attend a safe space where they can feel protected, well cared for and looked after, to meet with friends, some of whom they have known for several decades, do activities, have day trips, go out for meals, make use of the allotment at the nearby Tennal Lane Allotments and shopping trips. Harborne also puts on various events throughout the year for special events such as at Christmas and Easter as well as other religious events.

Many of the staff at Harborne have worked there for a number of years and have got to know citizens very well and know all about them. Harborne is treated as a second home for many of the citizens and it allows them to have a life which they would not be able to have if they did not attend here. The longest-serving citizen has attended this day centre for 43 years since 1981, with many others having spent a number of decades at this centre.

Citizens attend the day centre up to 5 days a week where they are picked up by one of the centre buses in the morning, spend the day at the centre, then are dropped home in the afternoon. This enables their carers to have around 5 hours a day respite.

The age of the citizens range from 26 -71, so it is a wide-ranging age group with many citizens previously coming from Cherry Oak School in Selly Oak and Victoria School in Northfield.



Harborne currently has capacity for 80 citizens per day with 61 citizens currently attending. There are also 32 staff currently with capacity for 44 in total.

COSTS ASSOCIATED WITH HARBORNE DAY CENTRE

The day centre is funded by Birmingham City Council with some costs coming directly from the citizen and/or carer.

The day-rate per person is £139.67 with a total running cost of £1,501,747.64 per annum. This equates to £36,361.93 per person, per year based on a daily attendance of 41.3 citizens per day. As this figure is disputed and it is more likely to be around 61 citizens, this actually equates to £24,618 per person, per year.

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HARBORNE DAY CENTRE

In comparison, a care package can cost several hundred thousand pounds per year, per person with some suggesting care packages have cost just over £400,000 per year. A Freedom of Information (FOI) request, submitted by the Local Democracy Reporting Service, has revealed Nottingham City Council paid private care firms and third-party organisations a total of £101,279,625 in 2021/22, rising to £112,329,360 in the year 2022/23 for Nottingham care services.

The costliest care package for a single person in 2021/22 was £411,355 and £435,894.72 the following year in Nottingham.

The top five costliest packages in Nottingham care services all cost above £300,000, figures show.

Harborne Day Centre currently requires £54,650.00 capital investment. £700 of this is essential work, £12,700 is essential work within 2 years and £41,250 is desirable work within 3 years, however, it is unknown what these works are.

In comparison to Alderman Bowen, one of the five day centres which is proposed to stay open, has an annual running cost of £1,593,630.55, which equates to an annual running cost per citizen of £29,787.49. Alderman Bowen also requires £81,266.00 of capital investment with £14,570 being essential work, £34,506 being essential work within 2 years and £32,190 being essential work within 3 years.

Of the 5 day centres proposed to stay open, Moseley requires the most capital investment with £105,077.00 needing to be spent within 3 years. This is almost twice the amount of work Harborne Day Centre requires. It is noted that Birmingham City Council do not own the land that Moseley Day Centre is located.

It has been confirmed by the Head of Transformation for Adult Social Care at Birmingham City Council, that the actual costings provided in the consultation report are high-level estimates only provided by Acivico Surveyors and not tendered prices. Due to the information being commercially sensitive, a Freedom of Information request has been made to Birmingham City Council to obtain a breakdown of the works required and associated high-level estimates.

STAFF AND VOLUNTEERS

Harborne Day Centre has some very long-serving staff members and volunteers with some being there several decades. This has allowed citizens and staff the chance to have a more personal, one-to-one relationship with each other which is vital in care services. As many of the citizens have severe disabilities and learning difficulties, the routine of seeing the same staff and volunteers on a daily basis is crucial for them, which allows them to feel safe, well looked after and cared for and the staff know the citizens' needs and requirements in much greater detail.

If the 4 day centres listed to be permanently closed takes place, there has been no guarantee that the same staff members and volunteers will transition over with the citizens, which could cause several complications and difficulties.

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It can also not be guaranteed that the staff at these centres will want to move to a different location which could be a considerably greater distance, especially if any staff or volunteers do not have access to cars and have to use public transport to get to the day centres. Again, these proposals are putting considerable stress and worry on current staff members as they do not know if their jobs are secure or whether they will have to move elsewhere or even look for a new employment completely. With a cost-of-living crisis and high mortgage rates, these proposals are creating a lot of financial concerns and unnecessary stresses on staff.

These staff play such a vital and impactful role on citizens. It is not just a job to them; it is a duty of care they put into caring and looking after these most vulnerable citizens.

PLANNED CLOSURE OF HARBORNE DAY CENTRE

A consultation was opened by Birmingham City Council on Tuesday 7th May 2024 and closed on Tuesday 9th July 2024. Originally planned as a 10-week consultation, this was reduced to 9 weeks. The 'Your Day Your Say' consultation document, produced and made available by BCC, had 4 options with BCC's preferred option being option 3. This option is to close 4 of the 9 adult day care centres in Birmingham.

The consultation had 8 day centre consultation meetings, 1 being virtual and the remaining 7 being at day centres. From responses from carers, these consultations were problematic. For example, the virtual consultation was between 7:00pm-8:00pm via Teams. Many of the carers are elderly, without access to modern technology. Others have said they could not get access to the meeting.

The timings of the in-house consultations for carers also proved to be problematic as the timings were 1:00pm-2:30pm. This was not ideal for carers as most of them have to be at home between 2:30pm-3:00pm as this is the time their relatives would be coming home from the day centres.

The service-user consultation also proved to be challenging as many of the users have severe learning difficulties and disabilities with many not able to comprehend what they were being

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asked. Some also do not have the ability to speak or process the questions. Some carers found the entire process degrading, challenging and unacceptable.

Day Centre Consultation Meetings

Day centre consultation meetings (Service Users and Carers):			Service User	Carer	Links
8 th May 2024	Virtual	NA	N/A	7.00pm - 8.00pm	Join the meeting now Meeting ID: 371 711 551 825 Passcode: g3aWJu
13 th May 2024	Alderman Bowen	Alderman Bowen, 125 Broadway Avenue Bordesley Green, Birmingham B9 5YD	10.30 - 12pm	1pm - 2.30	N/A
15 th May 2024	Ebrook	Shooters Hill, Sutton Coldfield, B72 1HX	10.30 - 12pm	1pm - 2.30	N/A
28 th May 2024	Elwood	270 Reservoir Road, Erdington, Birmingham, B23 6DE	10.30 - 12pm	1pm - 2.30	N/A
3 rd June 2024	Fairway	2 Fairway, Kings Norton, B38 8XJ	10.30 - 12pm	1pm - 2.30	N/A
10 th June 2024	Harborne	370 West Boulevard, Quinton Birmingham, B32 2PG	10.30 - 12pm	1pm - 2.30	N/A
11 th June 2024	Hockley	27 All Saints Road, Hockley, Birmingham, B18 5QB	10.30 - 12pm	1pm - 2.30	N/A
18 th June 2024	Moseley	1 Amesbury Road Moseley B13 8LD	10.30 - 12pm	1pm - 2.30	N/A

The 4 public consultations were also problematic for carers to attend as well as members of the public as they were held on weekdays at times when members of the public were at work or having to pick children up from school. Also, for carers, again, the timings were not ideal as many could not attend as they needed to be at home for their relatives to arrive home from the day centres.

The public consultation process appeared inadequate with only 4 public consultations being available, with 2 of these being virtual, which again many could not access or did not have the technology to access.

The final public consultation was on 8th July 2024 at the Disability Resource Centre. The consultation closed at midnight on 9th July 2024, so this did not give sufficient time for members of the public who attended this consultation date to provide questions.

The DRC public consultation presented some issues. The timing was 10:30am-11:30am; however, once the introductory 15-minute presentation had ended, this only allowed 45 minutes for questions. Those in attendance were asked to vacate the room at 11:30am even though questions were still being asked, as they were told the room was in use after this time; however, the BCC representatives remained in the room for a further 30 minutes after this.

The Head of Transformation in Adult Social Care at BCC conducted the 15minute presentation but then left the room for the Q&A session, however remained in the building and came back into the room as the consultation was ending.

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There was also a freelance journalist at this public consultation in attendance.

Public Consultation Meetings

We have also organised four public consultation meetings across the city for people who may not be directly affected by the proposals

Public Consultation meetings:		Address	Time	Links
16 th May 2024	Virtual	N/A	2:00pm - 3:00pm	Join the meeting now Meeting ID: 337 506 828 745 Passcode: TSeRqY
13 th June 2024	Virtual	N/A	1:00pm - 2:00pm	Join the meeting now Meeting ID: 379 604 397 412 Passcode: iniSbr
17 th June 2024	Face-to-Face	Harborne Pool & Fitness Centre Lordswood Road, Harborne, Birmingham B17 9QS	2:00pm - 3:00pm	N/A
8 th July 2024	Face-to-Face	DRC (Disability Resource Centre) Information Health and Wellbeing Centre Unit 18, Ace Business Park, Mackadown Lane, Kitts Green, B33 0LD	10:30am - 11:30am	N/A

HEALTH AND WELL-BEING IMPACTS OF CLOSING HARBORNE DAY CENTRE

There are many different disabilities and learning difficulties of citizens that attend this day centre such as autism, Aspergers, epilepsy, diabetes, paralysis, walking and talking complications and most rely on 24-hour care provided by both unpaid carers and the day centre.

Many, if not all citizens would struggle to cope with seeing new citizens and different staff members and volunteers. They are also likely to struggle with dealing with a greater increased number of citizens. This could cause fear, stress, extreme anxiety, a sense of feeling lost in unknown surroundings, depression etc. and have a highly negative effect on citizens' and carers' mental health. In some cases, the citizen may not want to go to a different day centre which could result in their needing to have 24-hour care and placed onto a care package which would be a much greater financial cost for Birmingham City Council compared to the current costs associated to citizens attending the day centre.

'Reality to an autistic person is a confusing, interacting mass of events, people, places, sounds and sights...sets routines, times, particular routes and rituals all help to get order into an unbearably chaotic life. Trying to keep everything the same reduces some of the terrible fear.' – Jolliffe (1992) in Howlin (2004) p. 137.

The world can seem a very unpredictable and confusing place to autistic people, who often prefer to have a daily routine so that they know what is going to happen every day. They may always want to travel the same way to and from school or work, or eat exactly the same food for breakfast.

Rules can be very important for some autistic people. It may be difficult for an autistic person to take a different approach to something once they have been taught the 'right' way to do it.

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Sometimes minor changes such as moving between two activities, can be distressing; for others big events like holidays, starting or changing school, moving house or Christmas, which create change and upheaval, can cause anxiety.

Some autistic people have daily timetables so that they know what is going to happen, when. However, the need for routine and sameness can extend beyond this. You might see:

- changes to the physical environment (such as the layout of furniture in a room), or the presence of new people or absence of familiar ones, being difficult to manage
- rigid preferences about things like food (only eating food of a certain colour), clothing (only wearing clothes made from specific fabrics), or everyday objects (only using particular types of soap or brands of toilet paper)
- a need for routine around daily activities such as meals or bedtime. Routines can become almost ritualistic in nature, followed precisely and with attention paid to the tiniest details
- verbal rituals, with a person repeatedly asking the same questions and needing a specific answer
- compulsive behaviour, for example a person might be constantly washing their hands or checking locks.

People's dependence on routines can increase during times of change, stress or illness and may even become more dominant or elaborate at these times.

Unexpected changes are often most difficult to deal with. Autistic people may not be comfortable with the idea of change, but may be able to manage it better if they can prepare for changes in advance.

On a full day, Harborne has 61 citizens in attendance with 20 citizens who need the use of specially designed and adapted moulded wheelchairs. This is a much higher number than other centres across the city; therefore, their needs are higher.

Harborne also has 2 relaxation rooms which other centres, such as Moseley and Hockley, do not have. These relaxation rooms are also vital for the citizens.

Impact Statements from Medical Professionals:

As a Neurology doctor, I often care for people with autism and learning disabilities. I know that a set routine, a familiar environment, and predictability are absolutely crucial for these individuals and their carers. It is in familiar circumstances that they are comfortable and can really start to trust others and thrive - and an established day centre is a great example of such a setup. Disruptions to routine, order, structure, or familiarity can be damaging and set the individuals and their carers back significantly. It can cause them a lot of distress, fear, and anxiety. It can

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especially affect behaviour negatively that may have taken sometimes years to get right. Therefore, a challenge to a familiar setup must be done for incredibly good reasons, as to get individuals with these conditions used to a new setup can be a very complex, effortful, and costly process. - Dr Ammar Waraich within the NHS

INDIVIDUAL SERVICE USERS CASE STUDIES

MY DAY, MY SAY – ALL ABOUT ME



My Name: Robert Mason

My Age: 62

My Carer: Jean Cross (Sister) Age 64

Day Centre I attend: Harborne Day Centre

How long I have attended here: 43 years

Description of my disability:

I am a wheelchair user with no ability to walk or talk. I have severe epilepsy and I am paralysed down one side with other medical problems. I rely on 24- hour care and have been cared for by my sister the majority of my adult life.

What I like about attending the Day Care Centre:

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It gives me the chance to get out of the house and meet my friends. Due to the transport, it allows me to go bowling, for meals, to the park and shopping as well as the activities at the day centre. It is a safe and secure

environment for me as I am highly vulnerable in society.

What my carer says:

It gives me respite for 5 hours a day Monday-Friday as being a full-time carer is a very challenging & exhausting job especially when my brother has very high needs & it gives me the chance to rest, recuperate & gives me some down time to do what I want to do as I have dedicated my life to looking after Robert as well as bringing up 2 children. Due to Robert's care needs, this leaves me with only a few hours' sleep a night so the break I get from Robert attending the day centre provides me with a break and rest.

MY DAY, MY SAY – ALL ABOUT ME

My Name: Lisa Winkles



My Age: 53

My Carer: Maureen Winkles (Mother)

Aged 86

Day Centre I attend: Harborne Day Centre

How long I have attended here: 32 years

Description of my disability:

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I was born with water on the brain and had a shunt fitted when I was 3 weeks old at Birmingham Children's Hospital. I have epilepsy, cerebral palsy and scoliosis. I am not very good walking on my own so I have a walker which makes me feel safe and not so wobbly.

What I like about attending the Day Care Centre:

I love my day centre. I do lots of things. We go out shopping & for lunch. It is nice to be with my friends. We do crafts & make things. We also have people come to entertain us on special days. We have films & music and I love it. I tell my mom every day when I get home how I've had a lovely day & I can't wait to go again the next day.

What my carer says:

I am 86 years old & I have COPD & I am diabetic & now I feel old. I have proposals are taking my life away from me. The day centre is the only never felt old inside until all of this started and I feel as though these respite & help I have. It means I get some sort of life for me to do some of the things I like; meeting friends, gardening, going out for lunch & looking around shops. Doing jigsaw puzzles helps a lot because it takes my mind of the worries for a bit. I have given most of my life up for my daughter & make some sort of life with what space I have left which is the day centre space.

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MY DAY, MY SAY – ALL ABOUT ME



My Name: Gary Walters

My Age: 58

My Carer: Linda Walters (sister)

Day Centre I attend: Harborne Day Centre

How long I have attended here: 40 years

Description of my disability:

I can walk but am unsteady on my feet. I have severe learning disabilities, epilepsy, autism and am diabetic. I need 24-hour care which is provided by my sister, Linda.

What I like about attending the Day Care Centre:

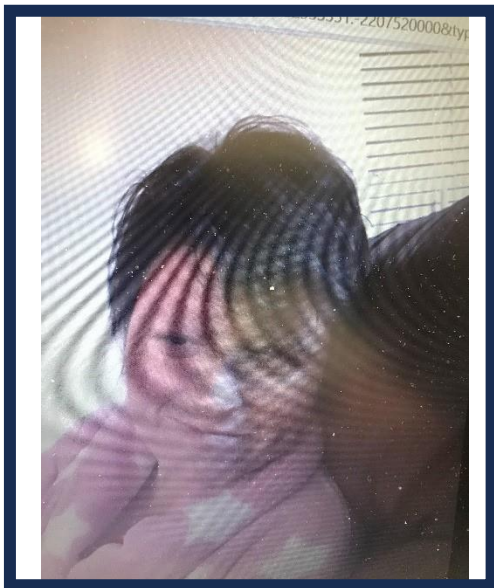
I love going to Harborne Day Centre because I like to be with people, can do activities and I am not stuck at home. That would make me very sad.

What my carer says:

This gives me around 5 hours a day to do my housework, shopping or going out with friends for a few hours. I have cared for Gary for 20 years since my mother died and will continue to for as long as I can.

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MY DAY, MY SAY – ALL ABOUT ME



My Name: Alison Pugh

My Age: 45

My Carer: Maureen Pugh (Mother) 82

Day Centre I attend: Harborne Day Centre

How long I have attended here 23 years

Description of my disability:

I am a wheelchair user, can walk a limited number of steps, have learning disabilities, severe epilepsy, severe autism, behavioural problems and I am Type 1 diabetic. I have had a lot of illnesses in my life and require 24-hour care.

What I like about attending the Day Care Centre:

I love going to the day centre because I love riding on the bus and we have a sing-song. When I get to the day centre, my one-to-one carer is waiting for me then I go to my room to start my activities which I love. I am safe with the lovely staff.

What my carer says:

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Ali has around 5 hours at Harborne Day Centre a day which gives me the chance to go shopping, attend Doctors appointments, see my sister and have a much-needed break and rest to recuperate.

PETITION & COMMENTS

An online petition titled 'Stop the Potential Closure of Harborne Day Centre' was created on 17th June 2024 and has to date gathered 807 signatures. There has also been a paper signed copy petition which has gathered over 1000 signatures. These petitions were handed in at the Birmingham City Council meeting of the full council on Tuesday 9th July by Cllr Martin Brooks (Harborne) and Cllr Deirdre Alden (Edgbaston).

Below are some of the comments that have been made on the online petition:

"My sister attends Harborne Day Centre. The centre is a lifeline for carers and Citizens. Closing the centre will be devastating for those who attend. Its closure will leave only one day centre in the south of Birmingham serving 115 citizens, and 4 centres to the north of the city with capacity for 340 citizens."

"These day centres are an essential life line in our communities and need all our support"

"It's a fundamental need in the community!!"

"I care about the vulnerable people for whom this is an absolutely essential service"

"These resources are important and are often forgotten and not given the value to which they provide vulnerable and isolated people."

*"My brother attends this day centre & has for years. He is settled & happy there as it's part of his daily life. To take away this facility & expect him to travel to the other side of Birmingham is unthinkable, especially as his health is not great.
There must be other ways the council can save money instead of targeting the most vulnerable in our society."*

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"Citizens with special needs, attending the day centre, need routine & stability. They have friends there & staff who they trust. Some of these citizens have been attending this day centre for decades & it is not fair on them to close it. An offer to attend a different day centre simply is not an answer for people with special needs"

"These centres are vital and actually save the council money because leaving people at home will involve extra care provision for those unable to care for themselves"

"It's the only one this side and the people who goes there have been going there for many years and change will be upsetting for them and their family"

"I don't think it's fair on these people if this place gets closed, they rely on going here daily to interact with others instead of being stuck in a rut at home I'm speaking from experience as I have a disabled daughter myself and I know how it feels for these ppl to not have anywhere they can socialise let's get this kept open"

"My mother and sister worked at the centre and I visited it years ago and the work and help certain individuals (patients) need to help them with their daily activities and mental health is detrimental to the residents shutting the

residence down would have a negative impact on the residents where is the humanity in the closure of their needs and a safety place to be!!!!"

"Harborne should not be closed. I've worked there and I know what an impact it has in the community."

"This is a bad decision and there will be no services on the south side of the city. This short-sighted plan is targeting vulnerable adults whose voice has not been heard."

"This is an essential service, and we are reducing the quality of life for those who attend the centre and their carers if the Day Centres close."

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HARBORNE DAY CENTRE

"Citizens who utilise this service it is part of their daily life and routine that fosters care and wellbeing and a sense of community. It must stay open for current users and future members of society that may need it at some point in their lives."

"It is essential for people to have a life line and too many of these important services have been closed putting people in isolation and mental health is on the rise"

"Citizens with special needs, attending the day centre, need routine & stability. An offer to attend a different day centre simply is not an answer for people with special needs. They have friends there & staff who they trust. Some of these citizens have been attending this day centre for decades & it is not fair on them to close it."

"An offer to attend a different day centre simply is not an answer for people with special needs. They need stability and continuous care. Some of them have been attending this day centre for years and have made connections through this. It needs to stay open for them."

"There's already not enough community services. This is vital for those with disabilities in the area"

"People with learning disabilities have lost so many services already. Day centres are a lifeline for families. Enough is enough. The mental health and well-being of the service-users and their families will be negatively impacted by the closure. Keep Harborne Day Centre open."

"The council are treating the vulnerable citizens of Birmingham, particularly the people at Harborne like pawns in their games. They have no idea how important that place is. The council has tried to close it for years. It's a community, a safe place a place where you can be yourself. It also gives citizens a break from the caring role. Leave them alone, stop telling them what they want. Appreciate what a terrific resource you have and treat the people who attend the centre with dignity and respect."

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Email from Cllr Fred Grindrod (Bournville and Cotteridge) to Jean Cross, carer of Robert Mason who attends Harborne Day Centre:

'Thank you for your email - and my deep apologies for the situation that you, your brother and your family are experiencing. I recognise the extremely distressing impact that the threatened closures are having for those that rely on them.

'I have only recently taken on the role of the chair of the Health and Adult Social Scrutiny Committee and I am still trying to get my head round it at the moment. However, I will be looking to do more work challenging the cuts the council is making - and particularly looking to highlight the terrible impacts this is having on citizens such as your brother. We will be looking to discuss and make our own points on the day centre consultation at the July meeting.' –

14.06.2024

Email from Cllr Debbie Clancy (Longbridge and West Heath):

'Thank you for your email and I assure you I hear you loud and clear. I cannot personally imagine the trauma this will cause for your family as a whole. I have received other concerns from residents outside of my own ward I represent regarding this Day Centre, and I assure you I have made my views known in the consultation process.' - 16.06.2024

'I have raised at another meeting yesterday that consultations should be written and held in a way that reflects the needs of the public. I have asked the Chair of one of the Committees I sit on (I attended yesterday – Children Young People Scrutiny) to feed this back into the corporate lead on scrutiny for all portfolios.' – 20.06.2024

Email from Cllr Alex Yip (Sutton Coldfield):

'Thank you for taking such time and care with sharing your thoughts and experience with me. As you may know, I am the councillor for Sutton Wylde Green and so my ability to affect matters in other wards is very limited.

'I share your frustration, your thoughts on where and how this has come about, and the likely long-term impact to residents and carers. Council is unfortunately, because of the bankruptcy and the direction of Commissioners, forced to move towards drastically reducing its spend and this will affect many services for many years. They say the consultation is genuine and openminded, but I am sceptical about what impact anyone can have on reversing the direction that Council needs to take.' – 13.06.2024

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Email from Cllr Robert Alden (Erdington):

'Thank you for your email regarding the closure of Harborne Day Centre along with other day centres across Birmingham. The Conservative Group share your concerns about the closure of these centres, we objected the last time they tried to do it and will be doing so again through the current consultation process.'

'Day Centres are a life-enriching gateway to companionship and practical support, helping to combat social isolation as well as much-needed respite for those who care. The experience of users at Birmingham-run day centres tells us that they gain something that they would not have experienced if they hadn't been involved in the day centre and 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.'

'This is why we believe that, despite the urgency of budget savings brought about by more than a decade of financial mismanagement by the Labour Administration, making cuts here would be grossly unfair to those who rely on these centres, whilst also producing a false economy by pushing costs elsewhere into the health and social care system.'

'As you say, carers are already unvalued and any changes that make life more difficult for them should be resisted as it will ultimately only end up costing even more in the long run. We will be making these points through the consultation process and when any proposals come back to the cabinet for a decision. Your email makes a very powerful case for why Harborne and other day centres should be protected, and I will ensure the points you raise are fed into the work we are doing to pressure the Labour Administration to change course. If you have not already done so, I would also encourage you to respond directly to the consultation and to ask your family, friends, neighbours and colleagues to do the same. In case you need it, the link to follow for the consultation is here <https://www.birminghambeheard.org.uk/bcc/ascdc/>

'Ultimately it will be the Labour Cabinet who make the final decision, but the more support we can show for these centres to remain open then the more pressure we can put on them to reconsider. The Conservative Group's Shadow Cabinet Member for Health and Social Care is Councillor Matt Bennett, and he has been leading this fight on our behalf, having previously successfully objected to the closure of these centres when Labour tried a similar approach a few years ago. Matt is also one of two councillors for Edgbaston Ward (along with Cllr Deirdre Alden) where you live, so I have copied him into my response as I know he too will find your comments helpful as he keeps the pressure on the Labour Administration.' – 06.06.2024

Email from Cllr Gareth Moore (Erdington):

This report has been commissioned and produced on behalf of citizens and carers of Harborne Day Centre with their permission. All names of citizens and carers mentioned in this report have been authorised by them.

‘Thank you for your email and for sharing with me your concerns. Whilst I am not familiar with Harborne Day Centre as it is not in my ward, I do recognise the value of day centres and the fantastic work that they do to support vulnerable people and I would certainly be against any closure.

I suspect that the final decision on any closures will be taken by Cabinet, rather than the whole Council, but I am very happy to support your campaign to save this important asset.’ – 19.06.2024

Email from Cllr Deirdre Alden (Edgbaston):

‘I’m furious about all the closures/changes the Council is having to make because of the incompetence of the ruling Labour Group. And I realise what a lifeline these centres are to full time carers such as yourself.’ – 13.06.24

Email from Preet Kaur Gill MP (Edgbaston Constituency) to Jean Cross, carer for Robert Mason:

‘I understand and appreciate your concerns.

From your email, it is clear the proposals, if confirmed, would significantly impact Robert and your family.

I am currently investigation the proposals and I’m grateful for all the information you’ve provided.

I contacted the council, before the election was called, to gain further information on the plans.

Since Parliament has been dissolved, I haven’t received a response.

I know how important the Day Centre is to carers and families.

I will continue to probe the council and will raise these points.’ – 13.06.24

CONCLUSION & RECOMMENDATIONS

Harborne Day Centre is a vital community asset in the south Birmingham area for the most vulnerable citizens in the city. It provides a safe place for those who attend to live as much of a lifestyle as possible rather than being restricted to their homes. It provides a routine, allows

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friendships to flourish and allows all citizens to get involved in many ways from gardening, films, events, day-trips and many more – all of which would be extremely challenging and, in some cases, impossible without this day centre.

Harborne Day Centre must remain open for the current citizens as well as for the future citizens of Birmingham who would rely on this service and benefit greatly from it as many in the past have so done.

Being born with disabilities and learning difficulties or developing them at a later age was not a choice for these citizens. These proposals by Birmingham City Council are a choice.

Looking after our most vulnerable citizens should not be seen as a financial burden but a duty to care and support them.

Without carers, the financial implications to central government and local authorities would be substantially greater and having local, community-based day centres are of high importance to the citizens and carers.

From many discussions with the local and wider public, as well as councillors and others, there has not been any support at all for the closure of Adult Day Care Centres in Birmingham and if the proposals are approved, this will be highly detrimental and not in the best interests of the citizens of this great city. To the Birmingham City Council cabinet members who vote on these proposals;

Regardless of the financial woes of the council, it is your moral obligation to protect, care, support and assist those in society who either never got off to the best start in life or their quality of life has reduced during their lifetime. This south Birmingham locally-based day centre provides a much-increased quality of life to those who cannot go about life in the normal ways you and I do, which we all take for granted and rarely think about how lucky we actually are.

If it were your brother, sister, daughter, son, mother, father or any other wider family member attending this day centre, what would you do if you were being told it was being closed down? Would you just accept this decision and allow it to happen or would you do everything within your power to fight these proposals?

Yes, money doesn't grow on trees but you only have one life and to give these citizens the best quality of life is so important which this day centre helps to do significantly.

This report has been commissioned and produced on behalf of citizens and carers of Harborne Day Centre with their permission. All names of citizens and carers mentioned in this report have been authorised by them.



Scan the QR code to sign the petition today to help Stop the Potential Closure of Harborne Day Centre



Thank you for taking the time to read this report and we hope it has been of beneficial use.

A special thanks to the citizens and carers at Harborne Day Centre who are mentioned for allowing themselves to be used in this report.

Save Harborne Day Centre!

BIRMINGHAM

DAY OPPORTUNITIES

Continuity Valued Cultural
Diverse Independence Strengths
Inspiration Quality Opportunities
Positive Sharing Accessibility Variety
Responsive friendship Understanding
Respect Trust Communication Skills
Flexible Enabled Happy Safeguarding
Stability Involvement Useful Choice Community
Personalisation Involved Sociable
Stimulation



Introduction to the booklet

About day opportunities

Day opportunities are services that help people to have a fulfilling life.

They provide the opportunity to:

- take part in various interests and activities
- make friends and develop relationships
- gain new skills, and
- enable people to make a positive contribution to the community

Day opportunities also provide a break from caring for unpaid carers.

There are day opportunities available to support adults with a range of needs including:

- those with dementia
- autistic people
- people with learning disabilities
- those with physical disabilities

Adults supported by Birmingham Adult Social Care (ASC) attend a wide range of day opportunities across Birmingham and its neighbouring local authorities.

The council directly provides support at nine individual day centres, four of which also have gardening projects attached. There are also over fifty third sector and private organisations commissioned to provide day opportunities services.

Day opportunities are funded directly by Adult Social Care when someone is eligible for statutory funding. The Council will either pay directly or you can use a direct payment. Some people pay for day opportunities themselves.

Each day opportunities provider featured in this booklet has supplied details about their premises, type of support available and other information that we hope will assist you in choosing the right setting.

Please note that the information contained in the booklet is accurate as shared with us as of April 2024. Details may be subject to change and will be updated from time to time.

If you require additional support in choosing day opportunities you can contact the Commissioning Team by e-mail at Dayopportunitiesvision@birmingham.gov.uk or by calling the Adult Social Care Contact Centre on 0121 303 1234 and request a call back from John Freeman, Commissioning Manager.

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Birmingham City Council

Day Services

Alderman Bowen

Address: 125, Broadway Avenue, Bordesley Green, Birmingham B9 5YD

Telephone: 0121 464 1470








Website: [Adult social care - Day opportunities | Birmingham City Council](#)

Client Group





Predominantly: Learning Disabilities, physical disabilities and autism

Age Range: 18+ **Opening / Closing times** – 8am – 4:30pm – Monday to Friday.

Centre Information

Building Accessibility		Y	Single story building, fully accessible facilities.
Outdoor Space		Y	Gardens to rear of the property.
Personal Care Facilities		Y	Care Suites
Transport provided		Y	Pick up / Drop off. Carers also provide own transport.
Administering Medication		Y	In line with BCC policies & procedures.
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.
1 to 1 Care Provision		N	

Activities provided for clients

Physical Activities		Y	Enablement based sessions – food tech, personal wellbeing groups, nutrition & healthy eating, exercise groups, IT & communication, setting up personal emails, photography, creative expression through art & design. Music, drama & disco.
Sensory Activities		Y	Two light/sensory rooms, omi-vista specialist sensory interactive equipment.
Outings/Trips		Y	Trips to pub meals, parks, picnics, exercise in the community, personal shopping experiences, shopping for meal planning.
Educational Activities		Y	Literacy & numeracy sessions, personal wellbeing. Enablement based approaches.

Additional Information

Alderman Bowen is a large 120 placement centre which provides: skills for life, personal wellbeing, communication & expression, music & drama, work and volunteering opportunities. Staff and citizens are reflective of the diversity of the local community.

Beeches GOLDD Day Centre

Address: 174 Beeches Rd, Birmingham B42 2HN

Telephone: 0121 303 9747

Website: [Adult social care - Day opportunities | Birmingham City Council](#)








Client Group

Predominantly: Growing old with a learning disability and Dementia

Age Range: 50+

Opening / Closing times – 8am – 4:30pm – Monday to Friday.

Centre Information

Building Accessibility		Y	Single story building, fully accessible facilities.
Outdoor Space		Y	Gardens to rear of the property.
Personal Care Facilities		Y	Care Suites
Transport provided		Y	Pick up/drop off. Carers also provide own transport
Administering Medication		Y	In line with BCC policies & procedures
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.
1 to 1 Care Provision		Y	Depending on level of need

Activities provided for clients

Physical Activities		Y	Wii and Tabletop Games
Sensory Activities		Y	Pampering Sessions
Outings/Trips		Y	Pub lunches , parks and leisure sites
Educational Activities		Y	Play your Cards Right, Sing along, Bingo

Additional information

Exercises in reminiscence such as listening to music of different decades which may evoke a memory. There is a health & wellbeing women's menopause group and also a health & wellbeing men's group.

Ebrook Day Centre

Address: Shooters Hill, Sutton Coldfield, B72 1HX

Telephone: 0121 675 6585

Website: [Adult social care - Day opportunities | Birmingham City Council](#)








Client Group

Predominantly: Learning Disabilities





Age Range: 18-65

Opening / Closing times – 8am – 4:30pm – Monday to Friday.

Centre Information

Building Accessibility		Y	Single story building, fully accessible facilities.
Outdoor Space		Y	Gardens to rear of the property.
Personal Care Facilities		Y	Care Suites
Transport provided		Y	Depends on where they live & if required
Administering Medication		Y	In line with BCC policies & procedures.
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.
1 to 1 Care Provision		N	

Activities provided for clients

Physical Activities		Y	Walking, exercise, swimming and attending leisure centres.
Sensory Activities		N	Sensory garden and relaxation.
Outings/Trips		Y	Local Pubs, trips to parks and leisure site
Educational Activities		N	Life skills, arts & crafts, cooking, basic computer skills, wellbeing sessions interest and best meeting the needs of individuals.

Additional information

Ebrook has an excellent enablement kitchen which supports citizens with day to day life skills.

Elwood Day Centre

Address: 270 Reservoir Rd, Erdington, Birmingham B23 6DE

Telephone: 0121 675 2600








Website: [Adult social care - Day opportunities | Birmingham City Council](#)

Client Group



Predominantly: Physical Disabilities Age Range: 18-65



Opening / Closing times – 8am – 4:30pm – Monday to Friday.

Centre Information

Building Accessibility		Y	Good accessibility and disabled parking bays available
Outdoor Space		Y	Large garden at rear
Personal Care Facilities		Y	Accessible toilets with changing beds, hoist, and shower facilities
Transport provided		Y	Limited transport available, travel training can be provided and staff can also support with registering for ring and ride or assist with booking taxis. Elwood has access by good bus routes from Erdington High St with bus stops close to the centre.
Administering Medication		Y	In line with BCC policies & procedures
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.
1 to 1 Care Provision		Y	Can be offered depending on resources and staffing

Activities provided for clients

Physical Activities		Y	Fun and games, seated exercise, walks in the park, music and dance groups and relaxation
Sensory Activities		Y	Sensory walks, trips to sensory room and sensory art sessions

Outings/Trips		Y	Regular trips to places of interest, for meals, bowling, cinema etc.
Educational Activities		Y	IT, short courses such as health and wellbeing, safe and well, arts and crafts, cookery. Quizzes and hand-eye coordination skills.

Additional information

The aim of the service is to encourage and support people to be as independent as possible in their daily living activities and to have a voice in relation to how they receive all aspects of their service provision. This service is for people who have neurological conditions (i.e. strokes, MS, epilepsy etc.) sensory impairment, head injury, fibromyalgia, working age dementia, long term health conditions and hospital discharges.

The Fairway Day Centre

Address: 2 The Fairway, Birmingham B38 8XJ

Telephone: 0121 459 4994

Website: [Adult social care - Day opportunities | Birmingham City Council](#)








Client Group

Predominantly: Physical Disability





Age Range: 18-65

Opening / Closing times – 8am – 4:30pm – Monday to Friday

Centre Information

Building Accessibility		Y	Fully accessible
Outdoor Space		Y	Small patio garden at the side and large garden at the back of the centre
Personal Care Facilities		Y	Changing bed, accessible toilets, hoist, and shower facilities
Transport provided		Y	Limited transport provision. Staff can support with registering with Ring & Ride or assist with booking Taxi's
Administering Medication		Y	In line with BCC policies & procedures
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.
1 to 1 Care Provision		N	

Activities provided for clients

Physical Activities		Y	Stimulating exercises, Indoor Hockey, Indoor Bowling.
Sensory Activities		N	
Outings/Trips		Y	Shopping trips, places of interest, trips out for meals
Educational Activities		Y	Life skills, arts & crafts, cooking, basic computer skills, wellbeing sessions

Additional information

We are committed to providing a service that raises aspirations and encourages and support the citizens to engage in a range of activities that will enhance their independence and wellbeing. We also offer a 6-week Enablement with each citizen having a customised enablement plan for their chosen activity, from any of the activities that we offer at the centre.

Harborne Day Centre

Address: 370 West Blvd, Quinton, Birmingham B32 2PG

Telephone: 0121 675 0030

Website: [Adult social care - Day opportunities | Birmingham City Council](#)







Client Group


Predominantly: Learning Disabilities

Age Range: 18+ **Opening**





/ Closing times – 8am – 4:30pm – Monday to Friday

Centre Information

Building Accessibility		Y	Fully accessible
Outdoor Space		Y	Garden at rear of property
Personal Care Facilities		Y	Three personal care suits, two have a ceiling track hoist and one has a mobile hoist. Four wheelchair accessible bathrooms.
Transport provided		Y	Limited transport available, travel training can be provided and staff can also support with registering for ring and ride or assist with booking taxis.
Administering Medication		Y	In line with BCC policies & procedures
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.

1 to 1 Care Provision		N	But can be offered depending on resources and staff availability
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Activities provided for clients.

Physical Activities		Y	Allotment, keep fit, keep active, movement to music, bowling, disco, local walks.
Sensory Activities		Y	Aromatherapy, sensory storytelling, hand massage
Outings/Trips		Y	Pub lunch, shopping, cinema, bowling.
Educational Activities		Y	Reading and writing, maths, money skills, telling the time, gardening, craft, jewellery making, iPad and computers, baking, lunch preparation.

Additional information

Harborne Resource Centre is a lively and inviting place where people can meet and make friends, have fun, and achieve things together. We are committed to providing a service that empowers and promotes each person's wellbeing, independence, learning and social skills. We recognise that wishes and needs change and regularly review the way we provide support to reflect this.

Heartlands Resource Centre

Address: 6 Inkerman St, Birmingham B7 4SB

Telephone: 0121 303 0752








Website: [Adult social care - Day opportunities | Birmingham City Council](#)

Client Group





Predominantly: Learning Disabilities Age Range: 18 to 65

Opening / Closing times – 8am – 4:30pm – Monday to Friday

Centre Information

Building Accessibility		Y	Building is one level but not all areas are wheelchair accessible
Outdoor Space		Y	Limited
Personal Care Facilities		Y	Care suites
Transport provided		Y	Limited transport available, travel training can be provided and staff can also support with registering for ring and ride or assist with booking taxis.
Administering Medication		Y	In line with BCC policies & procedures
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.
1 to 1 Care Provision		Y	Depending on needs

Activities provided for clients.

Physical Activities		Y	We have a range of physical activities which include football (coaching at Aston Villa), basketball, seated yoga, parachoot, an allotment at New Roots and ground maintenance.
Sensory Activities		Y	We have we relaxation sessions. Individual programmes will be drawn up based on need.
Outings/Trips		Y	We access the wellbeing centre, football centre, walking groups and community events.
Educational Activities		Y	We have a range of workshops which include health and wellbeing, relationships, BSL, literacy & numeracy. We celebrate cultural and religious events.

Additional information

We have excellent transport links across Birmingham for bus and train services and can support with travel training and enablement. We have a small, dedicated staff team that work in a person centre way. We draw up a personalised programme that reflect your aspirations & goals and empower you to maximise your independence and safety.

Hockley Skills & Development

Address: 27 All Saints' Rd, Hockley, Birmingham B18 5QB

Telephone: 0121 464 1281








Website: [Adult social care - Day opportunities](#) | [Birmingham City Council](#)

Client Group



Predominantly: Learning Difficulties Age Range: 18+



Opening / Closing times – 8am – 4:30pm – Monday to Friday

Centre Information

Building Accessibility		Y	Single level story building with access to a car park
Outdoor Space		Y	Limited outdoor space
Personal Care Facilities		Y	We have 3 personal care suites with fully trained and skills staff
Transport provided		Y	Limited transport available, travel training can be provided and staff can also support with registering for ring and ride or assist with booking taxis.
Administering Medication		Y	In line with BCC policies & procedures
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.
1 to 1 Care Provision		N	

Activities provided for clients.

Physical Activities		Y	We have a range of physical activities which include football (coaching at Aston Villa), basketball, seated yoga, parachoot, adapted bikes, an allotment at New Roots, ground maintenance etc
Sensory Activities		Y	We have a sensory room with is available throughout the week. Sensory activities are designed for Individuals based on need.

Outings/Trips		Y	We access local wellbeing centre, football centre, walking groups, community events i.e. commonwealth games, black history – living museum, bowling etc.
Educational Activities		N	We have a range of workshops which include health and wellbeing, literacy & numeracy. We celebrate key religious and cultural events throughout the year.

Additional Information

We provide a person-centred service which enables and empowers individuals to achieve their goals, improve wellbeing and have new opportunities available to them.

Moseley Day Centre

Address: 1 Amesbury Road, Moseley, B13 8LD

Telephone: 0121 303 0249








Website: [Adult social care - Day opportunities | Birmingham City Council](#)

Client Group


Predominantly: Learning Difficulties / Autism Age Range: 18+




Opening / Closing times – 8am – 4:30pm – Monday to Friday

Centre Information

Building Accessibility		Y	Single story building accessible for wheelchair users
Outdoor Space		Y	Outdoor space available
Personal Care Facilities		Y	There are three toilets/changing rooms with bed and various Hoists including standing and overhead hoists
Transport provided		Y	Limited transport available, travel training can be provided and staff can also support with registering for ring and ride or assist with booking taxis.
Administering Medication		Y	In line with BCC policies & procedures
Lunch/ snacks Diet Provision		Y	Lunch is available to purchase on site. Individual needs and any dietary requirements can be catered for, such as dysphagia, gluten free, allergens, diabetes, religious and cultural needs. Packed lunches can be brought in if preferred.
1 to 1 Care Provision		N	

Activities provided for clients.

Physical Activities		Y	Exercise, football, skittle, bowling, basketball,
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Sensory Activities		Y	Two sensory rooms with modern equipment are available for internal and external participants
Outings/Trips		Y	Trips are organised to various venues such as parks, nature resources, Edgbaston Cricket Ground, swimming pools, theatres and cinema.
Educational Activities		Y	Literacy, numeracy, maths and book club,
Enablement		Y	Cooking, digital and IT training, gardening, healthy lifestyles, cleaning, DJing, choir, singing, drama, organising events

Additional information

There are two Social Enterprises: Four Seasons gardening group and Relax Away which includes two sensory rooms, dark room, and white room. Moseley works in collaboration with other organisations such as Maximise and Enablement Unit.

Third Party Providers

Ace Resource Centre

Address: Plot 1 Vauxhall Road, Nechells , Birmingham B7 4HT

Telephone: 0121 333 3232








Email: acerc@blueyonder.co.uk

Client Group





Predominantly: Older Adults

Age Range: 50+

Centre Information

Building Accessibility		Y	Accessible front and back
Outdoor Space		Y	Small garden at front
Personal Care Facilities		Y	Wheelchair accessible
Transport provided		N	Use ring and ride
Administering Medication		N	Prompt only
Lunch/ snacks Diet Provision		Y	Light breakfast / cooked lunch
1 to 1 Care Provision		N	

Activities provided for clients

Physical Activities		Y	Exercise, garden
Sensory Activities		Y	Arts and crafts, hand, and eye coordination
Outings/Trips		Y	
Educational Activities		Y	Dependent on individual

Additional information

Ace is a volunteer-run centre that has been established for the betterment of the local community. We pride ourselves on our bespoke support pack that caters to specific and identified needs. Our goal is to provide information, advice, and guidance to our clients, as well as their family, caregivers, and support workers.

Our centre currently operates on Monday-Thursday, and we intend to add an extra day (Friday). At Ace, we remain committed to our ethos, which is centred around our clients' wellbeing. We are

dedicated to providing the highest quality care and support to our clients and our community, regardless of whatever challenges we may face.

Age Concern Birmingham Day Care Centres

Telephone: 0121 362 3650

Email: daycare@ageconcernbirmingham.org.uk








Website: www.ageconcernbirmingham.org.uk

Client Group





Predominantly: Older Adults

Age Range: 50+

Centre Information

Building Accessibility		Y	All buildings are accessible
Outdoor Space		Y	Most venues have outdoor space
Personal Care Facilities		Y	Facilities are available at all centres
Transport provided		Y	We can work with citizens and families to source transport if required
Administering Medication		Y	We can prompt medication
Lunch/ snacks Diet Provision		Y	Healthy nutritional meals and snacks are offered taking into account dietary requirements
1 to 1 Care Provision		Y	We can offer day care at home which are 1-1 tailored sessions

Activities provided for clients

Physical Activities		Y	Wide range of inclusive and stimulating activities including seated exercise, gardening, dancing, seated yoga and more
Sensory Activities		Y	Wide range of inclusive and stimulating activities to meet citizens interests for example, cooking and tasting, growing veg and herbs in the garden, finger painting and more
Outings/Trips		N	Not applicable currently
Educational Activities		Y	Wide range of inclusive and stimulating activities including memory games, reminisce sessions, quizzes and more

Individual Day Centres

<u>Days</u>	<u>Current Venue</u>
Monday to Friday	The Laurels, Mere Green, B75 5JX
Monday to Friday	Moorfield Hall, Shard End, B34 6QX
Tuesday	Manor Court, Acocks Green, B27 7AQ

Wednesday	Hawksley, Kings Norton, B38 9RN
Wednesday	Wellington Court, Quinton, B32 2DP
Thursday	Radley Court, Sheldon, B26 2DS
Friday	Hasbury Court, Bartley Green, B32 4EE

Age UK Birmingham - Perry Tree Centre

Address: Perry Tree Centre, Dovedale Road, Erdington, Birmingham, B23 5BX

Telephone: 0121 437 0033

Email: memorycare@ageukbirmingham.org.uk








Website: www.ageukbirmingham.org.uk

Client Group





Predominantly: Dementia

Age Range: 50+

Centre Information

Building Accessibility		Y	Centre is on one level, with hoisting facilities available.
Outdoor Space		Y	All level private garden featuring ducks and chickens. Garden has wonderful opportunity for gardening activities and a sit outside for fresh air.
Personal Care Facilities		Y	All aids and adaptations, including hoists and included. Full personal care is provided by our care staff.
Transport provided		Y	Own transport for pick up and drop home available. Pick up from 8.45am, and drop home from 3pm. Fully accessible minibus, including tail lift for wheelchairs.
Administering Medication		Y	All carers are qualified to administer medication whilst at the centre.
Lunch/ snacks Diet Provision		Y	E.g., Specialist diets diets/food preparation catered for.
1 to 1 Care Provision		Y	Please contact us for more information.

Activities provided for clients

Physical Activities		Y	Daily exercise, skittles, gardening, dancing, dexterity exercise
Sensory Activities		Y	Reminiscence, touch, smell and taste sessions, themed meaningful activities, musical bingo, arts & crafts,
Outings/Trips		Y	Park visits, feed ducks, meals. Please contact us for more information.
Educational Activities		Y	Quizzes, digital programme, awareness talks, Carer support group

Additional information

Our centre is focused on the wellbeing of those living with dementia. We offer a person centred approach, to meet the needs of the clients we support. Our centre is fully adapted to support anyone in their dementia journey.

Apna Ghar Day Centre

Address: 21-22 Clevedon Road, Balsall Heath, Birmingham, B12 9HD

Telephone: 0121 440 2266 Email: 4apnaghar@gmail.com








Website: www.apnaghar.site

Client Group





Predominantly: South Asian

Age Range: 55+

Centre Information

Building Accessibility		Y	
Outdoor Space		Y	2 Gardens
Personal Care Facilities		Y	
Transport provided		Y	To Clients Living in B11 and B12
Administering Medication		N	
Lunch/ snacks Diet Provision		Y	South Asian Food. Chicken/ Meat is Halal
1 to 1 Care Provision		Y	

Activities provided for clients.

Physical Activities		Y	
Sensory Activities		Y	
Outings/Trips		Y	
Educational Activities		N	

Additional information

Wheelchair Access, Automatic doors, Vegetarian food, Daal , vegetable curry, rice Chapatti, Halal chicken /meat, yoga every month, trips to beaches, shopping trips every year (4/year).

The Ark Centre

Address: 47-51 Shirley Road, Acocks Green, Birmingham, B27 7XU

Telephone: 0121 708 0080








Email: admin@thearkcentre.info

Website: www.thearkcentre.info





Client Group

Predominantly: Learning & Physical Disabilities, Mental Health, and Autism. Age Range: 18-65

Centre Information

Building Accessibility		Y	Disabled access at the rear of the building. Entrance to buildings via ramp.
Outdoor Space		Y	Large rear garden, which is accessible from each building, within the rear garden various outdoor equipment for the citizens to use .
Personal Care Facilities		Y	Personal Care needs is provided by trained staff with sensitivity, compassion and respect for people's privacy and dignity. The Ark Centre has a large wet room with shower facilities.
Transport provided		Y	The transport service is a limited service which can be offered to a citizen if funding is available or paid for privately
Administering Medication		Y	Individual medication area within each building, all staff trained and competent to administer any medication requirements. To store or administer any medication we will require consent, along with copies of prescriptions.
Lunch/ snacks Diet Provision		N	No meals are prepared or served on site; all citizens are to bring in their own lunch this can include ready meals which can be heated in microwave or oven
1 to 1 Care Provision		Y	Able to provide 1:1 care need.

Activities provided for clients.

Physical Activities		Y	Daily walks around the local community parks, exploring woodlands and country parks. Easy access to several leisure centres for gym or swimming facilities.
Sensory Activities		Y	Number of sensory rooms throughout buildings. Hot tub Summer House situated at the rear of the garden. Several sensory activities, support all sensory stimulation.
Outings/Trips		Y	Carry out monthly day trips to various places. Planned trips are reviewed and discussed in citizen meetings, quality assurance questionnaires.
Educational Activities		Y	Offer independent living skills involving money management, cleaning, cooking, maths, and English.

Additional information

The Ark is a modern-Day Centre with a warm and friendly atmosphere. Our aim is to provide a happy and safe environment where everyone who attends can develop to their full potential. We believe that every person has the right to learn and enjoy activities whilst at the centre, as well as always treated equally and their diverse needs respected.

Asra Day Centre

Address: Asra Health and Social Care Centre, Fenton Street, Smethwick, B66 1HR








Address: Asra Health and Social Care Centre, Poplar Road Sparkbrook, B11 1UW

Telephone: 0121 773 4270





Client Group

Predominantly: Asian Elders Age Range: 55 - 100

Centre Information

Building Accessibility		Y	Both centres meet disability access standards
Outdoor Space		Y	
Personal Care Facilities		Y	Hydrotherapy bath, shower facilities
Transport provided		Y	Asra Minibuses for pick up and drop off with day activities
Administering Medication		N	
Lunch/ snacks Diet Provision		Y	Fresh meals cooked every day, halal, vegetarian and purified food, tea coffee and snacks
1 to 1 Care Provision		Y	

Activities provided for clients

Physical Activities		Y	Daily exercise, massage, alternative therapies, faith healing sessions.
Sensory Activities		N	
Outings/Trips		Y	Trips to local parks, shopping, restaurants, theme parks and places of worship
Educational Activities		Y	Health promotion/prevention session, diabetes, stroke coronary heart disease awareness sessions.

Additional information

Smethwick Asra provides day care and domiciliary care services to particularly but not exclusively older people, disabled and families of Asian origin. Services include:- transport, person centred care, personal & incontinence care, meals (breakfast, lunch, and refreshments) Health & social care activities, dementia & mental health care provided by qualified care staff in a warm, friendly environment.

Asha Community Project

South Asian Women Community Based Day Activities





Head Office Address: Midland Mencap, Pinewood, Bell Heath Way, B32 3BZ

Telephone: 0121 442 2944 Email: communityhub@midlandmencap.org.uk Website: www.midlandmencap.org.uk


Client Group




Predominantly: South Asian ladies, LD / MH Age Range: 18-65

Centre Information

Building Accessibility		Y	We help our citizens identify local accessible community assets to join in with community activities e.g., swimming pools, community centres, library's etc.
Outdoor Space		Y	We help our citizens identify health & wellbeing activities which take part both indoor and outdoor e.g., local parks, outdoor sport centres etc.
Personal Care Facilities			
Transport provided			
Administering Medication			
Lunch/ snacks Diet Provision			
1 to 1 Care Provision			

Activities provided for clients

Physical Activities		Y	We work with the citizen and their families to create a person-centred activity support plan. Plans can include 1:1 activity alone, or joining-in with other local citizens and their

Sensory Activities		Y	PAs at Activities in the local community. Activity plans can include physical, sensory, cultural, and educational opportunities as part of a broad range of social, leisure and recreational activities.
Outings/Trips		Y	
Educational Activities		Y	

Additional information

We provide 1:1 Personal Assistants (PAs) to support the ladies to design and access a person-centred activity plan, which is embedded within their homes and local community assets. We do not provide a fixed centre base, or personal care. We provide access to meaningful, fun, and culturally appropriate day activities.

Citizens access the PA via a Direct Payment or other arranged payment through the local authority and self-funding. Activities are charged for in addition to the PA.

Balance at the Kenrick Centre

Address: 2 Mill Farm Road, Harborne Birmingham B17 0QX

Telephone: 0121 464 2069








Email: BALANCE-2018@hotmail.com

Client Group


Predominantly: Dementia, Alzheimer's, Parkinson's, Learning difficulties, socially isolated.




Age Range: 55+

Centre Information

Building Accessibility		Y	Disability friendly all amenities
Outdoor Space		Y	Outside seating area and gardens
Personal Care Facilities		Y	Personal care facilities
Transport provided		N	
Administering Medication		Y	Assistance with Medi-packs and prompting.
Lunch/ snacks Diet Provision		Y	All dietary meals and drinks provided
1 to 1 Care Provision		N	

Activities provided for clients

Physical Activities		Y	Seated exercise and other classes
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Sensory Activities		Y	Guess the object by touch
Outings/Trips			Pending
Educational Activities		Y	Courses and projector activities

Additional information

Friendly, first aid trained, and DBS checked staff.

Pleasant active day centre with external entertainment in house and much more.

Beetori Adult Day Centre

Address: St Georges Community Hub, Great Hampton Row, B19 3JG

Telephone: 07403 991657 Email: info@beetoridaycentre.com

Website: www.beetoridaycentre.com





Client Group

Predominantly: Mild LD and Older adults Age Range: 18+

Centre Information

Building Accessibility		Y	Our building has disability access
Outdoor Space		Y	We have safe outdoor space
Personal Care Facilities		Y	We have personal care facilities
Transport provided		Y	We have our own vehicles for Pick up from home / Drop off at home and outdoor day activities visits.
Administering Medication		Y	Our carers are trained to prompt and support with medication.
Lunch/ snacks Diet Provision		Y	We cater for Specialist diets diets/food preparation e.g. cultural or dietary requirements
1 to 1 Care Provision		Y	We cater for people who require 1:1 care provision

Activities provided for clients

Physical Activities		Y	We have daily seated exercise sessions, walking sessions in the park, knitting, board games and cards , Art and crafts
Sensory Activities		Y	We have a quiet room with a sensory / relaxation chair and sensory lighting, bingo, quizzes for mental stimulation
Outings/Trips		Y	We undertake occasional outings to pubs for lunch, shopping outing and visit local places of interest
Educational Activities		Y	Computing sessions

Additional information

We do person centred plan to meet individual needs.

An ideal place with a happy family-like ambience for people to meet, socialise, relax, and enjoy activities supported by well trained, experienced, and dedicated staff.

We provide activities to promote independence, mental, physical, and social stimulation, confidence and self-esteem and well-being.

Better Pathways

Learning, Independence, Volunteering, Employment (LIVE) Vocational Pathways Programme

Address: Better Pathways, 201-206 Alcester Street, Digbeth, Birmingham B12 0NQ







Telephone: 021 773 1455 Email: LIVE@betterpathways.org.uk


Website: www.betterpathways.org.uk

Client Group





Predominantly: Mental Health/Learning Disabilities or Difficulties/Neurodiverse Age Range: 18+

Centre Information

Building Accessibility		Y	
Outdoor Space		N	Participants are supported to access community services and assets.
Personal Care Facilities		N	
Transport provided		N	Some of our participants use Ring and Ride and we can assist with setting up this arrangement if necessary.
Administering Medication		N	Participants can bring support workers to our centre to administer medication if appropriate.
Lunch/ snacks Diet Provision		Y	A hot midday meal is provided Mon – Fri

1 to 1 Care Provision		Y	We do not provide constant 1:1 support but support workers are welcomed.
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Activities provided for clients

Physical Activities			For information about the Vocational Pathways Programme and Fulfilment, Signage and Woodwork programme activities please contact us for a conversation.
Sensory Activities		N	Not routinely, but from time-to-time craft activities are arranged, for example, working with clay.
Outings/Trips		Y	We take participants on trips to the seaside in summer and for a Christmas party.
Educational Activities		Y	We are able to arrange educational activities for participants and to support them to attend.

Additional information

Citizens on our programme are supported to develop skills and confidence through participation in real-life work-related activities in our social enterprises. There are opportunities in our Signage and Woodwork enterprises for citizens who enjoy artistic activities, and in our Fulfilment enterprise where the repetitive nature of activities is found to be particularly therapeutic by many participants. Our support team works with participants to deliver vocational goals agreed in person-centred action plans. Where participants have aspirations to move into paid employment, or to undertake additional education, training, and supported volunteering, we will assist them to achieve their goals. Attendance is agreed on a case by case basis. A risk assessment is carried out for all new participants. Our team liaises with families and carers in collaboration with participants to ensure that support plans are understood and well managed.

Blue Cedars

Address: 115 Pershore Road Birmingham B5 7NX





Telephone: 0121 446 5027 Email: Amaziah.hutton@salutemcare.com




Website: www.salutemcareandeducation.co.uk

Client Group





Predominantly: Adults with physical disabilities, Learning disabilities and Autism Age Range: 18+

Centre Information

Building Accessibility		Y	Via side entrance and back door entrance
Outdoor Space		Y	Back garden for IWS to utilise and parking front and back
Personal Care Facilities		Y	Four toilets for IWS use two toilets for staff and medical room with a plinth and hoist.
Transport provided		Y	Pick up / Drop off, day activities.

Administering Medication		Y	Currently for two IWS
Lunch/ snacks Diet Provision		Y	Specialist diets diets/food preparation catered for, at lunch time 2 IWS bring in their own lunch.
1 to 1 Care Provision		Y	We support IWS that require 1-1 care

Activities provided for clients

Physical Activities		Y	Games, yoga, movement, music/ dance, bird watching, crafts, exercise.
Sensory Activities		Y	Water play, sensory stories, sensory play, we have our sensory room which combines a range of stimuli to help individuals develop and engage their senses. This includes lights, colours, sounds.
Outings/Trips		Y	Daily outing weather permitted. Parks, sensory gardens, outdoor gyms.
Educational Activities		Y	Computer skills, coordination building blocks, art, literacy.

Cerebral Palsy Midlands

Address: 17 Victoria Road, Harborne, B17 0AQ

Telephone: 0121 427 3182

Email: info@cpmids.org.uk







Website: www.cpmids.org.uk


Client Group

Predominantly: Cerebral Palsy and related conditions





Age Range: 18+

Centre Information

Building Accessibility		Y	Fully Accessible day service
Outdoor Space		Y	Fully Accessible
Personal Care Facilities		Y	Fully Accessible Care suites and equipment
Transport provided		N	
Administering Medication		Y	
Lunch/ snacks Diet Provision		Y	Fully equipped registered kitchen

1 to 1 Care Provision		Y	1 to 1 personal care provided after initial assessment 2 to 1
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Activities provided for clients.

Physical Activities		Y	
Sensory Activities		Y	
Outings/Trips		Y	
Educational Activities		Y	

Additional information

Our Mission statement:

Cerebral Palsy Midlands Empowers People to achieve their Goals in a Caring and Friendly environment.

Our Aim is for people to reach their full potential by working together and supporting each other. Promoting Independence, effectively communicating and Educating people about Disability Awareness.

Together Everyone Achieves More

Care First Management Services

Address: Head Office – Great Bar Station House B42 1DY





Telephone: Head office – 0121 308 6555 Email: ReferralsAdmin@carefirstltd.co.uk




Website: <https://carefirstltd.co.uk>

Client Group





Predominantly: Predominantly: Autism, Learning Disabilities, Learning Difficulties, Complex Health Needs, Physical Disabilities, PMLD, Behaviour Support Needs. Age Range: 18-25+

Centre Information

Building Accessibility		Y	Majority of buildings are accessible some of the hubs have an upstairs.
Outdoor Space		Y	Most of our Hub have outside space some set in acres of land and other with small to large outdoor spaces.
Personal Care Facilities		Y	Most Hubs can support around personal care, we have specific hubs with hoisting and changing bed facilities
Transport provided		Y	Transport by public transport or private hire for activities.

Administering Medication		Y	Support to administer medication in all hubs is available. Bespoke medication support for individuals around clinical management plans is also available
Lunch/ snacks Diet Provision		N	Meals are not provided, however support provided with specialist diets.
1 to 1 Care Provision		Y	We can offer 1:1 support as and when needed, this is assessed upon individual needs, initial assessment of placement and ongoing reviews once starting the service.

Activities provided for clients.

Physical Activities		Y	Physical Activities vary by centre
Sensory Activities			Sensory activities vary by centre
Outings/Trips			Activities can vary at each Hub and all are planned with individual goals in mind.
Educational Activities			Life skills, communication sessions, the world around us, money management, health and hygiene, healthy foods, and diet

Additional information

We have thirteen sites and accommodate people across the city please contact head office for locations and further details.

Family Care Trust – Blanning Dementia Day Centre

Address: Blanning, Winster Avenue, Dorridge, Solihull, B93 8ST

Telephone: 01564 771179

Email: admin.nbf@familycaretrust.co.uk



Website: www.familycaretrust.co.uk






Client Group

Predominantly: Dementia





Age Range: 50+

Centre Information

Building Accessibility		Yes	The main buildings on site have disabled access and has recently been modernised.
Outdoor Space		No	

Personal Care Facilities		Yes	We provide a wide range of personal care services on site.
Transport provided		Yes	Transport can be provided to and from NBF at an additional cost.
Administering Medication		Yes	
Lunch/ snacks Diet Provision		Yes	Freshly cooked meals are made on site daily for all who attend.
1 to 1 Care Provision		Yes	

Activities provided for clients

Physical Activities		Yes	Sports coaches come on site and do games/activities in the centre. Various games and activities are run by the staff on site. Armchair yoga and reminiscence work.
Sensory Activities		Yes	Arts and Crafts, Sensory room on site, games and activities for different abilities.
Outings/Trips		Yes	
Educational Activities		No	

Additional information

Family Care Trust are a charity that predominantly work with adults with disabilities, the types of disabilities that we support include learning disabilities, mental health problems, acquired brain injuries, dementia and Parkinson's. Our Community Support Service is registered with the Care Quality Commission (CQC) with our most recent inspection (July 2018) receiving a Good overall rating.

Family Care Trust – Newlands Bishop Farm

Address: Newlands Bishop Farm, Berry Hall Lane, Catherine de Barnes, Solihull, B91 2RY


Telephone: 0121 711 2939 Email: admin.nbf@familycaretrust.co.uk







Website: www.familycaretrust.co.uk

Client Group





Predominantly: Learning Disabilities Age Range: 18+

Centre Information

Building Accessibility		Yes	The main buildings on site have disabled access but the farm surroundings are hard to navigate in a wheelchair.
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Outdoor Space		Yes	50 acres of land, horses, goats, sheep, small animal enclosure, café, gardens, horticultural nursery, woodwork unit and much more.
Personal Care Facilities		No	
Transport provided		Yes	Transport can be provided to and from NBF at an additional cost.
Administering Medication		No	
Lunch/ snacks Diet Provision		Yes	Lunch provided to everyone in our canteen on site.
1 to 1 Care Provision		Yes	We have our own in-house 1 to 1 provision.

Activities provided for clients

Physical Activities		Yes	Gardening, Landscaping Animal Care (small animals and large), Woodwork, Kitchen/Hospitality, Wedding Business, Bar Work, Horticulture, Woodland Management and much more.
Sensory Activities		Yes	Arts and Crafts, Sensory room on site, games and activities for different abilities.
Outings/Trips		No	
Educational Activities		Yes	Work skills training, Maths, English, Horticulture, Animal Care, Woodwork and work related training such as First Aid, Food Hygiene, Health and Safety etc.

Additional information

Family Care Trust are a charity that predominantly work with adults with disabilities, the types of disabilities that we support include learning disabilities, mental health problems, acquired brain injuries, dementia and Parkinson's. Our Community Support Service is registered with the Care Quality Commission (CQC) with our most recent inspection (July 2018) receiving a Good overall rating.

Father Hudson's Care

Address: Coleshill Day Services, Father Hudson's Care, St Georges House, Gerards Way, Coleshill, Birmingham B46 3FG

Telephone: 01675 462160 Email: enquiries@fatherhudsons.org.uk








Website: www.fatherhudsons.org.uk/adults/st-catherines-day-service

Client Group





Predominantly: Complex care

Age Range: 18+)

Centre Information

Building Accessibility		All areas are wheelchair accessible and we have portable hoists and ceiling-tracked hoists to enable ease of movement.
Outdoor Space		We offer an accessible multi-sensory garden in which clients enjoy gardening, sports, outdoor activities and events. The centre is located in a private road within walking distance of Coleshill town centre.
Personal Care Facilities		Wheelchair accessible toilets with ceiling-tracked hoists.
Transport provided		
Administering Medication		Staff are trained to administer a range of medication
Lunch/ snacks Diet Provision		Specialist diets dependent on SALT referral including dysphagia at all levels, PEG feed. (Please note provision of meals is not available without prior arrangement. a packed lunch must be provided if no prior arrangement made)E.g., Specialist diets diets/food preparation catered for.
1 to 1 Care Provision		1-1 care provision is based upon individuals' assessment and need.

Activities provided for clients

Physical Activities		Elan dance tutor, keep fit, sports, Fusion dance tutor.
Sensory Activities		Multi-sensory hydrotherapy pool, sensory garden, and multisensory room.
Outings/Trips		Horse riding, cinema, ice skating, parks, beauty spots, local attractions.
Educational Activities		Opportunities for college courses.

Additional information

Coleshill Day Services is a happy and vibrant place in which adults with complex care needs are supported and empowered to achieve their goals and live a happy and fulfilling life of their choosing. We do this by providing a wide range of centre-based and community-based activities that offer stimulation, build daily living skills, and promote physical and mental wellbeing. We provide personcentred care, ensuring clients' dignity is maintained and individual needs are met.

Focus Birmingham

Address: 48-62 Woodville Road, Harborne, Birmingham B17 9AT

Telephone: 0121 393 4849 Email: info@focusbirmingham.org.uk








Website: www.focusbirmingham.org.uk

Client Group





Predominantly: LD / Sensory

Age Range: 19+

Centre Information

Building Accessibility		Y	Full accessibility
Outdoor Space		Y	Sensory garden, courtyard with outdoor seating and planting
Personal Care Facilities		Y	Changing rooms with track hoists, mobile hoists, accessible toilets
Transport provided		Y	Transport service available
Administering Medication		Y	Fully trained staff for administering medication. We support with specialist techniques.
Lunch/ snacks Diet Provision		Y	Specialist food preparation catered for including modified meals (IDDSI) and can meet the needs of those with enteral feeding systems
1 to 1 Care Provision		Y	Care provision is dependent upon the specific needs of the individual in our care

Activities provided for clients.

Physical Activities		Y	Examples include cookery, relaxation & movement, dance, yoga
Sensory Activities		Y	Sensory interactive room, sensory art, sensory stories, sing sign
Outings/Trips		Y	Outings and trips are arranged throughout the year
Educational Activities		Y	(Vocational courses not available) We provide activities such as art and painting, dominoes and games, independent living skills

Additional information

Focus Birmingham is a local charity providing support, care advice and guidance to all those affected by sight loss and complex needs across the whole of Birmingham.

Our **complex needs day service** provides weekday support for 95 adults (aged 19+), delivering stimulating programmes of activities, tailored to the needs of the individual. We run approximately fifty-six activities across the week and also access local attractions. This may include cinema trips,

bowling trips, pub meals, visiting the safari park or shopping centres and much more. Each day is structured, and we also access other external activities with partner organisations to deliver variety and choice.

Forward Day Services

Orchid Centre

Address: 48 Lincoln Road, Solihull, Birmingham, B27 6PA

Poppy Centre

Address: 1 Florence Road, Sutton Coldfield, Birmingham, B73 5NH








Telephone: 0121 706 1676 Email: info@ibchealthcare.co.uk

Website: <https://ibchealthcare.co.uk>




Client Group


Predominantly: : Learning disabilities to include complex and profound disabilities, ADHD Autism & Complex Health, and Care Needs Age Range: 18+

Centre Information

Building Accessibility		Y	Our building is ground floor level with widened doorways
Outdoor Space		Y	Both centres have outdoor areas
Personal Care Facilities		Y	We have a ceiling/track hoist in our accessible toilet
Transport provided		Y	Our fleet of vehicles are used to pick up and drop, also used for community activities.
Administering Medication		Y	We have trained staff on site to administer medication which includes Buccal Midazolam
Lunch/ snacks Diet Provision		Y	Most people bring their own packed lunch. Our team are mindful of special dietary requirements. We cater for people needing enteral feeding.
1 to 1 Care Provision		Y	Many of the people we support have 1:1 care provision

Activities provided for clients.

Physical Activities		Y	People engage in various physical activities to include Swimming, Football, Archery, Yoga, Walking, Inclusive Cycling, Bowling, Trampolining, Snooker, Dancing
Sensory Activities		Y	On site sensory room plus many sensory activities. Also, our team encourage bespoke sensory experiences for people
Outings/Trips		Y	Days out: Alton Towers, Farm/Wildlife Park, Beach, Cinema, Conkers, Monkey Forest, Butterfly Farm, Bowling, Pub Lunch

Educational Activities		Y	Seasonal activities: Halloween, Easter, etc. Puzzles, Jigsaws, Maths and Literacy Books, Drawing and Colouring, Clay Work, Promoting Individualised Learning where appropriate
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Headway Birmingham & Solihull

Address: Leighton House, 20 Chapel Rise, Rednal, Birmingham. B94 5HS

Telephone: 0121 457 7541

Email: enquiries@headway-bw.org.uk

Website: www.headway-bs.org.uk

Client Group





Predominantly: People with acquired brain injury

Age Range: 18+

Centre Information

Building Accessibility		Y	All 3 Hubs are fully accessible
Outdoor Space		Y	Gardens at LEIGHTON HOUSE and HEADWAY HOUSE Outdoor seating and smoking shelter at SUTTON HOUSE
Personal Care Facilities		Y	Disabled Toilets only – no showers or hoists
Transport provided		Y	No transport for picking up/dropping off. Transport every day to activities in the community
Administering Medication		N	Clients will need to self-manage medication – though staff can prompt/remind
Lunch/ snacks Diet Provision		Y	Lunch items can be purchased and are delivered from local firms. Staff will attend to specific diet/feeding needs.
1 to 1 Care Provision		Y	We can provide 1 to 1 staff where needed, both at the Hubs or in the community.

Activities provided for clients.

Physical Activities		Y	Physiotherapy, sports activities (bowling, fishing, golf, boccia, pool and many more) , fitness activities, Competitions
Sensory Activities		Y	Taste, smell, hearing, touch, pain assessments following brain injury
Outings/Trips		Y	Across the year according to programmes – educational trips, social, Xmas shopping, day trips, lunches etc
Educational Activities		Y	Understanding brain Injury – All areas of cognition, Speech & Language, Reading/writing/maths/money management, Social Skills, creative activities, wellbeing, Daily Living Skills and communication, IT & Technologies training

Individual Day Centres

Headway House, Moseley Hall Hospital, Alcester Road, Moseley, B13 8JL

Telephone: 0121 442 4656

Sutton House, 380-384 Birmingham Rd, Wylde Green, Sutton Coldfield, B72 1YH Telephone: 0121 809 2080

Hong Que Day Service

Address: Chinese Community Centre-Birmingham, 99 Bradford Street, Digbeth B12 0NS

Telephone: 0121 685 8510 Email: service@ccc-b.org.uk








Website: [Supporting Elders – Chinese Community Centre – Birmingham \(chinesebirmingham.org.uk\)](http://SupportingElders-ChineseCommunityCentre-Birmingham.chinesebirmingham.org.uk)

Client Group





Predominantly: Chinese elders

Age Range: 50+

Centre Information

Building Accessibility		Y	Level access into building. Lift. Disabled toilet.
Outdoor Space		Y	We have a small vegetable & flower garden. During warm weather, we take Hong Que service users for walks to the local park (Highgate Park).
Personal Care Facilities			
Transport provided			For service users with no family/friend support we can book Ring & Ride where it is available
Administering Medication			
Lunch/ snacks Diet Provision		Y	Hot drinks and snacks provided. Service users need to bring their own lunch. We can heat food.
1 to 1 Care Provision			Group activities. Monthly welfare checks are conducted via informal 1:1 conversations.

Activities provided for clients.

Physical Activities		Y	Morning stretch. Weekly falls prevention session (Dance to Health with Aesop); walks during warm weather. Other physical activities on ad hoc basis.
Sensory Activities			Art & craft activities, tabletop games
Outings/Trips		Y	Trips into city centre and to places of interest during warm weather. Occasional trip for free elders luncheon provided monthly by Chung Ying Cantonese Restaurant
			Community health talks



Additional information

We hold an annual birthday meal for Hong Que. They also participate in our community festival meals such as Chinese New Year and Mid-Autumn Festival.

Hong Que service users have reserved places at our monthly Tuesday Social Club which is run as part of our Prevention & Communities project.

Jaffray Care Activity Hub

Address: 55 Marsh Lane, Erdington, Birmingham, B23 6HX








Telephone: 01213772800 option 3 then option 2

Email: activityhub@jaffraycare.com or rachel.craven@jaffraycare.com


Website: <https://jaffraycare.com/what-we-do/community-day-services/>

Client Group Predominantly: Adults with care needs Age Range: 18+

Centre Information

Building Accessibility		The building is wheelchair accessible throughout, including a lift, automatic doors, ramps and accessible toilets.
Outdoor Space		We have a garden with seating areas, accessible swings and outdoor games.
Personal Care Facilities		We have personal care facilities in the building including a care suite with a tracking hoist.
Transport provided		We do not provide transport to and from the service. We do provide transport during activities i.e. going out into the community. Our minibuses are wheelchair accessible.
Administering Medication		Trained staff administer prescribed medication.
Lunch/ snacks Diet Provision		We do not provide lunchtime meals. We do provide drinks/snacks. During lunchtime we prepare service users own packed lunch (that can be heated up or cooked). We support specialist diets and SALT plans.
1 to 1 Care Provision		We provide 1 to 1 care.

Activities provided for clients

Physical Activities			We are trained by the platform Oomph! to deliver exercise and wellbeing sessions, such as seated exercises. Activities at the hub also include sports games such as Just Bowl, going out into the community on walks and swimming sessions.
Sensory Activities			Our multi-sensory room is completely interactive. The room includes bubble tubes, a vibration waterbed, projectors, moving light scanners and colour changing LED's.
Outings/Trips			We often go out into the community for a picnic in the park, to a coffee shop or to shopping centres. We organise planned day trips too, such as to Twycross Zoo!
Educational Activities			Activities promoting educational knowledge and skill include reading and writing, Makaton, gardening, arts and crafts, music, cooking, exercise, quizzes and puzzles.

Mackadown Day Care services Ltd

Address: 628 Chester Rd, Wylde Green, Birmingham B73 5JR

Address: 221 Mackadown Lane, Tile Cross B33 0NL

Telephone: 0121 770 3225

Email: info@mackadowndaycare.com

Website: <https://mackadowndaycare.com/>



Client Group

Predominantly: Adults with complex healthcare needs and learning disabilities Age





Range: Adults over age 18 yrs.

Centre Information

Building Accessibility		Y	We have disabled access to our building. We have ceiling hoists in situ and mobile hoists to uses where required.
Outdoor Space		Y	In both Day Centres we have enclosed rear gardens with grassed and seated patio areas. Both Day Centres have driveways for safe transfers to and from the minibus.
Personal Care Facilities		Y	We have accessible bathroom facilities in both day centres.
Transport provided		Y	Transport is available for pick up and drop offs as well as outdoor activities if required.
Administering Medication		Y	Our staff are trained in the Safe Administration of Medications. Policies and procedures for medication administration are reviewed regularly and audited.

Lunch/ snacks Diet Provision		Y	Lunches are provided. We can cater for a variety of different dietary needs such as vegetarian Halal, smooth and peg feeds. Dietary advice is sought where required
1 to 1 Care Provision		Y	Due to the nature of our client group, we are unable to accept clients who require 1:1 care.

Activities provided for clients.

Physical Activities		Y	Horticulture, Art & Crafts, Cooking/baking, Beauty and pamper sessions, games, music, water play
Sensory Activities		Y	Sensory sessions, physiotherapy
Outings/Trips		Y	Day Activities are arranged, weather dependent
Educational Activities		Y	Numeracy and literature, flash cards, audio books

Additional information

We have two Day Centres that provide the same activities.

Nevin Day Centre

Address: 20 – 22 Key Hill, B18 5BP

Telephone: 0121 554 8560 Email: info@nevindaycentre.co.uk







Website: <https://www.nevindaycentre.co.uk/>

Client Group

Predominantly: Autism (Challenging behaviour)





Age Range: 18-40

Centre Information

Building Accessibility		Y	Basic Accessibility
Outdoor Space		Y	Garden Area
Personal Care Facilities		Y	Toilets
Transport provided		Y	
Administering Medication		Y	
Lunch/ snacks Diet Provision		Y	

1 to 1 Care Provision		Y	
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Activities provided for clients.

Physical Activities			Packages catered to the person
Sensory Activities			Packages catered to the person
Outings/Trips			Packages catered to the person
Educational Activities			Packages catered to the person

Pannel Croft Day Service

Address: 290 Hospital Street, Newtown, Birmingham B19 2XU

Telephone: 0121 503 1000

Email: pannelcroft.enquiries@extracare.org.uk








Website: <https://www.extracare.org.uk/living-with-extracare/retirement-villages/pannel-croftvillage/#pannelcroftvillage-village-btn:selected=true>

Client Group





Predominantly: Older People

Age Range: 55+

Centre Information

Building Accessibility		Y	Fully accessible
Outdoor Space		Y	Garden, patio
Personal Care Facilities		Y	Accessible WC only
Transport provided		N	We are unable to provide transport
Administering Medication		Y	
Lunch/ snacks Diet Provision		Y	Two course lunch and refreshments provide throughout the day. Able to cater for specific dietary requirements.
1 to 1 Care Provision		N	Unable to provide 1:1 care provision in day service

Activities provided for clients.

Physical Activities		Y	Variety of exercise classes, including exercise balls, singing group
Sensory Activities		Y	Knitting/crochet squish bags, cake decorating, cards, dominoes, puzzles etc, gardening.
Outings/Trips		Y	Service users able to attend organised trips
Educational Activities		Y	Reading, topical discussions, memory, and reminiscence activities where service users learn from each other

Queen Alexandra Community Services Hub

Address: 109 Court Oak Road, Harborne, Birmingham B17 9AA







Telephone: 0121 803 5515/07745 540234 Email: communityservices@qac.ac.uk/gleno@qac.ac.uk


Website: <https://www.qac.ac.uk/community-services.htm>

Client Group





Predominantly: Younger adults with autism and/or other support needs, including a diverse range of disabilities and sensory impairment. Age Range: 18-40 currently

Centre Information

Building Accessibility		Y	We are on a ground floor with disabled parking to the rear, flat access, and step free access.
Outdoor Space		Y	Yes, a small garden with seating.
Personal Care Facilities		Y	A PC room with a bed and hoist system.
Transport provided		Y	Limited transport for existing clients only; we are at capacity. We can and do transport clients during the day to participate in activities, but we also use public transport and encourage clients to develop independence.
Administering Medication		Y	Yes, trained staff.
Lunch/ snacks Diet Provision		Y	Clients can bring or prepare their own food with support; we have a large kitchen facility and encourage cooking as an individual or group activity.

1 to 1 Care Provision		Y	All our care is 1:1 as we are a support worker service with the benefit of a community hub base.
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Activities provided for clients.

Physical Activities		Y	Clients are encouraged to participate in activities either individually or as a group. We have a regular swimming group.
Sensory Activities		Y	Not specifically catered to as a group. However, staff work closely with our clients who have sensory impairment to meet their needs and to enjoy leisure and social activities of their choice.
Outings/Trips		Y	All the time!!
Educational Activities		Y	We are not education focused however we work with our clients to promote independence, to support emotional and physical wellbeing, and to develop resilience and confidence.

The Robin Centre

Address: The Robin Centre, 2 Vicarage Road, Kings heath, B14 7RA

Telephone: 0121 444 8111 Email: info@therobincentre.org.uk








Website: www.therobincentre.org.uk

Client Group





Predominantly: Older people with dementia

Age Range: 65+

Centre Information

Building Accessibility		Y	
Outdoor Space		Y	
Personal Care Facilities		Y	
Transport provided		Y	Yes-to and from the centre, and for trips out
Administering Medication		Y	
Lunch/ snacks Diet Provision		Y	Specialist diets diets/food preparation catered for.
1 to 1 Care Provision		N	Not provided

Activities provided for clients.

Physical Activities			Daily exercise programme, Dancing, Arts & crafts, Gardening, Floor games, Bowling, Golf, Archery, Netball & other games
Sensory Activities			Guess the object, Tasting & Smelling games, Singing
Outings/Trips			Pantomime, Meals and recreational visits
Educational Activities			A mental activity everyday including reminiscence exercises

Additional information

Here at the Robin Centre, we cater for people over 55 years of age and specialize in dementia care. Our team of staff are fully qualified in adult care and have many years of experience. We operate Monday to Friday 09.30 – 15.30. We have a fun filled day which comprises daily exercise, two activities, breakfast, a 2-course lunch & afternoon tea and cakes.

Roselea Day Centre

Address: Rear of St Margaret's Church, Jarvis Road, Erdington, B23 5RS _)

Telephone: 0121 350 7100







Email: Roselea@btconnect.com


Website: Roselea@btconnect.com

Client Group


Predominantly: Learning and Physical Disabilities, Early Onset Dementia Age Range: 18+

Centre Information

Building Accessibility		Y	Single storey level access. All areas wheelchair accessible
Outdoor Space		Y	Garden and recreational space. Seating area
Personal Care Facilities		Y	Changing area, Changing bed and hoist
Transport provided		Y	Accessible minibus. Transport to activities. Transport to and from Centre dependent on individual circumstance
Administering Medication		Y	Staff are trained to administer a wide range of medication including controlled drugs.
Lunch/ snacks Diet Provision		Y	Bistro style lunches. Specialist diets /food preparation catered for. (At additional cost). PEG trained staff.

1 to 1 Care Provision		Y	We are unable to accommodate clients who require consistent 1:1 care
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Activities provided for clients.

Physical Activities		Y	Skittles, Pool tournaments, Electronic Darts tournaments, Exercises, Dance, Mini Discos, Gardening, Karaoke, Various crafts, model making, Bingo
Sensory Activities		Y	Relaxation sessions, Hand massage, Sensory Apps, fiddle bags and boards, music sessions
Outings/Trips		Y	Local parks and places of interest, coffee shops, pub lunches, tenpin bowling, garden and craft centres, farms
Educational Activities		Y	Board games, Baking, IT Skills, basic literacy, and numeracy

Additional information

We offer activities both on and off site. Many of our on-site activities are designed to promote independence and improve the ability to carry out everyday tasks and improve life skills. We also provide lots of activities with the emphasis on fun, socialising, and relaxation.

Satori House






Address: 1 Goodrest Croft, Birmingham, B14 4JU



Telephone: 0121 430 7553 / 07594 340106 Email: office.satorihouse@gmail.com Website: www.satori-house.co.uk

Client Group





Predominantly: ASD, PMLD Age Range: 19-30

Centre Information

Building Accessibility		Y	Limited wheelchair access currently.
Outdoor Space		Y	Limited garden space.
Personal Care Facilities		Y	Personal care attended to with Changing table if required.
Transport provided		Y	Only transport available for trips, not to and from the centre.
Administering Medication		Y	Staff are competent to administer medication for epilepsy, both regular and emergency, diabetes, and other medical conditions, with written consent.

Lunch/ snacks Diet Provision		Y	All specialist diets catered for.
1 to 1 Care Provision		Y	We cater for a range of needs, from group to 2:1.

Activities provided for clients.

Physical Activities		Y	A huge range of daily in-house and community activities.
Sensory Activities		Y	We have an in-house sensory engagement personnel. A sensory room with heated waterbed and interactive screen.
Outings/Trips		Y	Members of a private gold club, cycling club, private swimming pool. In addition to regular access of community facilities.
Educational Activities		Y	Jobs board. Cultural festivals, cooking.

Additional information

We are a small and friendly day centre offering a variety of activities that enrich our members lives.

Sense : Holly Lane Day Service

Address: Sense, Holly Lane, Smethwick, West Midlands, B66 1QN

Telephone: 0121 809 3520

Email: Julie.shields@sense.org.uk / Emily.cork@sense.org.uk





Website: www.sense.org.uk




Client Group

Predominantly: LD / PD





Age Range: 18+

Centre Information

Building Accessibility		Y	Level access building
Outdoor Space		Y	Level access garden
Personal Care Facilities		Y	We have two hygiene suites that include an overhead hoist.
Transport provided		n/a	

Administering Medication		Y	
Lunch/ snacks Diet Provision		n/a	
1 to 1 Care Provision		Y	The individuals we support all have 1:1 support.

Activities provided for clients.

Physical Activities		Y	We offer a range of activities including- Dance sessions, rock climbing, ice skating, swimming, and rambles to local parks.
Sensory Activities		Y	We offer massage, use of sensory objects, water and messy play and food tasting sessions.
Outings/Trips		Y	We arrange days out to the beach and other accessible locations.
Educational Activities		Y	We help with life skills and encourage the individuals to be as independent as they can be with the activities they enjoy.

Stepping Stones Project

Address: Ark Community Church, St James Road, Sutton Coldfield, B75 5EH

Telephone: 07410 620546

Email: stephanie.jones@arkcommunity.church





Website: www.arkcommunity.church




Client Group

Predominantly: mixed





Age Range: 18+

Centre Information

Building Accessibility		Y	Wheelchair friendly
Outdoor Space		Y	Garden
Personal Care Facilities		Y	Only to assist service users to walk to the facilities if they need help.
Transport provided		Y	Only when on an outing. Clients make their own way to the centre.

Administering Medication		Y	With permission from parent/carer, we can remind and watch a service user take medication.
Lunch/ snacks Diet Provision		N	Clients bring their own lunch.
1 to 1 Care Provision		Y	Staff assist one to one with the craft activities when needed.

Activities provided for clients.

Physical Activities		Y	Keep fit, games, puzzles
Sensory Activities		Y	We offer craft facilities. At times we bake in the kitchen to encourage life skills
Outings/Trips		Y	Twice a year.
Educational Activities		Y	We assist service users to write in cards etc if they struggle in this area

St. Mark's Community Hub

St Mark's Church Centre, Bandywood Crescent, Kingstanding, B44 9JX

Telephone: 0121 360 4298

Email: k.airey@mail.com






Website: www.stmarkhub.com



Client Group

Predominantly: Older Adults





Age Range: 50+

Centre Information

Building Accessibility		Y	Flat access throughout entire site
Outdoor Space		Y	Limited
Personal Care Facilities		Y	Disabled toilets
Transport provided		Y	Within Erdington and Perry Barr Area
Administering Medication		Y	Will give reminders

Lunch/ snacks Diet Provision		Y	Two course lunch provided and refreshments throughout the day.
1 to 1 Care Provision		N	

Activities provided for clients.

Physical Activities		Y	Gentle Seated exercise weekly
Sensory Activities		Y	Puzzles, Books available
Outings/Trips		Y	Occasional
Educational Activities		N	

Additional information

Day Centre for the Elderly Monday, Tuesday, Wednesday, and Friday

Place of Welcome Thursday 1.30 to 3.00

Seated Gentle Exercise Thursday 3.00 to 4.00

Sutton Coldfield Support Services Ltd

Address: Wylde Green Community Hall, Emscote Drive, Wylde Green, Birmingham B73 5NE

Telephone: 0121 377 7507 Email: office@suttonsupport.org.uk



Website: www.suttonsupport.org.uk



Client Group

Predominantly: Adults with learning disabilities





Age Range: 18+

Centre Information

Building Accessibility		Y	Fully accessible, flat one storey building
Outdoor Space		Y	Patio at the front, garden at the rear all fully accessible.
Personal Care Facilities		Y	All
Transport provided		Y	Transport provided within a five mile Pick up and drop off. Local area. Limited spaces.
Administering Medication		Y	Trained staff can administer most medications (exceptions apply)

Lunch/ snacks Diet Provision		Y	Lunch provided
1 to 1 Care Provision		Y	Dependent on need

Activities provided for clients.

Physical Activities		Y	Local walks, indoor bowls, ten pin bowling, swimming, Keep Fit, swimming, bowling, gardening, walking.
Sensory Activities		Y	We offer a wide range of activities to suit all with sensory needs. Large print, hearing enhanced activities.
Outings/Trips		Y	We offer a wide range of activities to suit all with sensory needs. Large print, hearing enhanced activities.
Educational Activities		Y	Basic educational sessions are part of our work.

Additional information

We are a support service in Sutton Coldfield for adults with learning disabilities offering buildings-based and community-based opportunities. We provide adults with learning disabilities with the opportunity to learn new skills and activities designed to encourage each person to reach their true potential, to enhance their community opportunities, life, and social skills.

We are a fairly small day support service with very experienced and well-trained staff who have a mixture of skill, musical, art and craft. We try very hard to provide a mixture of fun and independent living skill.

Thrive – Gardening for Health

Address: Thrive, Kings Heath Park, Kings Heath, Birmingham, B14 7TQ

Telephone: 0121 293 4531





Email birmingham@thrive.org.uk




Website: www.thrive.org.uk

Client Group





Predominantly: Physical or mental disabilities, isolation, loneliness, excluded. Age Range: 18+

Centre Information

Building Accessibility		Y	disabled access to toilets
Outdoor Space		Y	
Personal Care Facilities		N	
Transport provided		N	E.g., Pick up / Drop off, day activities.

Administering Medication		N	
Lunch/ snacks Diet Provision		Y	Light refreshments at break e.g. tea, coffee, biscuits
1 to 1 Care Provision		N	

Activities provided for clients.

Physical Activities		Y	
Sensory Activities		Y	
Outings/Trips		N	
Educational Activities		Y	

Additional information

We use gardening to bring about positive changes in the lives of people living with disabilities or ill health, or who are isolated, disadvantaged, or vulnerable.

Thrive Birmingham offer therapeutic gardening programmes to people with a defined health, social or educational need in the old TV gardens in King's Heath Park as well as various outreach projects in the wider community. For those that remember, the TV gardens provided the outside broadcasting location for Pebble Mill and previously Gardeners' World and Gardening Times.

We use an approach called social and therapeutic horticulture (STH), where our team of trained therapists work with plants and people to improve an individual's physical and psychological health, communication and thinking skills.

Trinity Respite Services – Day Service Provision

Address: 31 Serenity House, Gate Lane, Sutton Coldfield, B73 5TR

Address: The Lindridge, Lindridge Rd, Sutton Coldfield, B75 7JB


Telephone: 0121 378 3242 Email: trinityrespiteservices@gmail.com







Website: www.trinityrespiteservices.co.uk

Client Group





Predominantly: Adults with learning disabilities Age Range: 18 – 50

Centre Information

Building Accessibility		Y	
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Outdoor Space		Y	
Personal Care Facilities		Y	Accessible toilets on both sites. Shower facilities on The Lindridge site.
Transport provided		Y	During the day for activities and community visits
Administering Medication		Y	
Lunch/ snacks Diet Provision		Y	
1 to 1 Care Provision		Y	

Activities provided for clients.

Physical Activities		Y	We access the gym, swimming, daily walks, and indoor exercises
Sensory Activities		Y	Sensory room on both sites and sensory activities during the week
Outings/Trips		Y	
Educational Activities		Y	

Additional information

At Trinity we are a person centred, outcome-based service for adults with learning disabilities and/or autism and behaviours that challenge. We are very much community based and access the community during the week as well as promoting independence and life skills. We are a 48 week per year placement, Monday to Friday 09:30 – 15:30.

Trusted Local Care

Address: Saxon Court, 300 Turves Green B31 4BY

Telephone: 07307 872831

Email: tlcaremcd@gmail.com


Website: www.trustedlocalcare.co.uk







Client Group

Predominantly: Dementia, with LD and or MH





Age Range: 55+

Centre Information

Building Accessibility		Y	There is wheelchair access into the building, and the day care centre is on the ground floor, which is all flat
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Outdoor Space		Y	There is a large communal garden, with floor beds and benches
Personal Care Facilities		Y	There two disabled toilets/washrooms , and a shower room is available if needed
Transport provided		Y	Transport is usually arranged by carers, but we can support. in setting up, registering with Ring and ride and will discuss. other transport options i.e., Shencare, taxi's
Administering Medication		Y	We do not usually administer medication but are happy to discuss this if support is needed.
Lunch/ snacks Diet Provision		Y	We offer morning and afternoon refreshments and a two. course lunch as standard. Breakfast can be provided on request
1 to 1 Care Provision		Y	Depending on individual needs of the Citizens, we may be. able to offer a one-to-one care provision

Activities provided for clients.

Physical Activities		Y	Tai Chi, music and movement, skittles, floor netball
Sensory Activities		Y	Gardening, aromatherapy, singing for the Brain, drumming
Outings/Trips		Y	We offer various and varied trips throughout the year, i.e. Severn Valley Railway, Cotswold Wildlife Park, Black Country Museum, Nature Centre
Educational Activities		Y	Daily quizzes, arts and crafts, card games , and word puzzles

Additional information

Trusted local care Northfield offers specialist dementia day care and respite. care to Citizens and Carers in Southwest Birmingham, inclusive of Longbridge, West Heath, Rubery, Frankley, Weoley Castle.

YMCA Sutton Coldfield/Stepping Up

Address: Stepping Up, 13 Fosseway Drive Erdington B72 1LE

Telephone: 0121 382 9134

Email: samkelly@ymcasc.org.uk








Website: www.ymcasc.org.uk

Client Group





Predominantly: Young adults

Age Range: 18+

Centre Information

Building Accessibility		Y	Yes
Outdoor Space		Y	Yes
Personal Care Facilities		Y	Yes
Transport provided		N	Parents / carers arrange transport
Administering Medication		Y	Medicine form can be completed, and young people supported to take this.
Lunch/ snacks Diet Provision		Y	Young people bring their own packed lunch but we often have cooking activities and eat these for snack.
1 to 1 Care Provision		Y	Yes

Activities provided for clients.

Physical Activities		Y	Gym, swimming, drama / dance class, walking etc.
Sensory Activities		Y	Sensory activities are always at hand within the setting.
Outings/Trips		Y	Weekly trips out to lunch and shopping and trips in school holidays such as theme parks, bowling, theatre etc.
Educational Activities		Y	Cooking, health and wellbeing, educational visits, weekly projects such as healthy eating.

Additional information

Stepping up operates 41 weeks of the year and closes loosely in line with school holidays as we have our 'short breaks project' which we run for children with SEND.

Stepping up runs five service days a week excluding bank holidays. Some of our group attend every day and others a couple of days a week.

Windles Community Hub

Address: 328 Bromford Ln, Washwood Heath, Birmingham B8 2SD

Telephone: 0121 809 0666 Email: info@hbvc.ac.uk

Website: <https://www.hbvc.ac.uk/windles-community-hub>





Client Group

Predominantly: Adults with learning disabilities and/or autism. Age Range: 18+

Centre Information

Building Accessibility		Y	Fully accessible from a mobility perspective. We work towards a total communication approach, so we are also fully inclusive from a communication point of view.
Outdoor Space		Y	We have access to a shared garden at our Bromford site. and have access to our allotment space.
Personal Care Facilities		Y	We do not provide personal care for our members.
Transport provided		N	Transport services are available at an additional cost to the fees for attending Windles. This is not a guaranteed service,
Administering Medication		N	Our staff can support our members to take their medication, but currently do not administer it for them.
Lunch/ snacks Diet Provision		Y	Members will need to provide their own lunches for the days they attend.
1 to 1 Care Provision		N	1:1 care could be facilitated as part of a members' care package provided by Birmingham City Council.

Activities provided for clients.

Physical Activities		Y	We plan and facilitate sessions and experiences that focus on developing and maintaining physical and mental wellbeing. Walks and allotment and participate in dance workshops for example.
Sensory Activities		Y	Cooking sessions, arts and crafts workshops and in-house Music Therapy sessions.
Outings/Trips		Y	Windles members explore the local and wider communities often. Previous community visits have included trips to local parks, our allotment at Black Pit Lane, Think Tank Science Museum, The Library of Birmingham, The Dolphin Women's Centre
Educational Activities		Y	Dependent on individual

Additional information

The Windles Community Hub is open 5 days a week, Monday to Friday.

[Community Micro-Enterprises](#)

Client Group

Predominantly: Various Age Range: 18+

Various organisations providing support and activities for individuals throughout the city of Birmingham and the West Midlands.

Project Information

Examples of the support provided ranges from: **Music**

Therapy and Entertainment:

Organisation	Contact details	Details
The Curious Project,	henryligginsmusic@gmail.com	Using music and the arts to combat, loneliness, help improve mental health, and encourage imagination and creativity.
Ways for Wellbeing UK,	info@waysforwellbeing.com, 07853194068 https://www.waysforwellbeing.com	Offering wellbeing and mental health, guidance to individuals through access to physical and creative activities.
Birmingham Centre for Arts Therapies,	talktous@bcats.info 07570962806 http://www.bcats.info	BCAT utilise art, dance, movement, drama, music and play to support communities with positive mental health and wellbeing.
Misfits Music,	info@misfitsmusic.org.uk 07458306508 https://misfitsmusic.org.uk	Misfits Music provides community music activities for adults and adults with learning disabilities to bring people together
Quench Arts,	info@quench-arts.co.uk 07716362478 www.quench-arts.co.uk	Quench Arts is a community music organisation specialising in mental health and wellbeing.
Creative Active Lives	rachel@creativeactivelives.org.uk 07790443007 www.creativeactivelives.org.uk	We are a non-profit org providing entertainment and wellbeing for families, kid's parties, care homes, schools, and more.

Dance Activities,

Dance4u	emilydance4u@gmail.com 07788969193 http://www.dance4u.info/	Therapeutic dance sessions tailored to the needs of individuals with physical and psychological disabilities.
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Exercise and Fitness

Inner Transformation	satpal_snm@yahoo.co.uk 07963123751 www.innertransformation.co.uk	Inner transformation provides a holistic service for health and well-being for the Mind and body. Services include, Yoga classes, from Gentle Chair based yoga to Yoga Flow on the Mat from beginners to intermediates Plus Tai Chi, Qi-Gong, Fitness...
Impact 4life Wellbeing	info@impact4life.co.uk 07492099896 www.impact4life.co.uk	Mobile and on-site fitness and well-being solutions for all ages and abilities
Involve Wellness Ltd	Nora@envolvewell.com 07707931439 www.envolvewell.com	We deliver specialised exercise interventions for people with long term health conditions and additional needs.

Art and creative skills

Leaf Creative Arts	leafcreativearts@gmail.com https://leafcreativearts.wordpress.com	We aim to widen participation in art and help people develop their creativity and self-confidence.
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Further information and individual contact details are available from the [Small Good Stuff | A free directory of community micro-enterprises who offer care and support locally](#) website.

Neighbourhood Network Schemes (NNS)

Address: City wide

Website: <https://birmingham.connecttosupport.org/prevention-and-communities/neighbourhoodnetwork-schemes-nns/>

The Neighbourhood Network Scheme (NNS) has been developed by the Adult Social Care Directorate. They are part of our vision to support Birmingham citizens to lead, happy, health lives in their own homes and communities. We want Birmingham's communities to be more welcoming and supportive place for older citizens and citizens with disabilities or additional needs.

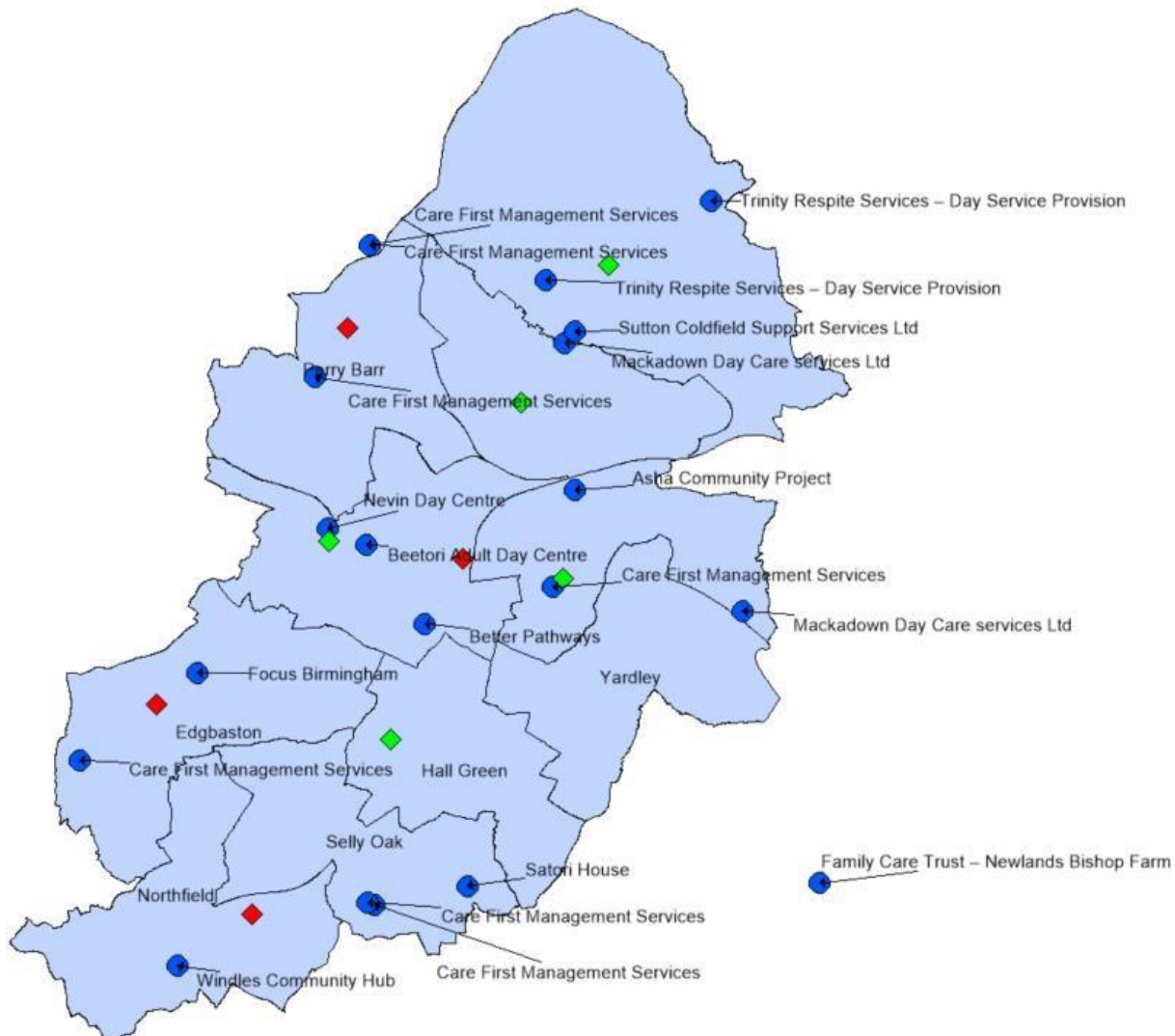
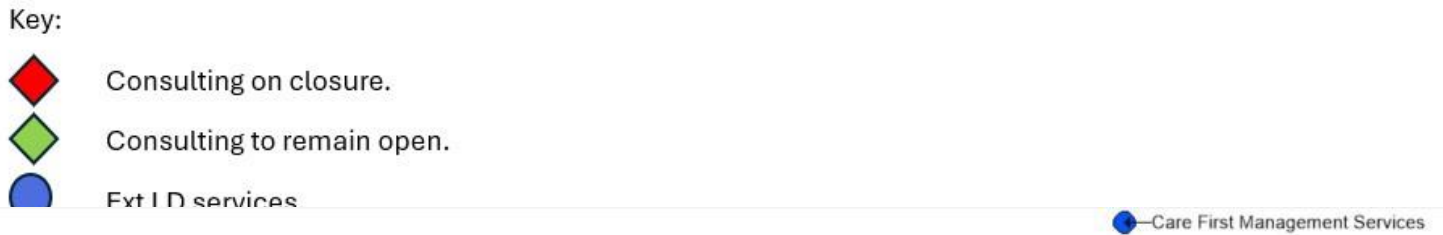
What do the Neighbourhood Networks (NNS) do?

- There is a lead organisation working in each of Birmingham's 10 constituencies. They also meet regularly as a network for the whole city.
- Each NNS is working locally to develop activities and support that is free or low-cost and will promote the wellbeing and independence of older people and citizens with a disability or additional needs.
- The NNS involves local citizens and a wide range of local professionals and organisations to decide what is important locally.
- Each NNS invests in local community organisations through providing training, mentoring and by awarding grant funding.
- The NNS' support their local BCC social work team, as well as health and other professionals, to know what is available to the people they are supporting.
- All of the groups, activities and support that the NNS finds is published on the Connect to Support Community Directory so that anyone can find it -
<https://birmingham.connecttosupport.org/search/?searchTab=directorySearchTab&templateId=ed1953b8-7e46-4ccd-b327-abb20091d7f4&sortOption=Rank%3Basc&pageNumber=1&pageSize=10&distance=1609>

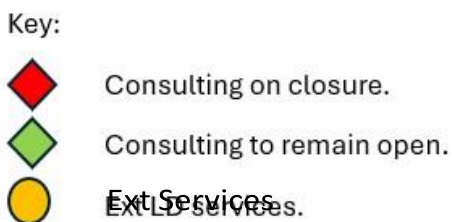
If you would like to learn more about NNS or get in touch with the NNS in your constituency, please follow the link below.

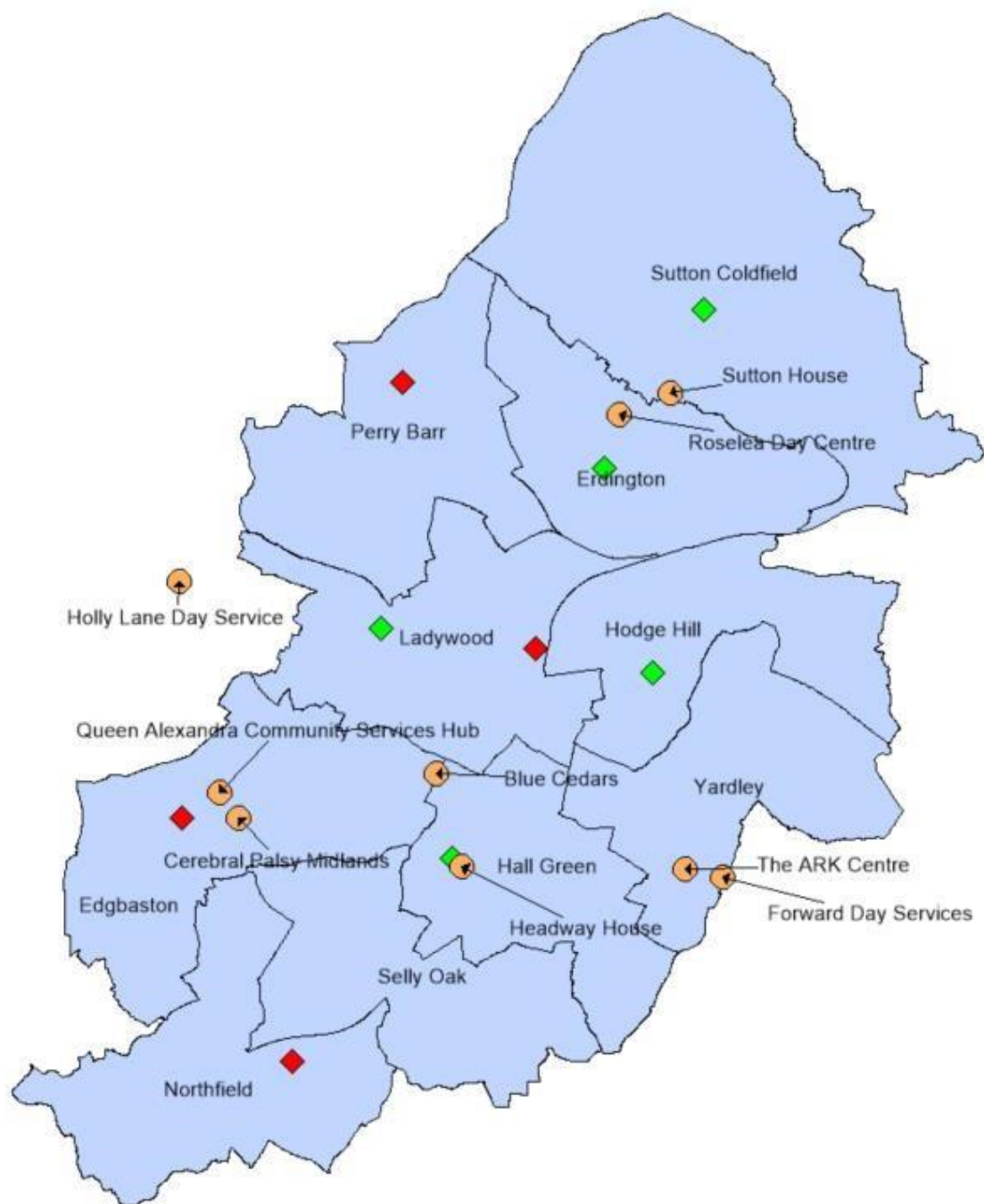
<https://birmingham.connecttosupport.org/prevention-and-communities/neighbourhood-networkschemes-nns/>

Internal LD day centres and external LD day centres



Internal LD day centres and external dual LD / PD day centres

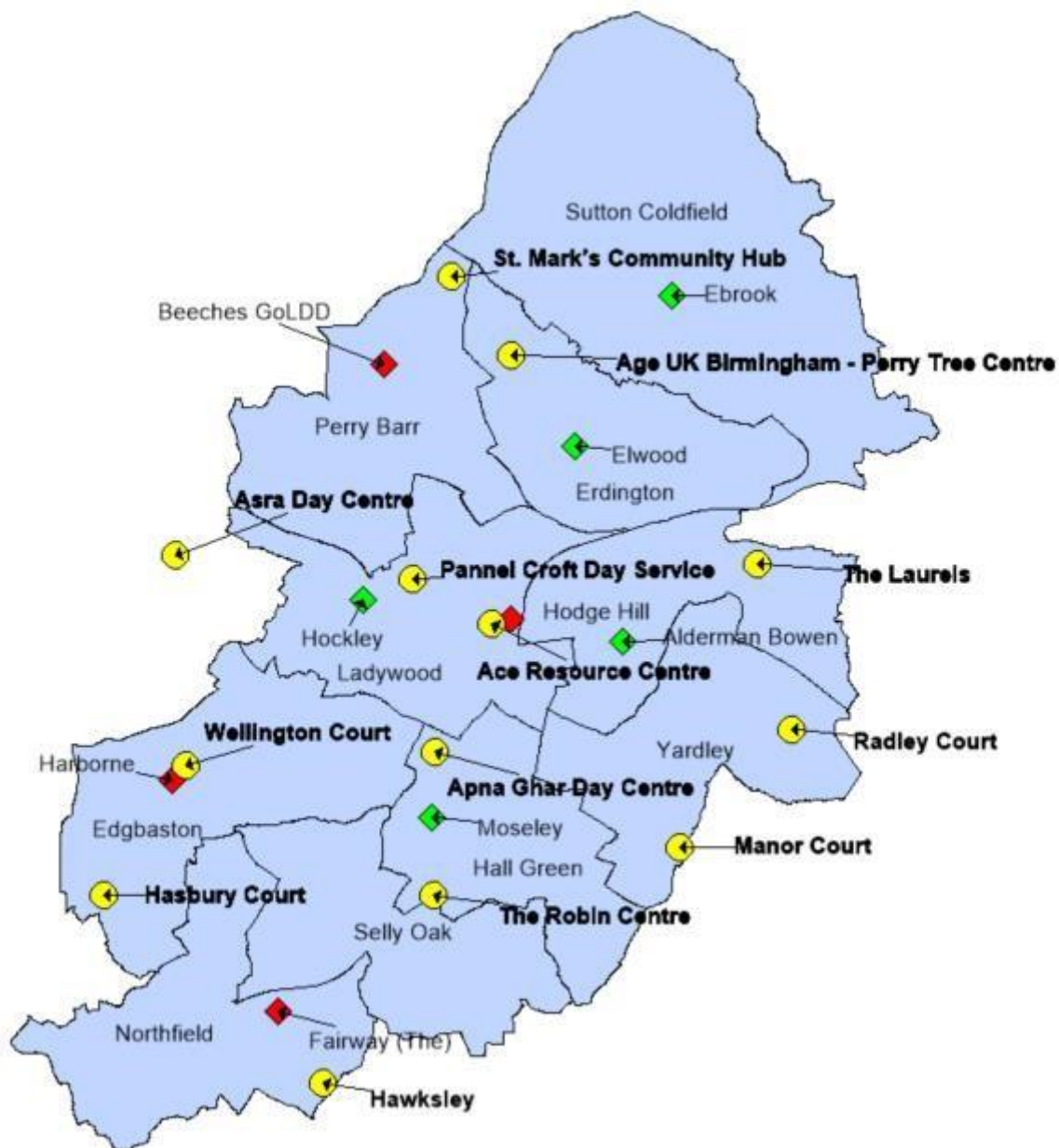




Internal LD day centres and external OA day centres

Key:

- ◆ Consulting on closure.
- ◆ Consulting to remain open.
- External Services.



Internal Day Centres Project Risk Log											Current risk assessment			Residual risk assessment			Date last updated; 1/9/24		
Risk Ref	Date raised	Date reviewed	Project / Workstream	Risk description and expected impact	Action(s) to mitigate risk	Raised By	Risk Owner	Proximity of risk	Target resolution date	Direction of travel	Current Likelihood	Current Impact	Current Score	Residual Likelihood	Residual Impact	Residual Score	Risk Status	Latest Update Commentary	
DCCR 1	13/02/2024	28/05/2024	Internal Day Centre Consultation	Consultation readiness- extent of work pre consultation will impact on full year affect in relation to proposed delivery of savings for 2024/2025	Consultation Project Group/ Consultation Plan/Resource Plan 2024-25 savings will be made from the loss of non-essential Vacancies.	Caroline Naven	Temitope Ademosu	1-3 months	07/05/2024	Unchanged	3	3	9	5	3	15	Closed	28/5/24 -Risk Closed. The consultation went live on 7th May 2024.	
DCCR12	12/06/2024	01/09/2024	Internal Day Centre Consultation	Capacity at Moseley Day Centre - should the proposal to relocate Harborne RC and The Fairway be agreed by Cabinet in September 24, there is a risk that all Citizens from Harborne RC and The Fairway may want to be relocated in Moseley and there may not be sufficient space to meet all individual Citizen needs.	Review of Care Plans to find out number of hours/days required at Centres Review Capacity once we know the preferred option from Citizens	Caroline Naven	Temitope Ademosu	4-6 months	30/10/2024	New	3	1	3	3	1	3	Open	1/9/24 - the risk will be re-visited once the contents of the Cabinet Report and next steps are agreed.	
DCCR 2	13/02/2024	25/07/2024	Internal Day Centre Consultation	Capacity Limitations- delivery of the consultation for 2024/25 is predicated on effective and timely support from strategic functions- finance, performance, business intelligence, legal	Resource Plan/Consultation Project Group/ Consultation Plan/ Robust reporting arrangements Dedicated Senior BA recruited - stood down 8/4/24 - support received internally from BA's to finalised Analysis required for Overhang Consultation document. Increased Project Management capacity Further BA capacity to be explored/sought for mid-post consultation to compile/create the overarching analysis required for submission to September Cabinet	Caroline Naven	Temitope Ademosu	4-6 months	30/09/2024	Unchanged	6	3	18	5	3	15	Closed	25/7/24 - Risk Closed. The consultation period concluded as planned on Tuesday 9th July 2024. All queries received during the consultation period have been addressed with support from Legal.	
DCCR 3	13/02/2024	01/09/2024	Internal Day Centre Consultation	Adult Social Care capacity and competing strategic priorities alongside business as usual which could have a potential adverse effect on planning, delivery and decision making.	Resource Plan/ Talent Pool/ Consultation Project Group/Robust reporting arrangements Dedicated Senior BA recruited - stood down 8/4/24 - support received internally from BA's to finalised Analysis required for Overhang Consultation document. Increased Project Management capacity to 32 hours a week	Caroline Naven	Temitope Ademosu	4-6 months	30/09/2024	30/10/2024	6	3	18	5	3	15	Open	1/9/24 - Staffing resources continues to be stretched on the immediate project team however team members are going above and beyond to meet the October Cabinet deadlines.	
DCCR 4	13/02/2024	25/07/2024	Internal Day Centre Consultation	Resource 'Ask' to underpin the delivery of the consultation is not agreed and/or timely	Timely Business Case/ Robust reporting arrangements.	Caroline Naven	Temitope Ademosu	4-6 months	30/09/2024	Unchanged	6	3	18	5	3	15	Closed	25/7/24 - Risk Closed. The consultation period concluded as planned on Tuesday 9th July 2024. All queries received during the consultation period have been addressed with support from Legal.	
DCCR 5	13/02/2024	01/09/2024	Internal Day Centre Consultation	Consultation set within silo's- intention has potential to impact negatively on the delivery of wider Council proposals	Stakeholder Map/ Communications Plan/ robust corporate reporting arrangements. Learning is being gathered from other BCC Consultations	Caroline Naven	Temitope Ademosu	4-6 months	30/10/2024	Unchanged	3	3	9	3	2	6	Closed	1/9/24 - Risk Closed. The consultation period concluded as planned on Tuesday 9th July 2024. Post consultation analysis has now concluded and been added to the Cabinet Report ahead of the October Cabinet meeting.	
DCCR 6	13/02/2024	01/09/2024	Internal Day Centre Consultation	Project has a history of litigation increasing the risk of challenge and disruption	Timely and consistent legal advice/ strengthened analysis and scrutiny	Caroline Naven	Temitope Ademosu	4-6 months	30/10/2024	Unchanged	6	4	24	6	4	24	Open	1/9/24 - The risk of legal challenge remians high and legal advise is being sought as part of the development of the Cabinet Report which will now go to October's Cabinet meeting for a decision on the future of the Day Care Model. Independent advise is being sought from Kings Counsel as and when required.	
DCCR 7	13/02/2024	01/09/2024	Internal Day Centre Consultation	Subject to Cabinet approval the timescale is tight in relation to required citizen reviews, disposal of any properties if required and completion of physical moves to realise profiled proposed savings for 2025/26	Robust programme management. Established links with property colleagues. Cabinet Meeting estimated for 5th September	Caroline Naven	Temitope Ademosu	4-6 months	30/10/2024	Unchanged	6	4	24	6	4	24	Open	1/9/24 - In the absence of access to academically recognised analysis software; NVIVO, and/or robust equivalent, a decision was made by the ASC Management Team that the project should seek a decision on the future of the Day Centre model at the October Cabinet meeting, and not September as initially planned. Engagement is being explored with both the Commissioners and Scrutiny to try and prevent any delays at the point of decision making. A high level plan is being developed which identifies the key steps required between the October Cabinet meeting and 1st April 2025 to ensure the savings are achieved.	
DCCR 8	26/03/2024	25/07/2024	Internal Day Centre Consultation	Recent BCC public consultations have resulted in threats being made towards staff delivering these sessions. There is a risk that the planned face-to-face public consultation meetings could be met with anger from Birmingham residents and Carers. As a result, consultation may not be as meaningful as it needs to be for Service Users and Carers	Consultation team approach within Consultation meetings results in attendees feeling able to communicate their views collectively within a small group (ie not all views/comments shouted towards the person leading the session) Risk assessments completed prior to Consultation sessions taking place BCC venues under consultation for other reasons are not being used (eg Libraries)	Caroline Naven	Temitope Ademosu	1-3 months	09/07/2024	Unchanged	3	2	6	3	2	6	Closed	25/7/24 - Risk Closed. The consultation period concluded as planned on Tuesday 9th July 2024.	
DCCR 9	12/04/2024	01/09/2024	Internal Day Centre Consultation	Social work capacity - we will be unable to relocate existing Day Centre Citizens to new locations without an up to date Social Work review to determine the Citizens level of need. This will impact on 25/26 savings which are dependent on the removal of ongoing running cost, which cannot be achieved if centres cannot close (if this is agreed at consultation.	Meeting held with ASC HoS Safeguarding to discuss support required.	Caroline Naven	Temitope Ademosu	4-6 months	30/10/2024	Unchanged	3	2	6	2	3	6	Open	1/9/24- a meeting is being set up with the incoming ASC Safeguarding HoS following the departure of the former ASC Safeguarding HoS.	

Risk Ref	Date raised	Date reviewed	Project / Workstream	Risk description and expected impact	Action(s) to mitigate risk	Raised By	Risk Owner	Proximity of risk	Target resolution date	Direction of travel	Current Likelihood	Current Impact	Current Score	Residual Likelihood	Residual Impact	Residual Score	Risk Status	Latest Update Commentary
DCC 10	28/05/2024	29/05/2024	Internal Day Centre Consultation	Consultation Easy Read Document - following identification of an error with the web address for the Birmingham Beheard website within the Easy Read document, there is a Risk that Citizens might miss an opportunity to engage with the Consultation process, should they try and complete their Questionnaire online using the listed website address	Easy Read documents amended to include the correct Birmingham BeHeard website address Updated Easy Read documents circulated by email to Day Centre Managers to re-distribute amongst Day Centre Citizens Former copies of the Easy Read document disposed of securely by Day Centre Managers (and confirmed by email) Updated copies of Easy Read document to be used at future Day Centre Consultation sessions.	Laura Clinton	Temitope Ademosu	1-3 months	09/07/2024	Unchanged	3	3	9	2	3	6	Closed	29/5/24 - the error was brought to the project teams attention on 24/5/24 by the Harborne Day Centre Manager. Easy Read documents to date have been shared with Citizens attending Day Centre meetings and Citizens feedback from the proposals have been collected during the Consultation sessions using the Easy Read Questionnaire. To date, Consultation sessions have been held at Alderman Bowen, Elwood and Ebrook, none of which have been listed as a proposed Centre for rationalisation. The Easy Read documents have been updated and the updated versions have been circulated to Day Centre Managers to distribute, along with a request to destroy any former printed copies. The risk score has been proposed as Low due to there being an Easy Read questionnaire document (which is an adaptation of what is on Birmingham Beheard).
DCC R11	04/06/2024	01/09/2024	Internal Day Centre Consultation	Business Analyst Support to undertake post Consultation analysis - the project currently has no dedicated BA support to undertake the required analysis of the feedback arising from the Consultation. If a dedicated BA support is not found, then the team will struggle to complete the Analysis which is required to be shared at Cabinet in September to underpin the proposals for the future of the Day Centre service.	Use of Co-Pilot (licenced) software is being explored to complete the required post consultation analysis Contact is being made with DTS Digital Foundry Team and the City Observatory to see if they can support with post consultation analysis Conversations are progressing with HR to determine if support can be secured from an Agency	Caroline Naven	Temitope Ademosu	1-3 months	30/10/2024	Worsened	5	4	20	3	4	12	Open	1/9/24 - In the absence of academically recognised analysis software; NVIVO, members from the project analysis team met with senior staff from the University of Birmingham to receive training on a university recognised Framework Model for Qualitative Analysis. The Raw data collected from the consultation period has been re-evaluated to identified key themes (or codes). The emerging themes mirror the work initially undertaken by the analysis team but provide the necessary reassurance as required by the linked Cabinet member.
DCC R12	12/06/2024	01/09/2024	Internal Day Centre Consultation	Capacity at Moseley Day Centre - should the proposal to relocate Harborne RC and The Fairway be agreed by Cabinet in September 24, there is a risk that all Citizens from Harborne RC and The Fairway may want to be relocated in Moseley and there may not be sufficient space to meet all individual Citizen needs.	Review of Care Plans to find out number of hours/days required at Centres Review Capacity once we know the preferred option from Citizens	Caroline Naven	Temitope Ademosu	4-6 months	30/10/2024	New	3	1	3	3	1	3	Open	1/9/24 - the risk will be re-visited once the contents of the Cabinet Report and next steps are agreed.

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Family
Housing
Immigration
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Welfare Benefits

**Birmingham**

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Adults Transformation Team By

Email to:

yourdayyoursay@birmingham.gov.uk

09/07/2024

G0093514

Contact: michael.bates@centralenglandlc.org.uk

Dear Sir or Madam

Re: Jennifer Gilbert (by her father and litigation friend, Allan Gilbert)
109 Grange Road, Birmingham B24 0ES

We have been instructed to assist our client with her response to the consultation in relation to the Adult Social Care Day Centres for people with disabilities provided by Birmingham City Council ("BCC").

Our client has a serious learning disability and is a service user at the Ebrook day centre in Sutton Coldfield which she has attended for many years. She uses the day centre because it provides her with access to the community where she is supported to undertake activities that she enjoys as well as companionship. It provides her and others with access to a very important community for people who would otherwise be at serious risk of social exclusion and isolation. It is a base from which they can participate in the wider community safely and with confidence. It also provides important respite for her father who like many other carers is better able to continue to provide his daughter with care and support as a result.

Both are extremely concerned about the proposal to close day centres in Birmingham and whilst the proposal does not directly threaten Ebrook, they are worried generally about the day centre service across Birmingham and also have a specific concern that Ebrook will be required to make room for an intake of service users from the day centres that are due to close which will have an impact on Ebrook.

The consultation document, “Your Day, Your Say”, outlines the proposal by BCC to close 4 of its 9 day centres in order to save more than £5 million over the next two years. Our client is cognisant of the fact that BCC is in financial difficulties and needs to make savings and understands that difficult decisions need to be made that will affect many of the Council's services. She also understands that what services remain need to offer value for money. It is with this in mind that our client, through her father and litigation friend, wishes to provide a response to the consultation.

As you will be aware, Mr Gilbert has been concerned about the decision making surrounding BCC's day centre service for many years and has been involved in legal action looking at the lawfulness of previous attempts to close day centres on a number of occasions. He is at pains to point out that he understands the Council's current predicament and its need to save money but is concerned that short term thinking, that fails to fully understand Birmingham's day centre service, sits behind the current savings proposal.

Please find attached Mr Gilbert's personal statement that outlines the concerns he has about the premise used to develop the current proposal. BCC says that there has been a decline in day centre usage since the Covid pandemic that makes the continued provision of day centre services in Birmingham in its present form unsustainable and that, as a result, the service now provides poor value for money. Mr Gilbert is concerned that there is an inadequate understanding of why there has been such a post Covid decline in day centre usage and asks that BCC pauses its current process to properly consider this before closing day centres and reducing the service. Once day centres have been closed, they will be lost and it will be extremely difficult and of course expensive to reverse the process. If it is the case, as Mr Gilbert suspects, that the decline in numbers is masking a serious but as yet little understood problem of a post Covid return to normality for an extremely vulnerable group of Birmingham citizens, then BCC is likely to have a greater need for day centre services that it will not be able to meet with this reduced provision and will be storing up serious and expensive problems for the future.

You will see from Mr Gilbert's statement that he has been witness to this post Covid decline in usage and is concerned that the return from lockdown has provided unique challenges for severely disabled people that need to be investigated further. It cannot be right that, in a city where the Council acknowledges the impact of an ageing population on the overall increase in its Adult Social Care budget, BCC unquestioningly accepts that post Covid day centre usage has declined.

You will see from Mr Gilbert's response that his concerns are also shared by a number of other people who have experience of Birmingham's day centre service. These are fellow carers who Mr Gilbert has got to know over many years of involvement with the life of the Day Centre service across the whole of Birmingham. There are names and signatures of 8 fellow carers confirming that they have read and endorse Mr Gilbert's statement.

We would remind you that BCC has an obligation to make enquiries in developing this consultation process. BCC will need to show that it has, “asked the right question and taken reasonable steps to acquaint [itself] with relevant information to answer it correctly”(see *Secretary of State for Education and Science v Tameside Metropolitan Borough Council* [1977] AC 1014).

The documentation accompanying the consultation demonstrates that BCC has not properly investigated the impact of the post Covid decline in day centre usage so that it has sufficient evidence of the need it must meet, nor the extent of the impact that continuing with this programme of closure will have on disabled people and their carers. It is not unreasonable to expect that BCC would investigate this further before making a decision on day centre closures.

Additionally, BCC has a Public Sector Equality Duty under s.149 of the Equality Act 2010 which requires it to have due regard to certain equality considerations when exercising its functions, like making this decision to close day centres. We draw your attention, in particular, to s.149(3)(c) and the statutory objective to “encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low”. We also draw your attention to the case law concerning the need to collect, analyse and data about statutory impacts if there is to be due regard: see *eg R (DMA) v SSHD* [2020] EWHC 3416 [2021] 1 WLR 2374 at [311]-[312].

As Mr Gilbert puts it, the decline may be, largely or in part, about decreasing confidence and increasing social isolation and fragmentation. Taking action which cements that may well be something that BCC and others comes to regret. It is certainly something which needs properly to be understood before taking action that is hard to reverse.

Yours sincerely

Central England Law Centre

Housing
Employment
Immigration
Public Law
Welfare Benefits

Community Care

CO Law Centre



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AUTHORITY

I, Jennifer Gilbert

of, XXX XXXXX Road, Erdington, Birmingham, B24 XXX authorise
the Law Centre to act for me in my public law matter.

I authorise the Law Centre to gather information relevant to this
matter from any appropriate individuals or organisations and I
authorise such individuals or organisations to disclose such
information upon request.

I also authorise the Law Centre to sign documents in connection with
this matter on my behalf.

Signed:

Reference:

Litigation Friend

Dated: 0 g

July 2024



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4149673. Coventry Law Centre and Birmingham Community Law Centre are trading names of Central
England Law Centre

I confirm that I have read and understood the statement prepared by Allan ilbert In response to the Birmingham City Council day centres consultation and I endorse the points he makes. I too am concerned that not enough is known about the impact of Covid on either former or potential future day cen serv' e users.

Name	
Email address	Harborne
Signed	
Date	21
Name	
Email address	a-c-ec. Harborne DC
Signed	
Date	9-7-24
Name	
Email address	

Signed	
Date	9-24

	0		9 July 2024
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Response to the Birmingham City Council Adult Social Care Internal Day Centre Consultation

I confirm that I have read and understood the statement prepared by Allan Gilbert in response to the Birmingham City Council day centres consultation and I endorse the points he makes. I too am concerned that not enough is known about the impact of Covid on either former or potential future day centre service users.

	Email address

Name	[redacted]
Email address	[redacted] G.MANU@KCOM
Signed	[redacted]
Date	14th July

Name	[redacted]
Email address	[redacted]
Signed	[redacted]
Date	

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I confirm that I have read and understood the statement prepared by Allan Gilbert in response to the Birmingham City Council day centres consultation and I endorse the points he makes. I too am concerned that not enough is known about the impact of Covid on either former or potential future day centre service users.

Name	XXXXXXXXXX
Email address	XXXXXXXXXX @yahoo.co.uk
Signed	XXXXXXXXXX
Date	09 07 24

Name	XXXXXXXXXX
Email address	XXXXXXXXXX virginmedia.com
Signed	XXXXXXXXXX
Date	9.7.24

Name	
Email address	

Birmingham City Council

Report to Cabinet

15th October 2024



Title:	BIRMINGHAM CARERS PARTNERSHIP STRATEGY 2024-2029
Lead Member:	Councillor Robert Pocock, Interim Cabinet Member for Health and Social Care Councillor Mick Brown, Cabinet Member for Children, Young People and Families
Relevant Overview and Scrutiny Committee:	Health and Adult Social Care
Has this report been shared with the relevant Overview and Scrutiny Committee Chair?	Councillor Fred Grindrod
Report Author:	Saba Rai, Head of Service Adult Social Care 07704 539752 Saba.raai@birmingham.gov.uk
Authorised by:	Louise Collett, Acting Strategic Director Adult Social Care
Is this a Key Decision?	Yes Forward Plan Reference: 013367/2024
Reason(s) why not included on the Forward Plan and confirm who has authorised it to be considered:	Not applicable
Is this a Late Report?	No
Reason(s) why Late and confirm who has authorised it to be considered:	Not applicable
Is this decision eligible for 'call in'?	Yes
If 'call-in' has been dis-applied, please provide reason(s) and confirm who has authorised:	Not applicable
Wards:	All wards

Does this report contain exempt or confidential information?

No

1 EXECUTIVE SUMMARY

- 1.1 This report seeks Cabinet approval for the Birmingham Carers Partnership Strategy 2024-2029. In February 2022 Cabinet granted approval to consult on the refresh and update of Birmingham Carers Strategy 2018+. The strategy needed to be reviewed and updated to reflect the changing Birmingham landscape, needs of carers (post Covid) and to maximise opportunities for partnership working. The strategy and accompanying action plan will be the responsibility of Birmingham Strategic Commissioning Group reporting to the Birmingham Place Committee. The strategy acknowledges the valuable contribution of carers to the health and care system and will encompass all age and a whole system approach to delivery, putting carers right at its heart. The Birmingham Carers Partnership Group, which includes wider partners and key stakeholders, will contribute to the ongoing development, monitoring and delivery of the accompanying Partnership Action Plan.

2 COMMISSIONERS' REVIEW

- 2.1 Commissioners approve the proposals laid out in the report.

3 RECOMMENDATIONS

That Cabinet:

- 3.1 Approve of the Birmingham Carers Partnership Strategy 2024-29.
- 3.2 Approve the governance arrangements for oversight and delivery of the Birmingham Carers Partnership Strategy 2024-2029 and Partnership Action Plan to the Birmingham Strategic Commissioning Group reporting to The Birmingham Place Committee.

4 KEY INFORMATION

Context

- 4.1 In February 2022 Cabinet granted approval to consult on the refresh and update of Birmingham Carers Strategy 2018+.
- 4.2 The strategy needed to be reviewed and updated to reflect the changing Birmingham landscape, needs of carers (post COVID-19 pandemic) and to maximise opportunities for partnership working across the health and care system.
- 4.3 One of the key outcomes of the 2018+ Birmingham carers strategy was that partnership working across the Carers pathway has become far more robust. This strategy has been developed on behalf of and in collaboration with The Birmingham Children's Trust and Integrated Care Board. It reflects an all age and whole systems approach to supporting Carers.

- 4.4 The strategy will take a whole life course approach to reduce the impact of the transition between different ages and stages of life. This partnership strategy aims to ensure that Carers get the right type and level of support at the right time. This approach reflects the requirements of the Care Act 2014 provisions for Carers and the priorities identified in Think Local Act Personal guidance making it real for Carers. It also recognises the importance of promoting positive health and wellbeing, including self-care and self-management.
- 4.5 Our vision is for a city where **‘Carers are recognised and supported in a Carer Friendly City, where Carers are listened to, involved, appreciated and valued’**. Birmingham's commissioned Carer support provider is delivering the ‘Carer Friendly Brum’ initiative for the purpose of creating Carer friendly communities, where Carers can thrive in all areas of life and work. A component of this initiative is training and enabling those whose caring journey have come to an end, enhanced opportunity back into the workplace. Knowledge and expertise gained along the journey, often makes carers with lived experience excellent candidates for employment opportunities within formal Support, Care and Health settings.
- 4.6 It is difficult to estimate the full value of the care and support provided by Unpaid Carers as it is often an expression of affection and respect or a sense of duty. However, without the support of Carers, demands on health and care services would increase dramatically and services would struggle to cope. Unpaid carers contribute the equivalent of 4 million paid care workers (7.9 billion hours) to the social care system; without them, ‘the system would collapse’ (Bottery and Mallorie 2023).
- 4.7 It is estimated there are over 6.5 million Unpaid Carers in the UK with 1.4 million people providing over 50 hours of unpaid care per week. Unpaid Carers in England and Wales contribute a staggering £445 million to the economy every day – that’s £162 billion per year (Petrillo and Bennett, 2023).
- 4.8 Carers UK estimates the number of Unpaid Carers increased by 4.5 million at the height of the pandemic to 13.6 million and saved the UK economy £193 billion a year. Studies, such as those by Carers UK and Personal Social Services Research Unit suggest that every £1 invested in supporting Carers yields between £4 and £10 in savings, primarily through reduced demand in Social Care and Health Services.
- 4.9 The strategy and accompanying Action Plan will be the responsibility of Birmingham Strategic Commissioning Group reporting to The Birmingham Place Committee. Birmingham Carers Partnership Group, which includes wider partners and key stakeholders, will contribute to the ongoing development, monitoring, delivery and annual review of the accompanying Partnership Action Plan.
- 4.10 The strategy is developed within the context of Birmingham City Council’s S114 notice and financial challenges. This strategy acknowledges the important role of

carers and will ensure that carers are involved and engaged in shaping plans and services that impact them directly and indirectly, delivering on our commitment to carers '*I want my voice to be heard*'.

- 4.11 Whilst the strategy does not commit the council to additional expenditure, it is important to acknowledge that the council currently commissions services for unpaid carers which will be pivotal to achieving the vision and commitments set out in the strategy. At a time of difficult financial decisions for BCC and its partners, maintaining investment in Carers services is an essential investment in the health and wellbeing of carers, and in keeping demand away from already struggling health and social care services.
- 4.12 The Birmingham Carers Hub services were commissioned by Adult Social Care for 5 years in 2023 utilising a 55% Better Care Fund contribution to Social Care from the Integrated Care Board towards circa £3.1m per annum investment. Birmingham Childrens Trust has recently awarded a 3-year contract for the Childrens Carers Service at circa £0.455m per annum which goes live from 1st October 2024. There is considerable collaborative working to ensure services and pathways of assessment and support for unpaid carers are joined up and integrated.

Proposal and Reasons for Recommendations

- 4.13 It is proposed Cabinet approve the Birmingham Carers Partnership Strategy 2024-2029 and governance arrangements.
- 4.14 The rationale:
- To enable Birmingham to have a refreshed Carers strategy taking an all age, whole-systems approach, reflecting on changes and achievements over the past five years.
 - To ensure an effective partnership approach with enhanced monitoring and governance.
 - To enable Birmingham to continue the commitment to Carers in the City reflecting on what Carers have told us is important to them.

Other Options Considered

Option 1: Develop a Birmingham Carers Partnership Strategy that builds upon the previous Carers Strategy but reflects the significant progress made including changes in the landscape in Birmingham, emerging areas of work and best practice. This is the recommended option.

Option 2: The current strategy is not refreshed or updated. This is not a preferred option:

- The previous strategy was written in 2018 and is now out of date. It does not reflect changes to the health and social care system, legislation or achievements over the past five years.

- The previous Birmingham City Council strategy does not truly reflect the current robust partnership approach and commissioning model.
- Carers needs have changed over the past five years, including from the impact of Covid 19. It is essential that the carers strategy reflects our vision and commitment to carers.

Option 3: A Birmingham City Council strategy is developed. This is not a preferred option:

- This would not reflect a true partnership approach to supporting carers across Birmingham or the approach to commissioning of services.
- Carers engage with all parts of the system and want to feel valued, supported and involved. Taking a system approach ensures consistency in our commitments to carers, regardless of organisational boundaries.

5 RISK MANAGEMENT

- 5.1 Implementation of the strategy does not expose the council to any risks as the strategy relates to continuously improving partnership working within existing resources.
- 5.2 Any risks to Birmingham city council identified through the lifetime of the strategy will be evaluated and controlled in line with the Birmingham City Council Risk Management Framework.
- 5.3 The project management, governance and oversight of the strategy will be through Carers Partnership Group chaired by the Director of Commissioning (Adult Social Care) and will report through to Birmingham Strategic Commissioning Group chaired by Strategic Director Adult Social Care.
- 5.4 Having considered the risks associated with this decision, the current level of risk is identified as low.

6 CONSULTATION

- 6.1 There is not a legal or statutory requirement to consult on a strategy, but it is best practice to do so.
- 6.2 Carers were at the core of the consultation to inform the development of the strategy and commitments. During Carers Week 2023 we consulted on what was important to Carers and the current commitments in Birmingham Carers Strategy 2018+.
- 6.3 At the next consultation event on Carers Rights Day in November 2023, where over 200 Carers attended, we shared back with Carers the outcomes of the previous consultation. The Carers Commitments and Vision had been changed to reflect the responses.
- 6.4 A public facing consultation on Birmingham City Council (BCC) BeHeard consultation data base was available from 20th March to 20th April 2024. The

consultation information was shared with Neighbourhood Networks Team, PURE and Customer Involvement Team to share with their databases of citizens and citizen champions. In addition, it was promoted to Public Health Citizens Champions, BCC Carers Group, providers, NAIS, Early Intervention and Prevention Team and BCC Working Carers Group. Birmingham Carers Hub publicised the consultation ensuring Carers had an opportunity to respond.

- 6.5 Relevant partners and stakeholders were consulted via the Birmingham Carers Partnership Group, Carers Operational Group and Birmingham Strategic Commissioning Group. A strategic level consultation took place with key stakeholders and partners with a focus on the Partnership Action Plan.
- 6.6 Focus groups were held with Carers at Carers Voice Forum for Adult Carers and an event for Young Carers.
- 6.7 Following completion of the consultation appropriate changes were made to Birmingham Carers Partnership Strategy. During June and July 2024, the findings and the final draft strategy were presented to Carers, partners, providers and key stakeholders for final comments before progressing on the governance pathway.
- 6.8 The Birmingham Carers Partnership Strategy and action plan has been endorsed by the Birmingham Strategic Commissioning Group and the Birmingham Place Committee.

7 MEMBER ENGAGEMENT

Councillor Robert Pocock, Interim Cabinet Member for Health and Social Care and Councillor Mick Brown, Cabinet Member for Children, Young People and Families were briefed on the report on 28th August 2024 and have each approved the report.

- 7.1 The Vice Chair of Health and Adult Social Care Overview and Scrutiny Committee, Councillor Kath Scott, was briefed on the report on 28th August 2024 on behalf of Health Overview and Scrutiny committee and has approved the report. The report was sent to Cllr Fred Grindrod Chair of Health Overview and Scrutiny Committee on 24th September 2024.

8 IMPACT AND IMPLICATIONS

Finance and Best Value

- 8.1 There are no direct financial implications arising from the recommendations in this report.
- 8.2 Any commissioning undertaken as a result of the Birmingham Carers Partnership Strategy will consider financial implications of their proposals separately in line with each partners governance arrangements.

Legal

- 8.3 The Care Act 2014 set out new legal guidelines relating to care and support for adults and the law to support carers. There are provisions to safeguard adults from abuse or neglect and care standards. In addition, it places clear legal responsibilities on the Local Authority and creates a single duty to undertake carers assessment based on need.

The Children and Families Act 2014 makes provisions for children, families and people with special needs. It seeks to improve services for vulnerable children and introduces new rights for young or parent carers to an assessment on need.

Legal advice will be provided as or when necessary and/or appropriate.

Equalities

- 8.4 An Equality Impact Assessment has been carried out and no adverse impacts have been identified. Any potential impacts that emerge will be monitored and mitigated inherently within the process and managed via the Risk Management process. See Appendix 2 for the Equality Impact Assessment.

Procurement

- 8.5 There are no direct procurement implications arising from the recommendations in this report.
- 8.6 Any procurement undertaken as a result of the Birmingham Carers Partnership Strategy will consider procurement implications of their proposal separately and in accordance with each partners governance arrangements.

People Services

- 8.7 There are no potential staffing implications arising from the recommendations in this report.

Climate Change, Nature and Net Zero

- 8.8 There are no potential climate change, nature and net zero implications arising from the recommendations in this report. Should this change at any time during the life of the strategy a further report will be presented to Cabinet, including a full ESA. The Environmental and Sustainability Assessment can be seen at Appendix 3.

Corporate Parenting

- 8.9 There are no potential corporate parenting implications arising from the recommendations in this report.

Other

- 8.10 There are no other implications arising from the recommendations in this report.

9 APPENDICES

- 9.1 Appendix 1 – Risk register Birmingham Carers Partnership Strategy 2024-2029
- 9.2 Appendix 2 – Equality Impact Assessment Birmingham Carers Partnership Strategy 2024-2029
- 9.3 Appendix 3 – Environmental and Sustainability Assessment Birmingham Carers Partnership Strategy 2024-2029
- 9.4 Appendix 4 – Birmingham Carers Partnership Strategy 2024-2029
- 9.5 Appendix 5 – Partnership Action Plan Birmingham Carers Partnership Strategy 2024-2029

10 BACKGROUND PAPERS

- 10.1 Birmingham Carers Partnership Strategy consultation report – 2024.
- 10.2 Care Act 2014.
- 10.3 Children and Families Act 2014.

Risk No:		Risk Title: Birmingham Carers Partnership Strategy						
Risk Description: Non-adoption or delivery of strategy and actions by partners and key stakeholders								
Risk Owner: Saba Rai			Risk Lead: Gordon Strachan			Risk Type / Category: Customer / Citizen		
Inherent / Gross Risk			Residual / Current Risk			Target Risk		
Likelihood	Impact	Prioritisation	Likelihood	Impact	Prioritisation	Likelihood	Impact	Prioritisation
Low	Medium	Material	Low	Low	Tolerable	Low	Low	Tolerable
Current Controls Mitigating Inherent Risk:					Sources of Assurance on Effectiveness of Identified Controls:			
No.	Actions to Reduce Risk to Target		Owner	Target Date	Progress			RAG
1	<p>The Birmingham Strategic Commissioning Group will be responsible for oversight and delivery of the actions relating to the strategy.</p> <p>Birmingham Carers Partnership Group will be responsible for monitoring the actions relating to the strategy. Any adverse impact and mitigation action will be managed by this group and reported to Birmingham Strategic Commissioning Group.</p>		Saba Rai / Gordon Strachan	Ongoing	<p>Following launch of the strategy, an agenda item will be included for each quarterly meeting of the Birmingham Strategic Commissioning Group to undertake a review of actions relating to the strategy and consider any reports from Birmingham Carers Partnership Group.</p> <p>Birmingham Carers Partnership Group will monitor action quarterly, reporting to Birmingham Strategic Commissioning Group.</p>			Green
2								Choose an item.
3								Choose an item.
4								Choose an item.
5								Choose an item.
Updated By:			Date:					

EQUALITY IMPACT ASSESSMENT

To support Birmingham Carers Partnership Strategy
2024-2029

Reference: EIA000487

Date: 05/08/2024

Submitted by: Julie Bach



EIA Form – About your EIA

Reference number	EIA000487
Date Submitted	05/08/2024
Subject of the EIA	To support Birmingham Carers Partnership Strategy 2024-2029
Brief description of the policy, service or function covered by the EIA	<p>Carers have a vital role in our communities and caring is increasingly becoming a core part of family life. Without Carers, health and social care agencies would struggle to provide the level of care and support vulnerable people need to continue living in their own homes and communities. This Strategy replaces the Birmingham City Council Carers Strategy 2018+ and presents a refreshed set of priorities for 2024-2029, reflecting the context in which we are now operating to address the strategic needs of all Carers. The strategy is informed by relevant national and local legislation, policy and guidance to deliver on the priorities and outcomes important to Carers. Developed in partnership with Carers the strategy sets out Birmingham City Council, Birmingham Children's Trust and Birmingham and Solihull Integrated Care Board's (ICB) continued commitment to work together, with partners, to support the health and wellbeing of all Carers in Birmingham. The partnership strategy builds on the foundations established by the previous Carers strategy, with a greater focus on promoting a joined-up approach between Carers, the Council, Birmingham Children's Trust, Birmingham and Solihull Integrated Care Board, Health and the voluntary sector. This strategy is for everyone and all Carers including:</p> <ul style="list-style-type: none"> • Adults who care for other adults – adults aged 18 years or more. A significant majority of Carers look after another adult, usually a relative or spouse. A person is also defined as a Carer when they provide or intend to provide a substantial amount of support on a regular basis to a relative or friend when for example they have been discharged from hospital. • Parent Carers – parents (or guardians) of disabled children and young people up to 18 years of age who have additional care needs. When the child reaches 18, the parent or guardian is defined as a Carer looking after an adult. • Young Adult Carers – young adults aged 18 to 25. • Young Carers – children and young people under 18 years of age who look after a family member, friend or neighbour who has a disability. In many cases this may well be a parent, grandparent, or brother/sister.
Equality Assessment is in support of...	["Amended/refreshed strategy "]



How frequently will you review impact and mitigation measures identified in this EIA?	Annually
Due date of the first review	2025-12-12

Directorate, Division & Service Area

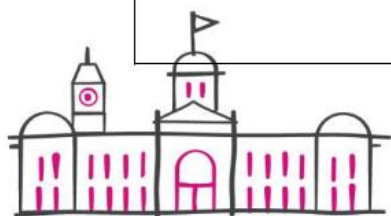
Which directorate(s) are responsible for this EIA?	["Adults Social Care"]
Division	Commissioning
Service area	Prevention and Communities
Budget Saving	No

Officers

What is the responsible officer's name?	Julie Bach
What is the responsible officer's email address?	julie.bach@birmingham.gov.uk
What is the accountable officer's name?	Gordon Strachan
What is the accountable officer's email address?	gordon.strachan@birmingham.gov.uk

Data Sources

Data sources	["Birmingham City Observatory data and insight", "Consultation results", "Interviews", "Quantitative data (please specify in the box below)", "Relevant reports/strategies", "Relevant research", "Surveys"]
Data source details	<p>National legislation:</p> <p>Care Act 2014</p> <p>Care Matters Green and White papers 2007</p> <p>Carers Action Plan March 2021</p> <p>Carers and Disabled Children's Act 2000</p> <p>Carers Strategy 2008 with action plan 2018 to 2020</p> <p>Children and Young Persons Act 2008</p> <p>Data Protection Act 2022</p> <p>Education Act 2011</p> <p>Equality Act 2010 update 2012</p> <p>Gender Recognition Act 2015</p> <p>Health and Care Act 2022</p> <p>Health and Safety at Work Act update 2015</p> <p>Human Rights Act 1998</p> <p>Independent Living Strategy 2008</p> <p>NHS Patient Safety Strategy 2019</p>

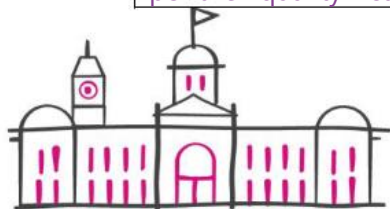


	<p>Protection of Freedoms Act 2012</p> <p>Public Sector Equality Act 2011</p> <p>Putting People First 2007</p> <p>Special Educational Needs and Disability Act 2001</p> <p>Social Value Act 2012 and amendment 2021</p> <p>The Children and Families Act 2014</p> <p>Local priorities:</p> <p>Aging Well Programme</p> <p>Early Intervention and Prevention</p> <p>Locality agenda</p> <p>Integrated Care Systems</p> <p>Public Sector Equality Act 2010</p> <p>Putting Prevention First</p> <p>Strategy for Early Help in Birmingham 2015 to 2017</p> <p>Vision and Strategy to modernise Adult Social Care</p> <p>References:</p> <p>ADASS</p> <p>APPG for Young Carers and Young Adult Carers Inquiry Report, November 2023</p> <p>Care Act 2014</p> <p>Carers Trust Annual Carers Survey Report, 2023</p> <p>Carers UK</p> <p>Census 2021 - through City Observatory</p> <p>Children and Families Act 2014</p> <p>Forward Carers Data</p> <p>National Carers Strategy</p> <p>Positive Pathway – St Basils</p> <p>Princess Royal Trust for Carers</p> <p>Putting Prevention First</p> <p>Strategy for Early Help in Birmingham 2015 to 2017</p> <p>Think Local Act Personal guidance</p> <p>Tommy Whitelaw (permission granted to use material)</p> <p>Vision and Strategy to modernise Adult Social Care</p> <p>Feedback from consultation and interviews with Carers, in person and online through BeHeard</p>
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Protected Characteristics

Protected Characteristic – Age

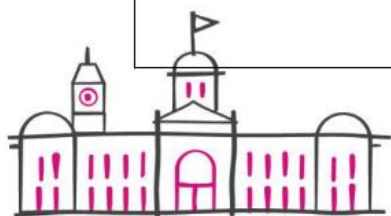
Does this proposal impact people due to their age as per the Equality Act 2010?	Yes
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What age groups are impacted by your proposal?	["0-9 years", "10-19 years", "20-29 years", "30-39 years", "40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]
Please describe any potential impact to the age characteristic	
How could you mitigate against any negative impact to the age characteristic?	Mitigating actions may be required to support young people who may be shifting away from caring responsibilities.
Please describe how this proposal does not impact people due to their age	

Protected Characteristic – Disability

Does this proposal impact those people with a disability as per the Equality Act 2010?	Yes
Please describe any potential impact to the disability characteristic	<p>It is likely that every one of us will have caring responsibilities at some point in our lives, with challenges faced by Carers taking many forms. Many people juggle caring responsibilities with work, study and other family commitments. Some, particularly, Younger Carers, are not known as a Carer and don't tell relatives, friends or health and care professionals about their responsibilities because of a fear of separation, guilt, pride or other reasons.</p> <p>Carers can help someone to be independent, healthy and well, by supporting them to stay connected to their local community, or be physically and mentally active, or eat nutritious food. Some Carers might have to help with tasks like banking, shopping and housework. Other Carers may have a more intensive care role helping with all daily living tasks – feeding, bathing, dressing, going to the toilet and taking medicines.</p> <p>The most recent GP patient survey found that 60% of Carers have a long-term health condition compared to 50% of non-Carers. For Young Adult Carers the pattern is even more pronounced with 40% of Young Adult Carers (aged 18-24) having a long-term health condition compared to 29% of non-Carers in the same age group. (Carers UK analysis of GP Patient Survey 2021).</p> <p>Birmingham Carers Hub data highlighted that 21% of Carers registered with them have their own health needs and 12% have a disability.</p>



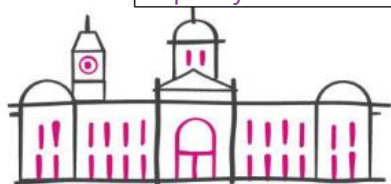
How could you mitigate against any negative impact to the disability characteristic?	<p>The strategy will enable unique person-centred holistic wellbeing and support for carers.</p> <p>Local providers and community and voluntary sector assets have equality policies and procedures in place and the capability to ensure fair and accessible services for our diverse communities. They will provide appropriate staffing and services for unique person-centred care and support for carers.</p>
Please describe how this proposal does not impact people due to their disability	

Protected Characteristic – Sex

Does this proposal impact citizens based on their sex as per the Equality Act 2010?	Yes
What sexes will be impacted by this proposal?	["Male", "Female", "Non-binary"]
Please describe any potential impact to the sex characteristic	<p>It is recognised in the strategy that a Carer may be of any sex. The 2021 Census highlights that there were more female Young Carers, Young Adult Carers and Adult Carers identified as being a Carer. Data from Birmingham Carers Hub also highlights that women are more likely to be Carers than men, but, as Carers age (75+) over half are men.</p>
How could you mitigate against any negative impact to the sex characteristic?	<p>Recognising vulnerability of individuals from all perspectives of health, emotional and social care and domestic violence.</p> <p>Holistic care and pathways to address all the different aspects for the carer including emotional and physical support taking account of social and cultural influences</p>
Please describe how this proposal does not impact people due to their sex	

Protected Characteristic - Gender Reassignment

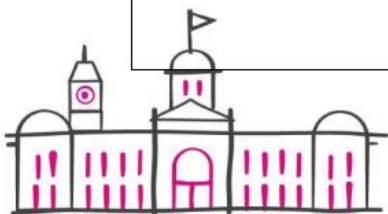
Does this proposal impact people who are proposing to undergo, undergoing or have undergone a process to reassign one's sex as per the Equality Act 2010?	Yes
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<p>Please describe any potential impact to the gender reassignment characteristic</p>	<p>All individuals are offered equality of opportunity and avoidance of discrimination in provision of education, health treatment and social care and well being support.</p> <p>This strategy encompasses all Carers living in Birmingham. Carers have a vital role in our communities and caring is increasingly becoming a core part of family life. Without Carers, health and social care agencies would struggle to provide the level of care and support vulnerable people need to continue living in their own homes and communities.</p> <p>Person centred social care education and provision that addresses each individual's personal and unique characteristics at the forefront of their care work and individuals cared for are non-judgmental to an individuals trans or gender reassignment protected characteristic.</p>
<p>How could you mitigate against any negative impact to the gender reassignment characteristic?</p>	<p>Although there is not a specific partner for Carers proposing to undergo, undergoing or having undergone a process to reassign their sex, referrals are able to be made to a specialist organisation in the region to provide additional support required to individuals.</p>
<p>Please describe how this proposal does not impact people due to gender reassignment</p>	

Protected Characteristic - Marriage and Civil Partnership

<p>Does this proposal impact people who are married or in a civil partnership as per the Equality Act 2010?</p>	<p>Yes</p>
<p>What legal marital or registered civil partnership status will be impacted by this proposal?</p>	<p>["Single", "Never married and never registered a civil partnership", "Married: Same sex", "Married: Opposite sex", "In a registered civil partnership: Opposite sex", "In a registered civil partnership: Same sex", "Separated, but still married", "Separated, but still in a registered civil partnership", "Divorced", "Formerly in a civil partnership now legally dissolved", "Widowed", "Surviving partner from civil partnership"]</p>
<p>Please describe any potential impact to the marriage and civil partnership characteristic</p>	<p>This strategy is for all Carers living in Birmingham. It replaces the Birmingham City Council Carers Strategy 2018+ and presents a refreshed set of priorities for 2024-2029, reflecting the context in which we are now operating to address the strategic needs of all Carers. The strategy is informed by relevant national and local legislation, policy</p>



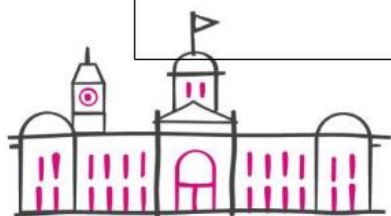
	and guidance to deliver on the priorities and outcomes important to Carers, avoiding discrimination on the grounds of marital status/civil partnership.
How could you mitigate against any negative impact to the marriage and civil partnership characteristic?	Addressing all safeguarding issues (physical, psychological, emotional and financial) arising in marriage/civil partnership carers relationships
Please describe how this proposal does not impact people who are married or in a civil partnership	

Protected Characteristic - Pregnancy and Maternity

Does this proposal impact people covered by the Equality Act 2010 under the protected characteristic of pregnancy and maternity?	Yes
Please describe any potential impact to the pregnancy and maternity characteristic	The strategy encompasses all Birmingham Carers and recognises the diverse range of needs, priorities and interests of Carers and families and the need for inclusiveness and responsiveness when addressing Carers support needs and services.
How could you mitigate against any negative impact to the pregnancy and maternity characteristic?	Provision of good safe care that address concerns, complications and needs for pregnant women carers to avoid poorer outcomes. Translation and language support where appropriate and disability related and mental health safe care support.
Please describe how this proposal does not impact people who are covered by the pregnancy and maternity characteristic	

Protected Characteristic - Ethnicity and Race

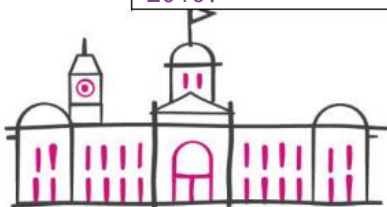
Does this proposal impact people due to their race as per the Equality Act 2010?	Yes
What ethnic groups would be impacted by this proposal?	["White British","Other White","Bangladeshi","Chinese","Indian","Pakistani","Other Asian","African","Caribbean","Black British","Other Black","Arab","Latin American","Irish","Gypsy or Irish Traveller","Roma","Central and Eastern Europe","Western and Southern Europe"]



<p>Please describe any potential impact to the ethnicity and race characteristic</p>	<p>The strategy recognises the diverse range of needs, priorities and interests of all Carers and their families across Birmingham and the need for inclusiveness and responsiveness when addressing Carers support needs and services.</p> <p>It encompasses the requirements of the Public Sector Equality Duty (Equality Act 2010) that requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. As such, the approach taken will continue to be informed by the latest available intelligence when determining key actions associated with the delivery of the vision.</p> <p>Since the previous strategy, the rights of unpaid Carers have been strengthened through a new Patient and Carer Race Equality Framework (PCREF) sets out the legislative and regulatory context for advancing mental health equalities for Mental Health Trusts.</p> <p>Black, Asian and other minority ethnic groups are more likely to be living on a low income and experiencing poverty. The strategy provides for measures that will impact key determinants of health for carers and those cared for (including socio-economic factors, education, income, housing and employment).</p>
<p>How could you mitigate against any negative impact to the ethnicity and race characteristic?</p>	<p>Health/social care provision and information in the individuals preferred language. Trust and relationship building between the carer and cared for individual. Tailoring care that takes into account the unique cultural and faith or belief needs.</p>
<p>Please describe how this proposal does not impact people due to their race</p>	

Protected Characteristic - Religion or Beliefs

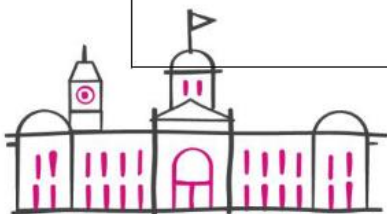
<p>Does this proposal impact people's religion or beliefs as per the Equality Act 2010?</p>	<p>Yes</p>
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What religions could be impacted by this proposal?	["No religion", "Christian", "Buddhist", "Hindu", "Jewish", "Muslim", "Sikh"]
Please describe any potential impact to the religion or beliefs characteristic	<p>The strategy recognises the diverse range of needs, priorities and interests of all Carers and their families across Birmingham and the need for inclusiveness and responsiveness when addressing Carers support needs and services.</p> <p>It encompasses the requirements of the Public Sector Equality Duty (Equality Act 2010) that requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. As such, the approach taken will continue to be informed by the latest available intelligence when determining key actions associated with the delivery of the vision.</p> <p>Health beliefs and values vary between individuals and between faith groups. Carers will be supported to understand how their own beliefs and biases influence how they interpret others health needs.</p>
How could you mitigate against any negative impact to the religion or beliefs characteristic?	The strategy provides for opportunities to tailor services to individuals needs and explore the cultural, spiritual and faith or belief factors that are unique to each individuals circumstances. Consistently working with well trained community and VCS providers.
Please describe how this proposal does not impact people due to their religion or beliefs	

Protected Characteristic - Sexual Orientation

Does this proposal impact people's sexual orientation as per the Equality Act 2010?	Yes
What sexual orientations may be impacted by this proposal?	["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]
Please describe any potential impact to the sexual orientation characteristic	<p>This strategy will potentially impact all LGBTQ+ who provide or access social care, unpaid carers, and social care workers, ensuring that people who disclose their sexuality are not subjected to bias or discrimination.</p> <p>Carers experiences vary depending on a variety of factors including age, financial circumstances, family make up, where they live, whether they are in education or employment, for who and for how many people they care</p>



	<p>for and what support is in place rather than sexual orientation. The impact of caring depends on the amount of care provided, the Carers age and the length of time they have been providing care. The needs of the person being cared for and the relationship with their Carer can also have an impact on the life of a Carer.</p> <p>The strategy recognises the diverse range of needs, priorities and interests of all Carers and their families across Birmingham and the need for inclusiveness and responsiveness when addressing Carers support needs and services.</p> <p>It encompasses the requirements of the Public Sector Equality Duty (Equality Act 2010) that requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. As such, the approach taken will continue to be informed by the latest available intelligence when determining key actions associated with the delivery of the vision.</p>
How could you mitigate against any negative impact to the sexual orientation characteristic?	The partnership is spread over community, VCS and wider social networks to offer support in education, employment, health and social care.
Please describe how this proposal does not impact people due to their sexual orientation	

Monitoring

How will you ensure any adverse impact and mitigation measures are monitored?	The Birmingham Strategic Commissioning Group will be responsible for oversight and delivery of the actions relating to the strategy. Any adverse impact and mitigation actions will be managed by the ASC Commissioning team. The Equality Assessment will be reviewed annually as part of the process.
Please enter the email address for the officer responsible for monitoring impact and mitigation	julie.bach@birmingham.gov.uk



Appendix 3

Environment and Sustainability Assessment

Project Title:	Birmingham Carers Partnership Strategy			
Department: Adult Social Care	Team: Prevention Commissioning		Person Responsible for assessment: Gordon Strachan	
Date of assessment: 6 th August 2024		Is it a new or existing proposal? New		
Brief description of the proposal: To provide a five year Birmingham Partnership Strategy with accompanying Partnership Action Plan for unpaid Carers in Birmingham.				
Potential impacts of the policy/development decision/procedure/ on:	Positive Impact	Negative Impact	No Specific Impact	What will the impact be? If the impact is negative, how can it be mitigated, what action will be taken?
Natural Resources- Impact on natural resources including water, soil, air			√	
Energy use and CO ₂ emissions			√	
Quality of environment			√	
Impact on local green and open spaces and biodiversity			√	
Use of sustainable products and equipment			√	
Minimising waste			√	
Council plan priority: a city that takes a leading role in tackling climate change			√	

Overall conclusion on the environmental and sustainability impacts of the proposal	There are no potential climate change, nature and net zero implications arising from the recommendations in this report. Should this change at any time during the life of the strategy a further report will be presented to Cabinet, including a full ESA.
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BIRMINGHAM CARERS PARTNERSHIP STRATEGY 2024 to 2029

ENABLING A LIFE ALONGSIDE CARING



BIRMINGHAM
CHILDREN'S TRUST

This strategy was developed involving Carers throughout

CONTENTS

Foreword

1. Introduction
2. Purpose
3. Birmingham's Commitment to Carers
4. Our vision
5. Who is a Carer?
6. Impact of caring
7. Value of caring
8. A Carers perspective
9. A priority for Birmingham
10. What We Have Achieved
11. What you told us
12. Our challenge
13. Delivering our vision
14. Equality Duty
15. Partnership Action Plan

Appendices:

Appendix A – Acts, legislation, policies, and references

FOREWORD

Welcome to Birmingham Carers Partnership Strategy 2024 to 2029, developed with Carers, Birmingham and Solihull Integrated Care Board (ICB), Birmingham City Council, Birmingham Children's Trust, key partners, providers and voluntary and community sector colleagues. It represents Birmingham's vision and continuing commitment to Carers, alongside partnership working. The strategy is for everyone, to enable services to best support the needs of all Carers in Birmingham. In this strategy we use the term Carers and Unpaid Carers interchangeably and should be distinguished from those who provide paid care, however that is resourced or funded.

Carers make a critical and often under-appreciated contribution, not only to loved ones, neighbours and friends, but to the sustainability of the health and social care system. It has already been established that most people are likely to be affected by or have caring responsibilities at some stage in their lives.

Statistics from the Census 2021 estimates there are 91,445 Unpaid Carers living in Birmingham, which represents 8.5% of the population who responded. It is predicted nationally that, as care needs increase, the number of Carers is estimated to more than double by 2030. The positive shift away from institutional care to living independently with support, will only increase the need for Carers. Many people are now balancing work, children and caring for an aging parent, with increasing numbers of older people often caring for their partner and grandchildren. Parents of children with complex needs know they will be lifetime Carers.

The Strategy will take a whole life course approach to reduce the impact of the transition between different ages and stages of life. This partnership strategy aims to ensure that Carers get the right type and level of support at the right time. This approach reflects the requirements of the Care Act 2014 provisions for Carers and the priorities identified in Think Local Act Personal guidance making it real for Carers. It also recognises the importance of promoting positive health and wellbeing, including self-care and self-management.

This Strategy builds on the foundations established by the previous Carers strategy, with a greater focus on promoting a joined-up approach between Carers, the Council, Birmingham Children's Trust, Birmingham and Solihull Integrated Care Board and community and voluntary sector partners.

In this time of limited resources, effective partnership working is essential to progress the vision of the strategy whilst making the best use of resources, assets and experience to make a positive difference to Carers in the City.

To be signed by BCC BCT & ICB.

1. Introduction

Carers are recognised and supported in a Carer Friendly City, where Carers are listened to, involved, appreciated and valued.

The NHS definition of a Carer has been adopted in this Strategy:

A Carer is anyone, including children and adults who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. This Strategy acknowledges the positive impact of Carers to the system as a whole and considers their needs.

Carers have a vital role in our communities and caring is increasingly becoming a core part of family life. Without Carers, health and social care agencies would struggle to provide the level of care and support vulnerable people need to continue living in their own homes and communities.

This Strategy replaces the Birmingham City Council Carers Strategy 2018+ and presents a refreshed set of priorities for 2024 - 2029, reflecting the context in which we are now operating to address the strategic needs of all Carers. The strategy is informed by relevant national and local legislation, policy and guidance (Appendix A) to deliver on the priorities and outcomes important to Carers.

Developed in partnership with Carers, the strategy sets out our continued collective commitment to work together, with partners, to support the health and wellbeing of all Carers in Birmingham.

This strategy is for everyone and all Carers including:

- **Adults who care for other adults** – adults aged 18 years or more. A significant majority of Carers look after another adult, usually a relative or partner. A person is also defined as a Carer when they provide or intend to provide a substantial amount of support on a regular basis to a relative or friend when for example they have been discharged from hospital.
- **Parent Carers** – parents (or guardians) of disabled children and young people up to 18 years of age who have additional care needs. When the child reaches 18, the parent or guardian is defined as a Carer looking after an adult.
- **Young Adult Carers** – young adults aged 18 to 25 who look after a partner, family member, friend or neighbour who has additional care needs. In many cases this may well be a partner, parent, grandparent, or sibling.
- **Young Carers** – children and young people under 18 years of age who look after a family member, friend or neighbour who has additional care needs. In many cases this may well be a parent, grandparent, or sibling.

The strategy recognises the diverse range of needs, priorities and interests of Carers and families and the need for inclusiveness and responsiveness when addressing Carers support requirements and services.

“Carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation, looking after their mother, son or best friend and just getting on with it”.

The Princess Royal Trust for Carers

There are different stages to a Carers journey that may involve them looking after more than one person, across an age range. To ensure that Carers get the right type and level of support at the right time, the strategy will support a whole life course approach. This will reduce the impact of transition between different ages and stages of life and the caring journey, as illustrated in the journey below:



“This journey may be repeated many times and could include multiple caring roles simultaneously, alongside juggling education and employment. Moving on from Caring can be a particularly difficult phase for long term Carers.”

Carer

2. Purpose

This strategy seeks to set the vision and priorities for partners during the period of the strategy 2024 - 2029. It demonstrates:

- The *strategic context* in which partners will operate, and the need to respond to challenges and opportunities.
- The *strategic priorities* of partners – enabling resources, delivery plans and operational activity to be aligned to the Carers journey and experience.
- *Partnership working* - continuing to innovate, transform and drive improvement in services.

“To be successful, the strategy cannot be delivered by specialist Carers services or statutory services alone. The challenge is for a range of health, social care, leisure, housing, employment and commissioned services to work together putting Carers at the heart of everything they do.”

Carer

3. Birmingham's Commitments to Carers

The commitments reflect what Carers have told us is important to them, placing Carers needs at the heart of the strategy:

- I want to be able to take some time for me.
- I want to be recognised and respected as a Carer.
- I want my voice to be heard.
- I want to be involved in delivering care and support.
- I want to be supported during childhood and education.
- I want to be supported at work and my employer to be Carer Friendly.
- I want to be safe and healthy.
- I want to be able to financially plan for today and tomorrow.
- I want to be able to choose how I access support when I need it.

These commitments provide the foundation for this strategy.

4. Our vision

Birmingham's vision for Carers over the next five years:

Carers are recognised and supported in a Carer Friendly City, where Carers are listened to, involved, appreciated and valued.

The Carers Commitments are at the heart of Birmingham's vision of becoming a Carer Friendly City over the next five years. Partnership working will take a whole system approach, reducing the negative impact of caring enabling Carers to lead fulfilled, independent lives alongside their caring role.

5. Who is a Carer?

This strategy adopts the NHS definition of a Carer:

A Carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

The care they give is unpaid and many Carers don't see themselves as Carers and it takes them an average of two years to acknowledge their role as a Carer. (*NHS website, understanding Carers*).

It can be difficult for Carers to see their caring role as separate from the relationship they have with the person they care for, whether that relationship is as a parent, child, sibling, partner, friend or neighbour.

It is likely that every one of us will have caring responsibilities at some point in our lives, with challenges faced by Carers taking many forms. Many people juggle caring responsibilities with work, study and other family commitments. Some, particularly,

Young Carers, are not known as a Carer and often don't tell relatives, friends or health and care professionals about their responsibilities because of a fear of separation, guilt, pride or other reasons.

Carers can help someone to be independent, healthy and well, by supporting them to stay connected to their local community, or be physically and mentally active, or eat nutritious food. Some Carers might have to help with tasks such as banking, shopping and housework. Other Carers may have a more intensive care role helping with all daily living tasks, such as help with feeding, bathing, dressing, going to the toilet and taking medicines

Carers highlight that there can be many rewards to caring, including:

- **Satisfaction of knowing you have helped someone who needs you, enabling the person being cared for to improve their quality of life.**
- **Strengthening the relationship with the person you care for.**
- **Opportunity for personal growth and to develop new skills.**
- **Proving to yourself that you can meet new challenges.**
- **Appreciation from the person you care for and acknowledgement from family and friends.**

Carers are represented in all communities, regardless of age, sex, gender, ethnicity, sexual orientation, disability or impairment and this strategy is for all Carers.

6. Impact of Caring

Carers can face significant challenges in providing good care, such as balancing work or education commitments, managing multiple roles and being able to travel. There are also challenges to their own health and wellbeing when the focus of their attention is on the cared for, which limits the ability of having a life of their own alongside their caring responsibilities.

Carers experiences vary depending on a variety of factors including age, financial circumstances, family make up, where they live, whether they are in education or employment, for who and for how many people they care for and what support is in place. The impact of caring depends on the amount of care provided, the Carers age and the length of time they have been providing care. The needs of the person being cared for and the relationship with their Carer can also have an impact on the life of a Carer.

Some of the main impacts are:

- **Health and wellbeing** – the most recent GP patient survey found that 60% of Carers have a long-term health condition compared to 50% of the general population. For Young Adult Carers the pattern is even more pronounced with 40% of Young Adult Carers (aged 18-24) having a long-term health condition compared to 29% of the general population in the same age group. (*Carers UK analysis of GP Patient Survey 2021*).
- **Employment** – the ability to access and stay in employment.
- **Financial** – having a reduced income or getting into debt.

- Social – the ability to access social or recreational activities.
- Relationships – the ability to maintain relationships with wider family and friends.
- Educational – caring responsibilities may have a detrimental effect on young people's educational achievements and life chances. Young Adult Carers are less likely to achieve a degree (38%) and adolescence aged Carers (36%) more likely to be bullied for their caring role within the school environment. (*APPG for Young Carers and Young Adult Carers Inquiry Report, November 2023*).
- By far the biggest negative impact according to the [No choice but to care, carers week 2024 report](#) has been on mental health with 63% of current and former unpaid carers saying that caring had a negative impact on their mental health, with 24% saying it had a very negative impact. An estimated 10.1 million current and former unpaid carers in the UK experience a negative impact on their mental health because of caring

7. Value of Caring

It is difficult to estimate the full value of the care and support provided by Unpaid Carers as it is often an expression of affection and respect or a sense of duty. However, without the support of Carers, demands on health and care services would increase dramatically and services would struggle to cope. It is estimated there are over 6.5 million Unpaid Carers in the UK with 1.4 million people providing over 50 hours of unpaid care per week. Carers UK consider this to be in the region of 10.6 million Unpaid Carers.

Unpaid Carers in England and Wales contribute a staggering £445 million to the economy every day – that's £162 billion per year (Petrillo and Bennett, 2023). The value of unpaid care is equivalent to the cost of a second NHS in England and Wales, which in 2020/21 received an estimated £164 billion in funding (Petrillo and Bennett, 2023).

Carers UK estimates the number of Unpaid Carers increased by 4.5 million at the height of the pandemic to 13.6 million. Unpaid Carers saved the UK economy £193 billion a year during the pandemic.

Unpaid carers contribute the equivalent of 4 million paid care workers (7.9 billion hours) to the social care system; without them, 'the system would collapse' (Bottery and Mallorie 2023).

In recognition of the important role that Carers undertake the Care Act 2014 promoted wellbeing as an overarching principle. The Act included rights for Carers such as an assessment if a Carer appears to have a need for support, regardless of the amount of care provided, their financial situation or whether the person cared for has an eligible need. In addition, it emphasises:

- Parity of esteem for Carers and the person cared for.
- Principles of wellbeing and personalisation.
- Universal rights to information and advice

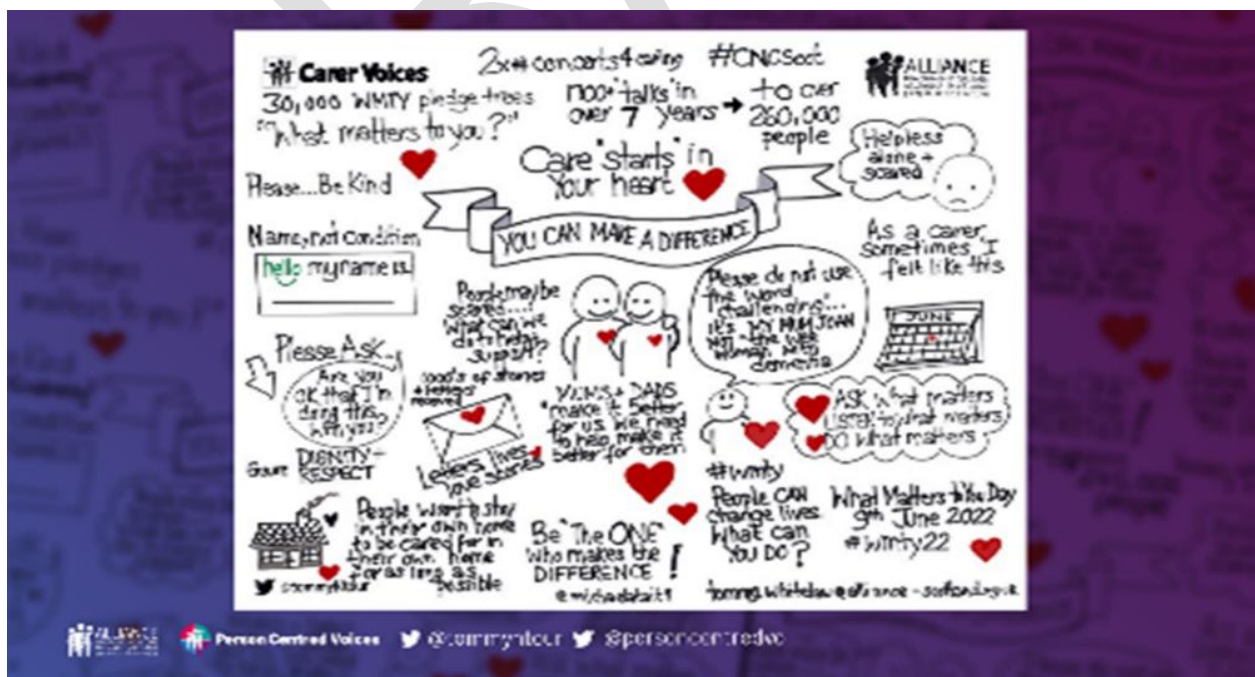
The Health and Social Care system is unsustainable without unpaid care

8. A Carers Perspective

Tommy Whitelaw works to raise awareness of issues facing people living with dementia and their Carers. He cared for his mum, Joan who was living with vascular dementia, and they struggled together with the understanding of dementia, the caring, the isolation and loneliness as their world became smaller.

For Tommy, to combat his loneliness, he started a blog to talk about his experiences and speak to others who were also living with dementia to see if their struggles were the same. This was the start of him raising awareness of dementia through campaigning and engaging with health and social care professionals.

The following image represents some of Tommy's experiences and views and gives a picture of what matters and is important to Carers.



9. A priority for Birmingham

Carers are a priority both nationally and for Birmingham. There are national Acts, legislation, and guidance and strategies (see Appendix A) that focus on Carers with the two main Acts being:

- **Care Act 2014** – sets out legal guidelines relating to care and support for adults and the law to support Carers. There are provisions to safeguard adults from abuse or neglect and care standards. In addition, it places clear legal responsibilities on the Local Authority and creates a single duty to undertake a Carers Assessment.
- **Children and Families Act 2014** – makes provisions for children, families, and people with special needs. It seeks to improve services for vulnerable children and introduces rights for Young or Parent Carers to an assessment of need.

There are also two main local visions and strategies that relate to Carers:

- **Adult Social Care Vision and Strategy 2024** – The goals that adult social are seeking to achieve for adults and older people are that they should be resilient, living independently whenever possible and exercising choice and control so they can live good quality lives and enjoy health and wellbeing. It sets out the 10 principles underpinning the vision and reinforces continuation of work with Carers and partners to make it easier for Carers to access services and improve outcomes.
- **Putting Prevention First:** – a Prevention First model was developed, which has two integrated components:
 - Community assets and local networks are the natural first point of contact when citizens or Carers need support.
 - Where appropriate, effective and integrated pathways are available into targeted or more structured prevention activity through a prevention pathway.

The Prevention First model will deliver against the following prevention outcomes for citizens:

- Reducing and overcoming isolation.
- Maximisation of income.
- Improved health and wellbeing.
- Good quality housing and housing support.
- A good quality of life for Carers.

Since the previous Carers strategy, the rights of unpaid Carers have been strengthened through:

- A new Patient and Carer Race Equality Framework (PCREF) sets out the legislative and regulatory context for advancing mental health equalities for Mental Health Trusts.
- Integrated Care Boards have new duties under the Health and Care Act 2022 which make them responsible for involving Carers, as well as those they care for,

in decision-making. New guidance states Carers must be involved when decisions are made around changes to, or developments, to a service where there is an expectation of involved care, in relation to the patient's prevention, treatment, and diagnosis.

- NHS Hospital Trusts in England must ensure that unpaid Carers are involved as soon as possible when plans for a patient's discharge after treatment are being made. This covers all Carers of adults needing care and support following hospital discharge, including health care support, such as Continuing Healthcare.
- Carers Leave Act came into force from 6th April 2024 and places duties on the support offered to all unpaid Carers in the workforce.

It is vital that partners continue to build on the strong foundations that have been established. Yet the commitment to unpaid Carers, must be set within the context of the current health and social care landscape. It requires system leadership and ownership by all system partners.

10. What We Have Achieved

Over the past few years some of the achievements and outcomes include:

- ✓ An integrated journey for Carers of all ages.
- ✓ Improved governance with the establishment of Birmingham Carers Partnership Group, Commissioning and Operational delivery groups.
- ✓ Commissioners and providers working together to deliver a whole life course approach.
- ✓ Recommissioning of Birmingham Carers Hub (Adult Carers) and Young Carers service.
- ✓ Establishing Birmingham City Council Working Carers Group, a peer-to-peer support group for Birmingham City Council staff.
- ✓ Specialist dementia services developed including Dementia Carer Groups and training.
- ✓ Health Liaison Project including a presence at GP surgeries across the city.
- ✓ Partners in Care Cards available so Carers can be recognised and be involved in planning and delivering care in a hospital environment.
- ✓ Launched Carer Friendly Brum and will continue to work towards a community that is Carer Friendly. This includes places Carers go from the hospital or workplace to the 'high street' shops and beyond to be places that recognise Carers and treats them like a VIP!
- ✓ Carer Friendly Employer schemes involving training.
- ✓ Partnership working during the pandemic adapting services to help deliver what was needed, when it was needed e.g. food parcels and PPE.
- ✓ 18 new specialist services launched for Carers across the city.
- ✓ Household Support Fund grant of over £1.3 million paid out to 4,388 Birmingham Carers who have met the criteria for this funding.
- ✓ Award winning online platform developed for Birmingham Carers.

11. What you told us

To inform the development of this strategy, consultation took place with Carers, partners, key stakeholders, Carer organisations and others. This included a variety of methods including stalls at events during Carers Week and Carers Rights Day, focus groups and questionnaires.

The key findings and action resulting from the consultation were:

- Three areas important to Carers were identified:
 - I want to be able to take some time for me.
 - I want to be involved in delivering care and support.
 - I want support during childhood and education.
- Commitments were changed to be more relevant to Carers following initial consultation.
- Over 75% of respondents agreed with the vision but there were some concerns.
 - Vision was changed to reflect comments/concerns – “Carers are recognised and supported in a Carer Friendly City where Carers are listened to, involved, appreciated and valued”.
- 85% of respondents agreed with the Carer Commitments and other areas to consider were:
 - People need to understand what being a Carer means.
 - Improved communication between health and local authorities.
 - Carers to be recognised and involved in a health setting.
- The top priority across the Carers Commitments:
 - I am consulted and involved in the support and care of the person I care for.
 - I have a life outside of caring.
 - I can continue to work whilst fulfilling my caring responsibilities.
 - I can work flexible hours to fit around my caring commitments.
 - I have a life outside of caring.
 - I feel confident the person I care for is safe and well when I take a break.
 - I am involved in discussions about the care and support of the person I care for.
 - I am involved in the care of the person I care for when they are in hospital.

Additional feedback included:

- Carers must be involved in shaping services.
- Pleased to see the voice of Carers coming through so strongly in the strategy.
- It is clear to see the co-production work that has gone into the strategy.
- Carers mental health considered before crisis point.
- Strategic groups should acknowledge Carers.
- Need emergency plans for the future.
- Carers should be celebrated in Birmingham.
- Parent Carers assessments are important.

- Young Carers told us:
 - I want my voice to be heard.
 - I don't want to be caring all the time and want to have some fun.
 - I am concerned about academic resources and support available.

Where appropriate the feedback has been incorporated into the strategy and reflected in the accompanying Carers Partnership Action Plan.

12. Our challenge

Nationally the 2011 Census was the first to ask people to identify whether they were undertaking a caring role and it revealed there were 6.5 million Carers in the UK. Carers UK highlights that the most recent Census 2021 puts the estimated number of unpaid Carers at 5 million in England and Wales. This, together with ONS Census data for Scotland and Northern Ireland, suggests that the number of unpaid carers across the UK is 5.7 million. This means that around 9% of people are providing unpaid care. However, Carers UK research in 2022 estimates the number of unpaid Carers could be as high as 10.6 million (Carers UK, Carers Week 2022 research report). Over the period 2010-2020, every year, 4.3 million people became Unpaid Carers – 12,000 people a day (Petrillo and Bennett, 2022).

Women are more likely to become Carers and to provide more hours of unpaid care than men. 59% of Unpaid Carers are women (Census 2021). More women than men provide high intensity care at ages when they would expect to be in paid work (Petrillo and Bennett, 2022). One in seven people in the workplace in the UK are juggling work and care (Carers UK, Juggling Work and Care, 2019). Between 2010-2020, people aged 46-65 were the largest age group to become unpaid Carers. 41% of people who became unpaid Carers were in this age group (Petrillo and Bennett, 2022).

With the current cost of living crisis, Carers are facing unprecedented pressure on their finances: a quarter of carers (25%) are cutting back on essentials like food or heating and 63% are extremely worried about managing their monthly costs (Carers UK, State of Caring 2022). Caring comes with additional costs that can have a significant impact on Carers' finances and many Carers suffer financial hardship. 44% of working-age adults who are caring for 35 hours or more a week are in poverty. (Joseph Rowntree Foundation, UK Poverty 2022). Carer's Allowance is the main carer's benefit and is £76.75 per week (2023/24) for a minimum of 35 hours. It is the lowest benefit of its kind. In the UK, 977,506 Carers were in receipt of Carer's Allowance in 2022 (X-Stat Explore (retrieved in Feb 2022)).

Caring can have a significant impact on health and wellbeing. 60% of carers report a long-term health condition or disability compared to 50% non-Carers (Carers UK analysis of GP Patient Survey 2021). Over a quarter of Carers (29%) feel lonely often or always (Carers UK, State of Caring 2022). There is increasing evidence that caring should be considered a social determinant of health (Public Health England, Caring as a Social Determinant of Health, 2021).

According to the Census 2021, there are 2.5 million unpaid carers in employment (excluding full-time students) in England and Wales. On average, 600 people a day

leave work to care – with over 500,000 people leaving work to provide unpaid care pre-pandemic (Carers UK, Juggling Work and Care). 75% of Carers in employment worry about continuing to juggle work and care (Carers UK, State of Caring 2022). 1 in 3 NHS staff provide unpaid care (NHS staff survey, 2022). Between 2010 and 2020, more than 1.9 million people in paid employment became Unpaid Carers every year (Petrillo and Bennett, 2022).

Black, Asian and ethnic minority Carers are more likely to be struggling financially. At the beginning of the pandemic, over half (58%) of Unpaid Carers from Black, Asian and minority ethnic groups said they were worried about their finances, compared to 37% of White Carers (Carers UK, The Experiences of Black, Asian and minority ethnic carers during the COVID-19 pandemic, 2022). LGBT Carers are more likely to more likely to feel lonely. 48% of bisexual Carers and 45% of lesbian and gay carers often or always feel lonely, compared with 33% of heterosexual Carers (Carers UK, The Experiences of lesbian, gay and bisexual carers during the COVID-19 pandemic, 2022). 27% of Carers who completed Carers UK State of Caring survey in 2022 said they had a disability.

It is estimated that around 10% of Birmingham's population are caring for someone as not everyone who cares for a spouse, family member, neighbour or friend identifies as an Unpaid Carer. The Birmingham data from Birmingham City Observatory for the 2021 Census revealed that there was a slight drop in the number of people identifying as an unpaid Carer, with 91,469 (8.5%) of the 1,069,088 residents who responded to the question in the 2021 Census identifying as a Carer.

Attribute Tier 1	Number of persons
Provides no unpaid care	978,519.00
Provides 19 hours or less unpaid care a week	38,458.00
Provides 50 or more hours unpaid care a week	29,510.00
Provides 20 to 49 hours unpaid care a week	23,501.00

Birmingham City Observatory Census 2021 data, responses relating to Birmingham residents breakdown of hours of unpaid Care per week.

The links below are to interactive maps by Birmingham City Observatory of Census 2021 data responses relating to Birmingham residents who identified that they undertake unpaid care per week at ward level, as a percentage and as numbers.

https://cityobservatorybirmingham.opendatasoft.com/map/census_unpaid_carers_as_a_percentage/

https://cityobservatorybirmingham.opendatasoft.com/map/census_unpaid_carers/

This data is based on the ward in which Carers live. It should be noted that Carers often travel to other parts of Birmingham to support those they care for.

Analysis of population data estimates that for every 100 patients on a GP practice list 10 will be Carers providing less than 20 hours care per week, 3 to 4 will be providing more than 20 hours per week and 2 will be caring for at least 50 hours per week (12.5%).

Of the Carers registered with Birmingham Carers Hub, the service for Carers in Birmingham, 65% provide more than 50 hours of care per week.

For Young Carers the 2021 Census highlights that:

- There is a significant decrease in the number of Young Carers (127,175) and Young Adult Carers (229,690) identified through the Census when compared to 2011.
- As was the case for Adult Carers, there were more female Young Carers and Young Adult Carers identified in the Census.
- There are over 35,000 Young Carers in Birmingham providing significant levels of care each week (20 hours or more). The actual number may be higher.

There has been a rise in the proportion and number of Young Carers in Birmingham providing more than 20 hours of care each week between 2011 and 2021. There are over 47,000 children and young people providing more than 50 hours a week of care.

Data from Birmingham Carers Hub, the service for Carers in Birmingham, also highlights:

- Women are more likely to be Carers than men and as Carers age (75+) over half are men.
- Nationally the peak age group for caring is 50 to 64 years and in Birmingham 30% of Carers are this age, but 34% are 65 or older.
- In Birmingham a quarter of Carers live with the person they care for.
- For a Carer to carry out their caring responsibilities they need to be well yet 21% have their own health needs and 12% have a disability.

Carers Trust carried out a national Adult Carer Survey in 2023 and the top three support areas identified as being most important to Carers were:

- Better support for the person or people they care for.
- Personal time
- More money to spend on what they need for their caring role.

13. Delivering our vision

The strategy and accompanying Action Plan will be the responsibility of Birmingham Strategic Commissioning Group reporting to The Birmingham Place Committee.

Responsibility for oversight of the strategy sits with the Birmingham Carers Partnership Group. Membership of the group includes representatives from Birmingham City Council, ICB, Birmingham Children's Trust, Service Providers:

BIRMINGHAM CARERS PARTNERSHIP GROUP



CARERS OPERATIONAL GROUP



PROPOSED GOVERNANCE FOR STRATEGY



Carer representation will be included in the membership of both the Carers Operational Group and Birmingham Carers Partnership Group to ensure the Carers voice remains at the heart of activity undertaken by all partners to support the strategy.

14. Equality Duty

The Public Sector Equality Duty, Equality Act 2010 requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. As such, the approach taken will continue to be informed by the latest available intelligence when determining key actions associated with the delivery of the vision

15. Partnership Action Plan

The strategy presents an opportunity to develop a new integrated Carers support and services action plan, aligning and bringing together commissioning bodies, partners, key stakeholders and Carers across the City. In addition, providing an opportunity to build on the whole life course approach to commissioning and set out a future integrated approach to deliver the vision.

The Partnership Action Plan accompanies the strategy with the aim of delivering the strategic vision and Birmingham's commitments to Carers.

APPENDIX A

Acts, legislation, policies and references

National legislation

Care Act 2014: [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/6/contents)

Care Matters Green and White papers 2007: [Care matters: time for change - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/222222/care-matters-time-for-change.pdf)

Carers Action Plan March 2021: [National Carers Strategy - Hansard - UK Parliament](https://www.parliament.uk/business/committees/committees-a-z/commons-select/social-work-and-carers/committees-publications/careers-action-plan-2021/)

Carers and Disabled Children's Act 2000: [Carers and Disabled Children Act 2000 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2000/12/contents)

Carers Strategy 2008 with action plan 2018 to 2020: [The national carers strategy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/222222/the-national-carers-strategy.pdf)

Children and Young Persons Act 2008: [414220 CH23 2008 TEXT \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2008/23/contents)

Data Protection Act 2022: [Data Protection and Digital Information Bill - Parliamentary Bills - UK Parliament](https://www.parliament.uk/bills/2022/data-protection-and-digital-information-bill)

Education Act 2011: [Education Act 2011 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2011/27/contents)

Equality Act 2010 update 2012: [The Equality Act 2010 \(Amendment\) Regulations 2012 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2012/2426/contents/made)

Gender Recognition Act 2004: [Gender Recognition Act 2004 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2004/2/contents)

Health and Care Act 2022: specifically meets mandated requirement/statutory duty of Council to act to reduce health inequalities and mandated functions of the Director of Public Health including to improve and protect the health of population: [Health and Social Care Act 2012 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2022/25/contents)

Health and Safety at Work Act 1974: [ukpga_19740037_en.pdf \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1974/37/contents)

Human Rights Act 1998: [Human Rights Act 1998 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1998/42/contents)

Independent Living Strategy 2008: [Independent Living Strategy - Hansard - UK Parliament](https://www.parliament.uk/business/committees/committees-a-z/commons-select/social-work-and-carers/committees-publications/independent-living-strategy-2008/)

NHS Patient Safety Strategy 2019: [NHS England » The NHS Patient Safety Strategy](https://www.nhs.uk/about-us/our-approach-to-improving-safety/nhs-patient-safety-strategy-2019/)

Protection of Freedoms Act 2012: [Protection of Freedoms Act 2012 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2012/27/contents)

Public Sector Equality Duty, Equality Act 2010: [Public sector equality duty - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/222222/public-sector-equality-duty.pdf)

Putting People First 2007: ['Putting people first' protocol | Policy Navigator \(health.org.uk\)](https://www.health.org.uk/news-and-comment/policies-and-guidance/putting-people-first-protocol)

Special Educational Needs and Disability Act 2001: [Special Educational Needs and Disability Act 2001 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2001/10/contents)

Social Value Act 2012 and amendment 2021: [Social Value Act: information and resources - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/222222/social-value-act-2012.pdf)

The Children and Families Act 2014: [Children and Families Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/6/contents)

NHS England Guidance on Integrated Care Board constitutions and governance: [NHS England » Guidance on integrated care board constitutions and governance](https://www.nhs.uk/about-us/our-approach-to-improving-safety/nhs-patient-safety-strategy-2019/)

NHS Act 2006 as amended by the Health and Care Act 2022: [National Health Service Act 2006 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2006/43/contents)

Local priorities

Aging Well Programme: [NHS Long Term Plan » Ageing well](#)
Early Intervention and Prevention: [Prevention and early intervention | Vision and Strategy for Adult Social Care and Health | Birmingham City Council](#)
Locality agenda [Localism in Birmingham | Birmingham City Council](#)
Integrated Care Systems: [NHS England » What are integrated care systems?](#)
Public Sector Equality Act 2010: [Public sector equality duty - GOV.UK \(www.gov.uk\)](#)
Putting Prevention First: <https://slideplayer.com/slide/17158172/>
Strategy for Early Help in Birmingham 2015 to 2017: [Early Help Strategy 2021 - 23 | Birmingham Children's Trust \(birminghamchildrenstrust.co.uk\)](#)
Adult Social Care Vision and Strategy 2024: [Vision and Strategy for Adults Social Care in Birmingham | Birmingham City Council](#)

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ADASS: [Home - ADASS](#)
APPG for Young Carers and Young Adult Carers Inquiry Report, November 2023: [APPG on Young Carers and Young Adult Carers - Inquiry into life opportunities - Carers Trust](#)
Care Act 2014: [Care Act 2014 \(legislation.gov.uk\)](#)
Carers Trust Annual Carers Survey Report, 2023: [Adult Carer Survey Report 2023 - Carers Trust](#)
Patient and Carer Race Equality Framework (PCREF): [NHS England » Patient and carer race equality framework](#)
Carers UK: [Key facts and figures | Carers UK](#)
Census 2021: [Census - Office for National Statistics \(ons.gov.uk\)](#)
Children and Families Act 2014: [Children and Families Act 2014 \(legislation.gov.uk\)](#)
Forward Carers: [We are Forward Carers and we care for carers across the country.](#)
National Carers Strategy: [The national carers strategy - GOV.UK \(www.gov.uk\)](#)
Princess Royal Trust for Carers: [Home - The Princess Royal Trust for Carers in Hampshire \(carercentre.com\)](#)
Putting Prevention First: [Putting Prevention First: - ppt download \(slideplayer.com\)](#)
Strategy for Early Help in Birmingham 2021 to 2023L: [Early Help Strategy 2021 - 23 | Birmingham Children's Trust \(birminghamchildrenstrust.co.uk\)](#)
Think Local Act Personal guidance: [Person centred care | social care| TLAP \(thinklocalactpersonal.org.uk\)](#)
Tommy Whitelaw National Lead, Person Centred Voices, Health and Social Care Alliance Scotland (the ALLIANCE) (*permission granted to use material*)
Vision and Strategy to modernise Adult Social Care: [Introduction and context | Vision and Strategy for Adult Social Care and Health | Birmingham City Council](#)
No choice but to care Carers Week report 2024: [No choice but to care, carers week report 2024](#)
Centre for Care, Value of unpaid Care in England and Wales now exceeds that of the NHS budget- Petrillo and Bennett, 2023 [Value of unpaid care in England and Wales now exceeds that of NHS budget | the Centre for Care](#)
The Kings Fund, Caring in a Complex World: Perspectives from Unpaid Carers - Bottery and Mallorie 2023: [Caring In A Complex World: Perspectives From Unpaid Carers | The King's Fund \(kingsfund.org.uk\)](#)
Birmingham Carers Hub: [Home - Birmingham Carers Hub](#)

BIRMINGHAM CARERS PARTNERSHIP STRATEGY 2024 to 2029

ENABLING A LIFE ALONGSIDE CARING

PARTNERSHIP ACTION PLAN 2024 – 2029



Birmingham
City Council



**BIRMINGHAM
CHILDREN'S TRUST**

Partnership Action Plan

The strategy presents an opportunity to develop a new integrated Carers support and services action plan for Carers of all ages, aligning and bringing together commissioning bodies, partners, key stakeholders and Carers across the City. In addition, providing an opportunity to build on the pathway approach to commissioning and sets out a future integrated approach to deliver the vision.

The Partnership Action Plan accompanies Birmingham Carers Partnership Strategy 2024-2029, with the aim of delivering the strategic vision and Birmingham's commitments to Carers. This Partnership Action Plan will be reviewed on an annual basis to ensure it remains relevant to delivery of the vision and commitments to Carers of all ages.

Carer Commitment in Strategy	THEME	ACTION	TIMEFRAME	RESPONSIBILITY
I want to be safe and healthy	Improving Carers Journey Safeguarding Pathway Parent Carers Assessments Emergency planning	Develop a clear, formal Complex SCA pathway between Birmingham Carers Hub and Adult Social Care for the escalation of Statutory Carers Assessments.	12 months	Birmingham Carers Hub and BCC Adult Social Care
		Develop a clear, formal Safeguarding pathway between Birmingham Carers Hub and BCC Adult Social Care.	12 months	Birmingham Carers Hub and BCC Adult Social Care
		Review best practice for carrying out Parent Carer Assessments	12 months	Adult Social Care Commissioners, Birmingham Children's Trust, Birmingham Carers Hub, Forward Thinking Birmingham.
		Develop a co-produced Emergency Plan across the pathway for Carers in Birmingham.	12 months	Birmingham Carers Partnership group
		ASC carers delivery plan, setting out how ASC is delivering and discharging its duty to carers.	12 months	Adult Social Care and Forward Carers
		Embed newly commissioned Young Carers service	12 months	Birmingham Children's Trust and Provider
		Review Carers Pathway	12 months	Adult Social Care, Birmingham Children's Trust and Birmingham Carers Partnership Group
I want to be able to take some time for me.	Personal time	Review opportunities across the partnership and identify options to support carers to have time away from their caring responsibilities.	Annually	Birmingham Carers Partnership Group
I want to choose how I access support and when I need it.	Choice and control	Review approaches to supporting carers to have choice and control in accessing the support they need	Annually	Birmingham Carers Partnership Group
I want to be supported during childhood and education	Education	Work with partners and Birmingham Adult Education Service (BAES) to identify and promote adult education courses for Carers.	Lifetime	Birmingham City Council, Adult Social Care, Birmingham Children's Trust, BAES and Forward Carers

Carer Commitment in Strategy	THEME	ACTION	TIMEFRAME	RESPONSIBILITY
		Work with partners and Education Service, including schools and colleges, to promote the needs of Young Carers in Birmingham.		
I want to be recognised and respected as a carer	Recognised and respected	Social Justice: Ensure projects and services support the needs of carers from diverse backgrounds and with specialist needs e.g. Addictions, neurodevelopmental conditions such as autism and ADHD, and people from newly arrived communities including refugees and asylum seekers through: <ul style="list-style-type: none"> Monitoring diversity of Carers Highlight trends and gaps in provision for Carers from a diverse background. 	Lifetime	Birmingham Carers Partnership Group and Forward Carers
		Carer awareness: <ul style="list-style-type: none"> Social prescribers in GP practices to raise awareness of Carers with staff and patients. Events held with health partners Develop robust links with Education Team, schools and colleges 	Lifetime	Forward Carers, NHS, Birmingham Children's Trust, Education Team
		Initiate an annual programme to promote and celebrate Carers during Carers Week and Carers Rights Day.	Annually	Birmingham Carers Partnership Group
I want to be involved in delivering care and support.	Carers involvement	Carers Partnership Card available in hospital settings identifying Carer, enabling them to be involved in delivering care and support.	Lifetime	Birmingham Carers Partnership Group

Carer Commitment in Strategy	THEME	ACTION	TIMEFRAME	RESPONSIBILITY
		Birmingham Carers Hub Health Liaison project to work with hospitals to develop a system to enable Carers to support caring needs in hospital environments and develop information packs for Carers on discharge for both Adult and Young Carers.	Lifetime	Birmingham Children's Trust, Birmingham Carers Hub and NHS
I want my voice to be heard		Carers Voice is represented on the Birmingham Carers Partnership Group and at Operational meetings. Engaging and involving the Carers Voice Forum in progressing the strategy.	Lifetime	Birmingham Children's Trust, Birmingham Carers Partnership Group & Birmingham Carers Operational Group
I want to be supported at work and my employer to be Carer Friendly	Carer Friendly Employers	Partner organisations to champion and promote Forward Carers Carer Friendly Employers Commitment Mark	Lifetime	Birmingham Carers Partnership Group
I want to be able to financially plan for today and tomorrow.	Financial planning	Partners support Carers to maximise income opportunities and enable Carers to access information, advice and guidance.	Lifetime	Birmingham Carers Partnership Group and Birmingham Carers Hub

Birmingham City Council

Report to Cabinet

15th October 2024



Title:	CORPORATE LANDLORD PROGRAMME (ACTION PLAN UPDATE)
Lead Member:	Councillor Sharon Thompson the Deputy Leader and Cabinet Member for Economy and Skills
Relevant Overview and Scrutiny Committee:	Economy Skills and Culture
Has this report been shared with the relevant Overview and Scrutiny Committee Chair?	Yes
Report Author:	David Harris, Assistant Director, Corporate Landlord Place, Prosperity & Sustainability Directorate Phone Number 07971 242141 David.m.harris@birmingham.gov.uk
Authorised by:	Philip Nell, Strategic Director Place, Prosperity & Sustainability Directorate
Is this a Key Decision?	Yes Forward Plan Reference: 013260/2024
Reason(s) why not included on the Forward Plan and confirm who has authorised it to be considered:	N/a
Is this a Late Report?	No
Reason(s) why Late and confirm who has authorised it to be considered:	N/a
Is this decision eligible for 'call in?'	Yes
If 'call-in' has been dis-applied, please provide reason(s) and confirm who has authorised:	N/a

Wards:

All Wards

Does this report contain exempt or confidential information?

No

Has this decision been included on the Notification of Intention to consider Matters in Private?

N/a

Reasons why not included on the Notification and confirm who has authorised it to be considered:

N/a

1 EXECUTIVE SUMMARY

- 1.1 To provide an update for endorsement on the progress of the Corporate Landlord Programme and the Action Plan activity identified. The report gives details on the approaches being taken for Asset Rationalisation which include, portfolio reviews, service reviews, community asset transfers, and unsolicited bids. It also gives details on the Corporate Landlord model, occupation costs, property strategy and restructuring of the Property teams. The extension of the Acivico contract in line with the March 2024 Cabinet report is confirmed, along with a view on the future of FM hard and soft services approach.

2 COMMISSIONERS' REVIEW

- 2.1 Commissioners are very supportive of the establishment of a Corporate Landlord function. The majority of Local Authorities established this way of working many years ago. In addition to providing capital receipts commissioners also believe it has the potential to generate revenue savings far in excess of those set out in this report. It should also mean that retained property is fit for purpose. There will also be other benefits such as more effective control of energy budgets (which total c£50m including schools and street lighting) and for the first time the development of a comprehensive energy plan that will support the Council's commitment to be net zero carbon by 2030.

Commissioners will review progress against the timescales set out in the report through the normal process.

3 RECOMMENDATIONS

That Cabinet

- 3.1 Endorse the Corporate Landlord Service activity to continue to progress the further rationalisation of the CAB estate giving approval to the associated office moves needed to accommodate further disposals.
- 3.2 Recognise and agree the acceleration of the rationalisation of the wider corporate estate to improve operational efficiency and service delivery, which in turn will realise savings, receipts and better align the asset profile to the emerging needs of the organisation. Recognising the urgency to release land and buildings (which will be reported through Cabinet Committee Property) to enable capital receipts to be generated to meet extant targets alongside realising revenue efficiencies wherever possible.
- 3.3 Agree the acceleration of the centralisation of all property strategy and management related activity (inclusive of centralising property staffing).
- 3.4 Agree the centralisation of property budgets and cost control (with an immediate focus on realising energy savings based on reducing consumption and consolidating billing etc. creating an energy management function within the

Corporate Landlord service to progress this and make immediate efficiencies alongside maintenance spend review).

- 3.5 Note the need to progress the further restructuring of the property teams to create an effective and streamlined 'one stop shop' for all property related services and portfolio management with a focus on future strategy and transitioning in parallel with the emerging size and shape of the corporate asset base.
- 3.6 Endorse the work needed in respect of scoping the requirement for the future strategy for services and works to agree the Council and school's property portfolio.
- 3.7 Notes that the deed of variation with Acivico DCFM Ltd has been signed with a contract expiry date of 31st March 2026.
- 3.8 Agree the introduction of a visible 'occupation cost' mechanism for all service/occupiers of corporate buildings to consider as a key performance indicator and/or budget pressure metric.

4 KEY INFORMATION

Context

- 4.1 **Summary:** This programme will create a central and professionalised property function to strategically manage all of the Council's operational and community facing property assets, reducing duplication of property management activity, delivering a safer (fully compliant) and higher quality estate, and enabling the delivery of operational efficiencies through the adoption of a more sustainable and heavily reduced asset profile.
- 4.2 This programme will facilitate ongoing strategic asset management planning and support the Corporate Landlord's ability to work across the Council to identify opportunities for service co-location, relocation and to target assets for programmed rationalisation, divestment and disposal.
- 4.3 The Corporate Landlord approach will form a key part of the Council's approach to organisational redesign, supporting a leaner and more efficient organisation with a fit for purpose and sustainable operational estate profile.
- 4.4 **Asset Rationalisation:** Corporate Landlord recognise and support the acceleration of the rationalisation of the wider corporate estate to improve operational efficiency and service delivery, which in turn realise savings, receipts and better align the asset profile to the emerging needs of the organisation. Recognising the urgency to release land and buildings (which will be reported through Cabinet Committee Property) to enable capital receipts to be generated to meet extant targets alongside realising revenue efficiencies wherever possible. Appendix 1 gives an update on progress. Please note that that appendix and paper are live reports and variances are due to timing.

- 4.5 **CAB Buildings:** Over the last six months the Corporate Landlord division has concluded the decommissioning of 1 Lancaster Circus, including the relocation of the specialist Control Centre to new accommodation set up at Priestley Wharf, to achieve vacant possession and enable the advancement of the disposal of the asset.
- 4.6 The team has successfully restacked the Council House and re-utilised space within the Council House Extension following some targeted investment works to enable the successful vacation and sale of 10 Woodcock Street, generating a significant revenue saving and capital receipt within a very short timeframe. Corporate Landlord is presently taking forward the vacation of 67 Sutton New Road.
- 4.7 Sutton New Road which will be offered for sale in forthcoming months and has increased the utilisation of New Aston House as a short-term measure pending the rationalisation of that building in the medium term.
- 4.8 The role and utilisation of the Council House complex continues to be reviewed to ensure there is a consistent vision and effective use of the assets, including the Birmingham Museum & Art Gallery and commercial opportunities, where appropriate, are pursued.
- 4.9 **Portfolio Review:** To ensure a comprehensive review, we are focussing on both top down from services and bottom up from area-based review.
- 4.10 **Service Led Portfolio Review:** Corporate Landlord has been collaborating with services to lead a review across the Council Portfolio to identify opportunities to divest and dispose of assets which are surplus to requirements.
- 4.11 The focus being to identify opportunities through service improvement and asset rationalisation, create operational efficiencies, explore co-location of services and the reduction of leases from third parties. This exercise will generate revenue savings, capital receipts whilst ensuring efficient delivery of services. The process will also ensure coordinated realisation of savings targets.
- 4.12 The workstream will drive better engagement & cooperation, joined up planning, governance & decision-making and act as a gateway for services. Reviews are currently ongoing with services on the CAB estate, depots, care centres, day centres, golf courses, car parks and the youth service across 80 assets. Several services are currently subject to consultation reviews and as soon as this process is concluded this will unlock a significant pipeline of further assets for Corporate Landlord to progress sales.
- 4.13 As part of the ongoing stakeholder engagement there is also a live dialogue with the Housing Development team and City Housing team, effectively Corporate Landlord are passporting potential housing sites (General Fund and Housing Revenue Account land) into the disposals programme where it is considered to be beneficial and expeditious to explore a market disposal to realise early housing delivery.

- 4.14 **Area Led Portfolio Review:** In addition to working with services on the property rationalisation strategy, Corporate Landlord is undertaking an area review which is being progressed @ward by ward' 'and constituency by constituency' for ease of reporting and planning. This review will identify assets or land which are either surplus to requirements or may be suitable for divestment and therefore generate a capital receipt and potentially deliver much needed new homes.
- 4.15 Whilst landholdings within the whole ward areas are being reviewed, assets with a higher value or those with the ability to unlock an immediate receipt are being prioritised. To date 1025 assets across 8 wards have been investigated with 53 assets reviewed with potential for divestment. Resource has recently been increased within Corporate Landlord and the review of assets on a ward-by-ward basis is being accelerated.
- 4.16 **Community Assets:** Some of the operational assets in the Council's portfolio are community facing, and delivering services direct to the public (e.g. community centres etc.) Should any of these assets be identified for disposal, working practices are in place whereby stakeholder engagement is an important part of the process, initially services with advice from Corporate Landlord and Property are making plans around their future accommodation requirements.
- 4.17 Due to current levels of under-utilisation alongside suitability and condition issues it is expected that the overall quantum of the Council's estate that delivers a community facing service will be reduced. This will deliver efficiencies but also potentially release additional assets for disposal, the associated vacancies, building closures and marketing will be dealt with sensitively ensuring cabinet members, ward members, local community users and larger organisations such as the Save Birmingham group and the Birmingham Voluntary Sector Council are kept fully engaged.
- 4.18 As part of the estate rationalisation work there is recognition that Community Asset Transfer (CAT) has a role to play whereby valued facilities can be safeguarded potentially enabling the Council to make building related efficiencies whilst empowering communities to take greater ownership and control of property assets where appropriate. Through the engagement referenced above all options are being considered to enable this, in some instances whereby groups and organisations are mature and appropriately financed long term transfers and disposals of assets are being negotiated with individual transactions reported and progressed as appropriate, again keeping key stakeholders fully informed and sighted.
- 4.19 Through the unsolicited bid process there is also an opportunity for community organisations who already hold CAT leases to renegotiate these and potentially also pursue the longer-term transfers of the land and buildings they operate from.
- 4.20 Where community facing assets are retained to enable Council delivered services to continue it is essential to ensure this can be done more sustainably and building related issues that may be impacting utilisation and efficiency are

assessed with plans put in place to address this at the point any retention decisions are made.

- 4.21 **Unsolicited Bids:** As the divestment programme has attracted a lot of attention resulting in a significant number of external approaches to buy assets from the Council, Corporate Landlord has implemented a process to receive, review, manage and consider unsolicited bids.
- 4.22 To facilitate this process, third parties wishing to express an interest in an asset must complete this form, confirming the legal status of the organisation and the property details. Interested parties must also include information on the nature of their interest, the financial offer, a proposed rationale for the purchase, details on timing, confirmation that the Council's legal and surveyors' costs will be paid and any other conditions.
- 4.23 Other conditions may include funding requirements or planning conditionality. A register has been set up and once bids have been received the enquiry will be logged on a live tracker and assessed through a "clearing house" to determine whether the Council wishes to consider a) selling the asset, or b) retaining the asset.
- 4.24 **Opportunities:** Opportunities from the Corporate Landlord approach: -
- 4.25 Divest assets which are surplus to operational requirements which can be categorised to drive value as follows – 1) Immediate divestment 2) Longer term divestment 3) Potential to unlock divestment assets through re-provision/alternative model of service delivery.
- 4.26 Co-locate services using shared asset base / Co-locate and share assets with other services.
- 4.27 Relocation of services occupied through operational leases with third party Landlords into Council owned assets and vice versa to give the best commercial outcome.
- 4.28 Relocate office staff within office buildings within wider Council property portfolio.
- 4.29 Review sites which were historically earmarked for development, although are currently sitting dormant.
- 4.30 A strategic/professionalised approach from Corporate Landlord can optimise financial value or social value from assets before sale and before relocating the service.
- 4.31 Corporate Landlord providing the property oversight to say "that depot could be anywhere, but that current depot site would make a fantastic housing site and generate £x of financial value and £y of social value, and CL can help enable that, as well as finding the service more suitable premises.
- 4.32 **Constraints, Risks & Threats:** Corporate Landlord has considered the following:
- 4.33 Geographic location of assets - Can the services be delivered on a streamlined basis?

- 4.34 Liquidity / Timing – Assets tied into contracts.
- 4.35 Assets held in Trust or subject to legal restrictions.
- 4.36 Public opposition leading to increased deliverability risk.
- 4.37 Potential to be seen as “fire sale” locally, increasing resistance and challenge.
- 4.38 Not securing achievable benchmark values – Condition of assets.
- 4.39 Exit costs on leasehold assets – i.e. Dilapidation / relocation of services.
- 4.40 **Declaring Assets Surplus:** Corporate Landlord has submitted a paper with 27 assets recommended for approval at the Cabinet Committee meeting on 11th October. A further pipeline of assets has been identified to for submission at future monthly Cabinet Committee Meetings to meet the target for delivering £750m to be delivered across 2024/2025 and 2025/2026.
- 4.41 Corporate Landlord has also set up a working group to review the property portfolio to identify in scope assets for efficiencies, closure and/or disposal or co-location.
- 4.42 In addition, Corporate Landlord is taking a one pipeline approach which has involved implementing monthly Clearing Board Meeting with Services to identify and approve asset which are surplus to requirements prior to submission at the Cabinet Committee Meetings.
- 4.43 Further, fortnightly meetings have been implemented to review and drive divestment of assets. These meetings include representation from the investment and housing teams to ensure alignment and an inclusive & collaborate working approach.
- 4.44 Where possible Corporate Landlord is working with services to identify early opportunities to release assets and often progress the route to market in anticipation of the asset being declared surplus. Assets will either be divested through:
- 4.45 Appointment of external property consultants through the Constellia Framework. Corporate Landlord is ensuring that most appropriate organisation is appointed for each asset or group of assets to be divested.
- 4.46 Direct agreement with purchasers - Several approaches have been made by existing tenants or adjoining owners of assets. In these instances, the parties are effectively special purchasers and Corporate Landlord has been looking to maximise receipts through direct engagement.
- 4.47 The unsolicited bids process – See above.
- 4.48 Corporate Landlord will recommend the optimal route for progressing the sale through Private Treaty, Informal Tender or Auction.
- 4.49 Corporate Landlord has also set up a framework for valuation of assets where appropriate to inform strategy and the decision-making process.

- 4.50 Corporate Landlord will also be looking to extract hope-value from change of use and be prepared to either enter into JVs to deliver that or make planning applications themselves.
- 4.51 Corporate Landlord will ensure that disposals are made in a strategic way, with max.
- 4.52 The above approach will ensure the delivery of an optimal return within an optimal time frame.
- 4.53 **Corporate Landlord Model.** Corporate Landlord continues to progress the discovery and due diligence around the centralisation of property budgets and overall cost control within this area. The division is creating an energy management function within the Corporate Landlord service to progress the reduction of consumption and promote consolidating billing to bring forward immediate efficiencies.
- 4.54 Corporate Landlord continues to input into the various services reviews being undertaken as part of the IRP with a focus on the potential for rationalisation and resulting capital receipts, visibility of property running costs and their influence in the decision-making process, and the overall level of asset utilisation.
- 4.55 The service continues to act as “gate keeper” for activity for leasehold interests and has a well-established spend control mechanism to review and challenge requests for repair and maintenance activity and again is looking to utilise the service area’s experience and professional skill set to expand this into other areas such as cleaning, business rates etc to drive efficiency, linked to other areas of associated activity.
- 4.56 **Occupation Cost:** Corporate Landlord is working with Services and Finance teams to support the introduction of a visible ‘occupation cost’ mechanism for all service/occupiers of corporate buildings to consider as a key performance indicator and/or budget pressure metric.
- 4.57 As an additional step to encourage further efficiency in respect of accommodation requirements and minimisation of property related spending it is proposed to introduce a notional ‘occupational cost’ metric that will be regularly reviewed and discussed with occupier services to ensure full transparency of the costs associated with the demand on the corporate estate, this will be particularly useful when further exploring business cases and supporting service transformation where there is an opportunity to release accommodation or when additional space may be required.
- 4.58 This factor as a performance management tool will be implemented from 1st April 2025 onwards as key indicator, the Corporate Landlord service will produce a live dashboard of the actual costs of individual directorate and service demand on the corporate estate.
- 4.59 **Centralisation of all property strategy and management related activity (inclusive of centralising staffing):**

- 4.60 Due to the way the Council's property estate has evolved over many years the assets are still classified by virtue of the directorate which they serve as opposed to being treated as a centralised and corporate resource. As such in many cases these estates within the wider estate are still managed and controlled locally.
- 4.61 Since the inception of the Corporate Landlord and the establishment of this service, some strategic control has been established over the future use of operational assets and as a result of Section 114 directives, a tighter centralised control has now been established in respect of spend control and the necessity to obtain approvals from the corporate centre for all spend on Property and Facilities Management related services (inc. security, compliance, repairs and maintenance) on the recommendation of the Corporate Landlord.
- 4.62 It is considered timely to now progress the adoption of the Corporate Landlord model one stage further and formalise this corporate control by transferring all asset related responsibility (operational as well as strategic) and budgets to a centralised service which will manage the portfolios to meet corporate objectives, ensuring optimum asset utilisation, timely and professionalised decision making and to drive further efficiencies through creating economies and delivering asset rationalisation.
- 4.63 The proposal is for Corporate Landlord and Property officers to work closely with the finance team to progress this virement of budgets and associated authorisation status on an incremental basis starting immediately. The dedicated PPS finance team now being sufficiently resourced to support this endeavour with a view to completing the centralisation exercise at the earliest opportunity but no later than the end of March 2026.
- 4.64 **Restructuring the Property Teams:** Corporate Landlord notes the need to progress the further restructuring of the property teams to create an effective and streamlined 'one stop shop' for all property related services and portfolio management with a focus on future strategy and transitioning in parallel with the emerging size and shape of the corporate asset base.
- 4.65 It is planned to have the interim realignment structure in place by the end of December 2024.
- 4.66 The new full structure to compliment the Asset Strategy and drive the new profile will be in place by April 2026.
- 4.67 This restructure needs to happen at the same time as transfers of those currently in other services but who deal predominantly with property.
- 4.68 A central theme to all of the Corporate Landlord work is to ensure efficiency but also optimum utilisation and suitability across the Corporate Estate, in order to achieve this resource is needed in the short term to capture current and future requirements in respect of the operational portfolio as well as to review the investment portfolio to ensure long term sustainability. In the short-term capacity funding has been identified through the IRP programme to undertake this review activity (which is linked to the service reviews and area based review work

referenced in this report), this funding provides resource until end of March 2025 but ultimately consolidation of these workstreams and delivery of the resultant strategy will need to become substantive business as usual activity at the earliest opportunity.

- 4.69 To obtain optimum efficiency, the in-house resource structure will dovetail with the evolution of the asset profile until such time as we have an asset base that fully meets the immediate needs of the City Council, has some flexibility so as to ensure longer term sustainability but has a minimal quantum of underutilised space and/or voids.
- 4.70 Therefore, some restructuring is needed to ensure this activity can be delivered until such time as the asset profile and the associated staffing structure reach sufficient maturity and as a result enable maximum efficiency.
- 4.71 The intention is to have two symbiotic core elements of the future structure, the first being an intelligent client function consisting of the skills and expertise to ensure services are delivered to effectively manage and maintain the estate, value for money is always driven through efficiency and that contract and performance management are considered a key function alongside delivery of a balanced budget.
- 4.72 The second element being the retention and development of a strategic real estate management function with the primary objectives being to continually review and implements strategies to future proof the estate, optimise the leverage the estate affords to support corporate objectives and identify measures to forecast and ensure income projections and capital receipts are delivered to agreed targets.
- 4.73 It is recognised that significant day to day activity in respect of property and facilities management still takes place outside of the central Corporate Landlord and Property function, alongside the centralisation of responsibility for property spend the centralisation of these outlying roles and staffing structures will need to be assembled under a single structure, this mapping activity has already taken place and subject to appropriate consultation this activity will be mobilised in tandem with the migration to the adoption of a full Corporate Landlord model inclusive of the intelligent client and strategic asset management functions set out in this paper.
- 4.74 The target date for this exercise to be completed is the end of March 2026.
- 4.75 However some changes to structures will be required in advance of this, again as budgetary responsibility transfers ahead of this deadline there will be some requirements to ensure officers are in post within the Corporate Landlord structure to ensure the level of grip and control necessary to drive agreed efficiencies in relation to these budget lines e.g. Corporate Energy Management and a more comprehensive and corporate solution around the commissioning and management of hard and soft FM services.

- 4.76 The initial movements to be quantified and the initial structure to be socialised by the end of December 2024.
- 4.77 **Acivico Contract Extension:** The March cabinet report agreed that the Acivico contract should be extended to 31/03/2026 with the inclusion of a 3-month break clause. This has been dealt with by way of a Deed of Variation against the 2017 contract. This document was executed on the 12th of September 2024.
- 4.78 **The Future Delivery of Hard and Soft FM:** Initial scoping of the specification is underway along with a high-level review of potential options for when the current contract ends March 31st, 2026. Options for the future of hard and soft FM are being investigated and will be reported to Cabinet in due course.
- 4.79 As part of the scoping and options work it will be necessary to review the current relationship with Acivico and understand the potential to re-shape and improve this relationship in tandem with the options work to ensure VFM for any work contracted post March 2026.
- 4.80 It is also important to manage effectively the contract prior to March 2026, working closely with Acivico to ensure VFM.
- 4.81 **Asset Strategy.** The development and implementation of a new Corporate Asset Strategy, which recognises the direction of travel on rationalisation but more acutely identifies the optimum asset profile the Council should be minded to adopt to meet current and future accommodation needs, generate income and better align with the financial constraints of the organisation whilst promoting sustainability and enabling growth.
- 4.82 As part of the strategy, we will continue to engage with the One Public Estate programme with public sector partners. The ability to speak as a single comprehensive corporate voice on asset issues will assist our involvement in such initiatives
- 4.83 There will be an interim 1-year Asset Strategy in place for April 2025 with a full 5-year asset strategy in place for April 2026.

5 Proposal and Reasons for Recommendations

- 5.1 To provide an update for endorsement and/or approval where appropriate, on the progress of the Corporate Landlord Programme and the Action Plan activity identified.

6 Other Options Considered

- 6.1 Do nothing - carry on as we are and have huge risk around delivery of budgeted savings and receipts.
- 6.2 Fully implement - achieve the targets with a sharp focus and invest in the long-term sustainability of the corporate estate (with a strategy, budgets and structure more closely aligned to the future size and shape of the Council).

- 6.3 There might be a partial implementation that could help achieve the savings but wouldn't enable us to own the strategy and long term sustainability objectives.

7 RISK MANAGEMENT

- 7.1 Inability to meet property market timelines: To meet the expectations of the prevailing property market the Council is committed to deliver a programme of land and property sales to support business priorities. Approval of this report will support these priorities and enable sale receipts to be realised during financial years 2024/25 and 2025/26.
- 7.2 There is an element of risk is around how this is approached by services, and the resource needed to deliver it.
- 7.3 The methodology of sale will be selected to best respond to the market and the specific circumstances of each asset whilst also removing ongoing revenue costs and maintenance liabilities.

8 MEMBER ENGAGEMENT

Ward Councillor(s)

- 8.1 N/A

Overview and Scrutiny

- 8.2 The Report, in particular the purpose and process of the Asset Rationalisation workstream was discussed with the Chair of Economy Skills and Culture on 28/8/24.

Other

9 IMPACT AND IMPLICATIONS

Finance and Best Value

- 9.1 Corporate Landlord sits within the PPS directorate of the Council. It is involved in the budget process that the Council undertakes yearly and is expected to contribute to the Income target and within the Expenditure envelope. It has two cost centres within its reporting hierarchy – Operational Property Management and Security Business Planning. The budget for FY24/25 is a total Net of £8.3m - which is £9.8m of expenditure and (£1.5m) of income. The scope of the Corporate Landlord offer is increasing in that it is now controlling the asset rationalisation of the overall Council and the Corporate Landlord model of increased centralisation of services.
- 9.2 Asset Rationalisation is the review of the Council owned assets across the Council and those assets deemed surplus to requirements. When disposing of

said assets the capital receipt will be used to balance the budget as part of the S114 the Council is in and in line with Commissioner expectations. The Council has a £750m asset disposal target for capital receipts by end of December 2025. A significant amount of this target will be met by Commercial type asset sales; however Corporate Landlord is also expected to contribute towards the target by working across Directorates to dispose of Non-Commercial owned Council assets. The first batch of assets is going to Cabinet for review and approval in September 24. These sales will generate c£10m of capital receipts but will impact the future Revenue aspect of the Council as incomes currently received will be lost but costs on these assets will be savings as building expenses and associated staffing costs will no longer be applicable. It is expected that there will now be a further ramp up with Non-Commercial assets as the process of cross directorate working is now set up.

- 9.3 The Corporate Landlord model is the centralisation of the Council asset portfolio from the Directorates into Corporate Landlord. This way of working is common in Councils across UK and is perceived to generate cost savings due to economies of scale etc. BCC has reviewed this set up previously, but it has not come to fruition due to various reasons. However, with the pressure of balancing the budget and making further savings there is now an appetite to push forward the Corporate Landlord model. The first area under review is the Energy area where electricity, gas and water are initially under review. It is anticipated that there will be savings in the short term with housekeeping improvements and then savings in the longer term with a defined energy strategy. These savings are under review currently and a paper will be brought forward to Cabinet to update when further quantification has occurred.
- 9.4 Savings for FY24/25 by Corporate Landlord are part of the overall savings programme that the Council has targeted as part of the balanced budget process. In FY24/25 the Central Administrative Buildings (CAB) had a target of £1m savings. The current forecast is that this saving will be met as it relied on the sale of Woodcock Street halfway through the fiscal year, which has happened. There is a further £2.3m saving in FY25/26 which is also the CAB rationalisation. The bulk of this target is Woodcock Street annualised but will also need the sale of New Aston House and Sutton New Road to hit this target. There is also a staffing saving which Corporate Landlord will contribute to and with VRs on track within the directorate it is forecast that budget targets for both FY24/25 and FY25/26 will be met. With the Commercial Property asset sales and the CAB estate reduction there will now be an opportunity to review the current staffing budget envelope within these areas (FY24/25 budget of 107 FTE across Corporate Landlord and Investment & Valuations Teams of which 13 roles were vacant at time of budget setting) and assess the new requirements of the team, with reduced asset management, and this could lead to enhancing incomes, such as rent reviews or improving supplier contracts for the benefits of the Council.

Legal

- 9.5 Sections 120 - 123 of the Local Government Act 1972 authorise the Council to acquire, appropriate and dispose of land. The disposal power in Section 123 of the Local Government Act 1972 is subject to the best consideration test.
- 9.6 Section 1 of the Localism Act 2011 contains the Council's general power of competence, which is circumscribed only to the extent of any applicable pre-commencement restrictions and any specific post-commencement statutory restriction of the power, and Section 111 of the Local Government Act 1972 contains the Council's ancillary powers in relation to the discharge of its functions including the disposal and acquisition of property and the expenditure of money.
- 9.7 The Local Government Act 2003 and guidance issued under it authorises the Council's investment management functions.

Equalities

- 9.8 An Equality Impact Assessment was undertaken at programme level On 27/09/2024. Number EIA000831. For all decisions taken under the programme, a further EIA will be undertaken specifically aligned to the decision.

Procurement

- 9.9 There are no procurement implications with the recommendations of this report. It should be noted that any procurement resulting from the shaping of the future of hard and soft services FM will be in compliance with the Council's Constitution and Procurement and Contract Governance Rules.

Corporate Parenting

- 9.10 There are no Corporate Parenting implications for this report.

10 APPENDICES

- 10.1 Appendix 1 – Corporate Landlord Update
- 10.2 Appendix 2 – Equality Impact Assessment (EIA000831)

11 BACKGROUND PAPERS

None

Appendix 1 – Corporate Landlord Update

Data as @18th September 2024



Priority 1 = Assurance Mtg and HL report
Priority 2 = HL report
Priority 3 = Monitored through Finance Tracker

Corporate Landlord- Executive Summary

- The Corporate Landlord programme will create a central and professionalised property function to strategically manage all of the Council's operational and community facing property assets, reducing duplication of property management activity, delivering a safer (fully compliant) and higher quality estate, and enabling the delivery of operational efficiencies through the adoption of a more sustainable and heavily reduced asset profile, enabling underlying services to fully understand the financial implications of property occupation.
- This programme will facilitate ongoing strategic asset management planning and support the Corporate Landlord's ability to work across the Council to identify opportunities for service co-location, relocation and to target assets for programmed rationalisation, divestment and disposal.
- The Corporate Landlord approach will form a key part of the Council's approach to organisational redesign, supporting a leaner and more efficient organisation with a fit for purpose and sustainable operational estate profile.

The programme comprises three principle workstreams

1. CAB estate rationalisation
2. Rationalisation of the wider operational estate and;
3. Implementation of the Corporate Landlord model and asset strategy.

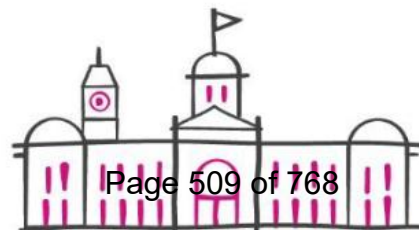
Corporate Landlord Overview

1: CAB Rationalisation.

The sale of Woodcock street completed early September following the full vacation of the site, a few weeks ahead of plan.

2: Wider Operational Estate Rationalisation.

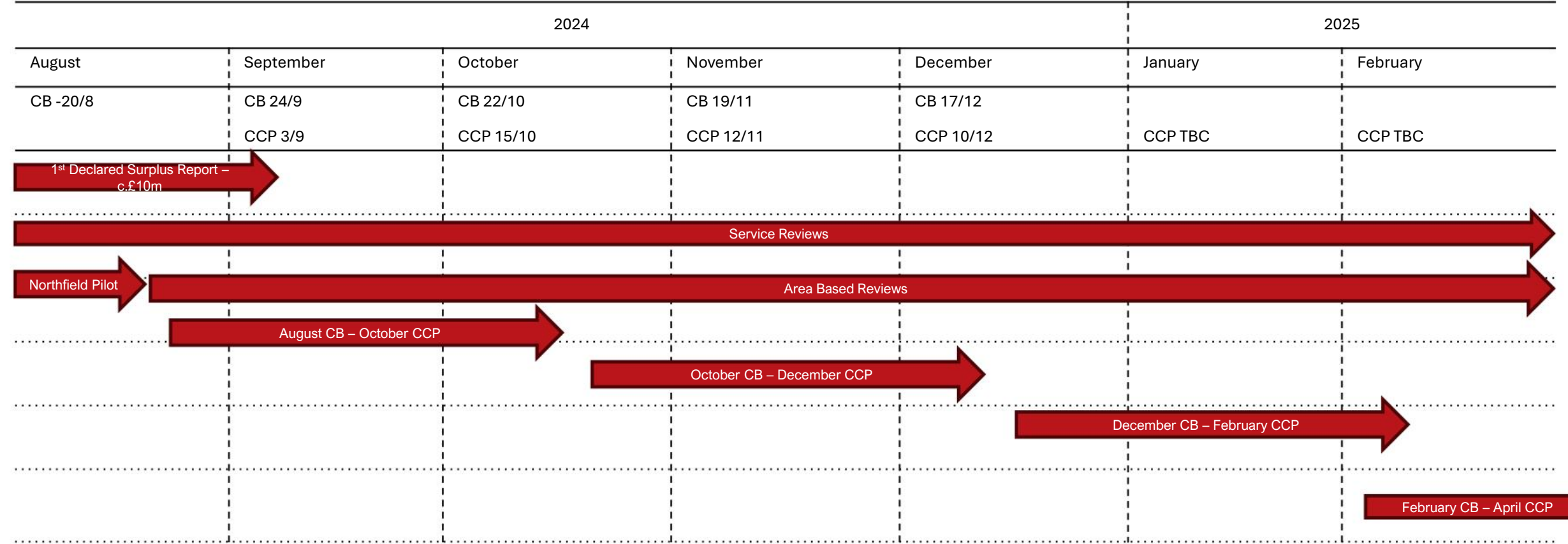
CL continues to progress the programme for the rationalisation of the wider operational estate. The 1st CL clearing board was held with 6 properties being approved to proceed to CCP to be declared surplus in October and 1 being classed as surplus but in need of further review. The workstream continues to seek to accelerate the generation of capital receipts and consequently revenue savings whilst having regard for operational requirements of services and citizens. An area-based review of all BCC property assets is underway, running alongside a service-based review.



Corporate Landlord Asset Rationalisation – Wider Operational Estate Rationalisation

Purpose: To generate a strong pipeline of operational assets, utilising the Clearing Board (CB) process and having engaged with services, members and commissioners, which can be declared surplus at Cabinet Committee Property (CCP) and transferred into the disposal programme to realise capital receipts and revenue savings.

Scope: All 69 BCC wards and operational assets therein alongside service reviews.



Footnote: that additional declared surplus reports will be taken to CCP in between these target sessions if we need specific approvals

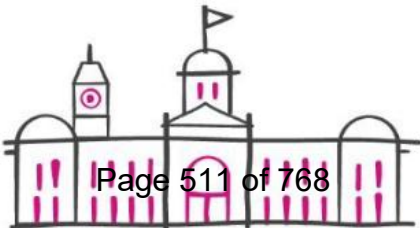
Corporate Landlord Asset Rationalisation – Wider Operational Estate Rationalisation

- Reviews in progress as recorded at the fortnightly workstream meetings. The assets under review number may appear lower as there are some that are still waiting to be reviewed in the category. However, you can see the increase in the number of reviews in the 2-week period.

	No of Reviews	Total No of Assets	Assets Excluded	Assets on Hold	Assets Under Review
Totals 22/08/2024					
Service reviews	8	87	9	11	64
Ward Reviews	4	383	38	2	117
Misc	21	21			21
Total	33	491	47	13	202

	No of Reviews	Total No of Assets	Assets Excluded	Assets on Hold	Assets Under Review
Total 09/09/2024					
Service reviews	8	87	9	11	64
Ward Reviews	7	805	38	2	186
Misc	21	25			25
Total	36	917	47	13	275

A report is being put together for the October CCP. It is recommending circa 27 premises to be declared surplus with a potential minimum receipt value of circa £10m.



Corporate Landlord Asset Rationalisation – Wider Operational Estate Rationalisation

Exclusions @ 18/09/2024 to allow more focus on assets more likely to yield a return

- Residential
- Investment properties
- Schools
- Garages.
- Parking
- Allotments
- Leases to third sector (ex-community sector)
- Properties in Trust
- Play parks
- Areas of public open space - excluded unless redundant/in very poor condition
- Substations



Corporate Landlord Asset Rationalisation – Wider Operational Estate Rationalisation

Clearing Board – August 2024	
Number of assets taken to clearing board	25
Number of assets reviewed	13
Number of assets agreed surplus	7
Number of assets put on hold	6
Number of assets not reviewed during meeting (pending)	12

Assets not reviewed during the meeting were covered off by email to the relevant services and stakeholders.

Lessons learned included some assets went to clearing board prematurely. Improved due diligence and connectivity to finance and relevant service area put in place.



Corporate Landlord Asset Rationalisation – Wider Operational Estate Rationalisation

CCP

Circa 26 assets will be recommended for disposal in the October CCP report.

Further reports will identify further assets for approval to dispose of.





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EIA Form – About your EIA

Reference Number:	EIA000831
Subject of EIA:	Report to Cabinet, October 2024 - CORPORATE LANDLORD PROGRAMME (ACTION PLAN UPDATE)
Description:	1.1 To provide an update for endorsement on the progress of the Corporate Landlord Programme and the Action Plan activity identified. The report gives details on the approaches being taken for Asset Rationalisation which include, portfolio reviews, service reviews, community asset transfers, and unsolicited bids. It also gives details on the Corporate Landlord model, occupation costs, property strategy and restructuring of the Property teams. The extension of the Acivico contract in line with the March 2024 Cabinet report is confirmed, along with a view on the future of FM hard and soft services approach
In support of:	["Amended/refreshed strategy "]
Reviewing Frequency:	Quarterly
First review date:	06/01/2025

Directorate, Division & Service Area

Directorates:	["Places, Prosperity and Sustainability"]
Division:	Corporate Landlord
Service Area:	Corporate Landlord



Budget Savings

Related to budget savings?:	
Budget proposal ref. no:	

Officers

Responsible Officer Email:	sandra.flannery@birmingham.gov.uk
Accountable Officer Email:	david.m.harris@birmingham.gov.uk

Data Sources

Data sources:	
Data sources Details:	

Initial Assessment

Impact Age:	No
Impact Disability:	No
Impact Sex:	No
Impact Gender Reassignment:	No
Impact Marriage and Civil Partnerships:	No
Impact Pregnancy and Maternity:	No
Impact Race:	No
Impact Religion or Beliefs:	No
Impact Sexual Orientation:	No
Impact Care Experience:	No

Initial Assessment Summary

Initial Assessment Summary:	This is to support the submission of an update report. There are no recommendations for closure of buildings or new structure in this report. As these decisions are made, new reports will be written outlining the changes and a new EIA will be undertaken each time.
Is a full EIA Required?:	No

Protected Characteristic – Age

Impact Age:	
Age Group Impacted:	
Age Impact Details:	
Age Impact Mitigation:	

Protected Characteristic – Disability

Impact Disability:	
Disability Impact Details:	
Disability Impact Mitigation:	

Protected Characteristic – Sex

Impact Sex:	
Sex Groups Impacted:	
Sex Impact Details:	
Sex Impact Mitigation:	

Protected Characteristic – Gender Reassignment

Impact Gender Reassignment:	
Gender Reassignment Impact Details:	
Gender Reassignment Impact Mitigation:	

Protected Characteristic – Marriage and Civil Partnership

Impact Marriage and Civil Partnership:	
Marriage and Civil Partnership Groups Impacted:	
Marriage and Civil Partnership Impact Details:	
Marriage and Civil Partnership Impact Mitigation:	

Protected Characteristic – Pregnancy and Maternity

Impact Pregnancy and Maternity:	
Pregnancy and Maternity Impact Details:	
Pregnancy and Maternity Impact Mitigation:	

Protected Characteristic – Ethnicity and Race

Impact Ethnicity and Race:	
Ethnicity and Race Groups Impacted:	
Ethnicity and Race Impact Details:	

Ethnicity and Race Impact Mitigation:	
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Protected Characteristic – Religion

Impact Religion:	
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Religion Groups Impacted:	
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Religion Impact Details:	
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Religion Impact Mitigation:	
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Protected Characteristic – Sexual Orientation

Impact Sexual Orientation:	
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Sexual Orientation Groups Impacted:	
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Sexual Orientation Impact Details:	
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Sexual Orientation Impact Mitigation:	
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Protected Characteristic – Care Experience

Impact Care Experience:	
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Care Experience Impact Details:	
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Care Experience Impact Mitigation:	
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Other

Any other risks or impacts:	
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Full Assessment Summary

Full Assessment Summary:	
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Monitoring

Monitoring Details:	
Monitoring Officer Email:	Sandra Flannery

Birmingham City Council

Report to Cabinet

15 October 2024



Title:	ALTERNATIVE SOLUTION FOR SCHOOLS HR, PAYROLL AND FINANCE BUSINESS CASE
Lead Cabinet Portfolio:	Councillor Mick Brown Cabinet Member for Young People and Families
Relevant Overview and Scrutiny Committee:	Education, Children and Young People Overview and Scrutiny Committee
Report Author:	Catherine Taylor-Ludolf, School HR & Payroll Programme Lead People Services Catherine.Taylor-Ludolf@birmingham.gov.uk
Authorised by:	Dr Sue Harrison, Strategic Director of Children & Families Children & Families Directorate
Is this a Key Decision?	Yes
If this is a Key Decision, is this decision listed on the Forward Plan?	Yes – Ref 013338/2024
Reason(s) why not included on the Forward Plan:	Not Applicable
Is this a Late Report?	No
Reason(s) why Late:	Not Applicable
Is this decision eligible for 'call in?'	Yes
If not eligible, please provide reason(s):	Not Applicable

Wards: All

Does this report contain exempt or confidential information? No

Has this decision been included on the Notification of Intention to consider Matters in Private? Not Applicable

Reasons why not included on the Notification: Not Applicable

1 EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to provide an alternative solution for the provision of HR, Payroll and Pensions services to schools following the decision that Oracle will not be reimplemented for schools.
- 1.2 This paper also provides an indicative timeline for implementation of the solution and a summary of the resources required.
- 1.3 BCC currently provides three traded services to schools - Schools HR, Payroll and Pensions and Schools Financial Services.
- 1.4 While valued by schools, the services are currently loss-making, and their customer base is reducing year on year. Without Oracle, BCC will be lacking the infrastructure to continue trading two of these services – HR and Payroll & Pensions.
- 1.5 It is proposed that BCC will cease to offer HR, Payroll and Pensions as a traded service, instead retaining some staff to provide an audit and compliance function in line with its statutory duties.
- 1.6 Schools will be directed to the commercial market to procure a service, likely managed HR and Payroll, which meets their needs.
- 1.7 BCC will support the transition of schools to their new service by working with schools and providers to manage a programme of offboarding.
- 1.8 BCC will review and adjust costs and charges for Schools Financial Services to ensure that it is able to reach a break-even position each year. If schools cannot afford the reviewed fees, BCC will cease to offer Schools Financial Services.
- 1.9 This option presents the best value for money for schools and BCC, while maintaining BCC's ability to meet its statutory requirements, act in accordance with the Improvement and Recovery Plan and meet the required timeline.
- 1.10 The options of BCC hosting an alternative system and BCC identifying and transitioning schools to cloud based systems were discounted as they did not meet the key criteria of value for money for schools and BCC, acting in accordance with the Improvement and Recovery Plan or delivery within the required timeline.
- 1.11 The transition will be managed to ensure all schools are successfully onboarded to their new providers by September 2025, in line with the timeline established by the Oracle reimplementation programme.

2 COMMISSIONERS' REVIEW

- 2.1 Commissioners approved the proposals following recommended amendments.

3 RECOMMENDATIONS

That Cabinet

- 3.1 Approves the proposal that that BCC will cease to offer HR, Payroll and Pensions as a traded service, instead retaining some staff to provide an audit and compliance function in line with its statutory duties.
- 3.2 Approves the proposal that BCC will review and adjust costs and charges for Schools Financial Services to ensure that it is able to reach a break-even position each year. If schools cannot afford the reviewed fees, BCC will cease to offer Schools Financial Services.
- 3.3 Delegates to Strategic Director of Children & Families in consultation with the Cabinet Lead Member for Children, Young People and Families, powers to review the outcome of the Schools Financial Services redesign and revised charges within six months of this decision and take appropriate action to cease the service if it remains financially unviable.
- 3.4 Notes the indicative timeline for implementation of the solution and a summary of the resources required.
- 3.5 Notes the feedback on this report from the Education, Children and Young People Overview and Scrutiny Committee on 11th October.

4 KEY INFORMATION

Context

- 4.1 In May 2024, Cabinet took the decision that the Oracle Reimplementation Programme should not include schools. The rationale for this decision can be found in the associated Cabinet Report (see background papers – 10.1).
- 4.2 This decision impacts, to varying degrees, three services BCC provides to schools – Schools HR, Payroll and Pensions and Schools Financial Services which, with CLT and informal cabinet endorsement, have been subject to review.
- 4.3 Cabinet provided Sue Harrison, Strategic Director Children and Families, the delegated authority “to work through options for future solutions with schools with a view to all schools migrating to a new solution in time for the school year commencing September 2025” in consultation with the Cabinet Lead Member for Children, Young People and Families.
- 4.4 It should be noted that while commonly referred to as a ‘traded service’ within the Birmingham City Council the provision of these services to schools are not truly traded services. They are an inhouse delivery option where BCC is choosing to go beyond its statutory duties.
- 4.5 The current arrangement is distinct from a Local Authority Traded Company (LATC) and the services currently sit within the normal council management structures, reporting back to CLT and Cabinet via their Directors and Lead Members. This restricts the activity of the services to only delivering local public sector services in line with DCMS guidance.

- 4.6 This paper provides a robust business case on which a decision about the appropriate future solution can be taken and outlines the associated staffing implications. This paper also provides a timeline for implementation of the recommended solution. The purpose of this report is to seek endorsement for the proposed new solution and approval to implement in line with the timeline outlined.

Description of current service

- 4.7 The structure of the current service offer sees Birmingham City Council running three related but independent services, each with their own Service Level Agreements with schools and headed by People Services and Finance respectively. Although the customer base is common across the three services, the services operate independently of each other, with different ways of working, managing the business, reporting, and recording information.

Table 1: Overview of services under discussion

	Schools HR	Payroll and Pensions	Schools Financial Services
Director	Katy Fox – Director of People Services	Fiona Greenway - Director of Finance & Section 151 Officer	Fiona Greenway - Director of Finance & Section 151 Officer
Number of Posts	48 staff (44.2 FTE)	37 staff (32.84 FTE)	37 staff (30 FTE)
Description of services offered	<p>HR operational support (New starters, Contractual change, Adoption /paternity leave, Managing absence, etc)</p> <p>Employee relations support (Grievance, Disciplinary, Capability, Restructure etc)</p> <p>Pay as you go services (recruitment, letter writing etc)</p>	<p>Payroll delivery (Pay and expenses)</p> <p>Pensions delivery (Pensions advice - ill health retirements, early retirement, redundancy, etc)</p>	<p>Financial Bursary Service (Production of timely financial management reports,</p> <p>Attendance at Finance Committee Meetings, Governing Body Meeting attendance, as appropriate, etc)</p> <p>Financial Consultancy Service</p>

- 4.8 All three services work on a subscription model, however each service has its own pricing structure and packages available depending on the level of service the schools wish to purchase. Schools HR and Payroll and Pensions base their charges on client size (e.g. number of employed staff); however, the bands are not aligned across the two services.
- 4.9 Payroll and Pensions distinguish between schools and academies in their charging structures, with academies falling outside of the pay bands and being charged a per-payslip cost based on school size. These fees are not standardised across all academies so there is no agreed per payslip cost for academies.
- 4.10 Schools Financial Services charge based on school/academy type (primary, secondary, nursery, special or PRU) and school size. Additional charges are applied where more work is involved for example for External Payment Accounting (EPA) schools or schools requiring invoicing services.
- 4.11 Schools HR and Payroll and Pensions customers subscribe to a 12-month contract for a specific package of services, with more or less comprehensive packages available depending on the needs of the schools. Whereas Schools Financial Services customers subscribe to a 12-month contract which provides a specified number of days per month of dedicated resource.
- 4.12 In addition to the subscription model, Schools HR and Schools Financial Services offer 'pay as you go' services which can be bought ad-hoc as schools require. These include recruitment services, training, production of letters etc. Full details of the services offered can be found in Appendix C.

Packages on offer

Table 2: Subscription and PAYG services on offer

Schools HR		Schools Payroll and Pensions		Schools Financial Services	
Gold	Offering operational HR and employee relations support and advice where schools also purchase BCC payroll services.	Comprehensive	Offering Payroll and Pensions services to schools and academies who also purchase a Schools HR package.	Bursary Weekly	Offering financial administration functions enabling Head Teachers to fulfil their management responsibilities with support offered weekly.
Gold Advisor	Offering operational HR and employee	Pensions Only	Charge for covering statutory	Bursary Fortnightly	Offering financial administration

	relations support and advice where schools do not purchase BCC payroll services.		duties in regard to pensions for maintained schools which do not purchase payroll services		functions enabling Head Teachers to fulfil their management responsibilities with support offered fortnightly.
Silver	Offering operational HR support and advice where schools also purchase BCC payroll services.			Consultancy Premium	Offering an independent view of schools' financial position to support and enhance their own monitoring systems. 1 full day visit per half term.
Silver Advisor	Offering operational HR support and advice where schools do not purchase BCC payroll services.			Consultancy Standard	Offering an independent view of schools' financial position to support and enhance their own monitoring systems. 1 full day visit per term
Pay as you go	Supplementary discretionary services on offer to schools and on the open market not based on an annual			Consultancy Modified	Offering an independent view of schools' financial position to support and enhance their

	subscription model.			own monitoring systems. 1 half day visit per half term.
			Tailored	Offering a bespoke service that will be designed to meet schools' needs
			Pay as you go	Supplementary discretionary services on offer to schools not based on an annual subscription model.

Price bands

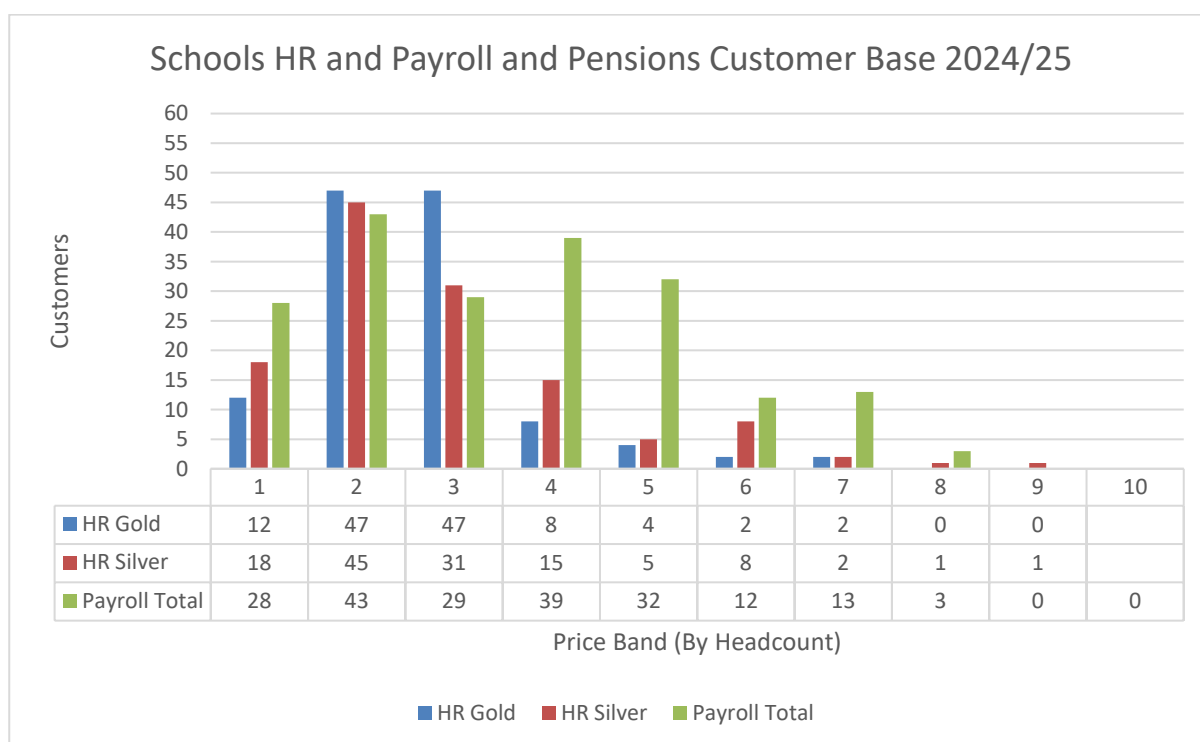
Table 3: Price bands for Schools HR and Payroll & Pensions

Band	Schools HR Headcount	Schools Payroll and Pensions Headcount
1	0-25	1-25
2	26-50	26-40
3	51-75	41-50
4	76-100	51-60
5	101-125	61-80
6	126-150	81-99
7	151-175	100-150
8	176-200	151-199
9	201-225	200-250
10		251+

Demand and Customer Base

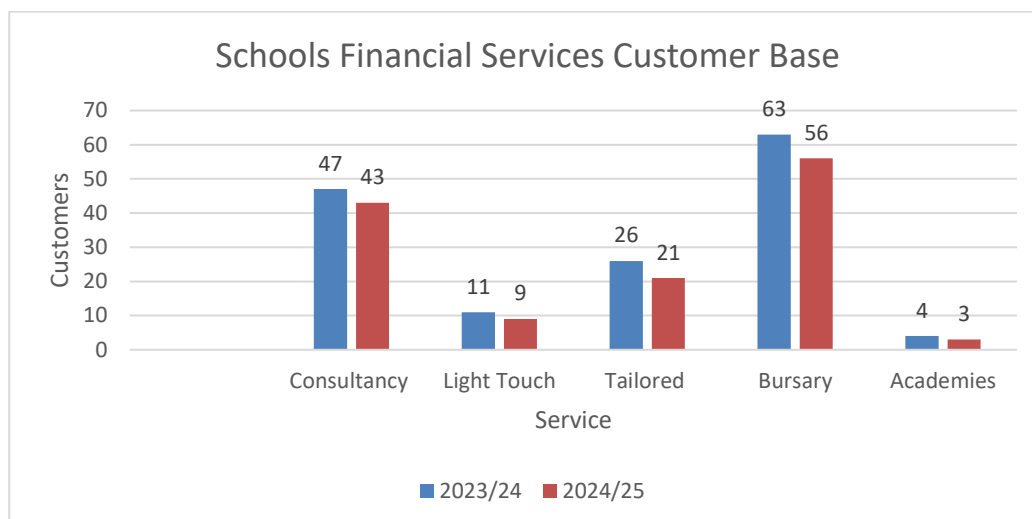
- 4.13 In 2024/25, Schools HR and Payroll and Pensions are trading subscription services with 249 individual schools and academies, with some schools purchasing one or more of the services on offer from BCC. Schools Financial Services have 116 schools customers in the 2024/25 year.
- 4.14 Payroll and Pensions made the strategic decision to only offer their services to customers who also purchase a Schools HR subscription. However, Schools HR offer an 'advisor' subscription for customers who purchase their payroll services from elsewhere.
- 4.15 As shown in the below charts, the current customer base for Schools HR and Payroll and Pensions services is heavily weighted towards smaller, maintained schools, with more than half of the schools purchasing the services landing in bands 1-3 (fewer than 75 staff for HR or 50 staff for Pensions and Payroll). The majority of schools purchasing the service are primary schools or nurseries.

Table 4: 2024/25 Customer Base



- 4.16 The customer base for Schools Financial Services is similarly weighted towards small schools, with the bulk of business coming from primary and nursery schools. The majority of schools purchase a bursary service which provides them with a set number of days of support (weekly or fortnightly).

Table 5: 2024/25 Customer base



4.17 Demand for Schools HR, Payroll and Pensions and Schools Financial Services has been in decline over recent years as Oracle introduced difficulties and the academisation of schools gathered pace. 2024/25 saw the following decline in customer numbers for each service on the previous year:

- Schools HR -8.5%
- Payroll and Pensions -3%
- Schools Financial Services -14.4%

4.18 In a review conducted by Local Partnerships in November 2022, it was noted that “Schools HR stated that they had c. 400 customers in 2012/13” compared to the 248 customers signed up for 2024/25. The same report highlights a trend towards customers purchasing cheaper subscriptions, “many no longer buy the most expensive subscription available (Gold) but have downgraded their services purchase to Silver over time (62% in 2020-21 to 56% in 2021-22)”. 49% of customers purchased Gold in 2023/24.

4.19 Since this time a further level of reduced service has been introduced for Schools HR – Advisor – whereby schools purchase their payroll from elsewhere but continue with HR advice and guidance.

4.20 Schools HR subscription services accounted for circa 64% of revenue in 2023/24 with the remainder being generated by the sale of PAYG services. In the same year, 206 external companies and 162 schools purchased PAYG only services without holding any form of subscription.

4.21 Schools HR and Payroll & Pensions have been unable to support schools transferring to academy status or onboard new academies onto their subscription services due to Oracle limitations. This has limited their ability to pursue new

business and has led to some customers being declined despite interest in the service.

- 4.22 Both Schools HR and Payroll & Pensions have customers who are not schools or academies. For Payroll & Pensions, these are made up by three local authority customers – Legacy 2022, Sutton Coldfield Town Council, Bloomsbury Housing Trust.
- 4.23 Schools HR list 206 non-school customers for their PAYG services generating £39,300 in revenue in 2023-24. These range from healthcare providers to construction firms. Most transactions with non-school customers are the provision of DBS checks.
- 4.24 It is important to recognise that the current governance arrangements for either Schools HR or Payroll and Pensions do not support the trading of services outside of local public sector services. This would require the establishment of a LATC with all the associated governance arrangements and oversight. Furthermore, should a Teckal LATC wish to develop new (non-statutory) service lines, the income from these services is limited to 20% of the LATC's total turnover.
- 4.25 Further to revenue generating activities from schools and non-schools customers, Schools HR generates 'income' from recharging other areas of BCC for the provision of services including website hosting and delivering head teacher inductions.

Cost

- 4.26 It is important to recognise the distinction between the cost to schools to purchase the services on offer and the cost to BCC to deliver the services. Thus far, BCC has not implemented full cost recovery of the service. This may be a result of the challenges to establishing clear costs/income streams presented by Oracle or a management decision.
- 4.27 Furthermore, for the last year there has been a discount applied to the fees charged to schools to compensate for the reduced service since Oracle was implemented. This fee discount was ended in 2024 in line with BCC's strategic decision and saw fees for schools rise by 10% plus the removal of a discount of between 5 and 10%. 2025-26 is likely to see another minimum rise of 10% across the board.
- 4.28 Nonetheless, the current services are still subsidised as the full costs of delivery have never been passed onto schools. It would be unsustainable for BCC to continue to subsidise the service in the way it has been given BCC's financial situation. The paragraphs below explore the current full cost of running the services.
- 4.29 Both Schools HR and Finance receive funding from the Dedicated Schools Grant to account for the delivery of their statutory duties. In 2023/24 this amounted to £115,000 for Schools HR and £660,000 for Finance. It should be noted that this

sum covers all statutory duties related to schools finance and not simply the provision of financial advice in school.

4.30 This funding is not included in the budget tables below as it does not form part of the traded service offer and cannot be used to subsidise or deliver non-statutory services. Furthermore, this funding should be used to provide services to schools where BCC is the employer regardless of whether they subscribe to a subscription (see 4.50). However, it should be noted that some staffing costs are also attributable to the provision of statutory services, although this cannot be accurately ascribed (see 4.55).

4.31 The three services in 2023/24 operated at a combined loss of £295,963.

4.32 The cost to schools of purchasing HR, Payroll and Pensions Services from BCC is between £11.33 and £14.28 per member of staff. The cost to schools of purchasing Schools Financial Services support is between £22 and £29 an hour.

Schools HR

4.33 The cost to schools does not taper depending on school size, so for a school at the top of each headcount band would pay the following per member of staff to subscribe to Schools HR packages in 2024-25.

Gold	Gold Advisor	Silver	Silver Advisor
£8.52	£5.96	£5.96	£4.17

4.34 In 2023/24 Schools HR operated at a deficit of £130,171. An outline of the income and expenditure for that year can be found below.

Table 6: Schools HR 2023/24 Budget

2023/24 Income			2023/24 Expenditure		
Subscriptions - NonChq book/EPA	670,829		Salary (Basic)	1,436,546	
Subscriptions Chq Book	315,252		Overtime	7,193	
Subscriptions - Academies	388,001		NI	140,682	
Subscription total		1,374,082	Superannuation	365,260	
PAYG Arrangement in advance	5,140		Apprenticeship Levy	7,155	

PAYG Salary Statements	15,419		Agency Staffing	442,35	
PAYG Form Raiser	696		Staffing costs		2,001,071
PAYG ER Investigations/Training	-2,541		Contribution to BCC IT Services	171,112	
PAYG Recruitment	550,599		Contribution to BCC Admin Services	6,542	
PAYG NQT Pool Management	11,785		Access to work/Iron Mountain/Printing/BAS BM	3,686	
PAYG Senior Appointments Support	10,881		BCC Central Costs		181,340
PAYG DBS Checks	367,115		Website Platform Support	47,068	
PAYG SCR Audit	2,107		Outsourced ER Investigations	15,860	
PAYG Response Handling	7,053		DBS Clearance Processing	265,968	
			RTW expense	1,468	
PAYG Total		968,254	Third Party Supplier Costs		33,0364
HR Conference	10,250		Total Expenditure		2,512,775
Head Teacher Inductions	20,000				
Website Hosting	10,000				
BCC Recharges Total		4,0250			
Total Income		2,382,586			

Payroll and Pensions

- 4.35 Payroll and Pensions choose to charge less per head for schools with higher headcounts, therefore as the price per head comes down as you move up the pay bands. The cost per member of staff for schools to purchase the Payroll and Pensions Service is as below.

Comprehensive	Pensions Only
Between £5.37-£5.76	Between £0.40-£0.52

4.36 In 2023/24 Pensions and Payroll operated at a surplus of £89,578. An outline of the income and expenditure for that year can be found below.

Table 7: Payroll and Pensions 2023/24 budget

2023/24 Income			2023/24 Expenditure		
Trading with schools	801,340		Salaries – Schools Payroll and Pensions	557,724	
			Other indirect employee expenses	617	
			Printing & postage	18,966	
			Supplies & services	2,402	
			Reapportionment ICT contract charges	39,537	
			Contribution to BCC overheads	87,781	
			Cost of service provision to schools		707,027
Trading with academies	492,256		Salaries – Academies and externals with HR	382,244	
			Other indirect employee expenses	658	
			Printing & postage	9,012	
			Supplies & services	2,807	

			Reapportionment ICT contract charges	42,140	
			Contribution to BCC overheads	60,130	
			Cost of service provision to academies		496,991
Total income		1,293,596	Total expenditure		1,204,018

Schools Financial Services

4.37 Schools Financial Services' pricing structure does not easily equate to a 'per head' pricing for schools. The price to schools is better articulated as a cost per hour for Schools Financial Services support. Schools pay between £22 and £29 per hour.

4.38 In 2023/24 Schools Financial Services operated at a deficit of £255,370. An outline of the income and expenditure for that year can be found below.

Table 8: SFS 2023/24 Budget

2023/24 Income			2023/24 Expenditure		
Trading with Schools and academies	1,179,980		Schools Financial Services Staff Salaries	1,149,569	
			Interim Head of Service	61,913	
Total income		1,179,980	Other Indirect Employee Expenses	7,354	
			Staffing costs total		1,218,836
			Car and Other Allowances	2,963	
			Stationery & Printing	54	
			Supplies & Services Misc	851	

	Contribution to BCC Central Costs	212,646	
	BCC Running Costs		216,514
	Total expenditure		1,435,350

Costs not included

- 4.39 While the above costs for each service includes contributions to BCC central costs, it should be noted that this does not constitute the full running costs of the service.
- 4.40 BCC's calculation for contributions to central costs (absorption rate) was completed based on a 2020/21 budget, headcount and resources. The snapshot of costs accounts for the running costs at this time with the services contributing a set amount per employee with workstation and IT equipment.
- 4.41 It does not appear that the three services are contributing to BCC central costs at a consistent rate although the rationale for this cannot be established.
- 4.42 There have been significant changes to the BCC estate, in terms of reduction of building capacity, as well as inflationary pressures which mean the absorption costs cannot be considered a reliable estimate of the costs to BCC to support the services.
- 4.43 Further to the above concern about the reliability of the calculation, the absorption costs cannot be deemed to fully cover the cost of running the service due to costs excluded. Namely, the costs of Oracle are not accounted for in the absorption costs despite it being the primary platform for both Schools HR and Payroll & Pensions.
- 4.44 The below table outlines the running costs of Oracle attributable to its use in schools. The calculations are based on the following assumptions.
- 4.45 Licence fees are made up of two licence types – general HCM & Payroll licences and other Oracle licences. The latter being calculated by the number of schools staff and schools HR staff who have additional access such as 'Form Raiser'.
- 4.46 Employees in maintained schools account for 50% of all BCC employee headcount therefore 50% of general running cost have been attributed to schools.

Table 9: Annual Oracle costs

Cost item	Unit Cost	Number attributable to schools	Total annual cost of item
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relating to schools			
Schools specific HCM & Payroll licences	£1.09 p.c.m.	30,000	£392,400
Other Oracle licences	£16.87 p.c.m.	10% of 13,000	£263,172
PaaS, IaaS licences ** estimate	£260,000	50% of £260,000	£130,000
Version 1 support costs (excludes service requests, standing charge)	£190 per incident	50% of 1424	£135,280
DTS support costs	£1.5m p.a.	50%	£750,000
TOTAL			£1,670,852

- 4.47 Had the running costs of the Oracle platform been fully recovered from schools, at current SLA subscription levels this would have seen an additional annual charge of £6991.01 per school on top of the SLA subscription cost. However, it may be fairer to apportion the running costs by school size in a similar way to the subscription headcount banding.
- 4.48 Once Oracle costs are accounted for, the three services operated at a loss of £1,966,815. This figure will include costs (staffing and systems) associated with the delivery of statutory as well as traded services.

BCC's Statutory Duties

- 4.49 Schools employees (headteachers, senior leadership teams, teachers and support staff) in specific school types are Birmingham City Council employees. Therefore, there are a number of legal powers and duties that relate to the service areas under discussion.
- 4.50 BCC is the employer in Community Schools, Community Special Schools, Maintained Nurseries, Voluntary Controlled and Pupil Referral Units.
- 4.51 There are also several statutory provisions which apply to schools finances which should also be considered while discussing the services delivered by Schools Financial Services. However, it should be noted that the Council's Fair Funding Scheme has not been updated since 2017/18 which is a standing legal risk for BCC which needs to be addressed.
- 4.52 Failure to properly fulfil these duties would leave the council open to a significant risk of legal challenge.

- 4.53 For the most part the statutory regime in this area is not so prescriptive as to require the Council to carry out its functions in a particular way. Instead, there will often be
- a statutory function that the Council has to fulfil
 - a statutory duty that it must comply with;
 - and/or – a statutory power that it can exercise in certain circumstances or at the Council’s discretion
- the Council will then have discretion as to the actions it takes in order to comply. The Council needs to be prepared to explain why it has decided to exercise its functions in a particular way and how it is able to fulfil its duties as a result.
- 4.54 The current SLAs for all three of the services make no distinction between tasks BCC is performing in a statutory capacity (to fulfil a statutory function or duty), tasks we are fulfilling by way of a statutory power and tasks which are above and beyond the statutory requirements.
- 4.55 Therefore, there has been little understanding and clarity within BCC and schools which elements of the current SLAs must be performed, and which are supplementary services on offer to enrich BCC’s provision by allowing the schools to purchase in addition, e.g. because the school is under a statutory duty to do something but instead pays the Council to do it or, as another example, the Council has chosen to exercise a statutory power but only for schools that contribute to the cost.
- 4.56 There is a vast array of statutory instruments which cover local authority duties and BCC does not hold a definitive list of statutory duties outlining its responsibilities in relation to Schools HR, Payroll and Pensions and Finance as any list is subject to change.
- 4.57 Some examples of the statutory duties required of BCC include; as employer, complying with the School Teachers Pay and Conditions document and statutory guidance and receiving an annual financial statement from each governing body, and to provide these to the Secretary of State by the third Friday in the following July. An indicative list of statutory duties as they are currently understood which has been used to inform discussions about the resources required can be found in Appendix B.
- 4.58 Not all BCC maintained schools currently purchase HR, Payroll and Pensions or Schools Financial Services from BCC, but this does not discharge the duties BCC holds.
- 4.59 For Payroll and Pensions there are existing processes in place to ensure compliance with statutory duties where schools do not subscribe to BCC services.

- 4.60 For HR, there is work ongoing to establish procedures for ensuring proper audit and compliance activities are undertaken in relation to statutory duties for schools who do not subscribe to BCC services.
- 4.61 Within the Finance Directorate there exists a team separate to Schools Financial Services which delivers the statutory duties to schools.
- 4.62 Some aspects of these statutory provisions are also be exercised by officers within the Children and Families Directorate. It is therefore essential that Council Management obtain a good understanding as to how these services interact with and support Children and Families to ensure that changing service provision does not have an unintended consequence for Children and Families that should have, or could have, been foreseen.
- 4.63 Regardless of the solution adopted to replace Oracle, the ability for BCC to continue to perform its statutory duties and functions – in terms of access to information, staff to perform requirements and expertise – should be a priority for BCC.

Impact of Oracle reimplementation decision

- 4.64 Oracle is the primary platform for providing HR and Payroll functions to schools. Staff in Community Schools, Community Special Schools, Maintained Nurseries, Voluntary Controlled Schools and Pupil Referral Units are BCC employees and those schools who subscribe to Schools HR, Payroll and Pensions services are able to access Oracle to claim allowances and store or amend personal information in the same way as many other BCC employees can.
- 4.65 Unlike other BCC employees, schools staff are less likely to have administrative access to Oracle, to enable line managers to approve or raise claims, with most of these functions being held within the Schools HR teams on schools' behalf.
- 4.66 From September 2025, Oracle will no longer support the delivery of these services.
- 4.67 Oracle has not been a reliable vehicle for delivering these services, requiring extensive and time-consuming workarounds.
- 4.68 Not all services provided by Schools HR, Payroll and Pensions and Schools Financial Services rely on the use of Oracle.
- 4.69 The below services are delivered outside of Oracle. With Schools HR operating on council wide contracts for the use of services such as Jadu.

Table 10: Non Oracle services

Service	Delivered by	Platform
Delivery of training	Schools HR	In person
Employee Relations Investigations	Schools HR	Delivered by a third party

Management of NQT Pool	Schools HR	Jadu
Senior Appointments Support	Schools HR	In person
Job Advertisements	Schools HR	Jadu
DBS Checks	Schools HR	Delivered by a third party
Website Hosting	Schools HR	Jadu
Pensions services for non-payroll customers	Payroll and Pensions	Delivered by a third party
Schools Financial Services Subscriptions	SFS	Schools' own financial management software

- 4.70 Schools Financial Services do not transact through Oracle to deliver their services at all as they operate a model akin to a finance business partner, attending schools and using their financial management software to generate reports and provide financial advice.
- 4.71 All the Schools HR activities listed are supplementary pay-as-you-go services provided above their subscription services. Whereas the Pensions and SFS Subscriptions are core elements of these services' delivery.
- 4.72 BCC commenced this project to identify the best options for schools to replace council traded services based on Oracle Finance, Payroll and HR and to work with schools to ensure there is a smooth pathway available to a suitable replacement service.
- 4.73 In May 2024, CLT considered an initial options appraisal (Appendix A) which suggested further exploring an end-to-end solution (Option 4) and assessed the identified options against the following criteria
- Provides schools with a workable solution to replace Oracle by September 2025
 - Supports BCC's Improvement and Recovery Plan by contributing to financial sustainability and delivering good services.
 - Provides the best value for money for BCC and schools.
 - Schools have access to appropriate advice and guidance services.
 - Allows BCC and schools to meet their statutory and legal obligations.
- 4.74 Since the delivery of the options appraisal, the project has conducted thorough investigations of Options 2, 3 and 4. Option 1 and 5 (do nothing) and (delivery via

ADV) have both been discounted due to the findings of the options appraisal. See Section 4 and 5 for a full explanation of the options considered.

- 4.75 The remainder of this paper outlines the business case for progressing the recommended option following the detailed planning and assessment required to support the decision-making process. It also assesses the discounted options presenting the rationale for not progressing them.

Proposal and Reasons for Recommendations

- 4.76 The Council's stated position regarding traded services in the Improvement and Recovery Plan is that it will conduct a "detailed review of Council-controlled companies and traded services to identify options to raise funds, reduce costs and minimise financial risk" with an intended outcome of "robust financial management inc. compliance with statutory rules and guidelines".
- 4.77 The decision not to reimplement Oracle for schools has expedited the review of Schools HR, Payroll & Pensions and Schools Financial Services ahead of the council-wide review. Nonetheless, any future solution for Schools HR, Payroll & Pensions and Schools Financial Services must be in line with the strategic position outlined.
- 4.78 Furthermore, the future solution must present the best outcome when assessed against the criteria selected in the options appraisal (see 4.73).
- 4.79 BCC is conducting a full strategic review of all traded services to establish its intent during and post stabilisation, but Schools HR, Payroll & Pensions and Schools Financial Services fall outside the scope of this project due to the accelerated timeline set out by the Oracle reimplementation programme .
- 4.80 When asked, schools provided a clear steer on their priorities for any future solution. In a drop-in session open to all schools, 44 attendees contributed views, with more following up by email. The priorities raised were;
- Ease of use – the solution should have less of an impact on schools' time and be simpler to use, avoiding the workarounds introduced by Oracle.
 - Accuracy – the solution should be trusted to have current and accurate data so that schools understand where they stand at any one time.
 - Strong data protection controls – the solution should be compliant with GDPR and avoid errors in who can view information to protect staff data.
 - Timely – the solution should provide quick responses to schools' queries and information at the right point.
 - No impact on staff in schools – the solution (or more accurately the transition to a new solution) should not cause concern or distress to

school staff or distract them from their primary role of supporting children.

Description of the Solution

- 4.81 On detailed examination, it remains the case that the recommended solution is Option 4 - BCC identifies and transition to an end-to-end solution.
- 4.82 The outcome of this solution would see BCC ceasing to trade HR and Payroll & Pensions services to schools, with schools being directed to the commercial market to secure the services appropriate for their requirements.
- 4.83 Although Schools Financial Services are not directly impacted by the withdrawal of Oracle in schools, the review of the services demonstrates that Schools Financial Services is delivering non-statutory services without covering the cost of provision.
- 4.84 Without a strong competitive market to deliver an alternative end-to-end solution for Schools Financial Services and noting the positive feedback from schools on the service, BCC would conduct a fee review process to account for the full costs associated with delivering Schools Financial Services and adjust charges accordingly. Furthermore, BCC would define the minimum number of schools subscribing required to support ongoing delivery of the service.
- 4.85 Should the fee review process result in the cost of provision being too high for schools to bear or insufficient numbers of schools indicating that they would continue to subscribe, then the service would have to cease. The Strategic Director of Children & Families in consultation with the Cabinet Lead Member for Children, Young People and Families, will review the outcome of the Schools Financial Services redesign and revised charges within six months of this decision and take appropriate action to cease the service if it remains financially unviable.
- 4.86 Schools will be required to open their own bank accounts - known as becoming a chequebook school (see 4.123).
- 4.87 It should be noted that very few chequebook schools (13 out of 60) currently subscribe to Schools Financial Services and this conversion may further reduce the ongoing demand for the service.
- 4.88 BCC would retain a contingent of specialist staff to ensure compliance with statutory duties for HR, Payroll and Pensions, moving from a transactional approach to a compliance and audit approach (see 4.140).
- 4.89 Rather than maintaining a ringfenced service, the roles would be moved to sit within the appropriate directorates delivering the equivalent functions for non-schools BCC staff. This is most likely to be across existing teams within People Services.

- 4.90 To facilitate smooth transition from BCC provision to an alternative supplier, BCC works collaboratively with schools and the Department for Education (DfE) Buying for Schools Team to ensure schools have access to free, impartial procurement support where they need it.
- 4.91 With the assistance of the Buying for Schools Team there may be opportunities for schools to aggregate and leverage greater purchasing power. This will also ensure support for smaller schools without the resources to act alone.
- 4.92 BCC will coordinate with schools and suppliers to facilitate a timely and accurate transition to the schools' chosen suppliers with more flexible SLAs produced for HR and Payroll & Pensions across the 2025/26 April to September period to allow schools to transition to their new supplier as they are identified.
- 4.93 In summary, this option best meets the criteria set out and it is recommended that BCC progresses the implementation of this solution in line with the timeline set out in Appendix F.

Table 11: Assessment of Option 4 against criteria

Option / Criteria	Provides schools with a workable solution to replace Oracle by September 2025	Supports BCC's Improvement and Recovery Plan	Provides the best value for money for BCC and schools.**	Schools have access to services of advice and guidance.	Allows BCC and schools to meet their statutory and legal obligations
Option 4 - BCC identifies and supports the transition of schools onto an end-to-end solution	Working with schools and providers, BCC would be able to transition schools to new solutions by Sept 2025	In line with the stated aims of the BCC IRP.	Best value for money for schools represented. No ongoing financial impact for BCC.	Depending on the schools' chosen provider schools will have access to advice and guidance. BCC will remain the final backstop for statutory advice and guidance.	BCC maintains a function to meet statutory obligations, moving from a transactional function to an assurance and compliance approach.

**See Appendix D for an exemplar cost comparison of the options for a representative school with 100 employees.

Cost

- 4.94 This option has the potential to present the least costly solution for schools depending on the supplier they select and the services they choose to procure.
- 4.95 The range of charges quoted in our market test event for HR and Payroll & Pensions services per payslip per month are below. See Appendix D for an exemplar cost comparison of the options for a representative school with 100 employees.

HR	Payroll & Pensions
Between £2.75-£7.08	Between £3.75-£4.95

- 4.96 Indicative costings from end-to-end suppliers suggest that ongoing subscription costs for HR, Payroll and Pensions services compare favourably with BCC's subscription charges.
- 4.97 Any additional fees and charges associated with the provision of HR and Payroll & Pensions provision would be agreed with the end-to-end supplier. For example, suppliers may choose to charge for express BACS payments or HR advice above a specified limit included in the contract. Schools should examine bids carefully to understand what services are included in their subscriptions.
- 4.98 Schools would also be responsible for the costs of procurement. This would include the time dedicated by schools' staff to assess bids, evaluate suppliers and negotiate pricing.
- 4.99 These costs and effort may be reduced by working with the Buying for Schools team who can support with procurement process, have existing framework agreements in place for Schools HR and Payroll services and are available to help schools leverage greater purchasing power by aggregating where it suits schools.
- 4.100 Due to this existing provision BCC will not produce a preferred list of providers as initially suggested, instead allowing schools to use existing procurement frameworks compiled by the DfE.
- 4.101 Implementation costs may apply for the onboarding of schools onto a new provider. These cover the supplier assessing the schools' needs and importing the schools' data.
- 4.102 BCC would cease to bear the cost for the provision of a system, along with the associated maintenance, running and security costs that come with any system.
- 4.103 Review and recalculation of Schools Financial Services fees would end the financial risk to BCC in relation to ongoing budgetary overspend by this service.
- 4.104 It is anticipated that there will be ongoing funding from the Dedicated Schools Grant to account for the provision of statutory duties and BCC should aim to operate within this funding as far as possible.
- 4.105 BCC would be responsible for the cost of any redundancy and/or pension strain associated with a reduction of posts where staff could not be redeployed. The approach to colleagues is set out in Section 4.140.

Providers and Market Testing

- 4.106 There is a mature market for the provision of HR and Payroll services in the education sector, as evidenced by the number of schools and academies in the Birmingham area who already choose to purchase services from providers other than the Council.
- 4.107 The project has conducted a soft market testing exercise to assess the viability of Birmingham schools being supported by the commercial market.

- 4.108 This included a desk-based research process in which we explored potential suppliers on the Crown Commercial Services Framework for procurement, providers who schools have recently chosen to move to when they have ceased subscribing to BCC services and local and national market leaders.
- 4.109 An early market engagement event was conducted with a range of suppliers. BCC set out its high-level requirements for Option 3 (BCC identifies a system-based solution to replace Oracle and support the transition of schools onto the new system(s)) and Option 4 (BCC identifies and transition to an end-to-end solution).
- 4.110 The early market engagement event saw representatives from BCC – HR, Payroll & Pensions, Schools Financial Services, Finance, Digital Services – and Business Managers from schools exploring and scrutinising the services on the commercial market.
- 4.111 Early market engagement demonstrated that either Option 3 or 4 is viable and there are providers on the market who would support our decision. A summary of the findings of the market engagement event can be found in Appendix E.
- 4.112 The event also highlighted the cost disparity between Option 3 and Option 4, with Option 4 being the most cost effective for schools. See Appendix D for an exemplar cost comparison of the options for a representative school with 100 employees.
- 4.113 The project has also spoken to several other local authorities who are BCC's statistical and geographical neighbours. Of the 15 local authorities identified, 10 are continuing to provide HR and Payroll Services to schools and academies via traded services.
- 4.114 The services are delivered on a combination of hosted and cloud platforms with the main theme being the need for customisation of platforms to meet the needs of schools. Some local authorities reflected that customisation has been costly and will make it difficult to retender.
- 4.115 Since the May 2024 Cabinet decision that Oracle will not be reimplemented for schools, HR and Payroll providers have taken the initiative and begun approaching schools in the Birmingham area directly. There has been an appetite from providers to take on BCC schools.

Impact on Schools

- 4.116 None of the available options present a solution by which an impact on schools can be avoided. The recommended solution is likely to impact schools in terms of budget, time and expertise.
- 4.117 This will represent a large-scale change for schools who would become responsible for the procurement and management of their chosen supplier alongside assuming the responsibilities associated with becoming a chequebook school (see 4.123).

- 4.118 Schools would remain supported by BCC via all usual schools activity run by Children and Families, but Schools HR, Payroll and Schools Financial Services have been a key link, building a strong relationship, between schools and the council. Nevertheless, the detrimental impact of the Oracle system on schools' trust and confidence in BCC should not be underestimated.
- 4.119 This solution could be viewed as a distancing between the Local Authority and schools and there may be a reduced ability for BCC to react rapidly to intervene and prevent the escalation of issues in schools.
- 4.120 While not an aim of this project, there has been feedback from schools that the cessation of the services could be a driver, perceived or real, to academisation.
- 4.121 On speaking to schools who have recently left BCC subscriptions to move to providers on the commercial market, schools have fed back a positive experience with commercial providers including financial savings and improved service.
- 4.122 Feedback on the offboarding process, moving schools to the new providers, was less positive, noting a lack of communication across BCC departments, unstandardised processes and access to information limited by Oracle functionality. Lessons learned from this feedback have been incorporated into the timeline for implementation (see Appendix F).

Transition of all schools to chequebook

- 4.123 Schools in the BCC area operate one of three accounting processes, each with their own level of financial expertise and processes. A definition of the accounting types can be found in the table below.

Table 12: School accounting types

School Type/ Accounting Process	Definition	Support need	Number
Chequebook	Has own bank account already.	Likely to need the least support from BCC during transition to a new provider.	60
Non-Chequebook	Has petty cash account but uses BCC bank account for all other funds. Runs own accounting software, raises invoices which reach BCC via the simplified loader and are subsequently paid by BCC. Schools then reconcile payments.	Most support required. Currently reliant on BCC processes for most financial activity.	92

EPA (external payment accounting)	Blended approach. Has all 'non-chequebook functionality'. Also have access to a BCC account which is 'preloaded' with an agreed sum akin to petty cash. Schools have a spending limit but can use the EPA account to pay for small or one-off bills with the benefit of suppliers being paid quickly.	Mid level of support required depending on whether they already use SFS. Will be versed in payments/reconciliation but likely to be unsure of mandatory reporting etc	56
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- 4.124 To facilitate the new solution, there is a requirement for all schools to become chequebook schools and to assume full responsibility for their own finances.
- 4.125 Discussions with schools about the potential need to become chequebook began in June of 2024 and a workstream within the project has been initiated to convert the schools who chose to request a change to chequebook status.
- 4.126 The first round of 24 schools converting to chequebook status will be November 2024, with all other schools offered the opportunity to convert on a quarterly basis, with all schools converted to chequebook status by 1st April 2025.
- 4.127 BCC currently uses Barclays for the provision of school bank accounts where they are not full chequebook schools.
- 4.128 Meetings with banks have been positive, with Barclays able to convert the existing accounts of EPA and non-chequebook (petty cash accounts) to full chequebook accounts. BCC will retain an umbrella account with Barclays.
- 4.129 Conversion in this manner reduces the administrative and process burden on schools. As accounts will be converted rather than opened there will be no dual running of accounts or need to close down multiple accounts at the end of the financial year.
- 4.130 Barclays will provide schools with training to use their new online accounts and are producing an aide memoire for schools to help them understand the process. Schools will be supported by BCC's Schools Finance team.
- 4.131 Schools retain the option to choose another banking provider if they wish, however this is likely to be a longer process, with sourcing a bank anecdotally taking up to three months.
- 4.132 It is proposed that there will remain a local authority signatory on all accounts to mitigate the risk of changing personnel in schools preventing financial activity from being conducted.

Schools in deficit or financial concern

- 4.133 BCC's current guidance in the Schools Financial Procedures Manual states that "The Local Authority may delay an individual school's admission to the Scheme

where the school is experiencing considerable difficulty in maintaining expenditure within its formula budget share or where significant deficit balances are brought forward from previous years. This will only apply following discussions with the Head Teacher of the school” and “The Local Authority will suspend cheque book arrangements where, in the opinion of Internal Audit and/or the Children and Families Directorate, there is evidence of financial mismanagement or non-compliance with the rules of the cheque book scheme”.

- 4.134 This has led to the common perception that a school cannot be or become a full chequebook school when in a deficit position.
- 4.135 There are currently 37 maintained schools in a deficit position, with the number predicted to rise in the future financial years.
- 4.136 Without Oracle, or a replacement system, there is no opportunity for schools to continue as non-chequebook or EPA schools.
- 4.137 The risk posed by schools in deficit, namely that banks will not accept schools holding an account in deficit, will be mitigated by BCC holding an umbrella account with Barclays which allows for deficits to be offset against the wider schools’ budgets.
- 4.138 Schools who choose to bank with another provider may be subject to that banks’ processes and procedures should they find themselves in a deficit position. Banks may not have the appetite to allow schools to have an account in deficit.
- 4.139 Schools in deficit or financial concern will still be subject to all the existing policies with the Management of Surplus and Deficit Balances chapter of the Schools Financial Procedures Manual and receive support from BCC as normal.

Impact on Colleagues

- 4.140 This option presents the highest impact on BCC colleagues within the services, especially Schools HR and Payroll & Pensions. Schools Financial Services are impacted to a lesser extent.
- 4.141 As part of the fee review process within Schools Financial Services, the organisation structure would be reviewed to ensure that the service is delivering efficiently and inform the costs passed on to schools. This exercise should also be completed annually as the number of schools subscribing to the service is confirmed so that staffing does not outstretch demand or vice versa.
- 4.142 This may place Schools Financial Services colleagues at risk of redundancy or redeployment within the council. This risk will greatly increase if it becomes clear that the cost of providing the service is unpalatable to schools and they are unwilling or unable to continue subscribing to Schools Financial Services.
- 4.143 With the BCC ceasing to trade HR, Payroll and Pensions services, staff in these services would either be retained to continue the provision of statutory duties, be absorbed into vacancies across the council or be included in a redundancy process.

- 4.144 It has been assessed that this solution may be subject to TUPE however there is a realistic chance that the fragmentation of the service may reduce the likelihood of this occurring.
- 4.145 The possibility of TUPE would be increased should there be a large number of schools choose to move to the same supplier. In this instance, BCC will work with colleagues, unions and providers to assess the TUPE implications and, where appropriate, facilitate a smooth transition.

Approach to Colleagues

- 4.146 The cessation of services cannot happen without an impact on colleagues in BCC, however BCC will need to retain employees to meet their ongoing statutory duties in relation to HR, Payroll and Pensions.
- 4.147 The approach will be to retain and redeploy staff in the first instance, keeping the expertise within BCC.
- 4.148 We will begin consultation with union representatives and colleagues to discuss the best way to ensure that those who want to remain working for BCC have the opportunity to do so and those who would prefer to leave have options available to them. It would only be after those consultations had been concluded that we would have a picture of any redundancy on offer.
- 4.149 It is anticipated that the project will be able to work collaboratively with ongoing council-wide activity to establish new organisational structures to identify opportunities for redeployment.
- 4.150 A standalone Schools HR function would be disbanded, with the colleagues retained to deliver statutory services moved to teams where the equivalent activity happens for other BCC employees.
- 4.151 The ongoing provision will change from a transactional function to a compliance and audit based function focused on assuring that BCC's statutory duties are being met.
- 4.152 It is expected that the below would be the minimum number of staffing required to fulfil the ongoing statutory functions, however this would be subject to consultation and would likely depend on the number of providers chosen by schools and the subsequent business change required:

HR	5 FTE
Payroll	0.5 FTE
Pensions	4 FTE
Schools Financial Services	Non-statutory. Staffing levels be adjusted following fee review process.

Implementation plan

Timeline

- 4.153 An indicative timeline for delivery of the recommended option can be found in Appendix F.

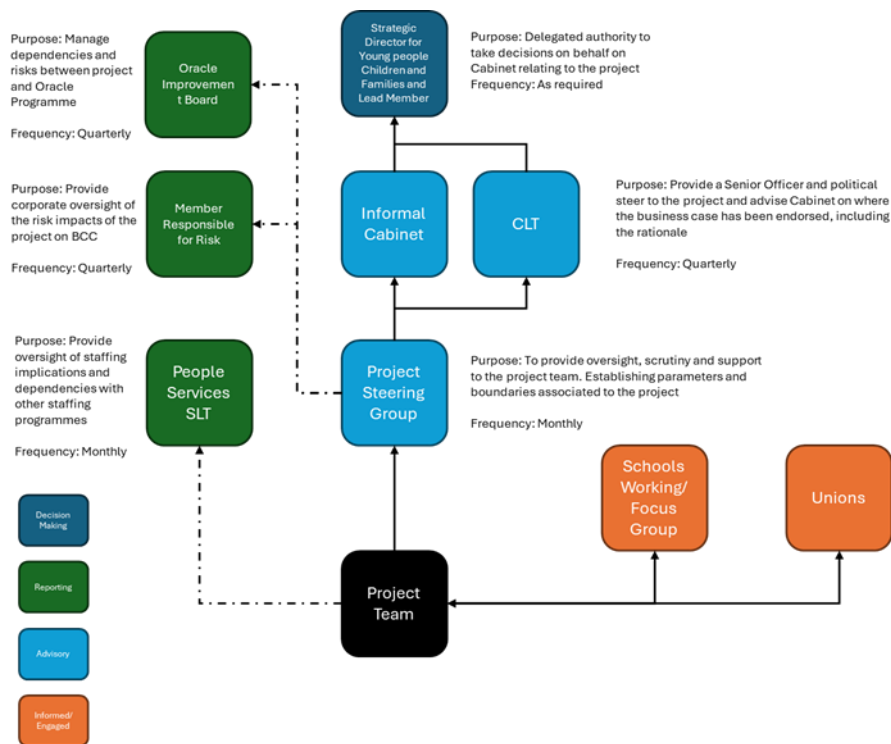
Resources and Governance

- 4.154 The following resources are required to ensure the project will be adequately resourced, consisting of a blend of professional expertise across BCC.

Table 13: Project resource requirements

Project Team		Monthly time commitment (FTE)
Project Lead	Schools HR and Payroll Programme Lead	1
HR	People Partner	0.2
Schools Relationships	Schools Relationship Manager	0.6
Procurement	Senior IT Category Manager	0.4
Offboarding/Data	TBC	0.4
Schools HR	HR Services Manager	0.4
SFS	Finance Business Partner Schools	0.4
Payroll & Pensions	Payroll Manager	0.4
Comms	TBC	0.1
Finance	Senior Business Analyst	0.1
SME Support		Monthly time commitment (FTE)
PMO	Business Analyst	0.2
HR support	TBC	0.6
Comms support	TBC	0.2
Procurement support	Department for Education Schools Buying Team	N/A
Offboarding/Data	TBC	1
Conversion to chequebook	Schools Finance	TBC

- 4.155 There may be a requirement to backfill roles where significant time is being dedicated to the delivery of the project. Alternatively, some roles may be suitable for short term cover in the form of agency posts to seek specific skills for the duration of the project, for example offboarding and data support.
- 4.156 Robust governance is vital to the overall success of this project, and it is proposed that there will be a continuation of the governance structures established in the initiation phase of this project. This will provide consistent and coherent oversight of the project as it moves forward into implementation.
- 4.157 The details of these governance arrangements can be found in the chart below:



Other Options Considered

- 4.158 Since the delivery of the options appraisal, the project has conducted thorough investigations of Options 2 - BCC hosting an alternative system to Oracle, 3 - BCC identifies a system-based solution to replace Oracle and support the transition of schools onto the new system(s) and 4 - BCC identifies and transition to an end-to-end solution.
- 4.159 A high-level demonstration of how each option meets the stated criteria for assessment can be found below with the detail expanded on it the following sections.

Table 14: Assessment of options against the criteria

Option / Criteria	Provides schools with a workable solution to replace Oracle by September 2025	Supports BCC's Improvement and Recovery Plan	Provides the best value for money for BCC and schools.**	Schools have access to services of advice and guidance.	Allows BCC and schools to meet their statutory and legal obligations
Option 2 - BCC hosting an alternative system to Oracle					
Option 3 - BCC identifies a system-based solution to replace Oracle and support the transition of schools onto the new system(s)					
Option 4 - BCC identifies and supports the					

transition of schools onto an end-to-end solution					
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**See Appendix D for an exemplar cost comparison of the options for a representative school with 100 employees.

Option 2 – BCC hosting an alternative system to Oracle

Description of the Solution

- 4.160 BCC would effectively replicate the current provision to schools, albeit with an alternative system supplier to Oracle.
- 4.161 Learning from the experience of the previous Oracle implementation, it is likely that a Commercially Off-The Shelf (COTS) software solution would not be flexible enough to accommodate the wide-ranging set of requirements across school types.
- 4.162 BCC would continue to deliver HR, Payroll and Pensions services alongside support and guidance via one platform to schools who purchase the service.
- 4.163 BCC would continue to deliver financial support and guidance via the current Schools Financial Services model.
- 4.164 Noting BCC's financial position and the stated aims of the Improvement and Recovery Plan, the implementation and running costs of the system and service would need to be fully recovered from schools to "reduce costs and minimise financial risk".
- 4.165 To provide BCC and Schools with greater clarity around the services they are purchasing, SLAs for all three services should be re-written to separate statutory duties from powers BCC is choosing to charge for.
- 4.166 It would be important for BCC to develop appropriate processes to ensure that statutory provision was being met for schools that do not purchase an annual subscription.
- 4.167 If BCC decided to continue to trade services above and beyond its powers and duties, the appropriate governance structure should be put in place to accommodate this, and BCC should explore the establishment of a LATC which encompasses one or more of Schools HR, Payroll and Pensions or Schools Financial Services.
- 4.168 In summary, this option does not meet any of the criteria set out and is not suitable for BCC or schools.

Table 15: Assessment of Option 2 against the criteria

Option / Criteria	Provides schools with a workable solution to replace Oracle by September 2025	Supports BCC's Improvement and Recovery Plan	Provides the best value for money for BCC and schools.**	Schools have access to services of advice and guidance.	Allows BCC and schools to meet their statutory and legal obligations
Option 2 - BCC hosting an					

alternative system to Oracle	Earliest delivery timeline October 2026	Increases short term costs and financial risk to BCC	Increases costs to BCC and schools	Likely gap in service of 13+ months	Likely gap in service of 13+ months
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**See Appendix D for an exemplar cost comparison of the options for a representative school with 100 employees

Timeline

- 4.169 Below are two estimated timelines for delivery of (1) a suitable COTS product that delivers core requirements and then run a project to work with all the schools to help them adapt their ways of working to use that solution and (2) a bespoke solution.

Table 16: Timeline for implementation of a hosted solution

Identify suitable COTS product		Develop bespoke solution	
Months	Task	Months	Task
3	Start-up including high level business case/ scoping/ resourcing	3	Start-up including high level business case/ scoping/ resourcing
3	Discovery/design	6	Discovery/design
9	Procurement of the COTS product (including various governance/approvals)	3	Procurement of a supplier to develop the solution
6	Configuration/testing	18	Design/build/test
	Parallel activity to help schools through their business change activities	6	Parallel activity to help schools through their business change activities
2	Rollout including data migration, training etc	2	Rollout including data migration, training etc)
Total time: 23 months		Total time: 32 months	
Project timeline: November 2024 – October 2026		Project timeline: November 2024 – July 2027	

- 4.170 Neither timeline would allow for successful delivery of the project ahead of the September 2025 deadline.
- 4.171 The requirements gathered from BCC's implementation of Oracle could be used as a starting point for system development, but schools should also be engaged to provide a more robust set of system and user requirements and a better understanding of current business processes in schools.
- 4.172 Pursuing for this option would see BCC having to make a choice between

- Delay the Oracle Reimplementation Programme,
- Have a gap in provision of HR and Payroll services in schools between September 2025 and October 2026/July 2027.

Cost

- 4.173 This option presents a high-cost solution to both BCC and schools.
- 4.174 Estimated costs to deliver a suitable COTS product are between £3 and £5million. The equivalent costs for a bespoke solution are estimated to be between £5 and £10 million.
- 4.175 The upfront implementation cost would be defrayed across schools purchasing the services from BCC over an agreed period. For example, a £5 million system implementation shared across 250 schools over the next 10 years would see an implementation charge of circa £2000 per school per year on top of running costs.
- 4.176 This would pose a risk to BCC in that current customer levels would need to be maintained in the long term to fully recoup the cost of the system implementation, reducing strategic agility and the Council's ability to adapt to changing landscapes.
- 4.177 Depending on the system implemented and the services BCC chose to continue to provide, running costs (including staffing and annual system maintenance costs) may be comparable with current levels.
- 4.178 Although some efficiencies may be realised by removing the timely workarounds introduced by Oracle, a new system would require the recruiting of additional DTS staff (and training) to support what would be a new large application on the estate. With the breadth of services being provisioned this team would need to consist of people able to support HR, Payroll and Security in addition to retaining the existing 'Schools Service'.
- 4.179 To allow BCC to fully cover its costs in delivering the service, for anything beyond a statutory duty there would be a requirement to charge schools the following – subscription fee, system running fee and system implementation charge.
- 4.180 The appropriate apportionment of the system running fee and system implementation charge would need to be a strategic decision by the Heads of Service to allow for fair treatment across schools.

Impact on Schools

- 4.181 The primary impact on schools would likely be the financial strain of the increased costs to subscribe to BCC services, however this is the only option which would not require schools to convert to chequebook status.
- 4.182 Throughout the course of the project there would be intense resource requirements to support design, implementation, testing and business change in schools to ensure a successful deployment.

- 4.183 Many of the schools who subscribe to BCC services are small schools with limited capacity to absorb additional responsibilities associated with implementation. This is especially true when viewed alongside the volume of concurrent change and improvement activity which schools are already supporting.
- 4.184 Further to the resource requirements to develop and implement a system, there would be a need for schools staff to participate in sufficient training to confidently and competently operate the new system.
- 4.185 Based on the timeline set out above, it would be unviable for schools to have a gap in provision of HR and Payroll services of between 12 and 21 months while a system was being designed and implemented. Schools may have to procure an alternative solution to bridge the gap, with no guarantee that they would then choose to return to BCC services once a system was in place.

Impact on Colleagues

- 4.186 Throughout the course of the project there would be intense resource requirements to support design, implementation, testing and business change from colleagues in Schools HR and Payroll & Pensions to ensure a successful deployment. This requirement would not apply to Schools Financial Services as they would not be operating on the system to deliver their functions.
- 4.187 Further to the resource requirements to develop and implement a system, there would be a need for Schools HR and Payroll & Pensions staff to participate in sufficient training to confidently and competently operate the new system. This requirement would not apply to Schools Financial Services as they would not be operating on the system to deliver their functions.
- 4.188 Colleagues would be completing the project alongside a background of significant concurrent change within BCC. The reimplementation of Oracle would see subject matter experts supporting the parallel implementation of two systems for Payroll and to a lesser extent HR.
- 4.189 Having separate systems for schools and non-schools staff would limit the agility of teams, especially in Payroll, to flex resources across the staff types should there be a peak in demand or workload.
- 4.190 It is likely that an organisational restructure would be required within all three of the services. A number of drivers would necessitate a review the organisational structure delivering the three services, including;
- the clearer definition of which services are statutory and which additional charged or traded services
 - potential establishment of a LATC
 - new business processes resulting from the implementation of a new system

Option 3 – BCC identifies a system-based solution to replace Oracle and support the transition of schools onto the new system(s)

Description of the Solution

- 4.191 Schools would purchase a cloud-based system directly from a commercial provider, with BCC providing HR, Payroll & Pensions services on the schools' chosen systems at full cost.
- 4.192 Learning from the experience of the previous Oracle implementation and speaking to other local authorities, it is likely that a Commercially Off-The Shelf (COTS) software solution would not be flexible enough to accommodate the wide-ranging set of requirements across school types without significant customisation.
- 4.193 Therefore, it would be unviable for BCC to procure a single system on behalf of the schools without also accepting the responsibility and cost of significant customisation.
- 4.194 Furthermore, BCC does not have the capacity to run an additional parallel system implementation alongside the complex Oracle reimplementation. The same corporate resources and expertise would be required for both projects.
- 4.195 Instead, BCC would identify a limited number of suppliers who are capable of delivering a system appropriate for schools, with schools selecting and procuring the system that best meets their needs. However, schools remain free to procure a solution outside of this list if they choose.
- 4.196 There would be a requirement for BCC staff in HR and Payroll & Pensions to be provided with licences for schools' chosen system to enable them to access, administer and advice on schools' staff information.
- 4.197 BCC would continue to deliver a subscription for HR and Payroll & Pensions services which the schools could choose to purchase.
- 4.198 BCC would continue to deliver financial support and guidance via the current Schools Financial Services model.
- 4.199 Noting BCC's financial position and the stated aims of the Improvement and Recovery Plan, costs of the services would need to be fully recovered from schools to "reduce costs and minimise financial risk".
- 4.200 To provide BCC and Schools with greater clarity around the services they are purchasing, SLAs for all three services should be re-written to separate statutory duties from powers BCC is choosing to charge for.
- 4.201 It would be important for BCC to develop appropriate processes to ensure that statutory provision was being met for schools that do not purchase an annual subscription.
- 4.202 If BCC decided to continue to trade services exceeding those stipulated to be its statutory powers and duties, the appropriate governance structure should be put in place to accommodate this, and BCC should explore the establishment of a LATC which encompasses one or more of Schools HR, Payroll and Pensions or Schools Financial Services.

4.203 In summary, this solution would add complexity to the process, essentially placing BCC as the middleman between schools and a third-party supplier and introducing a new layer of charges for schools. Furthermore, staff would be operating on multiple systems depending on the school they are interacting with. Therefore, it is unsuitable for BCC or schools.

Table 17: Assessment of Option 3 against the criteria

Option / Criteria	Provides schools with a workable solution to replace Oracle by September 2025	Supports BCC's Improvement and Recovery Plan	Provides the best value for money for BCC and schools.**	Schools have access to services of advice and guidance.	Allows BCC and schools to meet their statutory and legal obligations
Option 3 - BCC identifies a system-based solution to replace Oracle and support the transition of schools onto the new system(s)	Although a system could be implemented in time to allow for continued delivery of service. The appropriate governance arrangements would likely not be in place in time for September 2025.	Adds complexity and does not meet the stated aim of "identify opportunities for further consolidation of duplicated activities and to realise digital efficiencies, to deliver services in a more consistent, efficient and cost-effective way."	Increased costs to schools. Inefficient solution with individual schools subject to high implementation fees and covering the cost of BCC licences to their chosen system.	No change in access to BCC advice and guidance for schools subscribing to BCC services	No change for schools subscribing to BCC services. Improved processes required for schools who do not subscribe.

**See Appendix D for an exemplar cost comparison of the options for a representative school with 100 employees

Timeline

4.204 Below is an indicative timeline for the implementation of a solution based on schools chosen cloud-hosted system.

Table 18: Timeline for implementation of a cloud hosted solution

Identify a suitable cloud-hosted solution	
Months	Task
3	School procurement of system including governor approvals and contract award
1	Discovery and scoping of system
2	Design and build
2	Data upload and UAT
2	Parallel pay runs, testing and rollout
	Go live
Total time: 10 months	
Project timeline: November 2024 – September 2025	

- 4.205 The timeframe to deliver a system would be tight, but achievable if there were no issues with school procurement, data transfer or testing. There would be little to no contingency or slippage time.
- 4.206 It should be noted that the volume of schools procuring a solution in parallel would likely add pressure throughout the timeline and should be considered a risk to delivery.
- 4.207 Successful delivery of this option would require close working between schools, BCC and chosen providers to communicate contract awards and swiftly transfer data.
- 4.208 Beyond the implementation of a system, BCC would likely have to establish proper governance arrangements for ongoing trading of services would not be achieved by September 2025, with estimates of 18 to 24 months to be a more appropriate timeframe.

Cost

- 4.209 This option presents a less costly option for BCC, but most costly option for schools.
- 4.210 BCC would cease to bear the cost for the provision of a system, along with the associated maintenance, running and security costs that come with any system. However, there would be costs associated with the maintenance of interfaces into the potentially large number of systems depending on how many providers the schools select. Additional infrastructure and strategic agreements may be required to establish and securely run the new systems.
- 4.211 Schools would be responsible for the procurement costs associated with sourcing a new system along with the licencing costs for their own staff. There would also need to be a mechanism for licence costs for BCC staff to be shared across schools for each of the systems schools choose.
- 4.212 Indicative costs for subscription/licensing fees for a system range between £4800 and £14260. Implementation costs estimated to be between £1400 and £12500 depending on the chosen system. These fees would be payable by the school to the chosen supplier.
- 4.213 Schools would continue to pay a subscription fee to BCC to provide their subscription services on top of the costs they are expending on a system. BCC would review its subscription fees to ensure they fully cover the costs in delivering the service for anything beyond a statutory duty. Given that the services are currently loss making, there should be an expectation that the subscription fees may increase from their current levels.
- 4.214 Although there may be some efficiencies realised by the removal of workarounds associated with Oracle, these may be undone by the added complexity of BCC staff working on multiple systems in parallel.

- 4.215 The costs of the establishment of a LATC for continued trading would be significant. This cost would be borne by BCC.

Impact on Schools

- 4.216 Schools would retain the autonomy to select a system solution that best meets their needs and functionality. Schools would also have the familiarity of BCC service provision continuing.
- 4.217 This option would require schools to convert to chequebook status, along with the associated requirements for financial expertise and oversight in schools.
- 4.218 Further to the resource requirements to procure a system, there would be a need for schools staff to participate in sufficient training to confidently and competently operate the new system.
- 4.219 Schools would become responsible for managing any issues with their system provider, resolving IT problems directly with their chosen supplier.
- 4.220 The services BCC could offer schools would depend on the functionality available within the system the school had selected. This may result in schools receiving different levels of service from BCC depending on their chosen systems.

Impact on Colleagues

- 4.221 This option presents the most complex option to operationalise for BCC colleagues, adding inherent complication for BCC in terms of staff operating on multiple systems depending on the school they are interacting with.
- 4.222 There would be a need for Schools HR and Payroll & Pensions staff to participate in sufficient training to confidently and competently operate any new systems. This requirement would not apply to Schools Financial Services as they would not be operating on the systems to deliver their functions.
- 4.223 SLAs would need to be rewritten to account for the fact that the services on offer to schools would be limited by the functionality present within the system they choose to procure. There is the risk that schools purchasing a subscription from BCC would not all receive an equal level of service.
- 4.224 There would be an additional burden on the DTS and Oracle teams to provide interfaces with a potentially large number of other systems depending on how many providers the schools select.
- 4.225 It is likely that an organisational restructure would be required within all three of the services. A number of drivers would necessitate a review the organisational structure delivering the three services, including;
- the clearer definition of which services are statutory and which additional charged or traded services
 - potential establishment of a LATC
 - new business processes resulting from the implementation of various new systems

5 RISK MANAGEMENT

5.1 The following risks have been identified together with an assessment of their severity and actions that can be taken to mitigate/reduce the risk.

5.2 Details of all project risks will be recorded as and when they are identified. Risks will be assessed and managed in line with BCC practice.

Table 19: Project risks

Risk Record ID	Risk Title	Risk Description and Impact	Risk Response Description	Current Risk Priority
PS/02.05.01.R006	Move to cheque book status for schools	The project will require schools to move to cheque book status. This may have cost, resource, and expertise impact on schools. This could lead to delays in the implementation of the proposed solution when known.	<ul style="list-style-type: none"> - Develop a clear timetable for transition to chequebook alongside schools financial services colleagues. (Complete) - Ensure support to schools is targeted by greatest need. (Ongoing) - Ensure effective communication and requirements gathering prior to any change. 	Low
PS/02.05.01.R008	Press coverage of project	There is a risk that uncontrolled messaging to press could lead to rumour and conjecture. This could result in unwanted outcomes detrimental to the delivery of the project.	<ul style="list-style-type: none"> - Comms Team to work with press to release a statement - Ongoing messaging to be considered during the project lifecycle 	Low
PS/02.05.01.R010	Insufficient staffing levels in schools to support change in working practice; additional financial pressure on already strained school budgets	<p>School resource will be required to enable the transition of schools to chequebook status and there may be an enduring requirement for additional resource from schools in the form of staffing or budget to deliver the selected solution. The availability of this resource is not confirmed. This may mean that:</p> <p>Transition of some schools to chequebook status is</p>	<ul style="list-style-type: none"> - Early confirmation of the timeline and resource requirements to transfer schools to chequebook - Identification of schools who may require additional support and target BCC resources towards these schools. (Ongoing) - Early confirmation of the cost to BCC and schools of the alternative solution. 	Low

		<p>delayed, impacting project timelines.</p> <p>Some schools may have to divert resources from teaching to admin.</p>	<ul style="list-style-type: none"> - Work with DfE Buying for Schools team to support and reduce load on schools. 	
PS/02.05.01.R011	Unable to maintain current services to schools for remaining duration, due to staff exiting	Staff of the schools traded services may choose to find alternative posts within or outside of BCC due to the uncertainty surrounding the service. This may result in understaffing for provision of the current service to schools.	<ul style="list-style-type: none"> - Resignations and vacant posts to be managed as BAU until a decision is made about alternative solution. - As part of business case development, staffing implications of alternative solution to be mapped and profiled. - Early engagement with unions - Clear communications with colleagues about decision making and 'at risk' status. 	Low
PS/02.05.01.R024	Trade union challenge/ dispute	All outcomes of the project will result in some change of working practice and some outcomes may result in changes to roles/responsibilities and/or posts required. There is a risk that trade unions challenge methodology or outcomes which could impact timescales for project delivery.	<ul style="list-style-type: none"> - Early engagement with unions about the project including outcomes and methodology - Full and thorough consultation with unions and staff throughout the project. 	Low
	Loss of control of HR advice to schools where BCC is the employer	By instructing schools to buy external HR advice from a third-party supplier, BCC loses control of the direction and tone of that advice which may not fit in with Council priorities. This risk currently exists, with schools able to opt out of BCC HR service however the scale of the risk increases significantly with the proposed recommendation. Implications could be	<ul style="list-style-type: none"> - Early engagement with suppliers about BCC policies and practice. - Design of robust business practices for audit/compliance checks and ongoing relationship management with suppliers - Retention of core staffing to deliver on statutory duties. 	Medium

		legal or financial for BCC.		
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6 CONSULTATION

- 6.1 The Council has met with and communicated regularly with schools throughout the options appraisal and business case development phase of the project. This will continue as the project progresses into implementation.
- 6.2 Officers from Finance, People Services, Corporate Procurement and Legal Services have been consulted on the content of this report.
- 6.3 Commissioners have been appraised of the development of the business case and briefed on the final contents.
- 6.4 Informal consultation has taken place with the supply market in helping to inform the financial analysis and routes to market, included in this report. This consultation was conducted by a blend of Council Officers and schools staff.
- 6.5 Colleagues in the impacted services have been informed of progress throughout the options appraisal and business case development phase of the project. This will continue as the project progresses into implementation.
- 6.6 In line with here will be a period of formal consultation with unions and colleagues to discuss the best way to ensure that those who want to remain working for BCC have the opportunity to do so and those who would prefer to leave have options available to them.

7 MEMBER ENGAGEMENT

Overview and Scrutiny

- 7.1 Education, Children and Young People Overview and Scrutiny Committee will consider this paper on 11th October.
- 7.2 Feedback from the Education, Children and Young People OSC meeting on 11th October will be set out via an addendum to this report, be considered and a formal response provided in writing after the meeting.

Other

- 7.3 Informal briefings have taken place with Cabinet members in preparing this report.

8 IMPACT AND IMPLICATIONS

Finance

- 8.1 The recommended approach has been assessed to be the best value for money for both schools and the Council.

- 8.2 While the costs to schools will depend on the outcome of their own procurement exercise, a table depicting the predicted costs of each option explored for an exemplar school of 100 employees can be found in Appendix D.
- 8.3 The cost to the Council of delivering the traded services in 2023/24 is summarised below.

Table 20: Net Cost of Traded Services

	Income	Cost	Net Totals
Schools HR	2,382,586	2,512,757	-130,171
Payroll & Pensions	1,293,596	1,204,018	89,578
Schools Financial Services	1,179,980	1,435,350	-255,370
Total	4,856,162	5,152,125	-295,963

- 8.4 By ceasing to trade HR and Payroll and adjusting the fees for the trading of Schools Financial Services, the Council will no longer be subsidising the delivery of these services to schools, therefore delivering a net saving to the Council.
- 8.5 The recommended approach avoids a large capital outlay, and ongoing maintenance costs associated with the implementation of a new system. The costs in Table 20 do not include the cost of running Oracle for Schools which amount to £1,670,852 per annum.
- 8.6 It is anticipated that the Council will continue to receive funding from the Dedicated Schools Grant to account for the delivery of their statutory duties. In 2023/24 this amounted to £115,000 for Schools HR and £660,000 for Finance. The full cost of staffing to deliver the ongoing statutory duties has not been finalised.
- 8.7 The resource costs associated with the delivery of the project are estimated to be £135,498.33 per quarter when considering salaries including 30% on costs for the staffing set out in Table 13. Where possible the project will draw on subject matter expertise from existing BCC teams. There may be a requirement to backfill roles where significant time is being dedicated to the delivery of the project. Alternatively, some roles may be suitable for short term cover in the form of agency posts to seek specific skills for the duration of the project, for example offboarding and data support, however this would likely incur additional cost.
- 8.8 There is a potential for the cost of redundancy payments and the associated pension strain. Any redundancy offer would be developed in conjunction with unions and BCC will strive to ensure that minimal risk of any redundancies to staff. Attempts will be made to provide substantive alternative appointment within the council for staff wishing to remain.

Legal

- 8.9 As addressed in the report, BCC retains statutory duties as the employer of staff in certain school types. It is essential that processes are developed to ensure that the Council has appropriate oversight and governance of school's decision

making concerning its employees and will need to advise accordingly. As per the current fair funding agreement, the Council indemnify against any losses suffered by a school unless they have gone against Council advise or been grossly negligent. As per the recommended approach therefore, some compliance and audit function should remain to guide schools where appropriate, maintain a relationship with any third-party providers and enforce the provision contained in the agreement so that BCC only indemnifies when is necessary. A list of indicative statutory duties can be found in Appendix B.

Equalities

- 8.10 There are no equalities implications arising from the recommendations in this report.

Procurement

- 8.11 While there are no direct procurement implications for BCC, the Council will work with schools to facilitate smooth transition from BCC provision to an alternative supplier. BCC will work collaboratively with schools and the Department for Education (DfE) Buying for Schools Team to ensure schools have access to free, impartial procurement support where they need it.
- 8.12 With the assistance of the Buying for Schools Team there may be opportunities for schools to aggregate and leverage greater purchasing power. This will also ensure support for smaller schools without the resources to act alone.

People Services

- 8.13 The impact of the recommended and discounted options on colleagues are contained within the report. BCC will strive to ensure that minimal risk of any redundancies to staff. Attempts will be made to provide substantive alternative appointment and potentially offer the option of voluntary redundancy. This will require consultation with Trade Unions.

Climate Change, Nature and Net Zero

- 8.14 There are no climate change, nature or net zero implications arising from the recommendations in this report. The Environmental Sustainability Assessment can be found in Appendix G.

Corporate Parenting

- 8.15 There are no implications or opportunities in relation to the Corporate Parenting responsibility arising from the recommendations in this report.

Other

- 8.16 There are no other implications arising from the recommendations in this report.

9 APPENDICES

- 9.1 Appendix A – Outline Options Appraisal
- 9.2 Appendix B – Indicative List of Statutory Duties
- 9.3 Appendix C – Service Level Agreements
- 9.4 Appendix D – Exemplar Cost Comparison (Representative School of 100 Employees)
- 9.5 Appendix E – Early Market Engagement Event Findings
- 9.6 Appendix F – High Level Implementation Plan
- 9.7 Appendix G – Environmental Sustainability Assessment

10 BACKGROUND PAPERS

- 10.1 ORACLE REIMPLEMENTATION (approved by Cabinet May 2024) - [link](#)



Report to Council Leadership Team

May 2024

Alternative Solution Options for Schools to Replace Oracle Options Appraisal

Dr. Sue Harrison

1. Purpose of Report

Decision / Action required of CLT (please state details below)	
In light of the recommendation of the 14 th May Cabinet Report, which states that the Oracle reimplementation will not include services for schools, CLT are asked to endorse the Strategic Director Children and Families' recommendation to progress Option 4 (BCC identifies and transition to an end-to-end schools traded service) as the preferred route in supporting schools to access HR, Finance and Payroll currently provided by BCC's schools traded services.	
Approval for progression to Cabinet / Committee (please state details and date below)	
Informal Cabinet 15 th May 2024	
Other purpose (please state details below)	
N/A	
Information only	
N/A	

2. Summary of Implications / Considerations / Risks

The Oracle Improvement Board has been assessing the future of Oracle. The Board have produced a Cabinet report, due to be considered on 14th May 2024, requesting authorisation to re-implement the Oracle system as a 'vanilla' solution, removing customisations and relying on the tried and tested industry standard functionality in successful use by other Councils.

In considering the approach to the re-implementation of Oracle, the council has considered the impact on Finance and HR services it provides to schools that currently rely upon Oracle. Whilst the council remains very strongly committed to ensuring schools receive the best possible services to support their activities, it has concluded that it should not make provision to continue the current, Oracle-based, arrangements in the re-implementation of the Oracle system. This is because:

- a) The council's financial and operational arrangements concerning the Oracle system are under extreme strain and strategically it needs to review all discretionary activity to simplify the recovery task.
- b) The view of the expert programme team and the Oracle Commissioner is that the Oracle system is not suited to providing these services to schools in the long run. Post re-implementation, any Oracle-based solution for schools would be comparatively expensive and inefficient and the relevant costs would have to be borne by schools through trading charges, which would not represent good value for money for schools.
- c) The existing service to schools using the current instance of Oracle is not ideal because of the flaws caused by the previous poor implementation, and the re-implementation will take a minimum of 2 years. Schools are better off migrating to a new solution as soon as possible.
- d) The majority of other councils have already stopped providing these services to schools for VFM reasons.
- e) There is a mature external market for these services which provides a good range of offers.

The council has commenced a project to identify the best options for schools to replace council traded services based on Oracle Finance, Payroll and HR and will work with schools to ensure there is a smooth pathway available to a suitable replacement service.

Recommendations made in the Oracle Reimplementation Cabinet report to be considered on 14th May 2024 include delegated responsibility to the DCS as Lead Member for Children's Services to undertake a project which will seek alternative options for schools in moving away from Oracle use.

The purpose of this report is to seek endorsement for the options appraisal evaluation criteria and agreement to take forward the preferred option. The options include a SWOT analysis and broad financial implications (where known).

On agreement to proceed with this preferred option, a detailed PID will be developed, and the preferred option developed into a business case for consideration.

Below sets out the options appraisal:

Criteria

1. Provides schools with a workable solution to replace Oracle by September 2025
2. Supports BCC's Improvement and Recovery Plan by contributing to financial sustainability and delivering good services.
3. Provides the best value for money for BCC and schools.
4. Schools have access to appropriate advice and guidance services.
5. Allows BCC and schools to meet their statutory and legal obligations.

Option 1: Do Nothing

The Cabinet decision to re-implement Oracle except for schools will result in a loss of system service to schools. The 'do nothing / status quo' option would mean that schools would not have access to a BCC provided HR, Finance or Payroll system post Oracle re-implementation.

<p>Typical features:</p> <ul style="list-style-type: none"> Schools identifying and securing their own system / solution without any support from BCC. Advice and guidance services may continue, albeit at full cost recovery, subject to schools buy-in. This could include the provision of HR- advice and guidance in relation to National Terms and Conditions (STPCD, Green book), contractual advice, recruitment activities, provision of policies, procedures and toolkits, training, mediation and investigation and consultancy activities etc. BCC 'offboarding' schools as and when they identify their own preferred solutions. 	
<p>Strengths (Internal)</p> <ul style="list-style-type: none"> Schools currently have the autonomy to choose whichever supplier they wish to engage with, and this will remain the case, albeit without BCC as an option for HR, Payroll and Finance services which previously relied on Oracle for delivery. Schools have the autonomy to identify and secure a system-based solution that meets their needs. BCC may choose to continue to provide professional / advisory services to schools as part of a Schools Traded offer on a full cost recovery basis. This may include continuation of advice and guidance in the areas listed above. 	<p>Weaknesses (Internal)</p> <ul style="list-style-type: none"> System loss post 2026 on Oracle re-implementation Short-medium term constraints on Oracle system developments and functionality as outlined to schools in recent communications. Schools and academies may choose to leave BCC provision in an uncontrolled manner at any point ahead of the 2026 end point, resulting in unstructured work for BCC to offboard them and reduced viability of the service. Full costs for the current BCC schools traded services and any remaining advice guidance services would be established through a 'zero based budget' exercise, but the anticipated costs of any future reduced service are expected to be high and potentially unaffordable.
<p>Opportunities (External)</p> <ul style="list-style-type: none"> Some schools may seek to directly employ BCC staff to continue with professional services, either as an individual school or via a consortium arrangement. Allows market forces to meet the need of schools in open, more targeted competition. May reduce the financial burden on BCC in relation to full cost recovery. 	<p>Threats (External)</p> <ul style="list-style-type: none"> Schools Traded advice and guidance may still be at risk if schools choose to take an end-to-end solution from a commercial supplier, either immediately or in the longer term. Depending on extent of externalisation, may make the residual service provision unviable. Some BCC schools are unlikely to have the internal capacity or expertise to undertake this process alone. Potential for negative publicity relating to withdrawal of support from BCC for its maintained schools and those employees within them. Similar implications for withdrawing from Faith schools.
<p>Conclusion</p> <p>Option 1: The 'do nothing' option is not recommended as it is likely to result in schools being unsupported in the procurement and provision of their HR, Payroll and Finance requirements, leaving BCC open to public criticism from the schools or media. This option would result in the highest levels of disruption and burden on schools and allows for the least level of planning from BCC about future resources.</p>	

Option 2: BCC hosting an alternative solution to Oracle.

BCC would effectively replicate the current provision to schools, albeit with an alternative system supplier to Oracle. BCC would continue to deliver HR, Payroll and Finance services alongside support and guidance via one platform to schools who purchase the service.

Typical features:

- BCC fully hosting an alternative system solution to schools.
- Schools HR, Finance and Payroll services alongside advice and guidance services may continue, at full cost recovery, subject to schools buy-in
- Full cost recovery to be implemented, including licenses and on-costs of the Schools Traded Teams
- May not automatically result in all schools that do not already have their own bank account becoming a 'chequebook' school.

Strengths (Internal)	Weaknesses (Internal)
<ul style="list-style-type: none"> • Very little change in service provision and delivery and likely to be the preferred option for some Traded Services employees and some schools. • Greater control and choice of provider for BCC. • BCC may choose to continue to provide professional services to schools as part of a Schools Traded offer on a full cost recovery basis. This may include continuation of advice and guidance in relation to transactions, Equal Pay etc. • Opportunity to save costs and wind down the Schools Traded Service over time to mitigate and reduce issues related to staff and service delivery. 	<ul style="list-style-type: none"> • BCC does not have the capacity to implement another system alongside the Oracle reimplementation project. • Full costs for the BCC schools traded services on a new BCC hosted solution and any remaining advice guidance services would be established through a 'zero based budget' exercise, but the anticipated costs of any future reduced service are expected to be high and potentially intolerable. • The full cost of implementation would fall to schools and would have to be recovered by the council through the charges. • The full running costs of the new system, including security patching, testing, licencing etc would need to be passed on to schools. • This option is likely to generate further financial burden on BCC, particularly surrounding the resources required to implement and maintain a new system. • Additional infrastructure and strategic agreements may be required to establish and securely run the new system. • Training on new system, staff working on dual systems, likely to incur costs to BCC, passported onto schools. • There would be a need for systems integration with reimplemented oracle which is complicated and contrary to the initial aims. • This option would effectively result in BCC acting as a business process outsourcer which is not in line with the BCC IRP or core council business.
Opportunities (External)	Threats (External)
<ul style="list-style-type: none"> • The volume of schools may be attractive to a system-based solution supplier. • With the blend of suppliers in the market, some may be more focused on selling their system-based solution as a primary function. 	<ul style="list-style-type: none"> • It is likely that the external marketplace may be better placed deliver a more cost-effective service. • Given the fixed costs associated with this option the service increasingly may be viewed as too expensive, by schools. If a significant / increasing number of schools were to go elsewhere for service delivery the service may become unviable.

	<ul style="list-style-type: none"> • Potential further negative publicity of another hosted system
Conclusion Option 2: This option is not recommended as it does not support BCC's Improvement and recovery plan by conforming with best value duty to deliver services in line with expected standards and statutory requirements. The 'fully hosted' option would represent an unnecessary additional step between the supplier of the system and the schools using the system, effectively turning BCC into a business process outsourcer. The essence of the system is self-service for schools to enable them the freedoms and flexibilities afforded by the system without unnecessary intervention from BCC.	

Option 3: BCC identifies a system-based solution to replace Oracle and support the transition of schools onto the new system(s) BCC would work with schools and BCC staff to identify a system-based solution for schools which replaces Oracle. As opposed to Option 2, this would see schools purchasing a system directly from a commercial provider, with BCC providing HR, Finance and Payroll services on the schools' chosen systems at full cost, with the option to continue providing advice and guidance services alongside. Typical features: <ul style="list-style-type: none"> • A system-based only solution only for Schools Finance, HR and Payroll. • Identify a limited number of suppliers who are capable of delivering an alternative system-based solution only. • Full cost recovery to be implemented, including licenses and on-costs of the Schools Traded Teams • Schools Finance, HR and or Payroll advice and guidance may continue (at full cost recovery) – subject to schools buy-in • Likely to result in all schools that do not already have their own bank account becoming a 'chequebook' school. • The potential procurement route to be established as the option is developed. 	
Strengths (Internal) <ul style="list-style-type: none"> • Hosting costs would not be incurred by BCC. • Schools able to select a system solution that best meets their needs and functionality. • Less support / resource needed from BCC. • BCC maintains the controls and validation to support legal compliance with national terms & conditions, where the HR Advice service is purchased. • Protecting BCC's liability over potential errors made by schools in relation of legal compliance. This may include Equal Pay, where the HR advice service is purchased. • Opportunity to save costs and wind down the Schools Traded Service over time to mitigate and reduce issues related to staff and service delivery. • Schools have the autonomy to identify and secure a system-based solution that meets their needs. 	Weaknesses (Internal) <ul style="list-style-type: none"> • Additional infrastructure and strategic agreements may be required to establish and securely run the new system. • Training on new system, staff working on dual systems, likely to incur costs to BCC, passported onto schools. • There would be a need for systems integration with reimplemented oracle which is complicated and contrary to the initial aims. This may be the case for multiple systems depending on how many are selected by schools. • Full costs for the BCC schools traded services on the schools' selected system(s) and any remaining advice guidance services would be established through a 'zero based budget' exercise, but the anticipated costs of any future reduced service are expected to be high and potentially unaffordable. • Schools would bear the cost of procuring and running their preferred system on top of purchasing the services from BCC. • This option adds inherent complexity for BCC in terms of staff operating on multiple

	<p>systems depending on the school they are interacting with.</p> <ul style="list-style-type: none"> • Training costs on new system(s) to schools as well as costs of training BCC staff on multiple systems. • Costs related to moving all schools wishing to use the system to a chequebook school. • Increased staffing and financial costs relating to increased burden of statutory pension reporting for cheque book schools. • Financial responsibility on schools in procuring the system. Schools have become reliant on roles currently undertaken by Schools Traded employees.
Opportunities (External)	Threats (External)
<ul style="list-style-type: none"> • License flexing possible to meet the needs of schools. • With a large volume of schools seeking a provider, a framework approach may be leveraged to provide best value for money. 	<ul style="list-style-type: none"> • A single supplier is unlikely to meet the needs of all school and academy types BCC interacts with, thereby pushing the outcome of this option towards a framework or preferred supplier list. This fragments the landscape.
<p>Conclusion</p> <p>Option 3: This option is <u>not recommended</u> as the likely outcome of providing a 'framework' or 'preferred' supplier list to schools is a fragmented landscape with schools operating on a variety of systems. While this would afford schools the opportunity to source suppliers who best fit their needs, the ability of BCC to provide support services in the form of HR, Payroll and Pensions across a large number of systems would be unmanageable. The additional administrative burden is likely to increase the cost of the service, which would need to be passed onto schools on top of the costs they would be expending on system access.</p>	

<p>Option 4: BCC identifies and transition to an end-to-end schools traded service.</p> <p>BCC would work with schools and BCC staff to identify an end-to-end solution for schools which replaces Oracle and professional services. This would see BCC ceasing to deliver HR, Payroll and Finance services for schools as well as advice and guidance services. This would allow schools to purchase these services from a commercial supplier or opt to bring them in-house.</p> <p>Typical features:</p> <ul style="list-style-type: none"> • Full end-to-end solution for schools, which includes a system for HR, Payroll and Finance and advice and guidance services, including legislative support. • BCC identifies a limited number of suppliers who can deliver an end-to-end service to schools who wish to procure a service. • Schools Traded Services within BCC would cease to exist as schools transition to an alternative supplier(s). BCC will aim to redeploy, or TUPE affected staff where appropriate. With redundancies being a last resort. • Likely to result in all schools that do not already have their own bank account becoming a 'chequebook' school. • The potential procurement route to be established as the option is developed. 	
Strengths (Internal)	Weaknesses (Internal)
<ul style="list-style-type: none"> • Hosting costs would not be incurred by BCC. • System solution that meets the needs and functionality required by schools. • Post transition to the alternative supplier(s), no further support from BCC required by schools. 	<ul style="list-style-type: none"> • This option presents the highest impact on staff, with services and post being removed. As outlined, this may be mitigated by TUPE into alternative suppliers or schools, as well as the potential for redeployment of staff. • Costs related to moving all schools wishing to use the system to a chequebook school.

<ul style="list-style-type: none"> • Likely to present a financial efficiency over time. • Alignment with other Local Authorities' direction of travel, with other local authorities in the West Midlands area withdrawing these services to schools. 	<ul style="list-style-type: none"> • Financial responsibility on schools in procuring the system. Schools have become reliant on roles currently undertaken by Schools Traded employees.
Opportunities (External)	Threats (External)
<ul style="list-style-type: none"> • Some schools may seek to directly employ BCC staff to continue with professional services, either as an individual school or via a consortium arrangement. • Allow market forces to meet the need of schools in open, more targeted competition. • Potential for reduced financial burden on schools if commercial suppliers can offer a service for less than the full cost recovery of the BCC service. • BCC has seen a steady decline over several years in customer retention suggesting strong competition in the market. 	<ul style="list-style-type: none"> • A single supplier is unlikely to meet the needs of all school and academy types BCC interacts with, thereby pushing the outcome of this option towards a framework or preferred supplier list. This fragments the landscape.
Conclusion Option 4: <u>This is the recommended option</u> , as it supports BCC's Improvement and Recovery Plan while providing schools with a workable solution to their HR, Payroll and Pensions requirements in time for the removal of Oracle. Consideration will need to be given to the impact of converting schools to chequebook, supporting schools with more complex needs to transition and the impact on BCC staff. The statutory and legislative requirements / advice may be covered within the specification of the service to external suppliers and appropriately evaluated.	

Option 5: Schools Traded Services become an Alternative Delivery Vehicle (ADV) or sold as a going concern to a third-party buyer. This option would explore the opportunities of Schools Traded Services becoming a more commercially focused business entity. Typical features: <ul style="list-style-type: none"> • ADV take a variety of forms including Local Authority Trading Company, Joint Venture, Community Interest Company, Social enterprise. • In relation to being sold as a going concern, Schools Traded Services seek to attract a third-party buyer. • All Schools Traded employees transfer to the new entity. • BCC would still need to identify alternative options for schools to replace Oracle as the typical timescale for ADV / selling the service is c.2 years. 	
Strengths (Internal)	Weaknesses (Internal)
<ul style="list-style-type: none"> • Independent valuation of the services will provide clarity over the commercial position and sustainability of the services. 	<ul style="list-style-type: none"> • This option does not align with the future strategic direction of BCC's recovery plan. • The council does not have the resources required to re-implement Oracle, plus develop Schools Traded Services into an ADV or sell off as a going concern. • BCC has seen a steady decline over several years in customer retention and

	<p>the ability to attract new customers into the services.</p> <ul style="list-style-type: none"> • This is likely to have an impact on staff in Schools Traded services, which need to be carefully considered and managed. • Strategic buy in from Senior Leaders and Members who, if in the case of an ADV will also need to divert some time to Board Membership • Ability to adequately resource (time and money) this project over a 2-year period and distraction away from securing an alternative system solution for schools.
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Opportunities (External)	Threats (External)
<ul style="list-style-type: none"> • The opportunity to change local authority terms and conditions, particularly with regard to pensions, can bring significant reductions in the cost base of the service. 	<ul style="list-style-type: none"> • The lack of independent validation of the relative profitability or losses within the services. This is due to the current issues within the Oracle system being unable to provide the financial data necessary to effectively provide the Council with an independent, robust valuation of the services. • A third-party buyer is unlikely to take on the pension strain.

<p>Conclusion</p> <p>Option 5: This option is <u>not recommended</u> as the fundamental focus for BCC is financial, strategic and operational recovery. Therefore, it is recommended that the Council is not distracted by an option which is unlikely to be palatable to Members, Officers, Commissioners or potential buyers.</p>

Option / Criteria	Provides schools with a workable solution to replace Oracle by September 2025	Supports BCC's Improvement and Recovery Plan	Provides the best value for money for BCC and schools.	Schools have access to services of advice and guidance.	Allows BCC and schools to meet their statutory and legal obligations
Option 1: Do Nothing					
Option 2: BCC hosting an alternative solution to Oracle.					

Option 3: BCC identifies a system-based solution to replace Oracle and support the transition of schools onto the new system(s)					
Option 4: BCC identifies and transition to an end-to-end schools traded service.					
Option 5: Schools Traded Services become and Alternative Delivery Vehicle (ADV) or sold as a going concern to a third-party buyer.					

Financial Implications

The current delivery model for the services under review includes both traded and non-traded elements (reflecting the range of activities undertaken), although costs are not always easily attributable to the different elements. Baseline costs are therefore set out in the following table aggregating both traded and non-traded elements.

		Finance				HR			
		Gross Exp	Overheads	Income	Net	Gross Exp	Overheads	Income	Net
2020/21	Budget	2,026		(1,541)	485	3,084		(2,956)	128
	Actual	1,503	122	(1,315)	310	2,119	253	(2,711)	(339)
	Variation	(523)	122	226	(175)	(965)	253	245	(467)
2021/22	Budget	2,161		(1,592)	569	3,192		(2,998)	194
	Actual	1,569	209	(1,363)	415	2,402	377	(2,684)	95
	Variation	(592)	209	229	(154)	(790)	377	314	(99)
2022/23	Budget	2,168		(1,592)	576	2,511		(2,298)	213
	Actual	1,624	283	(1,426)	481	2,302	377	(2,649)	30
	Variation	(544)	283	166	(95)	(209)	377	(351)	(183)
2023/24	Budget	2,153		(1,592)	561	2,504		(2,298)	206
	Estimated	1,691	282	(1,300)	673	2,467	377	(2,450)	394
	Variation	(462)	282	292	112	(37)	377	(152)	188

It should be noted that the traded services (and in particular the ability to fully recover costs) have been adversely impacted by issues with the implementation of Oracle, and the inclusion of overheads in actual costs is calculated as a charge per fte, designed to cover all corporate overheads including property, IT and administrative costs (2023/24 estimate £8,715 per fte).

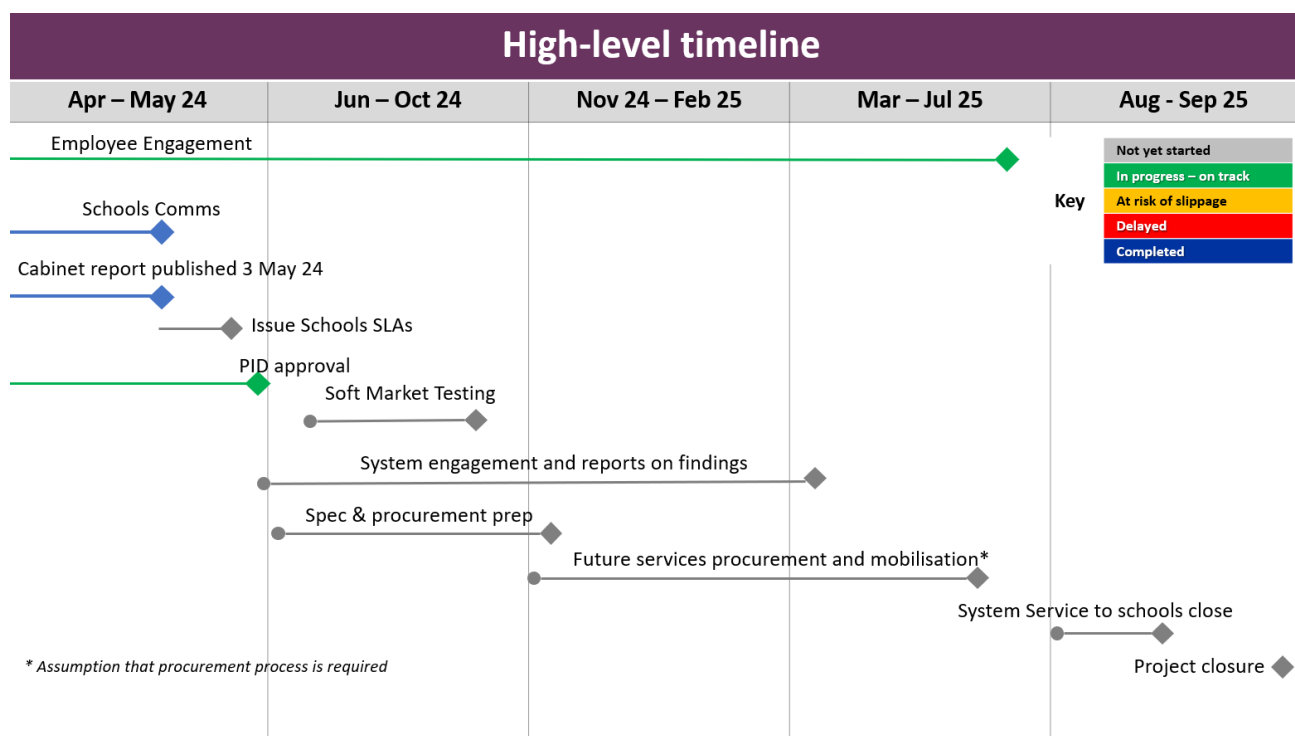
The development and implementation of the recommended option will factor in both revenue and capital implications alongside associated funding streams and will be required to generate a net cost to the Council that matches or is below the costs identified above (any remaining net costs will be limited to non-traded elements).

- 3. Does the proposal require access to CWG Legacy Funding? Y/N**
If yes, is the Legacy Portfolio aware and has approval been received? Y/N
 (for queries please refer to Andy Newman, Legacy Portfolio Director
 andy.newman@birmingham.gov.uk)

4. Liaison required with other Directorates

	Tick
Council Management	
Strategy, Equality and Partnerships	
Children and Families	
Birmingham Children's Trust	
Adult Social Care	
Place, Prosperity and Sustainability	
City Housing	
City Operations	

5. Next Steps & Timescales



6. Environment and Sustainability Impact Assessment

Does the report require an impact assessment (see guidance embedded below)? No



Guidance on when an
assessment is not req

If yes, please complete the impact assessment template embedded below, and once completed email to ESAGuidance@birmingham.gov.uk for review. The team will also need to complete the corporate review section below.



ESA Template.doc

Corporate Review (CABINET REPORTS ONLY)

Please ensure your report has been reviewed by colleagues from the following areas before submitting to CMT for circulation:

Finance Business Partner *(All reports sent to CMT must be reviewed by your Finance Business Partner)*

Name of officer:	
Date of review:	
Comments:	

HR Business Partner

Name of officer:	
Date of review:	
If not applicable, please state reason:	
Comments:	

Legal Relationship Manager

Name of officer:	
Date of review:	
If not applicable, please state reason:	
Comments:	

Environment and Sustainability Assessment Guidance

Team ESAGuidance@birmingham.gov.uk

Name of officer:	
Date of review:	
If not applicable, please state reason:	
Comments:	

Other i.e. Procurement / Advice from Policy or Equalities

Name of officer:	
Date of review:	
If not applicable, please state reason:	
Comments:	



Report to Council Leadership Team

[DATE]

[TITLE]

Report Author:

Appendix B – Indicative List of Statutory Duties

This list was prepared on 12.07.2024 and may not be accurate after that date. It is not an exhaustive list of the statutory powers and duties in Schools HR and Finance, rather it provides a guide to the main statutory provisions in these areas.

Category	Duty or Power	Description	Legislation
Overarching	Power	To do anything that individuals generally may do. (the general power of competence)	Localism Act 2011
Overarching	Duty	Not to charge for any service provided in exercise of the general power, that the Council is required to provide by statute	Localism Act 2011
Overarching	Duty	To secure that, taking one financial year with another, the income from charges allowed in exercise of the general power of competence does not exceed the costs of provision.	Localism Act 2011
Overarching	Duty	Make arrangements to ensure education functions exercised with a view to safeguarding and promoting the welfare of children	Education Act 2002
Overarching	Duty	Make arrangements to ensure functions other than those falling under s175 are discharged with regard to the need to safeguard and promote the welfare of children	Children Act 2004
Overarching	Duty	Comply with the provisions of the Equality Act 2010	Equality Act 2010
Overarching	Duty	Have regard to the Public Sector Equality Duty in the exercise of the Council's functions	Equality Act 2010
Overarching	Duty	Comply with the Data Protection Act 2018, Freedom of Information Act 2000 and other information management legislation	Data Protection Act 2018, Freedom of Information At 2000
Overarching	Power	To charge for discretionary services providing the income does not exceed the cost of provision	Local Government Act 2003
HR	Duty	Defray the expenses of maintaining maintained schools, this includes staffing costs	School Standards and Framework Act 1998
HR	Duty	Fund redundancy and dismissal costs for maintained schools, including those where the Council is not the employer, unless there is good reason to charge the school's budget share. The	Education Act 2002

		statutory Fair Funding Scheme details what will be a 'good reason'	
HR	Duty	Provide to governors, free of charge, such information and training as is necessary for the effective discharge of governors' functions (e.g. if it was decided that HR training should be included in this free training)	Education Act 2002
HR	Duty	Employ staff at community, voluntary controlled, community special and maintained nursery schools (although the governing body has powers relating to appointment, suspension and dismissal of staff)	Education Act 2002; School Staffing (England) Regulations 2009
HR	Duty	In some cases, to carry out the functions of the employer of staff at foundation, voluntary aided and foundation special schools	The Education (Modification of Enactments Relating to Employment) (England) Order 2003
HR	Power	In relation to community, voluntary controlled, community special and maintained nursery schools, to send a representative and to offer advice at all proceedings relating to the selection or dismissal of any teacher; and such advice must be considered by the governing body	School Staffing (England) Regulations 2009
HR	Power	To the extent provided by, and subject to, an agreement between the authority and the governing body, to advise the governing body of a foundation, voluntary aided or foundation special school on the exercise of the governing body's functions of appointment, engagement and dismissal of any teacher	School Staffing (England) Regulations 2009
HR	Power	In relation to all maintained schools, to make written representations to the governing body's selection panel that an applicant for the position of head teacher is not a suitable person for the appointment	School Staffing (England) Regulations 2009
HR	Duty	In relation to community, voluntary controlled, community special and maintained nursery schools, to appoint a head teacher, deputy head or teacher recommended by the governing body unless the person is to be appointed otherwise than under a contract of employment	School Staffing (England) Regulations 2009
HR	Duty	In relation to community, voluntary controlled, community special and maintained nursery schools, to appoint as support staff, within the local authority's conditions of service and grading system, persons recommended by the governing body	School Staffing (England) Regulations 2009

HR	Power	In relation to community, voluntary controlled, community special and maintained nursery schools, to make representations, which the governing body must consider, as to the grade or remuneration for appointments of support staff	School Staffing (England) Regulations 2009
HR	Duty	In relation to any contracts with agencies for supply staff for community, voluntary controlled, community special and maintained nursery schools, to include requirements for relevant checks regarding suitability and criminal records	School Staffing (England) Regulations 2009
HR	Duty	Terminate the employment of any person employed by the authority to work solely at a school if the governing body determines that he or she should cease to work there	School Staffing (England) Regulations 2009
HR	Duty	In community, voluntary controlled, community special or maintained nursery schools where the authority is responsible for the provision of school meals, to have responsibility, in consultation with the governing body, for appointment, discipline, suspension and dismissal of school meals staff employed by the authority to work at the school	School Staffing (England) Regulations 2009
HR	Duty	Where the LA has any serious concerns about the performance of the head teacher of a maintained school, to make a written report of its concerns to the governing body, sending a copy to the head teacher; and the governing body must notify the LA in writing of the action they propose to take	School Staffing (England) Regulations 2009
HR	Duty	Implement any action required under discipline/grievance/capability procedures at the request of governing bodies of maintained schools	School Staffing (England) Regulations 2009
HR	Duty	Make referrals regarding persons engaged in regulated activities where certain conditions are met	Safeguarding Vulnerable Groups Act 2006
HR	Power	Make referrals to the DBS where certain conditions are met	Safeguarding Vulnerable Groups Act 2006
HR	Duty	Provide prescribed information to the DBS if so required by the DBS	Safeguarding Vulnerable Groups Act 2006
HR	Duty	Consider whether to provide prescribed information to the Secretary of State where the local authority has ceased to use a teacher's services due to serious misconduct, or might have done so had the teacher not resigned first	Education Act 2002/Reg 20 Teachers' Disciplinary (England)

			Regulations 2012
HR	Power	Issue a Teachers' pay and conditions warning notice to the governing body of a maintained school where the LA are satisfied that the GB have failed to comply with a provision of an order under section 122 EA 2002 (teachers' pay and conditions) that applies to a teacher at the school, or have failed to secure that the head teacher complies with such a provision. A school becomes eligible for intervention if the GB fails to comply with the notice	Education and Inspections Act 2006
HR	Power	Require maintained schools eligible for intervention to enter into arrangements to receive advisory services, collaborate with other institutions, or to join a federation of schools	Education and Inspections Act 2006
Payroll	Duty	As Employer to pay its employees' salaries	
Payroll	Duty	Pay employer's contributions to the appropriate pension fund	Local Government Pension Scheme Regulations 2013
Payroll	Duty	Make deductions from salary and pay teachers' pension contributions to the Secretary of State	Teachers' Pensions Regulations 2010
Finance	Duty	Have a non-schools education budget	School Standards and Framework Act 1998
Finance	Duty	Have a schools budget comprising planned expenditure and, once that is deducted, the individual schools budget	School Standards and Framework Act 1998
Finance	Duty	Allocate a budget share for every maintained school, this is the delegated budget	School Standards and Framework Act 1998
Finance	Duty	Deduct from the Schools budget only prescribed planned expenditure	School and Early Years Finance and Childcare (Provision of Information About Young

			Children) (Amendment) (England) Regulations 2024
Finance	Duty	Maintain and publish a scheme dealing with matters connected with the financing of maintained schools (the Fair Funding Scheme) including conditions for the management of delegated budgets	School Standards and Framework Act 1998
Finance	Duty	Establish a Schools Forum to advise on prescribed matters relating to the schools budget; to consult the forum on proposed changes to the school funding formula, on certain contracts for supplies or services, and annually on various prescribed functions relating to the schools budget	School Standards and Framework Act 1998/Schools Forums (England) Regulations 2012
Finance	Power	Suspend a governing body's right to a delegated budget on the grounds of substantial or persistent failure to comply with any delegation requirement or restriction or where it is not managing expenditure in a satisfactory manner	School Standards and Framework Act 1998
Finance	Duty	Receive an annual financial statement from each governing body, and to provide these to the Secretary of State by the third Friday in the following July	Education Act 2002
Finance	Power	Consent to formation of school companies by GBs	Education Act 2002/School Companies Regulations 2002
Finance	Duty	Exercise its monitoring and reporting functions as the supervisory authority of any school companies formed by governing bodies	Education Act 2002
Finance	Power	Suspend the right to a delegated budget of a maintained school eligible for intervention	Education and Inspections Act 2006
HR	Duty	Comply with TUPE regulations when employees transfer their employment to a GB or Academy Trust	Transfer of Undertakings (Protection of Employment Regulations)
HR	Duty	Ensure health, safety and welfare of employees at work and to avoid risk to others who may be affected, so far as compliance	Health and Safety at Work etc. Act 1974

		cannot reasonably be achieved through tasks delegated to the governing bodies of schools	
H&S	Duty	For employers and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses)	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
H&S	Power	Give direction to the Governing body and head teacher of a community or VC school, community special school or maintained nursery concerning the health and safety of persons on the school's premises or taking part in any school activities elsewhere.	Education Act 2002
HR	Duty	Employ persons who have the right to work in the UK	Immigration, Asylum and Nationality Act 2006
HR	Duty	Determining arrangements for staffing of maintained schools when the delegated budget is suspended	Education Act 2002
HR	Duty	Supply School Workforce Census Data	Education Act 2005/Education (Supply of Information about the School Workforce) (No.2) (England) Regulations 2007
HR	Power	To issue a warning notice where the governing body of a maintained school has failed to comply with the Teacher's Pay and Conditions Order made under s. 122 of the Education Act 2002	Education and Inspections Act 2006
HR	Duty	Adopt and make available to unattached teachers employed by that authority a document which sets out the appraisal process for such teachers.	Education (School Teachers' Appraisal) (England) Regulations 2012

HR	Duty	As employer, comply with the School Teachers Pay and Conditions document and statutory guidance	The School Teachers' Pay and Conditions (England) Order 2023
HR	Duty	To have regard to numerous pieces of statutory guidance relating to Education functions and HR functions, including the ACAS Code of practice	Various
HR	Duty	To consult appropriate representatives when proposing to dismiss as redundant 20 or more employees. The legislation sets out the information that must be included in the consultation	Trade Union and Labour Relations (Consolidation) Act 1992

Human Resources

Transactional		(applicable only to Gold and Silver HR packages)	
Our responsibilities		Your responsibilities	
	Hiring		
1.	Appointments	<p>Process new appointments on the system, upon notification from the school.</p> <p>Produce letter of appointment and written statement of particulars for the school/employee to access by the first day of their appointment.</p> <p>Provide a copy of the letter and written statement to the school via email.</p> <p>Requests for manual payments due to failure to meet specified payroll deadlines will carry an additional charge and will be made at the discretion of the Payroll function.</p>	<p>Complete the appropriate entry for new employees accurately on the HR transactional site in accordance with specified payroll deadlines.</p> <p>Ensure that full and complete data is provided to include, email address, bank details etc.</p> <p>To meet the legal requirement to issue a written statement by the first day of employment, schools must ensure that all appointment paperwork for new appointments is sent to HR Service for Schools one month before the appointment start date and two months before the appointment start date for September appointments.</p> <p>Employee to pick up the contract/letter of employment through self-service or via the employer.</p>
Pay and Conditions			
2.	Salaries	Ensure employees are paid the correct salary based on the information input into the system, subject to the timely submission of the information.	Input all information accurately into the HR transactional site in accordance with the specified payroll deadlines, terms and conditions of employment and relevant policies.
3.	Payroll	Work in collaboration with BCC payroll to ensure all transactions are processed accordingly (when purchasing both services).	
4.	Allowances – support staff	Pay employees the correct allowances in accordance with received instructions/information and the school/academy pay policy and terms and conditions of employment.	

Transactional		(applicable only to Gold and Silver HR packages)	
		Our responsibilities	Your responsibilities
5.	Allowances—teachers	Pay teachers the correct allowances in accordance with the school/academy pay policy and terms and conditions of employment.	
6.	Overtime, casual and additional hours for support staff and teachers	Workflow all approved hours submissions in relation to additional payments.	
7.	Extension of fixed term contracts	Process all requests for extensions of fixed term contracts.	
8.	Underpayments	Adjust any underpayment on behalf of the school.	
9.	Overpayments	Attempt to recover overpayments on behalf of the school which may incur additional cost.	<p>Input all information accurately on to the HR transactional site in accordance with specified payroll deadlines</p> <p>Due to the risk of potential claims (for example, grievance and discrimination) from employees, schools are strongly advised to adhere to our model overpayments policy available on the HR transactional site</p>
10.	Contractual changes	<p>Based on information provided, process and transact accurately all authorised changes to contracts and pay in relation to:</p> <ul style="list-style-type: none"> • change in hours • extension and expiry of fixed term contracts • grade changes • adjustment to salary including pay progression • additional contracts 	<p>Input all information accurately on to the HR transactional site in accordance with the specified payroll deadlines, terms and conditions of employment and relevant policies.</p> <p>In addition, the school must ensure governing body approval is sought where changes to head teacher's pay is requested. Signed and dated governing body minutes are to be retained.</p>
11.	Casual workers	<p>Process the casual worker based on the information input into the system</p> <p>Issue a copy of the letter and the casual worker agreement to the school via email or the employee through ESS</p> <p>Undertake any pre-employment checks including:</p>	<p>Input all information accurately on to the HR transactional site in accordance with specified payroll deadlines terms and conditions of employment and relevant policies.</p> <p>In order to issue a written statement by the first day of employment, schools must ensure that all appointment paperwork for the casual worker is sent to HR Services for Schools one month</p>

Transactional

(applicable only to Gold and Silver HR packages)

		Our responsibilities	Your responsibilities
		<ul style="list-style-type: none"> DBS and right to work checks <p>DBS checks are offered as a supplementary service.</p>	<p>before the appointment start date and two months before the appointment start date for September appointments.</p> <p>Employee to pick up the contract/letter of employment through self-service or via the employer</p> <p>Obtain satisfactory references and complete all pre-employment checks required for the single central record and part 3 of Keeping children safe in education,</p> <p>Ensure that casuals working on a regular basis are reviewed termly and their contractual status updated as necessary.</p>
12.	Employee Self-service (ESS)	<p>Provide access to ESS for all employees where an e-mail address has been provided</p> <p>Provide training guides and support to facilitate the use of ESS</p>	<p>Provide us with an e-mail address for ALL employees</p> <p>Advise employees of the requirement to create an ESS account</p> <p>Ensure employees take responsibility for updating personal details, to include but not exclusive to, bank details, next of kin details and personal data</p> <p>Ensure ALL employees are aware that they need to use ESS to access their employment related documents e.g., contracts, contract changes and letters related to their employment, electronic payslips, and year end documentation</p>
13.	My appraisal and performance management support staff	<p>Ensure that eligible employees are paid increments in accordance with the school/academy's performance management scheme.</p>	<p>Ensure all necessary information in relation to outcomes is provided to HR in accordance with specified payroll deadlines.</p>
14.	Calculation and payment of all occupational and statutory sick pay	<p>Calculation and payment of occupational and statutory sick pay entitlements to all staff, HR will undertake salary adjustments where necessary.</p> <p>HR will alert schools/academies where incorrect entries have been made onto the HR transactional</p>	<p>Ensure all absence is input accurately onto the HR transactional site, in accordance with specified monthly payroll deadlines.</p> <p>Where available access the appropriate entitlement calculators to obtain relevant salary information to view changes and reductions in entitlement.</p>

Transactional		(applicable only to Gold and Silver HR packages)	
		Our responsibilities	Your responsibilities
		site, and when staff are due to exhaust their sick pay entitlements.	Issue the appropriate letters to notify staff of when they are due to exhaust their sick pay entitlements.
15.	Salary payment requests	<p>Requests for manual payments or the processing of late request for payment of salary will be made at the discretion of the Payroll function and will only be provided where an employee faces financial hardship. They will not be provided for non-payment of additional hours, overtime or for allowances where the employee is in receipt of their basic salary.</p> <p>Where payment is missed because of an error made by the school/academy, late payment will only be arranged in exceptional circumstances and HR will charge a fee for each late payment request.</p>	To request such payment in discussion with the employee and your HR officer.
16.	Requests for details of earnings	Provide details of employee's earnings to third parties provided written authority is received from the employee to release such information, via the school.	Ensure any requests for employment and earnings information is sent to HR, along with written consent form the employee as soon as possible, and within 5 days of receipt of any such request from a third party.
17.	Technical helpdesk	To assist with technical issues and queries relating to use of Oracle and our website.	Ensure that appropriate IT infrastructure is available to allow for From Raiser, Form Authoriser and Employee Self Service access.
Absence			
18.	Absence recording	<p>Calculation and payment of all authorised and unauthorised leave of absence. HR will undertake salary adjustments where necessary.</p> <p>HR will alert schools where incorrect entries have been made onto the HR transactional site.</p>	<p>Ensure that all absence, including authorised and unauthorised absence, is input accurately onto the HR transactional site in accordance with specified monthly payroll deadlines.</p> <p>Where available access the appropriate entitlement calculators to obtain relevant salary information.</p>

Transactional

(applicable only to Gold and Silver HR packages)

		Our responsibilities	Your responsibilities
19.	Maternity, Paternity adoption and Shared Parental Leave	<p>Calculation and payment of maternity, paternity, adoption or shared parental leave and pay in line with national and local conditions of service.</p> <p>HR will issue a letter to the employee notifying them of their occupational and statutory entitlements.</p>	<p>Ensure that maternity, paternity, adoption and shared parental leave notifications are input accurately onto the HR transactional site.</p> <p>Where available access the appropriate entitlement calculators to obtain relevant salary information.</p>
20.	Industrial injury – support staff only	Process claims for industrial injury on behalf of the school.	<p>Provide all relevant information needed to process the claim.</p> <p>Meet the costs of:</p> <ul style="list-style-type: none"> any medical examinations required charges for access to medical information any subsequent claim
21.	Teachers accident scheme	Process any claims for accident pay on behalf of the school.	<p>Provide all relevant information needed to process the claim.</p> <p>Meet the costs of:</p> <ul style="list-style-type: none"> any medical examinations required charges for access to medical information any subsequent claim
22.	Road traffic collisions	Ensure third party liability letters are issued to employees involved in a road traffic collision.	Input the correct absence detail through the HR transactional site as required by specified payroll deadlines, indicating that the absence is as a result of a RTC.
23.	Strike action	Publish communications on the HR transactional site in relation to known industrial action and process relevant salary deductions based on instructions provided.	Ensure the relevant entry is made on the HR transactional site indicating absence due to industrial action.
Recording and reporting			
24.	School workforce census (SWF)	Submit the school workforce census, based on information provided and entered on to the transactional site on behalf of your school via the DFE submission service.	<p>Secondary schools will need to upload their curriculum data onto collect, by the given deadline.</p> <p>Information and data required for the submission to be provided by the given deadline.</p>

Transactional		(applicable only to Gold and Silver HR packages)	
		Our responsibilities	Your responsibilities
		Liaise with DFE regarding submission.	
25.	Gender pay gap	Where the school headcount is 250 or more employees on the relevant date of each year, we will provide data for your gender pay gap report and provide guidance and support in the preparation of this data for publication.	Publication of the data and any narrative to be issued alongside it.
26.	Personal records	The service does not retain personal files on behalf of the school/academy	<p>The school must retain the following employee records in accordance with Data Protection legislation and GDPR:</p> <ul style="list-style-type: none"> • MAT B1 forms • performance management record • references • Any pre-employment checks including right to work documents • medical information • return to work interviews • fit notes • disciplinary records • capability records • grievance records • leave requests • banked hours forms • address changes • personal info changes • recruitment paperwork including application forms <p>The employee must provide timely updates in relation to any changes to their personal details via Self-service or through the employer as appropriate</p>
Leavers			
27.	Leavers (resignations)	Process resignations and provide letters confirming termination of employment within 14 days of being notified that an employee is leaving.	Input all information accurately on to the HR transactional site in accordance with the specified payroll deadlines.
28.	Leavers (retirements, early retirements, phased retirements)	<p>Send out letters confirming retirement.</p> <p>For applications for flexible retirement relating to support staff –</p>	<p>Input all information accurately on to the HR transactional site in accordance with the specified payroll deadlines.</p> <p>Follow the procedure defined on the HR transactional site for applications for</p>

Transactional		(applicable only to Gold and Silver HR packages)	
		Our responsibilities	Your responsibilities
		HR will notify the school when the application is agreed or declined.	voluntary early retirement, flexible retirement and retirement arising from redundancy.
29.	Ill health retirement	Work in collaboration with ER (or the school's legal advisers) to process any ill health retirements.	Take advice from ER (or the school's legal advisers), where the school wishes to process ill health retirement for an employee.
30.	Retirement gifts (non-cheque book and external payments account (EPA) schools only)	<p>For those employees eligible for a retirement gift, HR will write to the employee with details of the maximum value of the gift and how to reclaim the cost of the retirement gifts.</p> <p>Upon receipt of a valid receipt or receipts, HR will arrange to reimburse the employee.</p>	<p>Notify HR when an employee retires by inputting all information accurately on to the HR transactional site in accordance with specified payroll deadlines.</p> <p>Cheque book and academy schools will be required to reimburse retirement gifts directly. HR cannot arrange these payments.</p>
31.	Dismissals	Process dismissals and provide letters confirming termination of employment within 14 days of being notified an employee is leaving and liaise with ER (or the school's legal advisers) to issue the letter in the case of dismissal for disciplinary reasons.	<p>Input all necessary information accurately into the HR transactional site in accordance with the specified payroll deadlines.</p> <p>Community schools, community special schools, voluntary controlled schools, maintained nursery schools, pupil referral unit - if your school does not purchase the employee relations service from the authority you must still notify the employee relations team in advance of the possibility of dismissal so that the authority may exercise its statutory right to attend all hearings.</p>
32.	Settlement agreements	Process any payments agreed between schools and ER (or the school's legal advisers) in relation to settlement agreements, once the document has been checked and approved by BCC legal team.	<p>Seek advice from ER (or the school's legal advisers), before agreeing any settlement agreement.</p> <p>Community schools, community special schools, voluntary controlled schools, maintained nursery schools and pupil referral units who do not purchase their ER services from HR Services for Schools will need all settlement agreements scrutinised by the LA before agreement of the document and payment.</p> <p>Allow sufficient time to obtain legal advice and reflect this in the date of agreement. Provide a minimum of 14 days turnaround for BCC Legal advice.</p>

Transactional

(applicable only to Gold and Silver HR packages)

		Our responsibilities	Your responsibilities
33.	Redundancy	<p>Work in collaboration with ER (or the school's legal advisers) to calculate redundancy payments and process these for payment.</p> <p>In accordance with s.37 of the Education Act 2002 the cost of redundancy payments in maintained schools will be charged to 'schools budget' if the authority has good reason to do so.</p> <p>Once a redundancy position is confirmed, redundancy figures will be checked prior to issue.</p>	<p>Seek advice from ER (or the school's legal advisers), where restructures may result in redundancy.</p> <p>Notify the authority of proposals for redundancy so that the authority may exercise its right to be present at all relevant proceedings.</p> <p>Where available access the appropriate entitlement calculators to obtain relevant information and individual calculations.</p>
Miscellaneous			
34.	Data security	To provide data security for your online transactions using our transactional site.	It is recommended that you use Microsoft Edge as your web browser for Oracle.
35.	Pensions	<p>Liaison with BCC payroll to ensure adjustments are made based on instructions provided, to pension records regarding:</p> <ul style="list-style-type: none"> • pay awards • salary increments • performance management • salary variations • strike action • sickness • maternity • adoption • part time elections • change of hours • elected further employment • monthly data collection 	No further action is required by the school on the understanding that all initial transactions have been undertaken accurately by the form raiser and form authoriser in accordance with specified monthly payroll deadlines.

Human Resources

Advice and Guidance			
		Our responsibilities	Your responsibilities
1.	Appointments	Undertake salary assessments and calculations, based on information provided.	Provide full and accurate information regarding appointment details and employment history.
2.	Pay and Conditions	<p>To provide advice and guidance in relation to</p> <ul style="list-style-type: none"> • Salaries • Allowances • Overtime and additional hours • Extension of fixed term contracts • Underpayments • Overpayments • Contractual changes 	Provide full and accurate information pertaining to the query
3.	Performance management (PM)	<p>To provide advice and guidance relating to head teachers, principals, teachers or support staff not meeting the necessary professional standards.</p> <p>Provide advice and guidance in line with the PM scheme and pay progression framework for support staff and the appraisal regulations for teachers adopted by the school.</p>	<p>To provide employee evidence and support throughout the process.</p> <p>Ensure monitoring arrangements are in line with ER advice and policies and procedures adopted by the school.</p> <p>Advise the HR officer of salary implications of performance management outcomes.</p>
4.	School Teachers pay and conditions document	<p>Provide associated advice and guidance to ensure compliance.</p> <p>Consult with Trade unions and provide a model Pay Policy template.</p>	Provide full and accurate information pertaining to the query
5.	Support Staff, LGA, Green Book terms and conditions	Provide associated advice and guidance to ensure compliance.	Provide full and accurate information pertaining to the query
6.	Leavers	<p>To provide advice and guidance in relation to</p> <ul style="list-style-type: none"> • Resignations • Retirement • Retirement gifts <p>Provide redundancy calculations where requested and appropriate information is provided</p>	Provide full and accurate information pertaining to the query

7.	Absence	<p>To provide advice and guidance in relation to</p> <ul style="list-style-type: none"> • Maternity leave • Paternity leave • Adoption leave • Shared Parental Leave • Statutory and occupational Sickness absence • Support Staff Industrial Injury • Teachers' accident scheme • Strike action <p>Provide relevant communication relating to strike action</p>	Provide full and accurate information pertaining to the query
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Employee relations

Our responsibilities		Your responsibilities
ADVICE AND GUIDANCE		
1.	HR policies and procedures	Provide solution-focussed advice on the interpretation of relevant policies and procedures, employment legislation and best practice.
2.	Updating HR policy and procedures	To ensure the governing board has adopted all recommended BCC policies and procedures. To adhere to the ER officer advice in line with the policies and procedures adopted by the governors.
	<p>To consult on model policies and procedures with the trade unions to ensure they are available to BCC Community schools, Voluntary Controlled and LA Maintained Nurseries as a statutory responsibility.</p> <p>All Foundation, Voluntary Aided, Academies and Free schools will have access to policies and procedures if they purchase Schools ER service.</p> <p>To ensure that the relevant policies and procedures are streamlined, comply with employment law, education regulations and the effective and early resolution of staffing matters.</p> <p>To assist with consulting on changes to policies at individual school and level where required.</p> <p>Foundation, Voluntary Aided, Academies and Free schools will incur a cost for any policy changes and subsequent consultation with Trade Unions.</p>	<p>To adopt and adhere to the relevant policies and procedures and ensure that they are available to managers and all employees as necessary. A copy of key HR policies should be left in the staff room or made available electronically, so all employees have access to them.</p>
Conflict management		
3.	Disciplinary, grievance and dignity at work conflict management	<p>Provide advice and guidance to head teachers and principals, their senior leadership team (SLT), and governors in relation to dispute resolution, investigations and hearings where requested, progressing this to legal/counsel</p> <p>To seek advice and guidance from your ER officer or the initial response team on incidents or issues that may result in disciplinary action, grievance, bullying and harassment or grievance being raised against the manager or employee.</p>

		Our responsibilities	Your responsibilities
		opinion for litigation work as necessary.	
4.	ER consultancy advice and guidance on all matters relating to dispute resolution	<p>Provide clear advice to schools on where further advice and guidance can be sought, such as the HR transactional site, and links to:</p> <ul style="list-style-type: none"> • articles • legislation • policies • procedures • best practice <p>Where schools purchase the ER service, they will also receive:</p> <ul style="list-style-type: none"> • template letters • guidance documents 	Where a full investigation is required it will be undertaken promptly seeking advice from ER as necessary on policies, procedures, employment law, education regulations, national and local conditions of service.
5.	Mediation, return to work strategies and exit negotiations	Provide ER consultancy advice and guidance on all casework including referrals for mediation, negotiating exit arrangements, facilitating employee support programmes and prompt return to work strategies.	Seek advice from ER prior to suspension, investigations, special leave and negotiating settlements. Provide time off for staff to participate in mediation.
6.	Attendance at meetings and hearings	<p>Where required and in accordance with the procedures, attend meetings between the employee, their representative and head teacher or principal at the school, other venue or via a virtual platform.</p> <p>A separate hourly rate may apply depending on the level of service purchased.</p>	<p>Ensure disciplinary, grievance investigations, meetings and hearings are carried out within specified policy and procedural deadlines</p> <p>Ensure the appropriate governor committees are set up including appeals. Arrange for a clerk to minute any formal hearing. Ensure all appropriate HR policies and procedures have been ratified and adopted by governors.</p>
7.	Liaise with BCC legal services in relation to judicial mediation, litigation matters including employment tribunal defence and risk management	<p>Support BCC legal services in providing advice, support and assistance with responding to court and employment tribunal cases with a view to successful resolution or settlement including:</p> <ul style="list-style-type: none"> • provision of a suitable defence • attendance as a witness • preparing legal bundles • negotiating settlements • attending judicial mediations • providing advice to the school 	<p>Provide HR and BCC legal services with all relevant paperwork and evidence and ensure that it is maintained for audit purposes.</p> <p>Provide access to all relevant witnesses in support of such court and tribunal cases.</p> <p>To obtain separate legal advice and/or counsel opinion as required for representation at employment tribunals and court proceedings.</p> <p>Where you have sought advice from an alternative ER/HR/Legal provider whilst purchasing the schools ER Service or where BCC is the overall employer, please note BCC have the authority to withdraw their legal services which may</p>

Our responsibilities			Your responsibilities
			include indemnity against any potential claims. Therefore, it is strongly advised you are assured in writing by your alternative ER/HR/Legal provider that they will indemnify you against any potential claims and/or associated costs.
Absence management			
8.	Attendance management and leave of absence meetings	<p>Provide advice, support and guidance on relevant policies and procedures in the pro-active management of attendance matters including identifying absence trends, reviewing staff attendance data, managing long and short-term sickness issues and agreeing a plan of management action.</p> <p>To interpret the leave of absence scheme adopted by the school. (This is a condition of service in BCC schools.)</p>	<p>To advise ER of any issues with teaching and support staff attendance.</p> <p>To utilise the employee absence data via the HR transactional site. To discuss and review staff absence with the appropriate governors committee.</p> <p>Ensure staff understand the basis of leave of absence entitlements and where there is discretion to grant such leave.</p>
9.	Occupational health referrals, appointments and medical reports	<p>Provide a choice of preferred occupational health providers. Ensure all staff attendance matters and referrals are managed in line with the relevant policies and procedures, and with full consideration of the impact on the school, other staff and the employee.</p> <p>Support with occupational health referrals and interpretation of medical reports including advice on the implementation of any medical advice.</p>	<p>Ensure a Managing Attendance Policy is ratified and adopted by governors and raise awareness of this with staff.</p> <p>Ensure that all staff are aware of the relevant policies and expectations including a clear system for reporting staff absence.</p> <p>Ensure all staff absence is recorded on the HR transactional site.</p> <p>Keep in regular contact with the employee and liaise with occupational health for management discussions around specific cases.</p> <p>To consider and implement where applicable, all medical advice received following an occupational health referral.</p>
Restructure and redundancy			
10.	Restructure and redundancy	To provide advice and support on the process of restructuring, discussing alternative staffing	Seek advice and guidance from the ER officer on issues likely to result in a reduction in staffing levels or changes to staff terms and conditions, or

		Our responsibilities	Your responsibilities
		<p>solutions, outplacement support and consultation obligations.</p> <p>Defining a clear process in line with appropriate policy and procedures and to ensure positive outcomes for pupils.</p>	<p>dismissals so that the authority can exercise its statutory right to give advice.</p>
11.	Attendance at restructuring and redundancy meetings or hearings	<p>To attend relevant consultative meetings and hearings with the school, trade unions and staff if required and ensure that the appropriate template paperwork is available.</p> <p>An additional charge will be levied on schools depending on the level of service purchased.</p>	<p>To inform the ER officer of the dates of relevant meetings and hearings so technical advice can be arranged and ensure the ER officer is in receipt of all hearing paperwork in advance of the hearing taking place.</p>
12.	Redundancy, pension illustrations and facilitating career transition support for staff facing redundancy	<p>Advise the school to obtain the necessary redundancy pension figures. Refer the school to appropriate career transition support providers.</p> <p>Teachers must now obtain their own pension estimates.</p>	<p>To provide the HR officer with relevant employee information to ensure redundancy payments are accurate and access to pension provisions is timely.</p>
13.	Termination of employee contracts	<p>Ensure the HR officer is advised of any termination of contract arising from negotiations or the outcome of litigation and employee exit arrangements.</p>	<p>To ensure the HR transactional site is updated accordingly. To undertake any exit staff arrangements in line with professional advice issued to the school.</p>
14.	Payment of redundancy and pension entitlements	<p>Ensure the HR officer is advised of any termination of contract arising from such procedures.</p>	<p>To ensure that the relevant paperwork is available to process statutory and other entitlements.</p>
MISCELLANEOUS			
15.	Changes to school's status including academy, trust, foundation and other conversions	<p>Community and voluntary controlled schools only - Take a lead role for the LA for TUPE arrangements including conducting the TUPE consultation with all staff involved whilst working alongside the head teacher, principal, SLT and governors throughout the process.</p> <p>All other schools – provide professional support and advice as required.</p>	<p>Validate the staffing and employee liability information to ensure it is accurate at the point of transfer. This must be attached to the commercial transfer agreement and ensure invitations to the unions and staff associations to attend a facilitated TUPE consultation meeting.</p>

		Our responsibilities	Your responsibilities
		<p>Liaising with sponsors as appropriate and assisting with the various forms required by TUPE.</p> <p>Drafting of various items of TUPE information and provision of a current school staffing establishment list to ensure that the transfer is achieved as per the target date.</p> <p>In future there may be an additional LA charge for some academy conversions including HR support. This will be implemented following discussion with individual head teachers, governors and sponsors.</p>	
16.	Risk management	Identify any areas of risk that may lead to adverse claims against the head teacher, principal or governors and the LA, following a restructure or redundancy process.	Explore and identify alternative staffing solutions and redeployment opportunities to militate against a redundancy situation.

Miscellaneous

1.	Complaints	HR Services for Schools will acknowledge and investigate any complaint within 5 working days of receipt.	Schools to submit any complaint via email to schoolshrcommunications@Birmingham.gov.uk
2.	Termination of the Schools HR service	<p>Terminate all employee records and access to the HR transactional site on the day the service provision is to cease.</p> <p>Where the required notice period is not given a charge will be raised.</p> <p>Charges will be incurred for the 6 month notice period stipulated or the remainder of the contract.</p>	Give Schools HR the required 6 months' notice period to terminate the HR service.
3.	Data protection and the General Data Protection Regulation (GDPR)	Ensure that any paperwork relating to employees is retained in line with the Data Protection Act (DPA) and General Data Protection Regulations (GDPR).	Ensure all employee data including notes and paperwork associated with investigations, hearings and appeals are maintained at school level in line with the DPA and available for a court or employment tribunal.

Appendix A

Charges for pay as you go services 1 April 24 to 31 March 25

Service	Detail	2024/25
DBS Clearances	Enhanced	£53
	Standard	£33
	Volunteer	£15
Advertisement Service	One publication & upload to BCC website	
	For Gold or Silver customers	£86
	As a stand alone Service	£225
	Upload of support documents to BCC website e.g. application form, job description etc	£20
	Upload to wmjobs.co.uk	£20
	Promotion on social media – X (Twitter) and LinkedIn	£20
	Requests for inclusion in other media will be invoiced at additional cost to the academy	Price on application
Senior Appointments	Head or deputy head teacher	£1500
	Readvert	£624
Single Central Record (SCR)	Audit	£230
	Review of your current SCR for Ofsted and audit compliance	
	Introduction to the SCR sessions	
	For Gold or Silver customers	£30
	As a stand alone Service	£50
Post box service	Service, including process of forms received	£67
Post box plus	In addition to above reference chasing, shortlisting grids and interview paperwork, interview invites and regret letters to unsuccessful candidates	£249

Early Career Teacher (ECT) Recruitment - Enhanced ECT advertising package	For Gold or Silver customers	£146
	As a stand alone service	£285
Salary Statements	Production of Salary Statements following the completion of annual pay progression:	
	Teaching Staff	Band 1 – 5 £260
	Support Staff	Band 6 – 11 £300
Form Raiser Activity	An activity log will be created by the officer allocated to be your form raiser and time spent of these activities will be logged. Charges will be at an hourly rate and overall calculations will be rounded to 15 minutes	£64 per hour
Workplace Mediation	Informal conflict resolution between colleague or teams. Package includes 2 individual exploratory meetings (upto 3 hours per meeting) 1 Joint mediation session (upto 6 hours)	£1,500 per package
Sponsorship management	Sponsorship of workers from outside the UK and Ireland	£549 per sponsorship administered + £199 fee payable to UK visa and immigration (where applicable) + Immigration skills charge
Letter Writing	Charges are per letter	£35
	Where the circumstances are more complex and letters take more than 30 minute to produce	£64
Independent Investigations		Price on application

Employee Relations Training	Courses on a full range of employment law and employee management subjects.	Available on publication of course
Employee Relations Consultancy Services	<p>Where a client choses not to purchase the full Gold Package, it is possible to purchase consultancy advice for defined periods/projects.</p> <p>Consultancy can be purchased on a a daily or hourly rate basis, with charges based upon the skill of the consultant and complexity of the requirement.</p> <p>Each request will be discussed with you, and a price/duration determined prior to work commencing. However as a guide, the following types of work/cost could be applied.</p> <p>1)Strategic workforce planning and development. Complex case work</p> <p>2)Consultancy advice on aspects of employment law, employee cases, restructures etc</p>	<p>£682 per day/£116 per hour</p> <p>£624 per day/£92 per hour</p>
Return to work meetings	<p>Meetings will be be charged on the basis that;</p> <p>Standard Return to work meeting will be no more than 30 mins and conducted by a HR Officer</p>	£35 per meeting
Occupational Health Referrals	Charges are per Occupational Health referral on the basis that the production will take no longer than one hour.	£64

Appendix D – Exemplar Cost Comparison (Representative School of 100 Employees)

For the basis of comparison, each of the options under discussion has been costed for an exemplar school of 100 employees. This exercise has been conducted with a range of suppliers to provide an idea of the market and benchmark costs between options. The costs below have been established by figures provided at the early market engagement event or in published fees and charges for each of the commercial providers.

It should be noted that some suppliers suggested that there may be opportunity for discounted pricing where a large number of schools were transferring to the service. Any additional fees and charges associated with the provision of HR and Payroll & Pensions provision would be agreed with the end-to-end supplier. For example, suppliers may choose to charge for express BACS payments or HR advice above a specified limit included in the contract. Schools should examine bids carefully to understand what services are included in their subscriptions and how these compare with the services they have been historically provided by BCC.

An indicative 10% increase has been applied to BCC subscription charges, but should Option 2 or Option 3 be progressed, a full fee review would be required to ensure full cost recovery.

	Option 2- BCC Hosted Solution Estimate	Option 3 – Supplier 1	Option 3 – Supplier 2	Option 3 – Supplier 3
Cost of Schools HR Subscription (Gold - 2024/25 fees+10%)	11,241.38	11,241.38	11,241.38	11,241.38
Cost of BCC Payroll & Pensions Subscription (2024/25 fees+10%)	10,935	10,935	10,935	10,935
System Running/Subscription Costs	6,991.01	9,780	5,052	14,260
System Implementation Costs	2,000*	1,500	2,387	1,426
Total cost to schools per annum	31,167.39	33,456.50	29,615.48	37,862.48
	*Annually, not a one-off cost			
	Option 4 – Supplier 4	Option 4 – Supplier 5	Option 4 – Supplier 6	Cost of Current BCC Subscription
Payroll and Pensions Subscription	4,500	4,920	5,940	9,941
HR Subscription	6,000	3,300	8,500	10,219.44
System Running Costs	N/A	N/A	N/A	Not charged
System Implementation Costs	798	500	2,295	Not charged
Total costs to schools per annum	11,298	8,720	16,735	20,106.44

Appendix E – Early Market Engagement Event Findings

Background

- i. Five suppliers attended the early market engagement event – EPM, TES (EduPay), Services 4 Schools, MHR (iTrent), Supporting Education Group.
- ii. Two suppliers presented on a cloud hosted system only solution (to inform Option 3) and three suppliers presented on an end-to-end solution (to inform Option 4).
- iii. These suppliers were selected to represent a broad range of the market and give the most insight about the options available.

Market Provision

- i. It has been established that there are providers in the commercial market who would be interested in the delivery of either Option 3 or Option 4.
- ii. There is strong appetite from providers to take advantage of any change in provision by BCC.
- iii. Some suppliers have begun contacting BCC schools and demonstrating solutions ahead of a decision being made by BCC on the route forwards.
- iv. Education specific HR and Payroll services exist and are well established. These services accommodate the nuances of school pay and conditions, including staff holding multiple posts, the use of spine points, compliance with green and burgundy books etc.
- v. Different suppliers may be more appropriate for different school types. Some suppliers have more focus on large MATs, while others are geared towards smaller schools.

Payroll & Pensions

- i. There is a robust and competitive market for the provision of payroll services within the education sector.
- ii. There are solutions tailored to the specific challenges faced within the education sector, including employees holding multiple posts, term time only working and spine points.
- iii. Option 4 would result in an increase in school level responsibility for payroll, including checking the payroll before authorising.
- iv. Costs are commonly per payslip per month and appear competitive when compared with BCC charges.
- v. There may be additional charges above a basic bureau package for some services, such as emergency payments.
- vi. As payroll providers issue pay from the schools' bank account, Option 4 would require schools to become chequebook.
- vii. The provision of pensions services cannot be fully devolved, with BCC retaining a responsibility in the process.

HR

- i. There are several cloud hosted systems available on the commercial market. These systems allow for customisation in the form of purchasing additional modules to add functionality.
- ii. These platforms allow for employees to self-serve on a range of HR basics such as updating personal information or claiming overtime.
- iii. End-to-end solutions are available from a range of suppliers. These function in a similar subscription model to the current Schools HR services.
- iv. Some suppliers may place limits on certain activities, such as number of hours of meeting support etc. It should be noted that this would be a change for schools and is not how Schools HR currently operate.

Financial Services

- i. There is provision of Financial Services to schools, often in the form of day-rate consultancy, which would not mirror the model delivered by Schools Financial Services but may give schools access to support and guidance as required.

- ii. For some schools this would be more cost effective and deliver the ad-hoc support they need.
- iii. Other schools are more reliant on the Local Authority and may struggle to receive the dedicated support they have become accustomed to if directed to the commercial market.

System

- i. It has been established that either Option 3 or 4 could be technically supported by the commercial market, with providers available to provide a cloud hosted HR and payroll system.
- ii. There are likely to be suppliers who could meet BCC's data transfer and security requirements for either Option 3 or Option 4.
- iii. There are implementation costs to be factored in for the majority of suppliers. These vary in scale significantly.

Legal Compliance

- i. All providers stated that they were able to maintain compliance with all relevant data protection and HR requirements.
- ii. The relationship between BCC and any end-to-end supplier would be essential to ensure schools were compliant with BCC policies and BCC was able to assure its compliance with all of BCC's statutory duties.

Appendix F - High Level Implementation Timeline

Month	Wk	Governance	School dates	Conversion to chequebook	Business Change	Procurement	Offboarding	Dummy payruns				People	Communications	Closedown
September	36	Commissioner Briefing	Autumn term starts			Engagement with Buying for Schools Team							Conversion to chequebook comms sent to	
	37													
	38	CLT			Definition of charges and critical mass for academies							TU informal update	Colleague briefing	
	39	Steering Group			Design of 2025/26 SLA for HR, Payroll and SFS		Confirmation of data retention						School briefing	
October	40				Review of SFS fees, structure and critical mass	Buying for Schools Team webinars for schools	Agreement on legal requirements							
	41					Start of School Procurement Process						Business Case to TUs		
	42	Cabinet				Requirements gathering	Template confirmation					Section 188 Meeting /Directorate TU		
	43	Steering Group											Monthly staff drop in	
	44		Half Term			EOI issued						Priority mover registration to be offered		
November	45			Batch 1 conversion to chequebook			Confirmation all relevant documentation							
	46				Sign off of SLAs		Collation of BCC Policies, Procedures,						Monthly staff drop in	ChqBook Batch 1 lessons learned
	47					Bid document creation						Consultation with staff on selection process		
	48	Steering Group												

Appendix F - High Level Implementation Timeline

Month	Wk	Governance	School dates	Conversion to chequebook	Business Change	Procurement	Offboarding	Dummy payruns				People	Communications	Closedown
December	49				Issue 2025/26 SLAs								Monthly staff drop in	
	50					Design evaluation criteria								
	51		Autumn Term Ends											
	52													
January	1			Batch 2 conversion to chequebook								Ring fencing and Selection processes to be agreed with TU		
	2		Spring Term Starts			ITT	Supplier engagement on data					Consolidation of consultation changes	Monthly staff drop in	ChqBook Batch 2 lessons learned
	3				Process mapping as-is processes compliance and audit							Open up VR trawl with agreement of TUs		
	4	Steering Group												
	5					Evaluation								
February	6				Supplier engagement on compliance and audit processes							Advise those whose VR has been agreed	Monthly staff drop in	
	7													

Appendix F - High Level Implementation Timeline

Month	Wk	Governance	School dates	Conversion to chequebook	Business Change	Procurement	Offboarding	Dummy payruns				People	Communications	Closedown
y	8		Half Term			Standstill	Batch 1 data export					Selection - Wave 1 (GR7 posts)		
	9	Steering Group					Batch 1 - school data check					Selection - Wave 2 (GR6 posts)		
M a r c h	10					Contract award						Selection - Wave 3 (GR5 posts)	Monthly staff drop in	
	11						Batch 1 data confirmed to supplier					Selection - Wave 4 (GR4 posts)/ Go/no go - SFS		
	12					Supplier(s) in place	Batch 2 data export					Selection - Wave 5 (GR3 posts)		
	13	Steering Group			Process mapping to-be processes compliance and		Batch 2 - school data check					Selection - Wave 6 (GR2 posts)		
A p r i l	14			All Schools to Chequebook									Monthly staff drop in	
	15		Spring Term Ends				Batch 2 data confirmed to supplier	Batch 1 - Dummy Payroll 1				Outcome from selection meetings with		
	16													
	17	Steering Group					Batch 3 data export					Phased assimilation/ migration into		
	18		Summer Term Starts				Batch 3 - school data check							
M a y	19					Deadline for all suppliers to be confirmed		Batch 1 - Dummy Payroll 2	Batch 2 - Dummy Payroll 1				Monthly staff drop in	
	20						Batch 3 data confirmed to supplier							

Appendix F - High Level Implementation Timeline

Month	Wk	Governance	School dates	Conversion to chequebook	Business Change	Procurement	Offboarding	Dummy payruns				People	Communications	Closedown
	21						Batch 4 data export							
	22	Steering Group	Half Term				Batch 4 - school data check							
J u n e	23												Monthly staff drop in	
	24						Batch 4 data confirmed to supplier	Batch 1 - Solution Live	Batch 2 - Dummy Payroll 2	Batch 3 - Dummy Payroll 1		Phased assimilation/ migration into		
	25													
	26	Steering Group												Batch 1 lessons learned
J u l y	27			Contingency batch conversion to									Monthly staff drop in	
	28								Batch 2 - Solution Live	Batch 3 - Dummy Payroll 2	Batch 4 - Dummy Payroll 1			
	29		Summer Term Ends											Batch 2 lessons learned
	30	Steering Group												
	31				Trial and review of to be processess									
A u g u s t	32												Monthly staff drop in	
	33									Batch 2 - Solution Live	Batch 4 - Dummy Payroll 2	Phased assimilation/ migration into		

Appendix F - High Level Implementation Timeline

Month	Wk	Governance	School dates	Conversion to chequebook	Business Change	Procurement	Offboarding	Dummy payruns				People	Communications	Closedown
	34													Batch 3 lessons learned
	35	Steering Group												
S e p t e m b e r	36		Autumn Term Starts										Monthly staff drop in	
	37										Batch 4 - Solution Live			
	38										All schools on new			Batch 4 lessons learned
	39	Close Oracle for Schools										All staff in new positions		
O c t o b e r	40													
	41													
	42	Steering Group												
	43													Lessons learned
	44													Steering group closeout acceptance

Environment and Sustainability Assessment

Project Title: ALTERNATIVE SOLUTION FOR SCHOOLS HR, PAYROLL AND FINANCE BUSINESS CASE				
Department: Corporate Services	Team: People Services		Person Responsible for assessment: Catherine Taylor-Ludolf	
Date of assessment: 20/09/2024		Is it a new or existing proposal?: New		
Brief description of the proposal: BCC will cease to offer HR, Payroll and Pensions as a traded service, instead retaining staff to provide an audit and compliance function in line with its statutory duties.				
Potential impacts of the policy/development decision/procedure/ on:	Positive Impact	Negative Impact	No Specific Impact	What will the impact be? If the impact is negative, how can it be mitigated, what action will be taken?
Natural Resources- Impact on natural resources including water, soil, air			X	
Energy use and CO ₂ emissions			X	
Impact on local green and open spaces and biodiversity			X	
Use of sustainable products and equipment			X	
Minimising waste			X	
Council plan: A Bold Green Birmingham			X	
Overall conclusion on the environmental and	No impact on the environmental and sustainability			

sustainability impacts of the proposal	
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If you require assistance in completing this assessment, then please contact: ESAGuidance@birmingham.gov.uk

Birmingham City Council



Report to Cabinet

15th October 2024

Title:	HOUSING REPAIRS, MAINTENANCE AND INVESTMENT 2026
Lead Member:	Councillor Jayne Francis, Cabinet Member for Housing and Homelessness
Relevant Overview and Scrutiny Committee:	Homes Overview and Scrutiny Committee
Has this report been shared with the relevant Overview and Scrutiny Committee Chair?	Yes
Report Author:	Wayne Davies, Service Director Asset Management City Housing Email: wayne.davies@birmingham.gov.uk Phone Number 07483 431341
Authorised by:	Paul Langford, Strategic Director City Housing
Is this a Key Decision?	Yes Forward Plan Reference: 013246/2024
Reason(s) why not included on the Forward Plan and confirm who has authorised it to be considered:	Not Applicable
Is this a Late Report?	No
Reason(s) why Late and confirm who has authorised it to be considered:	Not Applicable
Is this decision eligible for 'call in?'	Yes
If 'call-in' has been dis-applied, please provide reason(s) and confirm who has authorised:	Not Applicable
Wards:	All Wards

Does this report contain exempt or confidential information? Yes

Exempt Information

Exempt Appendix 1 is exempt from disclosure by virtue of the following Paragraphs of schedule 12A to the Local Government Act, 1972 as amended:

3. Information relating to the financial or business affairs of a particular person (including the authority holding that information).

Has this decision been included on the Notification of Intention to consider Matters in Private? Yes

Reasons why not included on the Notification and confirm who has authorised it to be considered: Not Applicable

1 EXECUTIVE SUMMARY

- 1.1 This report seeks to set out the Council's plan and approach in commissioning services to secure contracts to deliver its housing repairs and maintenance, capital improvement programme and major refurbishment and retrofit projects.
- 1.2 Nationally the sector is experiencing considerable challenges regarding increased customer expectations and complaints, service delivery and financial affordability. Notably the regulatory standards and increasing awareness and scrutiny are placing additional obligations on social housing landlords which must be met. One area where this is manifesting itself is in higher demand for repairs, increasing backlogs in some landlord organisations, all of which place additional pressure on the capacity of the supply chain to respond and meet these challenges.
- 1.3 Commissioning these services:
- is a vital component in City Housing Directorate's overarching recovery plan and will significantly aid the organisation in delivering on the expectations of the Regulator of Social Housing and Housing Ombudsman to improve the quality of resident's homes and improve overall resident satisfaction.
 - seeks to address stock quality through a progressive programme of stock condition surveys to ensure compliance with the Decent Homes Standard which for the city is currently just under 30%.
 - will ensure continued focus on resident and building safety as part of our statutory compliance obligations.
 - takes account of the national landscape and sector pressures described in 1.2.
- 1.4 The report supports delivery of the Housing Strategy 2023-2028. The strategy was launched in January 2023 and one of the three strategic priorities is to ensure 'Neighbourhoods are enhanced, and the quality of existing homes are improved.'
- 1.5 The report also supports the key commitments in the approved Asset Management Strategy which was authorised by Cabinet in January 2024.
- 1.6 The Repairs & Maintenance contracts are the largest contracts that the Council hold and represent key strategic arrangements for the city. To ensure services are delivered effectively for our residents, the re-procurement process will continue to be a corporate priority for all relevant Directorates.
- 1.7 The exempt appendix 1 contains commercially / sensitive / confidential market information in relation to the commercial and procurement strategy of the Council.

2 COMMISSIONERS' REVIEW

- 2.1 This major procurement is a vital component of BCC's plan to deliver much needed improvement in the condition and H & S compliance of housing stock which is currently reported as being 70% non-decent and is a subject to a breach notice from the Regulator of Social Housing. It is also a key element of BCC's Improvement and Recovery Plan and vitally important to BCC's tenants and leaseholders.

This procurement is set in the context across the sector of rising tenants' expectations/demands and ageing stock generating increasing numbers of repairs and complaints. Lessons have been learnt from the previous aborted procurement and the council has significantly improved its approach. The paper reflects both strategic and commercial analysis/thinking ahead of formerly approaching the market. It also is reflected in dividing Birmingham into four areas to create a more attractive / manageable package of work for potential suppliers to bid for and adopting a "supplier framework" approach that will hold several successful suppliers for work to be awarded to. Commissioners expect the contract to contain effective, measurable KPIs to ensure performance achieved and professional contract management is resourced and deployed consistently given the scale of the contracts and the need for continuous drive for value and quality of service.

The adoption of a framework of suppliers should allow the council flexibility and choice of suppliers to use as the contract develops. This will assist both value and quality of service can be maintained. The procurement activity itself must be considered a "project" with associated governance including exit and entry criteria as the procurement moves through its various stages. Commissioners expect strong engagement with the council commercial/procurement unit to ensure the council achieves the very best balance of value and quality of service. The transition to and mobilisation of the new contracts will have to be managed to minimise risk and ensure repairs to tenants and leaseholders are maintained through this change.

Commissioners support this cabinet paper.

3 RECOMMENDATIONS

That Cabinet:

- 3.1 Notes the pre-decision scrutiny undertaken by the Homes Overview and Scrutiny Committee and considers their key points and the response to them.
- 3.2 Approves the commissioning approach in relation to the provision of housing repairs and maintenance, capital improvement programme and major refurbishment and retrofit projects.
- 3.3 Approves the commencement of procurement activity to secure new contracts in relation to these commissioned services subject to prior approval of each procurement strategy.

- 3.4 Approves the commercial and procurement strategy at Appendix 1 and delegates authority to the Strategic Director of City Housing in consultation with the Interim Director Commercial & Procurement (or their delegate), the Interim Director of Finance (Section 151 Officer) (or their delegate), and the Interim City Solicitor & Monitoring Officer (or their delegate) to approve the remaining procurement strategies required.
- 3.5 Delegates authority to the Strategic Director of City Housing in consultation with the Interim Director Commercial & Procurement (or their delegate), the Interim Director of Finance (Section 151 Officer) (or their delegate), and the Interim City Solicitor & Monitoring Officer (or their delegate) to approve the award of contracts.
- 3.6 Delegates authority to the Strategic Director of City Housing in consultation with the Interim Director Commercial & Procurement (or their delegate), the Interim Director of Finance (Section 151 Officer) (or their delegate), and the Interim City Solicitor & Monitoring Officer (or their delegate) to take up the option to extend the contracts subject to budget, satisfactory performance and the achievement of contractual cost and prescribed Key Performance Indicators.
- 3.7 Delegates authority to agree any modifications to the contracts to the Strategic Director of City Housing in consultation with the Interim Director Commercial & Procurement (or their delegate), the Interim Director of Finance (Section 151 Officer) (or their delegate), and the Interim City Solicitor & Monitoring Officer (or their delegate).
- 3.8 Authorises the Interim City Solicitor & Monitoring Officer (or their delegate) to execute and complete all necessary legal documents to give effect to the above recommendations.

4 KEY INFORMATION

Context - Background / Current Position

- 4.1 The current interim contracts for the Provision of Repairs & Maintenance, Gas Servicing and Capital Improvement Works Programmes expire on the 31st of March 2026.
- 4.1.1 The current provision is delivered in four areas of the city through two contracts, as follows:
- North, West and East areas of the city
 - South area of the city
- 4.1.2 These contracts are 'all in', encompassing the following works and services:
- all building trades required to provide a day-to-day repair service, (including 24 hours cover for emergency repairs)
 - repair work to void properties prior to re-letting.
 - repairs relating to damp and mould
 - disrepair and litigation

- cyclical repairs/works and sundry servicing
- building safety and compliance workstreams
- planned maintenance and capital improvement programmes.
- major standalone capital investment projects, including structural, decarbonisation/retrofit works, etc.
- disabled adaptations
- inspection services
- planning supervisor services
- design specification and project management
- work planning and quality control, together with customer relations and the appropriate financial and administrative support
- gas installations, servicing and maintenance including providing an annual gas service to all appliances
- servicing and maintenance of new technologies, e.g. renewable heating, photovoltaic panels etc.

4.1.3 The current interim contracts were awarded following abandonment of the previous procurement in August 2023.

4.1.4 Feedback received from the market in relation to the reasons why some bidders chose to not participate in the previous procurement have been set out below:

- Size and Scale – the opportunity presented to the market previously and the lotting approach was too large for the majority of interested bidders, precluding them from participating and therefore reducing competition.
- Workstreams – as the works and services were all combined, not all interested bidders had the capability to deliver all those workstreams, such as the works identified under major projects/refurbishments.
- Pricing – the Price per Property pricing mechanism was ‘all-inclusive’, with very few exclusions, extraordinarily high-cost caps and no volume protection for Contractors, meaning the price would be fixed for the duration of the Contract, regardless of the increase/decrease in repairs demand and completions, generating ‘risk-pricing’ from the market.
- High risk contract – the form of contract used by the Council was bespoke to its requirements and the balance of risk between the Council and Contractors overly favoured the Council.
- TUPE – there was a perceived concern about the burden of the Local Government Pension Scheme (LGPS) on contractors through the TUPE transfer process.
- Planned programme – lack of certainty in regards volumes and forward planning of the planned programme, completely limiting any opportunities for economies of scale to be built into pricing and contractor delivery arrangements.

- 4.1.5 The council received a breach notice from the Regulator of Social Housing in May 2023 in respect of Consumer Standards and Decent Home. This identified the need for the council to focus on improving decency levels and the amount of investment required to achieve those levels.
- 4.1.6 A Section 114 notice was issued by the Council in September 2023 resulting in an Improvement Recovery Plan (IRP) which was approved in April 2024. Implementing the plan will help the Council achieve the core aims of:
- become financially sustainable
 - a well-run council
 - that delivers good services to citizens
- 4.1.7 One of the priority programmes which will deliver the above is Housing Improvement. Key to achieving the Housing Improvement programme is commissioning works and services which ensure these commitments are at the core of the service, namely:
- value for money
 - high performing with transparent and relevant performance indicators
 - focused on customer outcomes
- 4.1.8 The Asset Management Strategy and HRA Business Plan which were approved by Cabinet in January 2024, outline the long-term plan to achieve decency levels and investment programmes designed to deliver safe, warm and sustainable homes. As a result, the HRA Business Plan is very much geared towards prioritising existing housing stock with projected annual investment levels over the next 8 years of @£200m. This continues the successful acceleration and delivery of our investment programmes in 2023/24 of @£180m, a significant increase compared to levels in 2022/23 of @£80m.
- 4.1.9 By delivering the services through this approach, we support the relevant outcomes of the Improvement Recovery Plan, a financially sustainable council delivering good quality services to citizens. In context, our key priority is to drive improvement across Affordable Housing, the Quality of Council Homes, and Homelessness to deliver better outcomes and benefits for residents.
- 4.1.10 It is recognised that delivery of contracts of this scale and size require the council to have appropriate level of Asset Management resource and expertise in place to ensure effective management and emphasis on customer outcomes. This is currently underway through the design and implementation of a revised divisional staffing structure to be fully embedded prior to the new contracts commencing in April 2026.

Service Review

4.1.11 The Council has undertaken a review to consider what it is aiming to achieve in future services. The requirements have been structured into three themes, People, Properties, Commercial. The outcomes from the review and engagement sessions have indicated a focus is required on the following:

People – directly linked to the outcomes of the customer service charter and strategy:

- Clear service level standards including resident engagement
- ‘My home’ culture, holistic needs to be considered
- Localised delivery
- Digitised repair journey with clear communication
- Extended/flexible service delivery/availability for appointments
- Independent satisfaction surveys
- Concise and meaningful set of KPIs – synergy with tenant satisfaction measures
- Performance League Table of contractor performance shared transparently with customers, aimed at generating continuous service improvement
- Social value commitments including skills training and prospective opportunities and benefits for residents

Properties:

- Delivery of upscaled investment programme
- Whole house refurbishment or elemental renewal
- Incorporating decarbonisation into programme
- Proactive approach to high demand/cost properties and damp and mould
- Stock condition surveys – accurate condition and hazard data
- EPCs needed whenever fabric/heating works undertaken
- Updated technical specifications and standards
- Full ICT integration ensuring capture of asset data

Commercial Sustainability:

- Sufficient market interest
- Value for money responses
- Appropriate balance of risk between the Contractors and the Council
- Cost control
- Right balance between planned and reactive works
- Opportunity for wide range of contractors
- Local labour and supply chain
- Innovation and strategic alignment

4.1.12 These areas of focus are reflected in the customer service charter which commits to:

- Treating customers fairly
- Keeping them informed
- Getting the service right
- Making access easier

- 4.1.13 Technology is an integral part of the customer strategy and the Council's intention to increase access through "All things Digital". The commissioning of the contracts will link in with the current technological landscape as well as working with future strategic suppliers to take advantage of their own technology solutions in the interest of economies of scale and avoiding duplication.
- 4.1.14 Resident engagement and influence in the design, delivery and scrutiny of services is essential to our approach to co-design. An integral part of the proposed contracts will be regular resident involvement especially through existing mechanisms such as our tenant led City and Local Housing Involvement Boards to help shape the proposal as well as involvement in parts of the evaluation process. Effective resident engagement is a key part of the service going forward and proposals will be developed to ensure regular engagement, monitoring and feedback from residents including detailed performance monitoring through the Tenant Scrutiny Group.

4.2 Proposal and Reasons for Recommendations

The proposal is to structure future contracts as follows with each commission requiring a separate procurement activity.

4.2.1 Repairs & Maintenance, Planned Programme and Sundry Servicing

The intention is to structure the requirements across the city into four areas, with a different contractor being awarded to each area. The proposal is that the initial contract period is for 10 years, with an annual and mutual no-fault break clause triggerable after the 2nd contract anniversary date, i.e. after 2 years, and every year thereafter, with the need for either party (the Council or the contractor) to provide 12 months written notice to the respective party. There will also be an annual contract review process and the option to extend the initial contract for a further five-year period. We will also be looking to a standard form of contract that the market is familiar with. The contract period and type of contract proposed, will help to balance risk and generate market competition as well as providing improved resilience and additional flexibility within the council's supply chain. This approach provides improved step in arrangements, should they be needed, enabling the council to divert work away in the event of underperformance from contractors.

The approach described above will enable the council to manage the delivery of the contracts in a proactive and collaborative way ensuring relevant objectives and outcomes are achieved. The contract will provide the council with the opportunity to continuously adapt and improve its service delivery model positively, influenced by internal and external factors such as changes in regulation and service improvement.

Based on the contract period and extension option, the estimated value of the procurement based on historical and forecast data is £2,984,425,410 (£198,961,694 per annum).

The scope of works and services to be included into this contract are as follows:

Repairs & Maintenance	Planned Programme	Sundry Servicing (Repairs & Maintenance)
<ul style="list-style-type: none"> • Repairs • Damp & Mould • Disrepair & Litigation • Voids • Gas Servicing & Maintenance 	<ul style="list-style-type: none"> • Kitchens & bathrooms • Roofing works (when not part of larger refurbishment programme) • Windows & doors (when not part of larger refurbishment programme) • Meters & billing equipment • Electrical works, upgrades and testing • Smoke alarm testing, smoke & carbon detector testing • EPC • Sprinkler systems • Aids & adaptations • Flooring • Retrofit works (flexibility to include) 	<ul style="list-style-type: none"> • Drainage & manholes • Storm water pumps • Ventilation & heat recovery servicing • PV & solar servicing • Battery servicing • Visual inspection of various items • Door entry systems – service, maintain and repair • Other sundry servicing currently in scope

4.2.2 Major Projects (including major refurbishments)

The intention is to establish a 4-year framework with several experienced contractors who can focus solely on these types of works. These works will include major refurbishment projects as well as retrofit works. The works will be awarded via mini competitions amongst those approved contractors on the framework, against a set of the Council's Employers Requirements for each project. We will be looking to use a standard form of contract such as JCT, deemed more appropriate for the type of work, i.e. construction works. It is permissible for a Contractor to be awarded an area-based Repairs & Maintenance Contract and be awarded a place on the Major Projects framework, subject to market interest and tendering outcomes.

The estimated annual value for major projects is £65,949,255. The estimated framework value is £263,797,020. The approach to the procurement will be set out in more detail in the procurement strategy.

4.2.3 Compliance Works

The compliance workstreams will be procured on an individual basis with separate contracts being required for surveying/assessment services and the remediation works required. Services included in compliance works are:

Surveying/assessment	Remediation
Fire risk assessments (FRA) - 2 contractors	FRA remedials – 2 contractors
Asbestos management surveys – 2 contractors	Asbestos remedials – 1 contractor
Water hygiene risk assessments – No. contractors to be confirmed	Water hygiene testing, servicing and remedials – No. contractors to be confirmed

Other compliance workstreams benefit from being a one stop shop approach such as:

Lifts – domestic and passenger lifts and hoist risk assessments, remedial works, maintenance and management.

Fire safety/Community alarms/Sprinkler equipment – maintenance, immediate remedials and repairs.

The estimated annual value for compliance works is £11,890,000. The contract period and approach to each procurement will be set out in the procurement strategy.

4.2.4 Communal Decorations

Communal decorations will be procured separately via a direct delivery model utilising the skills of specialist contractors, with more scope for a local and small medium enterprise (SME) supply chain and to ensure Value for Money. Removing reliance on subcontractors via the main R&M contractors, and potentially removing a layer of cost.

The estimated annual value for communal decorations is £9,600,000. The contract period and approach to the procurement will be set out in the procurement strategy.

- 4.2.5 The condition of the Housing Revenue Account (HRA) depots (four sites) has been reviewed by the Council's Corporate Property Team, with independent advice also sought. The review of the HRA depots is included in the council's wider corporate landlord options appraisal of all council assets with a view to invest, retain, divest or re-purpose. The review has found that the depots are in a generally poor condition, with many dilapidations identified and the working environments are deemed unattractive. The level of investment required to improve the condition of the depots would be disproportionate (given the age of the depots and their current configuration) and unaffordable for the Council to consider. Since Covid-19, the Council has operated agile working, almost entirely diminishing Council colleague occupation of the depots, with contractor staff largely occupying their assigned areas of each depot only. Therefore, in most

cases, the depots are under-utilised, beyond economic repair and have the ability (land and buildings) to generate significant capital receipts if disposed/re-purposed soon after (June 2026) following the conclusion of the Interim Contracts. Contractors will then provide their own depots for local operational delivery and include co-location space for council staff.

4.3 Other Options Considered

Delivery Models

- 4.3.1 In June 2021 Trowers and Hamlins undertook a high-level options appraisal of suitable delivery models which best align with the Council's long-term investment and asset management and maintenance programme of works to existing and future housing stock (Appendix 2). This work was outsourced to Trowers and Hamlins who were the council's expert external advisor at the time to augment internal expertise.
- 4.3.2 The options considered were:
- "One-stop shop"
 - Insourcing
 - Outsourcing
 - Joint venture
 - Wholly owned subsidiary model
- 4.3.3 For each of the options, the following elements were considered:
- Overview of each option
 - Key advantages
 - Key concerns
 - Variant options
- 4.3.4 Alternative options for delivery of the maintenance services were considered as part of the previous contract strategy and decision made (and approved by Cabinet) to retain the existing outsourced model due to the complexities and cost impact of the alternatives. Whilst this advice was considered in 2021 for the previous procurement, the current position of the Council, since the issue of the Section 114 notice and the subsequent Improvement Recovery Plan, means the option to remain with an outsourced service is the most relevant to achieve the value for money and improved outcomes for customers.

5 RISK MANAGEMENT

- 5.1 A risk register is being maintained in relation to this work to ensure the Council has visibility of the associated risks and has considered the likelihood and impact of risks identified. Control measures have been considered and put in place to

mitigate the risk, where possible, in turn reducing the overall risk score where possible.

5.2 The risk register can be found at Appendix 5

5.3 Key risks identified at this stage are:

- Capacity and skills within the sector both internally and within the supply chain due to the increasing housing stock investment requirements
- Rates submitted represent significant increase against current costs and budget because of bidders factoring in market risks
- Inaccuracies/limited information in relation to TUPE data impacts on bidder proposals
- Delays in the overall timetable results in insufficient time for effective mobilisation
- Integration of Council and contractor ICT systems unable to take place in time for go-live

6 CONSULTATION

6.1 Stakeholder engagement has been undertaken during spring/summer 2024 with several interested groups, including:

- the incumbent contractors and wider contractor market. Outcomes of those discussions are reflected in the commercial and procurement strategy at Appendix 1.
- Materials consortia/supply chain to explore options
- Over 150 Council officers in staff briefing sessions with the main themes of comment being
 - contract structure
 - repair priorities
 - communications
 - performance transparency
 - use of technology
 - clear service standards
- Tenant engagement through the City Housing Liaison Board (CHLB) has identified the following areas of contention for tenants, which they would want to see addressed through new contracting arrangements.
 - Performance
 - Reliability
 - Number of contractors

- Holistic approach to service

- 6.2 Project Board members which consist of Senior Officers and Heads of Service were consulted regarding this report.
- 6.3 Officers from Finance, Commercial & Procurement Services and Legal and Governance have been consulted as part of the preparation of this report.
- 6.4 Cabinet Member for Finance and Resources will be updated on the contents of the report.

7 MEMBER ENGAGEMENT

7.1 Ward Councillor(s)

- 7.1.1 Cabinet Member for Housing and Homelessness has received regular verbal updates in regards the status of the project.
- 7.1.2 An engagement session with Ward Councillors took place on 23rd July and key areas of feedback received include contract size, number of contracts, resources to manage the larger scope and decision making on the priorities for investment. In addition, feedback regarding improvement in customer communications and ensuring vulnerable customer groups such as care leavers are not adversely impacted by the service was raised. The Equality Impact assessment ensures the service is fair and accessible to any customers in the protected characteristics groups.

7.2 Overview and Scrutiny

- 7.2.1 The Homes Overview and Scrutiny Committee undertook pre decision scrutiny on 18 September 2024. Appendix 6 sets out the key points arising from their discussions and the response to these points in more detail. In summary, the Committee made five headline points:
 - 7.2.1.1 The Committee welcomes this step and in particular, the Committee is pleased that the recommended proposal has considered previous concerns raised by Overview and Scrutiny Committees.
 - 7.2.1.2. The Committee acknowledges the steps taken by the Council to encourage and generate increased interest from the market.
 - 7.2.1.3 The Committee seeks assurances that the contract management arrangements are appropriately resourced through the term of the contract to enable the Council to effectively monitor delivery and quality and manage risk.
 - 7.2.1.4 The Committee is pleased that the Council intends to adopt Key Performance Indicators focused on delivering a quality and responsive service. However, the Committee seeks further assurances on what these Key Performance Indicators will be before they are agreed.

7.2.1.5 The Committee requests further information through the term of the contract on how the approved contractors are delivering towards the Birmingham Charter for Social Responsibility.

7.2.2 In response to this, officers

7.2.2.1 thanked the committee for their support and feedback

7.2.2.2 will arrange to provide assurance around the resourcing and structure of the contract management framework as part of the regular update on regulatory performance to the committee.

7.2.2.3 will share the proposed Key Performance Indicators when developed in line with committees work programme or by exception

7.2.2.4 will arrange to provide updates on social value delivery by the contractors as part of the regular update on regulatory performance to the committee.

7.3 Other

7.3.1 Oversight of the project and governance is in place via internal project board and reported through to the asset management transformation board along with regular updates to Cabinet Member.

8 IMPACT AND IMPLICATIONS

8.1 Finance and Best Value

Affordability

8.1.1 All of the services to be commissioned, that are identified in this report, (which encompass revenue and capital monies to repair, maintain and invest in the housing stock) are included in the HRA Business Plan (BP), approved by Cabinet on the 16th of Jan 2024.

8.1.2 The values do not assume any grant funding, although, the Council will work with its strategic partners and agencies to identify funding/subsidy opportunities for various Major Projects (capital).

8.1.3 This contract is primarily HRA funded. In addition, there will be a pressure in the General Fund City Housing budget in relation to the Temporary Accommodation element of the contract. The General Fund pressure has been factored into the Medium-Term Financial Plan.

Value for Money

8.1.4 The market attractiveness of the commissioning approach has been heavily considered to ensure there is market competition for the contracts.

8.1.5 The scope and scale of the contracts has been made more equitable than the current contract (e.g. four contracts across four areas, rather than two Contracts across four areas), including ensuring the risk transfer to contractors is

appropriate, e.g. cost caps, repairs demand/completion protection, reasonable price change mechanisms, etc.

- 8.1.6 The contracts will have an initial term of 10 years, with break clause provisions built in and the ability to then extend the Contract for one further period of 5 years, subject to various conditions, such as performance and service standards being consistently met.
- 8.1.7 A contract of this size will allow the pricing to benefit from economies of scale and enable the contractors to achieve a return on investment, given the duration and certainty over the work content included in the contract, e.g. Capital Programme Order Book for at least 5 years.

Tax

- 8.1.8 There are no tax implications from this proposal as work is outside of VAT/standard VAT applies and is dealt with as part of the councils VAT reclaim process/etc.

Details

- 8.1.9 The financial details informing the annual contract values have been derived from understanding the projected cost base associated with each workstream and the volumes of works required across those workstreams to essentially produce an annual budget. The Strategic Asset Management approach being taken helps to ensure the Council can comply with the Regulator of Social Housing Consumer Standards, as an example, ensuring Decency levels are improved to adhere to the Safety and Quality Standard.
- 8.1.10 Authorisation has been received from the City Housing spend control board on 30th July 2024 and from the S151 officer on 31st July 2024 in relation to the procurement for repairs and maintenance, planned programmes and sundry servicing to the value of £2,984,425,410.
- 8.1.11 Authorisation has been received from the City Housing spend control board on 30th July 2024 and from the S151 officer on 31st July 2024 in relation to the procurement for major projects (including major refurbishments) to the value of £263,797,020.
- 8.1.12 Further authorisations from City Housing spend control board and from the S151 officer will be sought regarding spend for the remaining compliance and communal decoration workstreams once the detail of contract value and duration has been finalised.

8.2 Legal

- 8.2.1 The proposed allocation of work is consistent with the effective management of the Council's housing stock under Part II Housing Act 1985.
- 8.2.2 The Provision of Responsive Repair & Maintenance Services, Gas Servicing and Capital Improvement Work Programmes (including Major Adaptations to Council Housing Stock) contracts awarded in 2024 expires on 31st March 2026, and for

the same services to be carried out by external providers, the work needs to be re-tendered under a public procurement process

8.3 Equalities

- 8.3.1 An Equalities Impact Assessment (EIA000480) has been completed and approved and is at Appendix 3.

8.4 Procurement

- 8.4.1 All procurement activity will be conducted compliantly in accordance with the relevant procurement legislation at the time of tendering and the Council's Procurement and Contract Governance Rules. An indicative plan has been compiled to ensure key milestones relevant to the procurement process are met. The plan is included at Appendix 7. At each key milestone, there will be internal Project Board governance and approval to proceed to the next stage based on entry and exit criteria agreed by Project Board.
- 8.4.2 The Commercial and Procurement Strategy for responsive repairs, planned programmes and sundry servicing has been attached at Appendix 1 for approval by Cabinet.
- 8.4.3 Additional procurement strategies relating to the commissions identified in this report will require authorisation in accordance with the Council's Procurement and Contract Governance Rules subject to the recommendation in this report for delegated authority being approved.

8.5 People Services

- 8.5.1 Officers of City Housing are leading the delivery of the recommissioning of contracts with support from other areas of the Council along with specialist technical, legal and project management resources as required.
- 8.5.2 There may be potential TUPE implications regarding incumbent contractor's staff dependent on the outcome of the procurement activity.
- 8.5.3 Contracts of this size and complexity will need additional resources, skills and capacity to deliver the additional investment, anticipated benefits and improved customer outcomes. The Asset Management Service is undergoing organisation redesign to increase capacity which is included in the HRA Business Plan.

8.6 Climate Change, Nature and Net Zero

- 8.6.1 The Environmental and Sustainability Assessment has been completed and approved by the Principal Carbon Policy Officer, Route to Zero Carbon team and is attached at Appendix 4.

8.7 Corporate Parenting

- 8.7.1 There are no implications or opportunities in relation to the Corporate Parenting responsibility arising from the recommendation in this report.

8.8 Other

- 8.8.1 There are no other implications arising from the recommendations in this report.

9 APPENDICES

- 9.1 Exempt Appendix 1 – Commercial & Procurement Strategy for Repairs & Maintenance, Planned Programme and Sundry Servicing
- 9.2 Appendix 2 – Delivery Options Report (Trowers and Hamlins)
- 9.3 Appendix 3 – Equality Impact Assessment - EIA000480 (EIA)
- 9.4 Appendix 4 – Environment and Sustainability Assessment (ESA)
- 9.5 Appendix 5 - Risk Register
- 9.6 Appendix 6 – Homes Overview and Scrutiny Feedback
- 9.7 Appendix 7 – Procurement Milestone Plan

10 BACKGROUND PAPERS

- 10.1 Housing Strategy 2023-2028
- 10.2 Asset Management Strategy 2024-2029
- 10.3 Cabinet paper - Housing Revenue Account (HRA) Business Plan and Rent Setting 2024/2025



dated 23 June 2021

Birmingham City Council

Contracting Strategy: Delivery Options for the Council's asset management strategy

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Contracting Strategy: Delivery Options for the Council's asset management strategy

1 Introduction

- 1.1 As part of its wider HRA analysis, we have been asked to address how the Council can use its contracting strategy to release money and/or add value, and achieve its key objectives. To that end, the Council requires a high level options appraisal of suitable delivery models which best align with its objectives for its long-term investment and asset management and maintenance programme of works to existing and future stock.
- 1.2 We have provided a brief overview of five potential options for consideration. All of these have been adopted previously by different local authorities and housing associations across England. They are a broad spectrum of tried and tested delivery options. All of them are capable of delivering the wide range of works under consideration by the Council and each can be structured in order to incorporate, in due course, works required by the additional agendas of Building Safety, Net Zero and Decent Homes 2.
- 1.3 In compiling this high-level options appraisal, Trowers & Hamlins have taken into account Birmingham City Council's Cabinet Meeting Agenda Papers for Tuesday 16th March 2021 at 1000.

2 Background and context

- 2.1 The Council is seeking options for the delivery of its investment and asset management works and services. These include, but are not limited to:
- (a) Responsive repairs and maintenance works;
 - (b) Gas servicing and replacement work;
 - (c) Specialist services (electrical, legionella, asbestos, electrical testing etc.);
 - (d) Cyclical works and services;
 - (e) Capital/planned works including replacement and refurbishment; and
 - (f) Estate regeneration and new-build works.
- 2.2 Currently, the works and services are delivered by a number of different contractors, and the Council would like to explore whether there is likely to be any increase in value, quality, productivity and performance, as well as any efficiency savings, if the number of contractors is reduced going forward.
- 2.3 We have considered the different delivery options against the Council's known objectives, including:
- 2.3.1 Improved customer experience;
 - 2.3.2 moving to a more planned works model (away from reactive);
 - 2.3.3 whole estate approach to regeneration work;
 - 2.3.4 making sure the stock meets the needs of the population;

- 2.3.5 getting the most "bang" for the Birmingham £/value for money; and
- 2.3.6 enhanced social value.
- 2.4 Throughout this high-level options appraisal, Trowers & Hamlin's have assumed the following as "givens" for any option considered:
 - 2.4.1 Market acceptability (contractors are able to bid for it/their funders/Board/insurers will be able to support it/provide sign-off of the same, where appropriate).
 - 2.4.2 Governance compliance (vires, trading rules, consents);
 - 2.4.3 Legislative compliance (public procurement, section 20, TUPE and pensions);
 - 2.4.4 Policy and regulatory compliance (efficiency drivers).
- 2.5 We have not considered any particular tax issues arising, but the Council will need to note that there may be corporation tax leakage to the extent that a third party is involved in the provision of a part or parts of the works and services. Further, the Council's ability to recover any VAT will need to be kept under review.
- 2.6 The success of each option will be underpinned the Council's use of an integrated IT and communications system/call-centre required to manage customer, officer and contractor information, geographical range, stock archetypes, spread and future potential growth.
- 2.7 The options we have considered are:
 - 2.7.1 "One-stop shop"
 - 2.7.2 Insourcing
 - 2.7.3 Outsourcing
 - 2.7.4 Joint venture
 - 2.7.5 Wholly-owned subsidiary model
- 2.8 Each option needs to provide the Council with flexibility and choice in its future procurement options. They must also be flexible enough to incorporate existing contracts for investment and asset management works on their expiry.
- 2.9 As noted above, all of the options are capable of successfully delivering the wide range of works under consideration by the Council. Further, each option can be utilised and structured by the Council to assist with releasing value from the provision of the works and services to the benefit of the Council. That said, the mobilisation and structuring costs for all of these models, particularly in relation to the "one-stop shop", joint venture, wholly-owned subsidiary model and insourcing, will not be insignificant. Given this, the Council will need to ensure that its contract management of all of the options will provide it with ongoing confidence that such upfront investment will result in a reduction of future costs, an increase in asset value, and a related reduction in asset depreciation.

3 Options

3.1 We have set out below an overview of each of the options noted at Section 2.6 above and consider for each option:

3.1.1 Overview of each option

3.1.2 Key advantages

3.1.3 Key concerns

3.1.4 Variant options

3.2 "One-stop shop" Strategic Regeneration and Delivery Partner

3.2.1 Overview

This option would involve the complete outsourcing of all of the Council's asset management and investment works, including all of those works and services set out at Section 2.1 above, to a "strategic partner". This would allow the Council to appraise the life-cycle of each asset or estate with its strategic partner and enable it to think more strategically about estate regeneration, "repair or replace" decisions and overall stock investment in a way that should shift the works programme from a more reactive to a planned way of working/thinking.

The strategic partner would be given primary responsibility for delivering all of the works and services, as well as delivering on the objectives set out at section 2.3 and any additional policy requirements on the Council, such as Decent Homes 2, Net Zero and Building Safety.

The strategic partner would therefore be responsible for: compilation of a strategic pipeline of projects, annual calendar of works and efficient allocation of resources across the year to deal with cyclical and planned works as well as reactive services and voids etc. (with the overall objective to move to a more planned approach); to allocate and manage the budget accordingly, seek out opportunities for grants, third party funding and market-led opportunities to assist in delivering the Council's overall aspirations; organise the IT and communications arrangements, control the staffing (eg the entire required workforce) and HR functions, procure the relevant supply-chain and provide all relevant data and assurances to the Council in accordance with its statutory requirements and contract-led performance indicators.

The Council would still have significant oversight of the partner and sign-off all key decisions via a pre-agreed gateway process, but the partner would be tasked with and empowered to take a pro-active approach to the quality and performance of all of the Council's stock/built environment assets.

3.2.2 Key advantages

Contractor commitment to a large-scale (the largest?) contract in the market-place. It may encourage consortium bids and therefore there is the potential for the Council to take advantage of a wide-spread of industry expertise. The Council

would retain a single-point responsibility for the work and a complete contractor warranty regarding the same.

The size of this contract would also justify significant partner-investment in significant innovation asks, including market-leading IT solutions to support the operation and maintenance of the stock, social value academies, investment in researching emerging technologies (eg heat pumps, hydrogen boilers, electric fleet for workforce etc.).

Enhanced opportunity to realise efficiency savings and productivity gains across a large supply-chain base and use the contract size to require the contractor to provide opportunities for local SMEs and suppliers as well as significant social value outcomes for residents and citizens.

A consistent and integrated approach to the construction, refurbishment and maintenance of the Council's entire housing stock. A single point of contact within each organisation to ensure that any problems are resolved quickly and that performance and quality is discussed at the appropriate levels in each organisation.

3.2.3 **Key concerns**

Capacity and capability of current providers in the market to deliver this type of contract. The size of contractor required by this model, alongside the presumed sole provider status would narrow the market to larger national/international contractors and service providers.

Potential bidders may also need a significant time to digest and respond to this opportunity and therefore the tender period required may be significantly longer than a series of individual, smaller contracts.

Risk of contractor default/insolvency would be significant, but this could be ameliorated by setting up formal supply-chain arrangements beneath the Tier 1 strategic partner level or using this model alongside the subsidiary model noted below.

Trade Union buy-in to a market-disrupting model of delivery.

Ability to track confirmed outcomes and added value provided by the strategic partner against existing contracts. Despite the "one-stop shop" nature of the contract there would need to be a more granular approach taken to performance measurement and comparison.

3.2.4 **Variant options**

The one-stop shop model has been described above as an entire outsourcing model. The Council could seek to set up a "one-stop shop" joint venture model and this would reduce the impact of any contractor default/insolvency due to the Council having more oversight/proximity to the contract performance, as well as the employees being employed by the joint venture partner.

3.3 **Insourcing**

3.3.1 **Overview**

This option involves the creation of a direct labour force, held in the Council itself as a department or in a Council-owned company to act as a dedicated resource to the Council for the carrying out of the required works and services.

It can be expanded to cover all works and services, although other Councils have tended to limit the works undertaken to repairs, maintenance, voids and some planned works. Given this, the insourcing option can be used in tandem with the outsourcing of regeneration/new-build works and specialist services.

All existing outsourced staff would need to be TUPE'd either into the Council or the relevant company. Sub-contractors and suppliers will be appointed by the Council or one of its companies and will therefore need to be procured via a regulated procurement process.

The Council would be able to flow-down all of its requirements regarding resident opportunities and social value outcomes to be performed by the direct labour force and its supply-chains so will have direct influence and control over the delivery of those elements of the service.

Contract administration and cost control and management should still be a feature of this option, with the Council seeking to create cost transparency and incentivise productivity levels across the works and services.

3.3.2 **Key advantages**

The values of the direct labour force will mirror those of the Council and the risk of contractor default/insolvency is mitigated through the greater use of in-house resources.

Saves contractor profit margin and robust cost management and transparency will help secure efficiency savings and productivity gains.

There will be direct influence over resident opportunities and social value outcomes.

3.3.3 **Key concerns**

There will be no warranty of work provided by a third party contractor, meaning that defective work and damage will be at the risk and cost of the Council.

All supply-chain/sub-contractors and sub-consultants will need to be procured via a regulated process in the event that the contract packages exceed the relevant defined financial threshold.

There are limited commercial incentives or remedies that can be applied for poor performance or productivity.

3.3.4 Variant options

The direct labour force may only undertake limited work types (reactive repairs and voids). This remit could expand once the labour force matures and has sufficient proven track-record to show value for money and efficient/quality service.

A "DLO-lite" option adopted by another Council actually only related to the clienting-function of the contract. This meant that it insourced the call-centre and contract management role, bolstered the team and ensured that the client-side function effectively managed the outsourced contracts. (Arguably this is just an efficient outsourcing arrangement, although the Council was asked to do this by an administration that was heavily in favour of "insourcing", but ultimately did not want to take on the additional HR and pensions liabilities of a full-insourcing option).

3.4 Outsourcing

3.4.1 Overview

Although this involves the same delivery structure as the Council has in place at present, it does not have to mean a continuation of the norm: the Council can use the re-procurement opportunity it has to transform what it asks of its contractors and how it wants the works and services to be delivered. Even if it is "business as usual" on day 1 of the contract, the Council is able to secure timetabled and contractualised obligations and promises from its contractors to transform the service, outcomes and value/quality to be secured over an initial period of the contract, to collaboratively and meaningfully shape a new service to move forward with.

A continued outsourcing option will involve the regulated procurement of one, two or more contractors (divided either geographically or scope of works) covering all new-build, cyclical and reactive works. The works will be undertaken by contractors employed via arms-length contracts, with sub-contractors/suppliers procured by the appointed contractors (non-regulated procurement process) and reviewed/shared as appropriate.

The current contract staff (and any relevant Council staff, as appropriate) will be transferred under TUPE to the new contractor(s). There is also an option to facilitate the co-operation of all of the contractors through an alliancing arrangement; with the ability to award more/less work according to capacity/performance.

In order to secure value and efficiencies over and above the levels being achieved under the current delivery scenarios, the Council may also consider performance-based extension of contractors or incentivisation mechanisms – e.g. performance-driven mechanisms that incentivise good contract performance, administration and a collaborative approach to the delivery of the contract for all parties involved.

All of the key drivers of the Council can be achieved through an outsourcing methodology. Contract management will be required in respect of each external

contractor. The larger the numbers of contractors appointed, the greater the challenges for integrating management of their performance. The extent of contract management and administration will also depend on the cost model adopted. Administration of a schedule of rates or a full open-book approach is much more intensive than, for example, a price per property or annual price approaches.

In appointing external contractors, the Council can develop a contract-specific social value plan and require particular outcomes over the life of the contract(s). During procurement this can point specifically to resident opportunities and local social value offerings and it can establish the required outcomes which the contractor and its supply-chain will need to deliver. It is then possible after award of contracts to re-engineer the supply-chain to look at combining improved value with specific opportunities for residents. Provided that costs do not go up, the opportunities for residents can be enhanced during the currency of the contract and during the market-testing of sub-contractors/suppliers/sub-consultants in the exploration of the opportunities for local SMEs.

3.4.2 **Key advantages**

The Council would receive a full contractor warranty of work, providing the contractor with single point responsibility for the performance of the contract and the Council with an effective obligation to enforce in the event of default or failure to undertake the works. Outsourced contracts can be drafted to provide commercial incentives for the contractor to improve performance (resulting in end user satisfaction) and productivity as well as with the commercial motivation and potential for supply-chain savings and efficiencies.

Investment and commitment of contractors to a programme of works is generally increased through large-scale contracts and effective client engagement throughout the contract term. There would be a scope to create resident opportunities and enhanced social value through subcontractors/suppliers through flexibility and client over-sight created behind the first tier contractor(s).

3.4.3 **Key concerns**

A significant amount of work needs to be undertaken throughout the procurement process and the contract management stage to ensure the alignment of the contractor value with those of the Council. The procurement process will also need to test and confirm the capacity/capability of the contractors to undertake large-scale contracts and deliver on tender promises.

It may be that areas of the outsourced contracts (particularly around new-build or other innovative projects) will not have a dedicated resource and the Council will need to ensure that they have sufficiently competent and dedicated resources itself to manage and promote the contract works with the selected contractors.

There is also less direct influence over opportunities for residents and social value outcomes.

3.4.4 **Variant options**

Different contractors can be appointed for planned works, new-build, cyclical and reactive works, as currently in place. This creates a diverse work-force and mitigates risk of contractor or service-failure.

Alternatively, the Council could appoint one contractor for the repairs and new-build works and other contractors to undertake certain specialist works (eg gas servicing).

There could be the potential, at a later date over a long-term contract to evolve the relationships and establish a joint venture or to bring work-forces into a wholly-owned subsidiary company of the Council.

The Council can "match-make" first-tier contractors with local supply-chain and SME businesses via two related/parallel procurement procedures.

3.5 **Joint Venture**

3.5.1 **Overview**

This is a relatively innovative option where the Council and a contractor deliver works and services through a jointly owned entity. This model has been used in the market as a means to improve employee loyalty and promote Council controls to minimise the impact of contractor insolvency and to preserve the contractor warranty of the work-force.

There can be cost-savings through the reduced contractor pricing of TUPE/pensions risks. The current contract staff (and any relevant Council staff, as appropriate) will be transferred under TUPE to the joint venture. The Council can also achieve greater oversight of the pricing of the service by being part of the joint venture management structure, although reduced Council administration will depend on the cost model (as for the above outsourcing model) but the adoption of a simpler pricing model can be integrated with the joint venture model and may ameliorate the position vis-a-vis any enhanced set up costs of the joint venture (see below).

The scope of the joint venture should be considered but could include all new-build, planned, cyclical and reactive works. This would aid a consistent integrated approach across the works delivery. The precise role the joint venture would play in service and works delivery will need to be considered by the Council further; it could be simply a supplier of employees to the Council and effectively act as a labour agency. It could, alternatively, procure its own supply-chain and act as the main-contractor to the Council.

There would need to be a regulated procurement of a private sector partner to enter into the joint venture with. Such an appointment can also be subject to performance-based award/extension of the overall joint-venture contract.

3.5.2 **Key advantages**

Entering into a joint venture with a private sector partner can more effectively align contractor values with those of the Council. The financial model for the joint venture structure can also include provisions that create a commercial incentive for the joint venture to improve performance and productivity.

The risk of contractor default/insolvency can be mitigated by increasing transparency and overview by the Council and by bringing the workforce and supply-chain into the Council group of companies.

The necessary investment and commitment of the contractor to setting up the joint venture is likely to incentivise it to deliver on the contractual promises.

Subject to governance and vires issues being satisfied, the joint venture structure may also seek to deliver works and services to third party landlords, thereby generating an income stream.

As one of the joint venture partners, the Council will also have direct influence over resident opportunities and the enhanced social value outcomes.

3.5.3 **Key concerns**

There may be a mixed joint venture warranty of work, unless the joint venture structure can be procured on the basis that the contractor assumes single point responsibility for the performance of the works and services.

There is a level of management expertise and resource required by the Council (and the private sector partner) to set up and run the joint venture.

If the supply-chain is to be run by the joint venture, it may need to be compiled via a regulated procurement process which may limit its flexibility and supply-chain savings. An alternative option would be to procure the joint venture partner on the basis that it bids for the opportunity with its supply-chain.

The procurement process will need to intrusively investigate the capacity and capability of the private sector partner to undertake the joint venture and deliver the works and service/deliver promises. Unlike the potential for the outsourcing option there will be no opportunity for ongoing bench-marking/performance-based competition between contractors through an alliancing arrangement.

3.5.4 **Variant options**

The Council may consider more than one joint venture, either reflecting a geographical division of work awarded, or for different works (acknowledging the need for scale to ensure appropriate commitment from the private sector partner). Due to the initial cost and investment requirement of setting up a joint venture, it is not advisable to create multiple joint ventures unless justified on commercial grounds. Nevertheless, given the scale of works under consideration by the Council, this may well be a viable alternative.

3.6 Wholly-owned subsidiary

3.6.1 Overview

This is a relatively innovative option where employees are engaged by a Council subsidiary and treated as part of the contractor's supply-chain, managed by the contractor. This has emerged, primarily in the housing sector, as a means to minimise the impact of contractor insolvency, to preserve contractor warranty of work-force and to improve employee loyalty and culture and improve productivity levels.

The wholly-owned subsidiary model would work as follows:

The contractor/provider would be procured via a regulated process and the Council would enter into a works contract with the contractor to provide the full scope of repairs and maintenance services, planned works, new-build and regeneration works etc. At the same time, the employees of the incumbent contractors and any Council employees (as appropriate) as well as any contractor employees would be transferred to a wholly-owned subsidiary of the Council. This could either be an existing company set up by the Council or a subsidiary newly formed specifically for this purpose.

The subsidiary would enter into a separate contract with the Council under which the subsidiary would provide labour for the purposes of the contractor implementing the works and services. The contractor would continue to offer its duty of care under the works contract and would be responsible for engaging with the subsidiary's employees to implement the works and services.

In effect, the Council will utilise the contractor's management expertise to manage the transferred employees. The subsidiary provides a single employing entity which provides the Council with direct cost control over (the majority) of the labour force for the contract. The Council would assume the obligations of an employer for the subsidiary employees and the requirement to pay costs associated with the employment transfer, including responsibility for playing employer pension contributions. This means the contractor's remuneration under the works contract would be reduced.

3.6.2 Key advantages

This option maintains the full contractor warranty for work so that the contractor maintains single point responsibility for the delivery and quality of all works and services provided.

The works contract can include a commercial incentive for the contractor to improve performance and productivity of the work-force whilst at the same time mitigating the risk of contractor default/insolvency by bringing the work-force into the Council's group of companies. This proximity to the Council can also improve culture and the overall wellbeing of the employees by removing the upheaval of a TUPE transfer on a regular basis.

We have found that the investment and commitment of the contractors to large-scale contracts has not been diminished by the transfer of employees to a subsidiary.

There also remains a significant opportunity and level of control exercisable by the client over resident opportunities and social value outcomes through the subsidiary and the contractor's supply-chain and suppliers.

3.6.3 **Key concerns**

The alignment of contractor values with those of the Council remains an issue to explore in the regulated procurement process. The Council will also need to confirm that there remains sufficient appetite and understanding in the current market to respond to and run this model, despite the fact that there are a number of contractors in the housing repairs sector that understand and already run this model.

The Council will have HR responsibility for the subsidiary's employees and this will require robust management and oversight.

As with all of the other options, there is also a need to ensure that all of the contractors that bid for this opportunity have the capacity and capability to undertake this potentially large-scale contract and deliver the works/promises.

3.6.4 **Variant options**

The Council may seek to set up more than one subsidiary for workforces carrying out works in different geographical locations or work-types.

The subsidiary model could be adopted for reactive/cyclical work-force, with an alternative solution (e.g. insourcing/outourcing etc.) being adopted for the planned works, regeneration and new-build works, where work-force capacity may fluctuate.

4 **Additional information to consider**

There is a list of issues that will be relevant to whichever option is selected and should be considered in light of any ensuing options appraisal:

- **Potential for innovation:** it will be possible for the Council to attract innovation through greater commitment and investment from prospective contractors by offering to award the programme to a smaller number of contractors for a longer term. This needs to be balanced against what is the optimum number and what are the means of maintaining motivation of contractors under long-term contracts. Multi-contractor alliancing agreements could be used to retain both collaboration and competitive "tension" through a structured set of key performance indicators to measure each contractor's performance and allow the Council to allocate work as it sees fit to capacity and the best-performing contractors. This approach can maximise competition, realisation of innovative ideas and can provide greater controls for the Council and reduce inefficiency/complacency. We are not aware of the profile of the Council's contracts but it seems to us that in order to maintain maximum flexibility, we would recommend that its procurement strategy anticipates a single procurement for all of the works upfront, on

the basis that any asset management contract can be added to the "one-stop shop" or other strategic model (including the JV/subsidiary models) on their expiry. The Council may nevertheless seek to retain control over the addition of any contract to the initially procured contract, and make it subject to continued performance, pricing competitiveness and overall Council strategy.

- **Pricing models and approaches:** there are numerous pricing models and approaches that could be adopted by the Council and it may be that there are different pricing models used in relation to the different work-streams added to the overall contract. That said, there are significant benefits in having the same approach to pricing, data and price information over all of its asset management contracts – not least to cut down on contract administration, avoid the need for numerous Quantity Surveyors and to increase transparency across the entire stock profile. We would recommend that any pricing model contains a break down of the price into its constituent parts (profit, central office overheads, project overheads ("preliminaries"), labour and material costs). This allows the Council a level of transparency and detail that will allow it to effectively managing the contractual pricing issues going forward.
- **Approaches to savings and efficiencies:** there are a number of techniques available to the Council to secure savings and efficiencies during the course of the procurement and the delivery of the works and services. These could include: structure of tender documents to obtain added value proposals from bidders (as long as they are translated into contractual obligations with specific deadlines); incentivisation schemes that link increased profit to savings and other measurable efficiencies; agreement of the contractor(s) to benchmark its prices/costs against those of other contractors; strong management controls by the Council, through its appointed contract management officers in relation to: robust creation of pricing documents and specifications, issue of clear and complete instructions under the contract, conduct of rigorous analysis of payment claims and practice, setting clear deadlines and systems etc.
- **Treatment of employees and pension issues:** each option will need to take account of the TUPE rights of employees and pensions issues arising. Any liabilities from the outgoing contractor in respect of the transferring employees will also transfer to the new contractor. This will affect risks and costs at the point of tender. Clearly any TUPE transfer will need to be handled sensitively and take into account any promises already made to employees by the Council.
- **IT system and call-centre:** each option will be able to reflect the Council's needs and aspirations in respect of IT systems and call-centres. In the event that the Council adopts a "one-stop shop" approach, it may justify an entirely end user / client-led approach to IT and call-centre management and a standardised platform around the Council's existing platform to create a genuinely fit for purpose tool. This issue will become more important as the Building Safety Bill is implemented and the need for a digital "golden thread" of data throughout the life-span of a building is an imperative.
- **Transitional arrangements:** as noted above, current contracts let/d? by the Council will have differing expiry dates/break clauses and the procurement/delivery model adopted will need to allow for additional scope/work types to be added as relevant contracts expire or are subject to break-clauses. This is achievable if the different start dates for each part of the offering are made clear to bidders and if a single award is made with agreed variations expanding its scope as additional contracts expire and

relevant additional work falls within its scope. The management of a (staggered) transitional process will assist in building confidence in the new model/option before additional contracts are added/fall within its scope.

5 Further information

For further information about the delivery options included in this paper, please contact Rebecca Rees (rrees@towers.com) or Ian Doolittle (idoollittle@towers.com).

Note: this Report has been prepared for Birmingham City Council in accordance with our agreed commission, as set out in our client care letter. It is not to be shared with or relied on by any other party without our express written consent.

EQUALITY IMPACT ASSESSMENT

Housing Repairs, Maintenance and Investment 2026

Reference: EIA000480

Date: 18/07/2024

Submitted by: Asha Patel



EIA Form – About your EIA

Reference number	EIA000480
Date Submitted	18/07/2024
Subject of the EIA	Housing Repairs, Maintenance and Investment 2026
Brief description of the policy, service or function covered by the EIA	Repairs & Maintenance and Investment services to all council stock in Birmingham
Equality Assessment is in support of..	["Amended service", "Amended function", "Amended/refreshed strategy "]
How frequently will you review impact and mitigation measures identified in this EIA?	No preference
Due date of the first review	2031-03-31

Directorate, Division & Service Area

Which directorate(s) are responsible for this EIA?	["City Housing"]
Division	Asset Management
Service area	Repairs and Maintenance
Budget Saving	No

Officers

What is the responsible officer's name?	Asha Patel
What is the responsible officer's email address?	asha.x.patel@birmingham.gov.uk
What is the accountable officer's name?	Wayne Davies
What is the accountable officer's email address?	Wayne.Davies@birmingham.gov.uk

Data Sources

Data sources	["Birmingham City Observatory data and insight", "Consultation results", "Relevant reports/strategies", "Surveys"]
Data source details	Power BI, NEC, Apex

Protected Characteristics

Protected Characteristic – Age

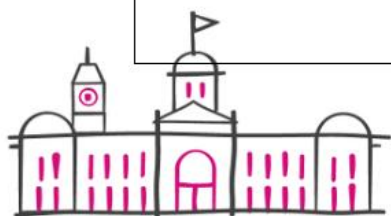
Does this proposal impact people due to their age as per the Equality Act 2010?	No
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What age groups are impacted by your proposal?	
Please describe any potential impact to the age characteristic	
How could you mitigate against any negative impact to the age characteristic?	
Please describe how this proposal does not impact people due to their age	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided. There are no separate arrangements for anyone of a particular age.

Protected Characteristic – Disability

Does this proposal impact those people with a disability as per the Equality Act 2010?	No
Please describe any potential impact to the disability characteristic	
How could you mitigate against any negative impact to the disability characteristic?	
Please describe how this proposal does not impact people due to their disability	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics, In case of disability, the service is available to all tenants and if they suffer from a disability this is recorded (with consent) on NEC. Special arrangements can be made to support those tenants and adjustments made in service delivery and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The



	BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.
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Protected Characteristic – Sex

Does this proposal impact citizens based on their sex as per the Equality Act 2010?	No
What sexes will be impacted by this proposal?	
Please describe any potential impact to the sex characteristic	
How could you mitigate against any negative impact to the sex characteristic?	
Please describe how this proposal does not impact people due to their sex	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.

Protected Characteristic - Gender Reassignment

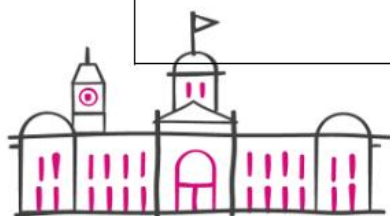
Does this proposal impact people who are proposing to undergo, undergoing or have undergone a process to reassign one's sex as per the Equality Act 2010?	No
Please describe any potential impact to the gender reassignment characteristic	
How could you mitigate against any negative impact	



to the gender reassignment characteristic?	
Please describe how this proposal does not impact people due to gender reassignment	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.

Protected Characteristic - Marriage and Civil Partnership

Does this proposal impact people who are married or in a civil partnership as per the Equality Act 2010?	No
What legal marital or registered civil partnership status will be impacted by this proposal?	
Please describe any potential impact to the marriage and civil partnership characteristic	
How could you mitigate against any negative impact to the marriage and civil partnership characteristic?	
Please describe how this proposal does not impact people who are married or in a civil partnership	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.



Protected Characteristic - Pregnancy and Maternity

Does this proposal impact people covered by the Equality Act 2010 under the protected characteristic of pregnancy and maternity?	No
Please describe any potential impact to the pregnancy and maternity characteristic	
How could you mitigate against any negative impact to the pregnancy and maternity characteristic?	
Please describe how this proposal does not impact people who are covered by the pregnancy and maternity characteristic	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision including ensuring adjustments are in place for expectant mothers and new babies (ie an emergency repair can be prioritised) Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.

Protected Characteristic - Ethnicity and Race

Does this proposal impact people due to their race as per the Equality Act 2010?	No
What ethnic groups would be impacted by this proposal?	
Please describe any potential impact to the ethnicity and race characteristic	
How could you mitigate against any negative impact to the ethnicity and race characteristic?	



Please describe how this proposal does not impact people due to their race	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities . language requirements or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.
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Protected Characteristic - Religion or Beliefs

Does this proposal impact people's religion or beliefs as per the Equality Act 2010?	No
What religions could be impacted by this proposal?	
Please describe any potential impact to the religion or beliefs characteristic	
How could you mitigate against any negative impact to the religion or beliefs characteristic?	
Please describe how this proposal does not impact people due to their religion or beliefs	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.

Protected Characteristic - Sexual Orientation



Does this proposal impact people's sexual orientation as per the Equality Act 2010?	No
What sexual orientations may be impacted by this proposal?	
Please describe any potential impact to the sexual orientation characteristic	
How could you mitigate against any negative impact to the sexual orientation characteristic?	
Please describe how this proposal does not impact people due to their sexual orientation	The function is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects on any tenant on the basis of any protected characteristics. There are specific arrangements in place to respond and support tenants with any vulnerabilities or special requirements in order for a responsive repair or planned work to be carried out. The BCC contact centre holds specific scripts and advice for tenants where applicable. NEC holds specific service requirement data to enable and inform our service provision. Customer liaison officers will collect specific data when consulting with customers for planned works to ensure any special needs are taken into account and adjustments provided.

Monitoring

How will you ensure any adverse impact and mitigation measures are monitored?	Customer feedback will be analysed on profiling / demographics to ensure the service is equally delivered at all times. Complaints and root cause analysis is also carried out to inform lessons learnt and continuous improvement. Power BI / observatory enables us to ensure we understand feedback from customers and any specific demographics or characteristics
Please enter the email address for the officer responsible for monitoring impact and mitigation	asha.x.patel@birmingham.gov.uk



Environment and Sustainability Assessment

Project Title:	Housing Repairs, Maintenance and Investment Contract 2026			
Directorate: City Housing	Team: Repairs and Maintenance	Person Responsible for assessment: Asha Patel		
Date of assessment: 18/07/2024	Is it a new or existing proposal? New			
Brief description of the proposal: Contract for the provision of Repairs and Maintenance Gas Servicing, Compliance, and Planned Investment from 2026 to the council housing stock of @59,000 homes owned and managed by BCC				
Potential impacts of the policy/development/ decision on:	Positive Impact	Negative Impact	No Specific Impact	What will the impact be? If the impact is negative, how can it be mitigated, what action will be taken?
Natural Resources - including water, soil, air	✓			Positive Impact - Increased investment in our stock will reduce one off repairs and the fuel consumption of these types of visits. It will also reduce material usage carrying out multiple repairs to the same components. New technology specifications, installing rainwater butts, ensuring products are not harmful to soil, minimising use for water through innovation products and improved ways of working Sourcing of materials through ethical means is a key element through supply chain procurement which is evidenced through Contractors “Supply Chain Code of Conduct” and “Sustainable Procurement Conditions” thus using fewer natural resources. Monitoring van stock usage with targets for minimising waste and returns / reuse programs. Using certain materials and recycling

				<p>protocols which are mandatory in the contracts impacts the use of natural resources in a positive way as well as demonstrating a culture of care for natural resources through their service. Minimising travel and fuel pollution, using modern methods of construction.</p> <p>Negative Impact- Increased investment will naturally mean more natural resources are used as we increase the number of kitchens/bathroom replacements.</p> <p>Mitigating actions for example are use of efficient & long life products like L.E.D. lights will mean less materials used due to failure and longer life span.</p>
Energy use and CO ₂ emissions	✓			<p>Positive Impact Contract requires targets and approaches for carbon offset and carbon reduction plans which are measured through the contract. Practices such as low energy bulbs, operatives utilising electric vehicles to attend repairs and ensuring all vehicles are compliant with emission targets, route optimisation through DRS for most efficient journeys, speed limiters and tracking through live software. The Council will receive quarterly reports from the service providers to show a regular decrease in emissions.</p> <p>Installation of sensors and detectors will help gather data and understand energy performance in homes to target actions.</p> <p>Specific works funded by SHDF will deliver carbon reducing measures including Solar PV and insulation to 2076 homes. Decisions on decarbonising the stock by removing gas boilers from tower blocks have yet to be made so our route to net zero has yet to be clearly defined. The roadmap needs to be developed to show how the ambitions for 2030 can be supported by decarbonising social housing stock.</p> <p>Retrofitting domestic buildings will reduce the use of heating fuels and contribute to reducing CO₂ emissions</p>

				<p>and pollution. The use of L.E.D. lights with sensors dimming them will reduce light pollution in the City. The boiler upgrade programme will replace all inefficient boilers with 'A' rated ones. Replacement communal lighting is replaced with energy efficient L.E.D. lighting which use less energy and have a long life, lift control equipment is being replaced with reliable, low energy usage electronic ones, thus reducing energy usage and emissions. Positive actions are also to maximise ongoing grant applications to support increased programmes and deliver more energy efficient homes</p> <p>Negative impact is that gas boilers will still be the used beyond 2030 due to cost.</p> <p>Lack of affordable alternatives is currently an issue in providing mitigation however using alternative measures to reduce energy bills at scale would help mitigate ongoing use of gas boilers.</p> <p>Retrofitting properties will lead to increased internal heat to domestic properties which will require cooling in extreme weather. This could mean cooling fans will have to be used increasing the use of equipment previously not installed and to further use of fuel to run this equipment.</p>
Quality of environment	✓			<p>Positive Impact - Social Value projects are an integral part of the contract and the benefit delivered is measured through formal monitoring as part of the councils Social Value Strategy. Qualitative and quantitative values are delivered back through initiatives such as tree planting, community gardens, building projects, employment and development opportunities and volunteering, example four community projects in 3 months.</p> <p>Residents fly tipping and not disposing of waste in correct ways due to cost / socio economic factors, Mitigating actions are to enforce conditions of tenancy, local housing visits, patch based management</p>

Impact on local green and open spaces and biodiversity	✓			<p>Contractors hold register of protected species and this is used in training operatives.</p> <p>Social Value projects are an integral part of the contract and the benefit delivered is measured through formal monitoring as part of the councils Social Value Strategy. Qualitative and quantitative values are delivered back through initiatives such as tree planting, community gardens, building projects, employment and development opportunities and volunteering</p> <p>Assessments for noise and vibration before drilling, using low noise machines recommended by HSE for noise and vibration levels and compiling protected species checklist to assess impact of any works. Postponing work due to nesting birds and forming protection barriers until safe to return. Information will be provided in tender submission on commitment to impact on local green and open spaces and biodiversity is in practice and monitored.</p>
Use of sustainable products and equipment	✓			<p>Information provided in tender submission on their commitment to sustainability is in practice in the contracts, with sourcing of materials as a key element through supply chain procurement. Evidenced through Contractors "Supply Chain Code of Conduct" and "Sustainable Procurement Conditions"</p>
Minimising waste	✓			<p>Information provided in tender submission will require bidders to state commitment to recycling and examples of how this is achieved. Examples are "Amount of waste diverted from landfill" has target of 96.5% - currently exceeded at 98.5%. Use of a Smart Waste tool to streamline managing waste using direct data from skips and tipping locations to increase accuracy and efficiency of data management. Collection of waste data from supply chain is also incorporated for collaborative and consistent approach. Exploring working with other waste companies for recycling of UVPC windows and doors from all projects works on towers etc, these are then</p>

				recycled and fed back into new window and door products. Monitoring van stock usage with targets for minimising waste and returns / reuse programs.
Council plan priority: a city that takes a leading role in tackling climate change	✓			Information provided in tender submission show that contractors implement operational practice to support and meet the council's policy through the sustainability reports and social value submissions around environmental impact.
Overall conclusion on the environmental and sustainability impacts of the proposal	<p>The contract will be expected to operate in line with current practices and initiatives. The duration and longevity of the strategic arrangement will provide incentive to deliver on the environmental commitments.</p> <p>Contract Monitoring and performance will enable BCC to validate the delivery of the commitments made each year. Contractors need to demonstrate commitment to the long-term achievement of Birmingham's priorities and will work proactively to ensure these are sustained.</p>			

If you require further assistance with completing this template, please contact: ESAGuidance@birmingham.gov.uk

Risk Ref	Date raised	Date reviewed	Project / Workstream	Theme	Risk event / cause	Impact	Action(s) to mitigate risk	Risk Owner	Proximity of risk	Risk treatment	Target resolution date	Direction of travel	Current Likelihood	Current Impact	Current Score	Residual Likelihood	Residual Impact	Residual Score	Risk Status	Comment					
PM6	03/10/2022	25/07/2024	Procurement	Governance & Legal	Bidders request significant changes to form of contract impacting on tender period and/or award stage		Standard form of contract, with schedule of amendments to be used	Comm, Proc & Legal	1-3 months	Treat		New	3	3	9	2	3	6	Open						
PM7	03/10/2022	25/07/2024	Procurement	Operational	Bidders request extensions to tender/SSQ period which impact on overall deliverability of programme		Additional time already allowed beyond statutory minimum & additional time within the timetable to allow for further extensions if required	Comm, Proc & Legal	4-6 months	Tolerate		New	3	3	9	2	2	4	Open						
PM8	03/10/2022	25/07/2024	Procurement	Financial	Bidders unwilling to hold tender prices significantly post-submission due to market factors including supply chain costs		Ensure that tender evaluation and contract award process do not become extended unnecessarily and a bid validity period within the ITT	Comm, Proc & Legal	4-6 months	Treat		New	3	4	12	2	3	6	Open						
PM10	03/10/2022	25/07/2024	Procurement	Process	Low number of tender submissions received providing BCC with minimal alternatives and/or raising concerns regarding the nature of the requirement taken to market.	Item 10	Market engagement undertaken which indicates the market is interested in the revised opportunity	Comm, Proc & Legal	4-6 months	Treat		New	3	4	12	2	4	8	Open						
PM11	03/10/2022	25/07/2024	Procurement	Financial	Rates submitted represent significant increase against current costs and budget as a result of bidders factoring in market risks		Contract to set out robust and transparent approach to price review including management of market risks. Price change mechanisms agreed and included in relevant documentation for	Comm, Proc & Legal	4-6 months	Treat		New	3	3	9	2	3	6	Open						
PM13	03/10/2022	25/07/2024	Procurement	Financial	Rates submitted may appear competitive however are not sustainable in the face of market risks and changing demands		Scrutiny of pricing submissions to identify abnormal costs. Cost model to require breakdown of rates by element.	Comm, Proc & Legal	4-6 months	Treat		New	4	4	16	2	4	8	Open						
PM14	03/10/2022	25/07/2024	Procurement	Operational	Bidder proposals and systems cannot deliver the required IT functionality and subsequent service outcomes		Clear ICT specification and evaluation of capability. Proposed approach to Lots will ensure that all bidders should have the appropriate capability	ICT	4-6 months	Treat		New	3	4	12	2	3	6	Open						
PM15	03/10/2022	25/07/2024	Procurement	Legal and Regulatory	Objections to the award from leaseholders through the Section 20 consultation period		Provision of sufficient information to leaseholders on the proposals and process followed and citizen engagement with the process	Resi Eng & Serv Standards	1-3 months	Treat		New	2	3	6	1	1	1	Open						
PM16	03/10/2022	25/07/2024	Procurement	Operational	Challenge to the outcome of the tender evaluation delaying award and commencement of contracts		Clarity of scoring methodology within ITT. Evidence of training of evaluation team and documentation of all evaluators' comments in accordance with scoring criteria. Robust moderation process. External Independent Legal	Comm, Proc & Legal	4-6 months	Tolerate		New	3	4	12	2	3	6	Open						
PM17	03/10/2022	25/07/2024	Procurement	Process	Integration of BCC and contractor ICT systems unable to take place in time for go-live		Monitoring of Project Plan throughout and implementation of Contingency Plan early enough should the mobilisation period be reduced significantly. Clarity regarding minimum acceptable Go Live criteria. Confirmation of key ICT decisions regarding requirements to enable ICT specification to be clearly defined	ICT	1-3 months	Treat		New	4	4	16	3	4	12	Open						
PM19	03/10/2022	25/07/2024	Procurement	Operational	Pressure on internal resources impacting on tender documentation and evaluation process		Additional external resource requirements to be identified urgently to ensure process can progress effectively	Project Board	Immediate	Treat		New	5	3	15	4	3	12	Open						
PM20	03/10/2022	25/07/2024	Procurement	Financial	Bidders misunderstand cost model leading to disputes post-contract		Cost Model to be comprehensive however to avoid over-complexity	Comm, Proc & Legal	1-3 months	Treat		New	4	3	12	2	3	6	Open						
PM24	04/01/2023	25/07/2024	Procurement	Operational	Procurement Timetable not able to be fulfilled resulting in delays to contract award and potential reduction in contract mobilisation period		Procurement timetable is known by all and monitored regularly and linked to resource availability to ensure the timetable can be met. It includes some additional time to allow for slippage	Project Board	1-3 months	Treat		New	4	3	12	3	3	9	Open						
PM26	25/07/2024	25/07/2024	Procurement	People	Data provided by incumbent contractors is insufficient for use in tender submissions and is delayed impacting on timescales and quality		Template with mandatory requirements will be included and sufficient timescale provided to comply, incumbent contractors to be instructed to comply with timetable with any escalation to Project Board	Project Board	4-6 months	Treat		New	4	3	12	3	3	9	Open						

[illegible]

APPENDIX 6 – Homes Overview and Scrutiny Committee Feedback

1 Purpose

- 1.1 This appendix sets out a summary of the key points arising from the Pre-Decision Scrutiny of the proposed decision:
 - Housing Repairs, Maintenance and Investment 2026
- 1.2 It also sets out the Executive response to this summary.

2 Key Points

That the Committee:

- 2.1 Welcomes this step and in particular, the Committee is pleased that the recommended proposal has considered previous concerns raised by Overview and Scrutiny Committees.
- 2.2 Acknowledges the steps taken by the Council to encourage and generate increased interest from the market.
- 2.3 Seeks assurances that the contract management arrangements are appropriately resourced through the term of the contract to enable the Council to effectively monitor delivery and quality and manage risk.
- 2.4 Is pleased that the Council intends to adopt Key Performance Indicators focused on delivering a quality and responsive service. However, the Committee seeks further assurances on what these Key Performance Indicators will be before they are agreed.
- 2.5 Requests further information through the term of the contract on how the approved contractors are delivering towards the Birmingham Charter for Social Responsibility.

3 Background

- 3.1 The Homes Overview and Scrutiny Committee met on 18 September 2024 to undertake Pre-Decision Scrutiny of the proposed decision: Housing Repairs, Maintenance and Investment 2026.
- 3.2 This was an online meeting. Councillors Jamie Tennant (Chair), Bushra Bi Mohammed Idrees, Hendrina Quinnen and Penny Wagg were in attendance. Apologies were noted from Councillors Bruce Lines. The following officers: Paul Langford (Strategic Director for City Housing), Wayne Davies (Service Director, Asset Management), Asha Patel (Interim Head of Repairs) and Neil Cox (Senior Consultant) were also present.

4 Further Key Points from the Overview and Scrutiny Committee discussion

- 4.1 A robust business plan is in place to ensure they could deliver the level of investment needed, and it would predominantly be funded through the Housing Revenue Account. Additional opportunities for investment would also be explored. City Housing are alert to the risks to deliver this business plan and have put in place systems to manage and mitigate these risks, where possible.
- 4.2 Learning from previous procurement and market feedback has highlighted that the Birmingham contract may not be attractive to all of the potential contractors. Furthermore, the scale of this contract already limits this pool. The Council has had to reconsider the nature of its contract to make it more attractive while at the same time ensuring there is a better service for tenants. Examples include designing a procurement which does not automatically precludes suitable contractors.
- 4.3 The new contract design (4 contractors) reflects the feedback provided by independent assessors previously. The Council suggested that the steps it has already implemented to improve its customer and contractor interfaces as well as increasing the overall staff resource will enable it to provide improved contract management over an increased number of contracts. It is also intended that this contract management approach will also enable the Council to have a greater role around quality control. Under previous contract arrangements, this had been primarily undertaken by the contractor themselves.
- 4.4 Key Performance Indicators are still to be agreed. Reflection on previous Key Performance Indicators suggest that they had become too complex and not making a difference to the key issues raised by tenants. Future Key Performance Indicators will also directly link to Tenant Satisfaction.
- 4.5 Contract awards will have requirements to fulfil under the Birmingham Charter for Social Responsibility. This will include the recruitment of staff and apprentices.

5. Executive Response

- 5.1 Officers appreciate the constructive feedback and support offered by the committee and welcomes the opportunity for regular scrutiny and oversight.
- 5.2 The requested information around contract management and Key Performance Indicators will be provided as part of existing updates to the committee or will be arranged by exception in line with governance protocols.
- 5.3 The learning around contract design and structure, along with improvements and changes to performance management arrangements will form part of the tender documentation, evaluation and ongoing management arrangements. This will ensure transparency and consistency as well as provide future confidence in delivering improved customer outcomes aligned to regulatory measures.

HOUSING REPAIRS, MAINTENANCE AND INVESTMENT 2026

Appendix 7 – Procurement Milestone Plan

Procurement Phase	Dates
Stage 1: Participation Period	
Publication of advertisement	03/01/2025
Selection questionnaire (SQ) issued (including draft tender document pack)	03/01/2025
SQ submission deadline	14/02/2025
Evaluation period	14/02/2025 - 03/03/2025
Notification to Participants	07/03/2025
Stage 2: Tendering Period	
Issue Invitation to Tender (ITT) to shortlisted Tenderers	14/03/2025
ITT submission deadline	09/05/2025
Evaluation period	12/05/2025-13/06/2025
Internal governance	13/06/2025-09/07/2025
Provisional Notification to Tenderers	10/07/2025
Section 20 notification to leaseholders	11/07/2025-014/08/2025
Formal notification to Tenderers	19/08/2025
Standstill	19/08/2025-01/09/2025
Mobilisation period	6 1/2 months
Commencement date of contract	01/04/2026

Birmingham City Council

Report to Cabinet

15th October 2024



Title:	BEREAVEMENT SERVICES – REVIEW OF FEES AND CHARGES 2024 (CREMATION AND GRAVE RESERVATION FEES)
Lead Cabinet Portfolio:	Councillor Nicky Brennan, Cabinet Member for Social Justice, Community Safety and Equalities
Relevant Overview and Scrutiny Committee:	Neighbourhoods
Report Author:	Bev Nash, Head of Bereavement and Registration Services City Operations Directorate 0121 303 0138 bev.nash@birmingham.gov.uk
Authorised by:	Sajeela Naseer, Director of Regulation and Enforcement Directorate
Is this a Key Decision?	Yes
If this is a Key Decision, is this decision listed on the Forward Plan?	No Forward Plan Reference

Reason(s) why not included on the Forward Plan: Submitted ahead of deadline but error in the process resulted in the decision form not being included on the Forward Plan.

Is this a Late Report? Yes

Reason(s) why Late: The report was submitted ahead of the deadlines but there was an error in the process.

The report is now being submitted late due to the need to set appropriate fees within a timescale to offer services to communities as soon as possible within this financial year and to mitigate against in year financial pressures within Bereavement Services

These reasons have been agreed by the Managing Director and the Leader. Agreement has also been provided from the Chair of OSC, Cllr Hussain.

Is this decision eligible for 'call in?' Yes

If yes, list reason.

If not eligible, please provide reason(s): Cabinet report

Wards: All wards

Does this report contain exempt or confidential information? No

Has this decision been included on the Notification of Intention to consider Matters in Private? Not Applicable

1 EXECUTIVE SUMMARY

- 1.1 This report requests approval to increase the grave reservation fee and the adult cremation fees that are currently listed in the fees and charges for Bereavement Services that were approved and implemented in April 2024. This report is being brought forward ahead of the general fees and charges review due to the need to set appropriate fees within a timescale to offer services to communities as soon as possible within this financial year and to mitigate against in year financial pressures within Bereavement Services budget.

2. COMMISSIONERS' REVIEW

- 2.1 Commissioners support the recommendation and would like feedback to come back on the impact on demand and income after the fees have been in place for 6 months.

3 RECOMMENDATIONS

- 3.1 That Cabinet approves the proposed increases in fees and charges for cremation fees shown in appendix B to take effect from 1 December 2024.
- 3.2 That Cabinet approves the increase in grave reservation fees from £300 to £450 to take effect from 1st November 2024.

4 KEY INFORMATION

4.1 Context

A review of the current cremation and grave reservation fees, as detailed below:

4.2 Cremation fees:

Some cremation service times are more popular than others, and certain time slots increase the cost of total service provision due to the requirement for longer working hours etc. Earlier cremation service times are rarely used, so opting for a lower charge may encourage higher usage.

A review of the current service times and fees has been completed, with a comparison against neighbouring authorities, and the introduction of differential charges is proposed.

The current standard adult cremation fee is £895, which is the lowest standard fee in comparison to all neighbouring authorities. It is proposed that the fee for a 9:15 am service will be reduced to £750. The fee for the services from 10:00am to 12:15 pm will remain at the current fee of £895. The fee for services from 1:00 pm to 3:15 pm will increase to £950 due to the popular demand of these timeslots. In addition, the service is considering the feasibility of offering a 4pm timeslot which, where provided will have an applicable fee of £995.

The price comparisons with neighbouring authorities are shown in appendix A and current fees and proposed fees are shown in appendix B.

- 4.3 If there is an approved change to the current cremation it is proposed to be introduced from 1st December 2024, due to the notice period that needs to be given. The April 2024 fee will be applied to any bookings already taken prior to the new fee being implemented, regardless of when the service will be taking place.

4.4 **Grave reservation fees:**

The current fee for reserving a grave where no burial is due to take place is £300, increased by 30% for a non-resident of the city.

Excavating reserved graves means that rather than excavating a new non reserved grave, i.e. with direct access and no obstacles, when a reserved grave is excavated, it usually requires the excavation to be carried out in an established section. This results in memorials creating obstructions and staging often must be erected to enable the soil to be placed without damaging neighbouring graves and the excavation will be carried out in a restricted area, usually taking longer and often requiring excavation by hand rather than machinery. Demand for reserving graves is increasing.

A recent comparison with other burial authorities has demonstrated that some are applying significant additional charges for families to reserve graves where no immediate burial is taking place, in recognition of the additional time and cost to excavate a grave 'out of sequence'. In addition, the land usage increases where

grave reservations are provided, requiring earlier development of additional burial areas at a cost to the city council.

A price comparison with other burial authorities that apply a fee for reservation of graves is shown in appendix C.

It is proposed that the current grave reservation fee is increased from £300 to £450 effective from 1st November 2024.

- 4.5 The grave reservation fee will be applied from 1st November 2024, as the fees are provided at the point of sale to enable an informed choice to be made, so advance notice is not necessary.

Proposal and Reasons for Recommendations

- 4.6 The proposal is for the fees and charges to be increased as detailed above in this report. The recommendation is that the proposed increases are approved for implementation in November and December 2024.

Other Options Considered

- 4.7 The other option is to reject the proposed increases in fees and charges.

5 RISK MANAGEMENT

- 5.1 There is a risk that service users will opt to use the cremation service of other service providers, although this risk is minimised as the fees remain competitive in comparison to others.
- 5.2 There is also a risk that service users will opt not to reserve graves, although anecdotal feedback from service users and the high number of enquiries regarding the reservation of graves suggest that the risk is minimal.

6 CONSULTATION

- 6.1 There is no statutory requirement to consult.
- 6.2 Funeral Directors will be provided with advance notice of the new fees and charges, which will also be published at least 15 working days ahead of implementation, which is accordance with the Funerals Market Investigation Order 2021. Where cremation services have already been booked, the old fee will apply.

7 MEMBER ENGAGEMENT

Ward Councillors

- 7.1 Not applicable

Overview and Scrutiny

- 7.2 Cllr Shabana Hussain, Chair of Neighbourhoods Overview & Scrutiny Committee, has been consulted regarding this report and has highlighted the risks in paragraphs 5.1 and 5.2 and queried whether the fees could be lowered if needed and the risks were realised.

In response Bereavement Services have confirmed that a report can be brought to Cabinet for their consideration at any time if it is considered that fees should be reviewed in year.

Other

- 7.2.1 Not applicable

8 IMPACT AND IMPLICATIONS

Finance

- 8.1 Analysis of the last three months of cremation appointments indicates that the differential cremation fee proposal could generate an additional £77k over a 12 month period in a like for like comparison. An increase from 1st December 2024, could potentially generate an additional £25k in 2024/25, dependent upon usage.

Should 25% of users choose to switch to the morning time bands due to the increase fee increases this would reduce the 12 month forecast to an additional £52k, or £17k in 2024/25.

The increase of an additional £150 per grave reservation would deliver an additional £15,000 per 100 reserved graves.

Legal

- 8.2 Section 111 of the Local Government Act 1972 gives the Council the power to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions. The general power of competence includes the power to do something for the benefit of the authority, its area, or persons resident or present in its area. In addition, section 93 of the Local Government Act 2003

authorises the Council to charge a person for a providing a service if the Council is authorised, but not required, by an enactment to provide the service.

The Local Authorities' Cemeteries Order 1977 provides that a burial authority may do all such things as they consider necessary or desirable for the proper management, regulation and control of a cemetery and that a burial authority may charge such fees as they think proper for, or in connection with burials in a cemetery.

Equalities

- 8.2 The provision of cremation services is predominantly utilised by a wide range of faiths except Muslims and Jews. Whilst differential pricing will impact on these faiths there is also the opportunity for a lower priced cremation at a different time.

The purchase of reserved graves is an optional service which is at the discretion of the purchaser and other burial plots, without reservation, are offered at the time of burial.

EIA attached at appendix D

Procurement

- 8.3 Not applicable.

People Services

- 8.4 There are no staffing implications arising from the recommendations in this report.

Climate Change, Nature and Net Zero

- 8.5 There are no identified climate change, nature or net zero implications of this report.

ESA attached at Appendix E

Corporate Parenting

- 8.6 There are no identified corporate parenting implications of this report.

Other

- 8.7 There are no identified additional implications of this report.

9 APPENDICES

Appendix A - Fee comparison with neighbouring cremation authorities August 2024

Appendix B - Time slots and prices BCC Crematoria – Current and proposed

Appendix C - Price comparisons of reservation fees for other burial authorities.

Appendix D – Equality Impact Assessment

Appendix E – Environment and Sustainability Assessment

10 BACKGROUND PAPERS

There are no additional background papers for this report.

Appendix A

Fee comparison with neighbouring cremation authorities August 2024

Crematorium	Standard Fee – Attended Service	Unattended/Direct cremation Service	Premium Times	Lower cost cremation services
BCC	£895 - Current	£620 - Current	£950 - Proposed for 13:00 – 15:15 services. £995 proposed for a 4pm service, where available	£750 proposed for 9:15 service
Streetly	£952	£410	N/A	
Lichfield	£940	£410	N/A	
Sandwell	£967	£733	N/A	
Perry Barr	£1100	£550	N/A	
Solihull	£955.00	£550	£1030 (3:00 & 3:30 pm)	
Wolverhampton	£940.00			
Wasley Hills	£975	£545	£1075 (Thursday- Friday)	
Dudley MBC	995.00		N/A	

Appendix B

Time slots and prices BCC Crematoria - Current

Sutton Coldfield		Lodge Hill		Yardley	
8:45 (Direct)	£620	8:45 (Direct)	£620	8:45 (Direct)	£620
9:15	£895	9:15	£895	9:15	£895
10:00	£895	10:00	£895	10:00	£895
10:45	£895	10:45	£895	10:45	£895
11:30	£895	11:30	£895	11:30	£895
12:15	£895	12:15	£895	12:15	£895
13:00	£895	13:00	£895	13:00	£895
13:45	£895	13:45	£895	13:45	£895
14:30	£895	14:30	£895	14:30	£895
15:15	£895	15:15	£895	15:15	£895
16:00	Unavailable	16:00	Unavailable	16:00	Unavailable

Time slots and prices BCC Crematoria - Proposed

Sutton Coldfield		Lodge Hill		Yardley	
8:45 (Direct)	£620	8:45 (Direct)	£620	8:45 (Direct)	£620
9:15	£750	9:15	£750	9:15	£750
10:00	£895	10:00	£895	10:00	£895
10:45	£895	10:45	£895	10:45	£895
11:30	£895	11:30	£895	11:30	£895
12:15	£895	12:15	£895	12:15	£895
13:00	£950	13:00	£950	13:00	£950
13:45	£950	13:45	£950	13:45	£950
14:30	£950	14:30	£950	14:30	£950
15:15	£950	15:15	£950	15:15	£950
16:00	£995 (where available)	16:00	£995 (where available)	16:00	£995 (where available)

Appendix C

Price comparisons with other burial authorities that apply reservation fees.

Authority	Reservation Fee
Birmingham City Council	<p><u>CURRENT (75 years)</u></p> <p>£300 (Resident)</p> <p>£390.00 (30% non-resident)</p> <p><u>PROPOSED (75 years)</u></p> <p>£450 (Resident)</p> <p>£585 (30% non-resident)</p>
Wolverhampton	£153.00
Coventry	£768
Cornwall	£218.00 (for 10 years)
Harlington	<p>Reservation of a grave for 10 years. £300</p> <p>Renewals of reservation 50% of current rate. £150</p>
London Borough of Richmond upon Thames	<p><i>ANNUAL FEE</i></p> <p>1 year - £181</p> <p>2 years - £362</p> <p>3 years - £469</p> <p>4 years - £576</p> <p>5 years - £683</p>
Newcastle Under Lyme	£619
Newham	£1720
Windsor & Maidenhead	£1901 for 7 years

EQUALITY IMPACT ASSESSMENT

Fees and charges review - Cremation and grave
reservation fees

Reference: EIA000519

Date: 10/09/2024

Submitted by: Bev Nash



EIA Form – About your EIA

Reference number	EIA000519
Date Submitted	10/09/2024
Subject of the EIA	Fees and charges review - Cremation and grave reservation fees
Brief description of the policy, service or function covered by the EIA	Review to increase fees for grave reservations and to introduce various cremation fees, dependent upon service time.
Equality Assessment is in support of...	["Amended policy"]
How frequently will you review impact and mitigation measures identified in this EIA?	Annually
Due date of the first review	2025-09-30

Directorate, Division & Service Area

Which directorate(s) are responsible for this EIA?	["City Operations"]
Division	Regulation and Enforcement
Service area	Bereavement Services
Budget Saving	Yes

Officers

What is the responsible officer's name?	Bev Nash
What is the responsible officer's email address?	bev.nash@birmingham.gov.uk
What is the accountable officer's name?	Sajeela Naseer
What is the accountable officer's email address?	sajeela.naseer@birmingham.gov.uk

Data Sources

Data sources	["Quantitative data (please specify in the box below)", "Relevant research"]
Data source details	Service statistics and comparisons with similar organisations

Protected Characteristics

Protected Characteristic – Age



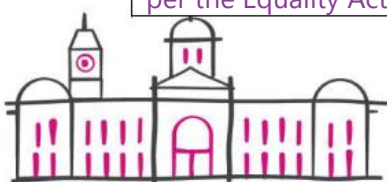
Does this proposal impact people due to their age as per the Equality Act 2010?	No
What age groups are impacted by your proposal?	
Please describe any potential impact to the age characteristic	
How could you mitigate against any negative impact to the age characteristic?	
Please describe how this proposal does not impact people due to their age	<p>Persons opting to reserve graves come from a wide range of age groups. Not only is this part of their future planning for funerals, but also seen as a financially viable option which protects against future price increase but also potentially secures a grave in a location of their choice. This service is wholly discretionary.</p> <p>With cremation fees, there is a selection of options proposed, some of which will cost less than the current prices. Often it is the relatives of the deceased that arrange the funeral and sort out the fees, usually from the estate of the deceased. Where there are insufficient funds or no relatives, then Birmingham City Council will arrange and fund the cost of the funeral, or claim from the deceased's estate where there is one.</p>

Protected Characteristic – Disability

Does this proposal impact those people with a disability as per the Equality Act 2010?	No
Please describe any potential impact to the disability characteristic	
How could you mitigate against any negative impact to the disability characteristic?	
Please describe how this proposal does not impact people due to their disability	Services are fully accessible for people with disabilities.

Protected Characteristic – Sex

Does this proposal impact citizens based on their sex as per the Equality Act 2010?	No
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What sexes will be impacted by this proposal?	
Please describe any potential impact to the sex characteristic	
How could you mitigate against any negative impact to the sex characteristic?	
Please describe how this proposal does not impact people due to their sex	Services are fully accessible to all, regardless of their sex.

Protected Characteristic - Gender Reassignment

Does this proposal impact people who are proposing to undergo, undergoing or have undergone a process to reassign one's sex as per the Equality Act 2010?	No
Please describe any potential impact to the gender reassignment characteristic	
How could you mitigate against any negative impact to the gender reassignment characteristic?	
Please describe how this proposal does not impact people due to gender reassignment	Services are available to all

Protected Characteristic - Marriage and Civil Partnership

Does this proposal impact people who are married or in a civil partnership as per the Equality Act 2010?	No
What legal marital or registered civil partnership status will be impacted by this proposal?	
Please describe any potential impact to the marriage and civil partnership characteristic	
How could you mitigate against any negative impact to the marriage and civil partnership characteristic?	



Please describe how this proposal does not impact people who are married or in a civil partnership	Services are available to all
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Protected Characteristic - Pregnancy and Maternity

Does this proposal impact people covered by the Equality Act 2010 under the protected characteristic of pregnancy and maternity?	No
Please describe any potential impact to the pregnancy and maternity characteristic	
How could you mitigate against any negative impact to the pregnancy and maternity characteristic?	
Please describe how this proposal does not impact people who are covered by the pregnancy and maternity characteristic	Services are available to all

Protected Characteristic - Ethnicity and Race

Does this proposal impact people due to their race as per the Equality Act 2010?	No
What ethnic groups would be impacted by this proposal?	
Please describe any potential impact to the ethnicity and race characteristic	
How could you mitigate against any negative impact to the ethnicity and race characteristic?	
Please describe how this proposal does not impact people due to their race	Services are available to all

Protected Characteristic - Religion or Beliefs

Does this proposal impact people's religion or beliefs as per the Equality Act 2010?	No
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What religions could be impacted by this proposal?	
Please describe any potential impact to the religion or beliefs characteristic	
How could you mitigate against any negative impact to the religion or beliefs characteristic?	
Please describe how this proposal does not impact people due to their religion or beliefs	Services are available to all

Protected Characteristic - Sexual Orientation

Does this proposal impact people's sexual orientation as per the Equality Act 2010?	No
What sexual orientations may be impacted by this proposal?	
Please describe any potential impact to the sexual orientation characteristic	
How could you mitigate against any negative impact to the sexual orientation characteristic?	
Please describe how this proposal does not impact people due to their sexual orientation	Services are available to all

Monitoring

How will you ensure any adverse impact and mitigation measures are monitored?	There are no identified adverse impacts to be monitored
Please enter the email address for the officer responsible for monitoring impact and mitigation	bev.nash@birmingham.gov.uk



Appendix D - Environment and Sustainability Assessment

Project Title: Fees and charges review - Cremation and grave reservation fees				
Department: City Ops	Team: Bereavement Services		Person Responsible for assessment: Bev Nash	
Date of assessment: 11/09/2024		Is it a new or existing proposal?: Change to existing policy/fees and charges		
Brief description of the proposal: The proposal is to charge different cremation fees dependent upon the time of day of the funeral service and to also increase the current fee for reservation of graves in cemeteries due to the requirement to excavate out of sequence.				
Potential impacts of the policy/development decision/procedure/ on:	Positive Impact	Negative Impact	No Specific Impact	What will the impact be? If the impact is negative, how can it be mitigated, what action will be taken?
Natural Resources- Impact on natural resources including water, soil, air			✓	
Energy use and CO ₂ emissions	✓			The introduction of increased fees for PM timeslots may encourage services to be booked closer together in the less expensive AM timeslots, which could result in more efficient gas usage during the cremation process and a reduced usage of refrigeration units.
Impact on local green and open spaces and biodiversity			✓	
Use of sustainable products and equipment			✓	
Minimising waste			✓	
Council plan: A Bold Green Birmingham			✓	
Overall conclusion on the environmental and sustainability impacts of the proposal	There may be a positive impact of the proposal if users opt for less expensive AM timeslots for cremation services.			

Birmingham City Council

Report to Cabinet

15th October 2024



Title:	BIRMINGHAM CITY VISION
Lead Member: Cllr John Cotton	Councillor John Cotton, Leader of Birmingham City Council
Relevant Overview and Scrutiny Committee:	Corporate and Finance O&S Committee
Has this report been shared with the relevant Overview and Scrutiny Committee Chair?	Yes
Report Author:	Sal Naseem, Assistant Director Strategy, Equalities and Partnerships Sal.Naseem@birmingham.gov.uk
Authorised by:	Richard Brooks, Director of Strategy, Equalities and Partnerships
	Directorate
Is this a Key Decision?	Yes
	No Forward Plan Reference
Reason(s) why not included on the Forward Plan and confirm who has authorised it to be considered:	Not Applicable
Is this a Late Report?	No
Reason(s) why Late and confirm who has authorised it to be considered:	Not Applicable
Is this decision eligible for 'call in?'	Yes
If 'call-in' has been dis-applied, please provide reason(s) and confirm who has authorised:	Not Applicable
Wards:	All Wards

Does this report contain exempt or confidential information? No

Has this decision been included on the Notification of Intention to consider Matters in Private? Not Applicable

Reasons why not included on the Notification and confirm who has authorised it to be considered: Not Applicable

1 EXECUTIVE SUMMARY

- 1.1 This City Vision sets out long-term aims for the city to be shared by the Council and its partners, and a way of working across the partnership in the best interests of the city and its residents. Once agreed, it will provide the framework and direction for all the Council's strategic planning (including a new Corporate Plan), it is intended to be shared and owned across the whole city partnership to inform their work.
- 1.2 The 'Birmingham City Vision' would sit at the top of this hierarchy and provide the guide for all our strategic planning. It sets out the overall priorities, opportunities and challenges for the city, not just for the council.
- 1.3 This has been produced through extensive citizen and partner engagement over the past six months through Shaping Birmingham's Future Together. The aims also draw on extensive insight and analysis from the Birmingham City Observatory, plus existing Council and partner strategies.
- 1.4 It has been recommended that this draft is approved to enable it to be issued for a four-week period of engagement with strategic partners. Once this engagement exercise has been completed by the Strategic Partnerships Team, all the feedback will be reviewed and where necessary amendments made in consultation with the Leader and the MD, and then a final version of the City Vision will be produced, with a view to adoption at full Council in December.
- 1.5 Please note that this document is draft and will go through a full design process, all graphics etc are for illustration purposes at the moment.

2 COMMISSIONERS' REVIEW

- 2.1 Commissioners support the preparation of the City Vision document, designed as a statement that can be endorsed and contributed to by all the Council's strategic partners. The finalised document, together with the Improvement and Recovery Plan will need to form the key influences of the Council's Corporate Plan to be prepared to guide the Council's actions and activities. The Vision contains a number of goals and targets. Before the Council agrees the final version as recommended, it will be essential to document and report on, the baseline position so that progress can be monitored over the 10 years and that the various partners can be challenged on their contribution. The Council will not always be the lead partner in delivering on some of these areas so it will be important to identify where the lead responsibility lies without the Council relinquishing its role as place leader.

3 RECOMMENDATIONS

It has been recommended that this draft is approved to enable it to be issued for a four-week period of engagement with strategic partners and then a final version of the City Vision will be produced, with a view to adoption at full Council in December

4 KEY INFORMATION

Context

- 4.1 This City Vision has been drafted in conjunction with Shaping Birmingham's Future Together, which has been chaired by the Leader of the Council and involves a wide range of city partners and sought broader citizen feedback. As such the Council's Public Participation Team conducted a 6-week citizen engagement exercise which included an online survey with 1,190 responses and over 350 responses from members of the public in face-to-face meetings. The City Vision also draws on extensive analysis and insight from the City Observatory, plus other Council and partner strategies.
- 4.2 The context of the City is set out in the document in section three. This highlights important opportunities including:
- 4.2.1 A city of warm and welcoming communities, and a City of Sanctuary
 - 4.2.2 One of the country's most diverse and youthful populations in Europe.
 - 4.2.3 A city with outstanding national and international transport connectivity.
 - 4.2.4 A wide range of parks, gardens and green spaces, many historic buildings and canals, and attractive, varied neighbourhoods.
 - 4.2.5 Strong educational Institutions including many world-class further and higher educational institutions.
 - 4.2.6 A regionally, nationally and globally important economy.
 - 4.2.7 Economic diversity and strengths in advanced manufacturing, financial services, and technology.
 - 4.2.8 A wide range of cultural and sporting assets.
- 4.3 It also highlights our challenges, including our key cross-cutting challenge: the unacceptable level of inequality across the city. The challenges identified in the City Vision include:
- 4.3.1 Exceptionally high rates of unemployment and low levels of employment.
 - 4.3.2 A higher share of the population with no formal qualifications and a lower share with a degree-level qualification than any other large UK city.
 - 4.3.3 An acute housing crisis, reflected in a lack of affordable homes, overcrowding and poor-quality housing stock.
 - 4.3.4 Across the city, health outcomes lag behind national averages and there are large inequalities between different groups.
 - 4.3.5 The current transport infrastructure within the city does not meet the needs of our citizens.
 - 4.3.6 A climate emergency and the highest level of fuel poverty in any core city.

- 4.3.7 This vision cannot be delivered by any one organisation alone, it will need to be delivered through a range of partnership structures and a new understanding of true partnership working.
- 4.3.8 The vision is a living document, it must reflect the fact that the challenges and opportunities we face will change over the next decade. Therefore, the relevance of the City Vision and the Missions will be regularly reviewed at the annual State of Brum Summit.
- 4.3.9 Birmingham City Council will use the Birmingham City Vision to frame and shape the content of our Corporate Plan and other plans and strategies. We will encourage other organisations across the city to do the same through the vision and set out how they will contribute to help achieving and delivering this vision.

Proposal and Reasons for Recommendations

- 4.4 A Corporate Plan was last agreed in November 2022 to cover Birmingham City Council's priorities from 2022-2026. It is now out of date and does not adequately reflect the council's new situation and priorities. However, we have renewed the Corporate Performance framework, and our new indicator set focuses more effectively on the delivery of our core services.
- 4.5 The Improvement and Recovery Plan (IRP) was agreed in April 2024 and has three aims: for BCC to become financially sustainable, well run, and deliver good services for citizens. The IRP focuses corporate attention and resources on a set of defined programmes. However, it does not cover all the activity of the council or provide overarching aims for the organisation.
- 4.6 Shaping Birmingham's Future Together (SBFT) was announced by the Leader in March 2024 to signal a change in how BCC works, with a commitment to a more collaborative approach with citizens and partners. Wide-ranging external engagement has been undertaken over the summer, both in-person and online, to understand their perspectives and priorities for the city and council.
- 4.7 In summary, we now need to create, renew and strengthen several key plans and strategies, establish an overall strategic framework so they fit together coherently. The 'Birmingham City Vision' would sit at the top of this hierarchy and provide the guide for all our strategic planning. It sets out the overall priorities, opportunities and challenges for the city, not just for the council.
- 4.8 The overarching Vision set out in the document is for:
 - 4.8.1 Our vision for Birmingham is a city that tackles inequality, has a thriving economy, where all communities can enjoy greater opportunities and the wellbeing that brings.
- 4.9 The key aims of the Vision are set out in section 5 of the document, where they are linked to both the key challenges of the city and to the UN's Sustainable Development Goals to provide a robust external framework. The five strategic priorities are:

- 4.9.1.1. Growth and prosperity
- 4.9.1.2. Knowledge and opportunity
- 4.9.1.3. Safety and sustainability
- 4.9.1.4. Equity and inclusion
- 4.9.1.5. Connected Brum

4.9.2 Each of the aims has an associated set of proposed success measures. We will produce an annual State of the City Report to track progress.

4.9.3 The Vision also includes at section 6 a 'Birmingham Promise' that has been developed with our partners, to capture a new way of working across the partnership. We would sign up to this as the council and encourage others to do so.

4.9.4 The next steps in developing our strategic planning framework include refreshing the Corporate Plan, which will describe the council's external contribution to achieving the City Vision.

4.10 It has been recommended that this draft is approved to enable it to be issued for a four-week period of engagement with strategic partners. Once this engagement exercise has been completed by the Strategic Partnerships Team, all the feedback will be reviewed and where necessary amendments made in consultation with the Leader and the MD, and then a final version of the City Vision will be produced, with a view to adoption at full Council in December

5 Other Options Considered

5.1 No other options were considered.

6 RISK MANAGEMENT

6.1 N/A

7 CONSULTATION

N/A

8 MEMBER ENGAGEMENT

Ward Councillor(s)

8.1 N/A

Overview and Scrutiny

8.2 A session has been arranged with the Chair of the relevant overview & scrutiny committee, Cllr Albert Bore to take place on 3rd October, and the draft document has been sent to him.

9 IMPACT AND IMPLICATIONS

Finance and Best Value

- 9.1 There are no direct finance implications. Financial decisions for the Council that flow from the City Vision will be governed by the usual processes of budgeting and spend control.

Legal

- 9.2 There are no legal implications.

Equalities

- 9.3 EIA is attached as an Appendix. At this stage no negative equality impacts are identifiable from this report.

Procurement

- 9.4 N/A

People Services

- 9.5 There are no staffing implications arising from the recommendations in this report.

Climate Change, Nature and Net Zero

- 9.6 There are no negative climate change, nature and net zero carbon implications arising from the recommendations in this report.

Corporate Parenting

- 9.7 There are no implications or opportunities in relation to the Corporate Parenting responsibility arising from the recommendations in this report.

Other

- 9.8 There are no other implications arising from the recommendations in this report.

10 APPENDICES

- 10.1 Appendix A – Draft City Vision.
- 10.2 Appendix B - Public Engagement on the Birmingham City Vision
- 10.3 Appendix C – City Vision Equalities Impact Assessment

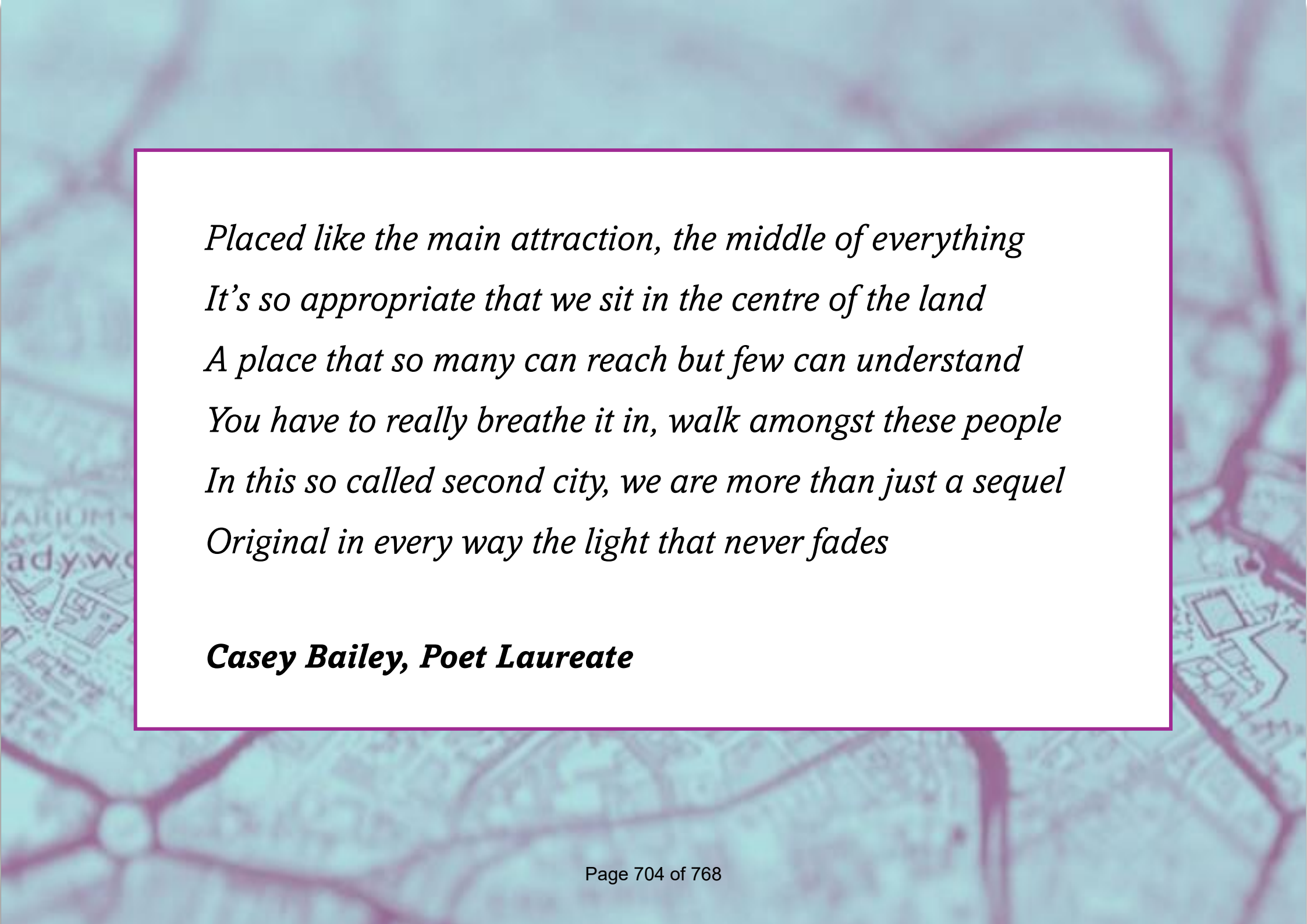
11 BACKGROUND PAPERS

- 11.1 There are no Background Papers.

Our Vision for Brum 2035

**Shaping Birmingham's
Future Together**



The background of the slide is a faded, light blue map of New York City, showing street grids and park areas. A prominent purple border frames the central text area.

*Placed like the main attraction, the middle of everything
It's so appropriate that we sit in the centre of the land
A place that so many can reach but few can understand
You have to really breathe it in, walk amongst these people
In this so called second city, we are more than just a sequel
Original in every way the light that never fades*

Casey Bailey, Poet Laureate

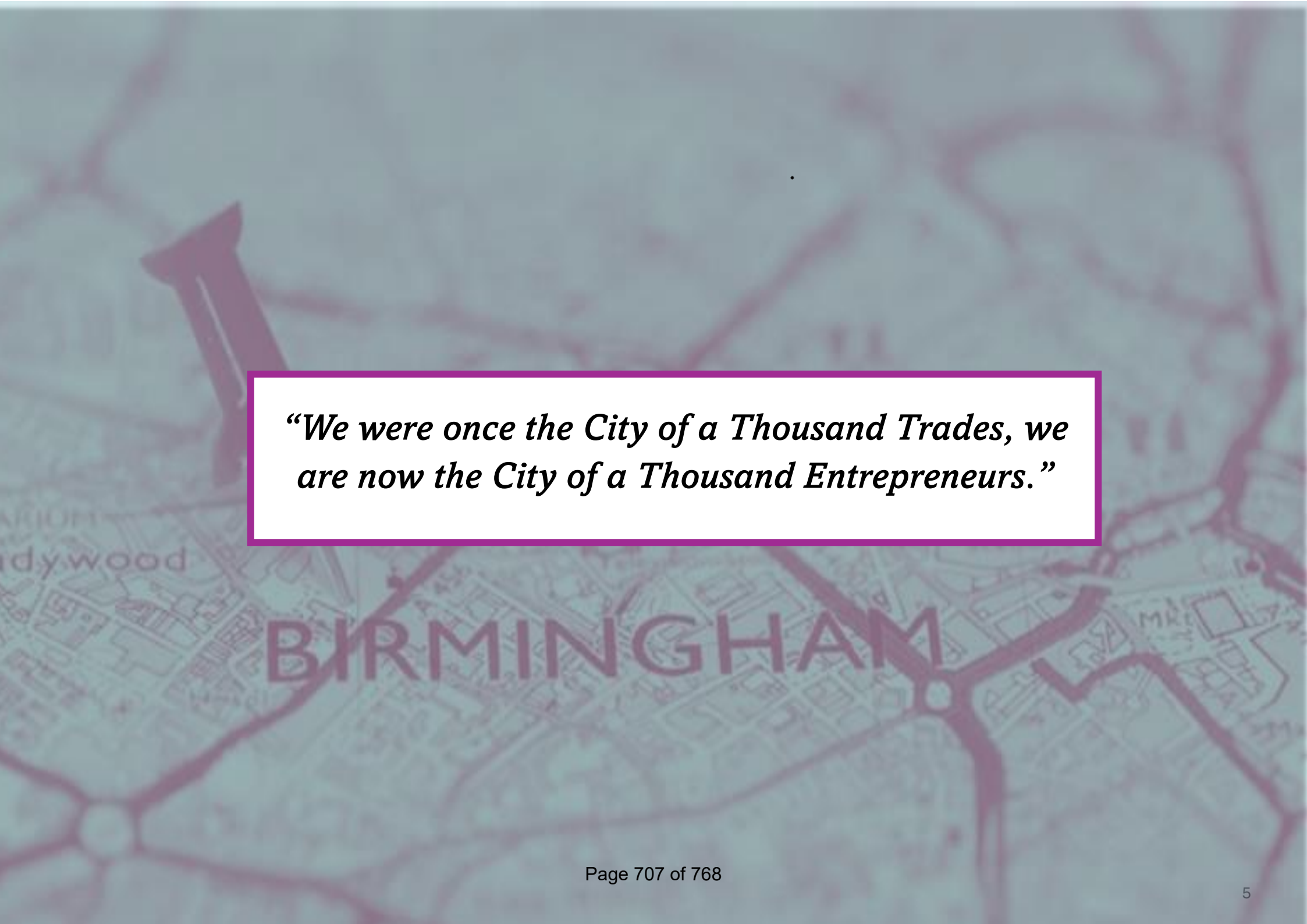
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...and challenges	9
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Foreword

[To be added later]

DRAFT



“We were once the City of a Thousand Trades, we are now the City of a Thousand Entrepreneurs.”

1. Understanding from our history

Birmingham was known as the “City of a Thousand Trades” what has emerged is a young, diverse, entrepreneurial and bold city.

Birmingham started as a workshop full of small, highly skilled firms producing a huge range of products. As a result, levels of enterprise were high and unemployment was low, and in the first half of the 20th century the city saw huge numbers of new jobs created. It also became specialised in manufacturing motor vehicles but was hit hard by the decline of this industry in the 70s and 80s.

Birmingham’s strong social conscience roots back into its history with the radical work done by Joseph Chamberlain as Mayor in the late 19th century to disrupt the system to tackle inequality. This was followed by the leadership of business with the Cadbury brothers, and the legacy they left through the Cadbury Foundation and Barrow Cadbury Trust. They both embraced disruption to drive meaningful change.

Our city also has a rich tradition of welcoming and embracing difference, a legacy that has shaped its identity as one of the UK's most diverse and multicultural cities. From the arrival of the Irish in the 19th century seeking work, to the Windrush generation from the Caribbean who helped rebuild post-war Britain, Birmingham has always opened its doors to those in need. The city's diversity further expanded with the

migration of South Asians, Africans, and Eastern Europeans throughout the 20th century and into the 21st Century.

This reflection on our history matters.

Our history in welcoming difference has ultimately led to Birmingham becoming a City of Sanctuary, welcoming those refugees fleeing conflict. Today, Birmingham is a proud global majority city.

We have a history and DNA of being bold in tackling inequality, and we will channel that spirit in this City Vision and our ambitions for a Birmingham in which that tale of two cities doesn’t continue.

While we are no longer a “City of a Thousand Trades” we are now a “City of a Thousand Entrepreneurs “. Birmingham boasts several enterprise zones and has been voted the UK’s most entrepreneurial region by Start Up Britain. This bustling entrepreneurship can be seen from the famous Ladypool Road to the STEAMhouse in the city centre.

Birmingham’s history and DNA are rooted in these three things:

- Fostering economic success,
- Being disruptive in tackling inequality, and
- Embracing difference and inclusion.

It’s through understanding our history that this vision for Birmingham will build on these three foundations for our successful future.

2. Developing a vision for the city in a new way

Our vision for Birmingham is a city that tackles inequality, has a thriving economy, where all communities can enjoy greater opportunities and the wellbeing that brings.

This is a ten-year vision for the city. It sets out priorities for the whole city which draws on Birmingham's history and reflects our current context, opportunities and biggest challenges.

As a key convening force in the city, Birmingham City Council have stewardship of the city vision. However, this is not a document or vision that just belongs to Birmingham City Council, it's a vision that belongs to everyone in the city. Partners from the public, private, voluntary and community organisations, and all communities and citizens working together can achieve our shared aims.

This vision is intended for use as a strategic planning framework for all the city partners. Birmingham City Council will use it to shape its own Corporate Plan and other strategies, other organisations operating in the city are encouraged to do the same.

In that spirit of partnership, partners and residents have collaborated to develop this vision through the Shaping Birmingham's Future Together initiative.

Shaping Birmingham's Future Together was announced by the Leader of Birmingham City Council in March 2024. SBFT brought together partners from the public, private, education, and the voluntary and community sectors throughout the summer of 2024 to inform this city vision.

In addition to these meetings, over 30 face-to-face consultations were held at venues across the city, eight online sessions were also held. The sessions were hosted by community organisations including those from Erdington, Bartley Green and Handsworth. They included three ward forums in Stirchley, Small Heath, Sparkbrook and six of the city's nearly three hundred Warm Welcome spaces, including Nechells and Sutton Coldfield. An e-survey was hosted online through the summer to capture a wide range of citizen perspectives, and in total we received over 1,500 responses.

All this feedback is reflected in this vision and its priorities. However, this document also reflects a wide range of views on how organisations should work together in a new way, so that partners and citizens can increase their power to do good together.

The vision and priorities are also informed by existing city and partner strategies, plus data and analysis from the Birmingham City Observatory.

3. Birmingham is a city of opportunity...

Birmingham is a city of scale. It is a growing city of 1.15 million citizens, and it is the country's second largest city economy.

Over the last 15 years, Birmingham has attracted record levels of investment due to its welcoming and enterprising nature. Our population has grown and with this has come new homes, jobs, businesses and opportunities, especially to the city centre.

The city is made up of 69 wards and 10 parliamentary constituencies. Outside of the city centre there are more than 70 urban centres which are hubs for our communities, providing access to jobs, public services, culture and religious services, transport, and other services.

There are 1,144,900 people living in Birmingham according to the 2021 Census, an increase of 6.7% (71,900) since 2011. The population is projected to continue growing to 1,186,000 (up 3.9%) by 2028. Our city is superdiverse - more than half the population (51.4%) identify as 'Black, Asian, Minority Ethnic'.

- **A city of warm and welcoming communities:** Birmingham is a place where people can make a good life. We are a City of Sanctuary – where a broad range of local organizations, community groups and faith communities, as well as individuals are publicly committed to welcoming and including people seeking sanctuary.
- **Youthful and diverse:** Birmingham has one of the country's most diverse and youthful populations in Europe, with a proud history and culture. We are a city of many communities, many of which have their own distinct identity, culture and community spirit. Nearly

half of our population are under 30 years of age. We have outstanding international links and host tens of thousands of international students.

- **A city with outstanding national and international transport connectivity** – Birmingham is the most centrally located city in England, already within 90 minutes of both London and Manchester by train, at the heart of the major road network and with its own international airport.
 - **Environment and green spaces:** the city has a wide range of parks, gardens and green spaces, many historic buildings and canals, and attractive, varied neighbourhoods.
 - **Strong educational Institutions:** the city is home to many world-class further and higher educational institutions contributing to the workforce and reputation of the city.
 - **A regionally, nationally and globally important economy:** the size and scale of the Birmingham economy make it the region's economic leader, vital to the UK economy, and globally significant. A range of global companies are located here and have a stake in the success of our city.
 - **Economic diversity:** the city has concentrations of firms in advanced manufacturing, financial services, and technology which are vital to the wider regional and national economy.
 - **A wide range of cultural and sporting assets:** We have the largest regional library and public cultural space in Europe – the Library of Birmingham – and a world class arts, dance, music, food and cultural offer. We have world-class sporting venues and we are perfectly situated for internationally attended and broadcast events.
- A range of specific growth opportunities: for example:** Life Sciences at the Birmingham Health Innovation Campus; The Birmingham Innovation Quarter; smart manufacturing at the Tyseley Environmental Enterprise District

...and challenges

OUR ECONOMY: In 2019, average gross value added (GVA) per worker in the Birmingham city region stood at £50,505, above that of smaller cities including Newcastle, Liverpool and Sheffield but below Greater Manchester, Glasgow and Cardiff. Also, **Birmingham suffers from exceptionally high rates of unemployment and low levels of employment.** This is particularly the case for young people, where the youth unemployment claimant rate in Birmingham is double that of the UK (as of April 2024). If Birmingham's employment rate came up to the national average, there would be approximately 70,000 more people working and earning in the city.

OUR SKILLS: Average educational outcomes from Birmingham's schools are better than the national average. However, **Birmingham has a higher share of the population with no formal qualifications and a lower share with a degree-level qualification than any other large UK city.** The skills of Birmingham residents are not well matched to employer demand, making it harder for people to get jobs and for businesses to find employees.

OUR HOUSING: Birmingham is experiencing an acute housing crisis, reflected in a lack of truly affordable housing that is accessible to those that need it most, overcrowding and poor-quality housing stock. Fewer young people in Birmingham own their own home than the national average and there is a higher proportion of young people renting in Birmingham. Overcrowding is a very serious issue; **Birmingham has the highest level of overcrowding in all the core cities** in England and Wales, with one in ten households (9.4%; 39,625) having fewer bedrooms than they need.

OUR HEALTH: Across the city, health outcomes lag behind national averages. **Birmingham's infant mortality rate is nearly twice the national average** (under 1 year of age) at 7 per 1,000 live births, compared to

3.9 per 1,000 for England. Birmingham's average life expectancy over 65 for females is 20.7 years and for males it is 17.7 years, both of which are lower than the England averages (21.2 years for females and 18.8 years for males). Many deaths are due to preventable conditions like heart disease and type 2 diabetes. Poor health, and the need to provide care for others, are key cause of worklessness in the city.

OUR TRANSPORT: Whilst the city is well connected to the rest of the UK, **the current transport infrastructure within the city does not meet the needs of our citizens.** A more effective transport network within the city is urgently needed to sustain economic growth, create new jobs and support and empower our communities. Safe, reliable, clean public transport is also vital to help reduce negative impacts of transport on our environment and contribute to decarbonisation.

OUR ENVIRONMENT: The climate emergency underpins the economic, social and environmental objectives for the city. Air pollution in Birmingham has fallen since the introduction of the Clean Air Zone, and there has been rapid growth in the number of ultra-low emission vehicles. However, too many of our journey are still in private vehicles burning fossil fuels, and **we have the highest incidence of fuel poverty of the core cities** – with one in five households in the city in fuel poverty (19% in 2021)- reflecting a poor-quality housing stock that is also carbon-inefficient.

The background is a faded map of Birmingham, England. A red pushpin is stuck into the map on the left side. A white rectangular box with a red border is centered on the map, containing the text "I don't eat so my children can".

"I don't eat so my children can"

Our Challenges Reflected in a Picture of Inequality

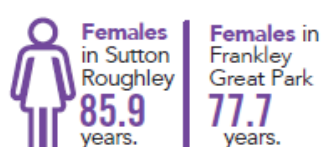
Infancy & Pre-School

Life Expectancy at Birth (Males):



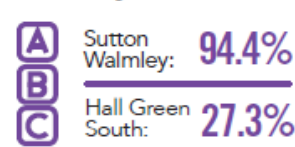
(A difference of 11 years)

Life Expectancy at Birth (females):



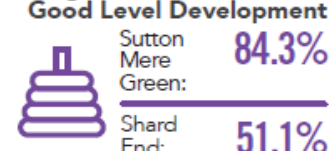
(A difference of 8.2 years)

Early Education Entitlement (3 and 4 year olds)



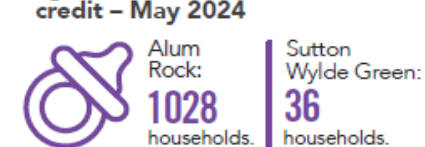
(A difference of 67.1%)

Early Years Foundation Stage Profile (EYFSP), Good Level Development



(A difference of 33.2 %)

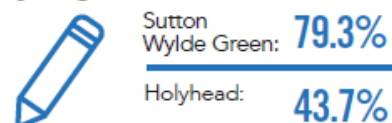
Households with children aged 0 to 4 on Universal credit – May 2024



(A difference of 992 households)

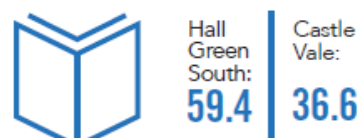
School Years

Percentage achieving expected standard in Reading, Writing and Maths (Key Stage 2) – 2023



(A difference of 35.6%)

Attainment 8 (Key Stage 4 attainment) – 2023



(A difference of 22.8 points)

NEETs (Year 12 and Year 13, aged 16 to 18) – May 2024



(A difference of x%)

Best ward: / Worst ward:



(A difference of x%)

Working life

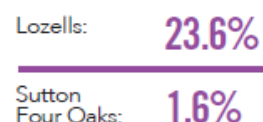


Unemployment claimants aged 18 to 24 (July 2024)



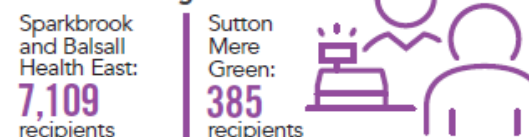
(A difference of 22.4 %)

Unemployment claimants aged 16 to 64 - (July 2024)



(A difference of 22.4 %)

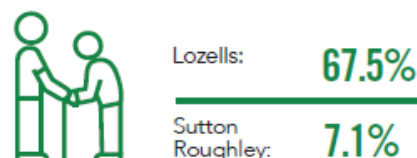
Universal credit recipients – June 2024 England:



(A difference of 6,724 recipients)

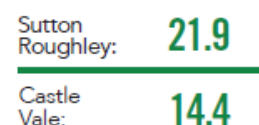
Old age

Income Deprivation Affecting Older People (IDAOPI) score (2019)



(A difference of 60.4 %)

Life expectancy at 65 years (2016 to 2020)



(A difference of

Percentage of people aged 65+ with 'bad' or 'very bad' health (self-perceived) England (all ages):



(+11.9 percentage points)

Percentage of people aged 65+ with 'bad' or 'very bad' health (self-perceived) England (all ages):



(+27.1 points)

4. Shaping Birmingham's Future Together – what we heard

Engagement with partners and citizens over the summer of 2024 has deepened our understanding of shared priorities and how to work together.

The following policy areas were widely recognised as being key to improving lives across the city. The needs to tackle inequalities in all these areas was a consistent message, as was focusing on the needs of young people especially.

- **Housing:** Access to safe and affordable housing.
- **Skills:** Access to skills development, relevant to current labour market.
- **Transport:** Access to reliable, safe, clean, public transport.
- **Inclusive Economy:** An economy which citizens can participate in and benefit from.
- **Environment:** A healthy, clean environment.
- **Health & Wellbeing:** Access to good quality health and wellbeing services.

There were also important cross-cutting themes about how we should work together to tackle our challenges:

- Put citizens **first** in everything we do and change how we work to meet their needs.

- Create opportunities to **listen** to and **involve** citizens and communities in the design, delivery, and evaluation of services.
- Seek out and listen to those most affected by **inequalities**, then put them at the heart of designing solutions.
- Build **trust** by doing what we say and promote participation and community power in everything we do.
- **Build on** what works and **support** local organisations that are making a difference.
- Maintain long-term thinking despite short term pressures, and seize opportunities for **change**.
- Work together as a city and have **pride** in who we are and belief in what we can achieve.

We have also referred to a wide range of supporting plans and strategies from across the city partnership, including:

- Our Future City Plan
- Birmingham City of Nature Plan
- Birmingham Creating a Bolder Healthier City 2022-2030
- The Integrated Health Partnership Strategy – A Bolder, Healthier Future for the People of Birmingham and Solihull
- Housing Strategy (2023-2028)

Maintaining a shared understanding of our how our city is developing in these priority areas is important in order to help test and refine the City Vision so that it becomes a useful living document for our partnership.

5. A Vision and Five Strategic Missions for Brum

Our vision for Birmingham is a city that tackles inequality, has a thriving economy, where all communities can enjoy greater opportunities and the wellbeing that brings.

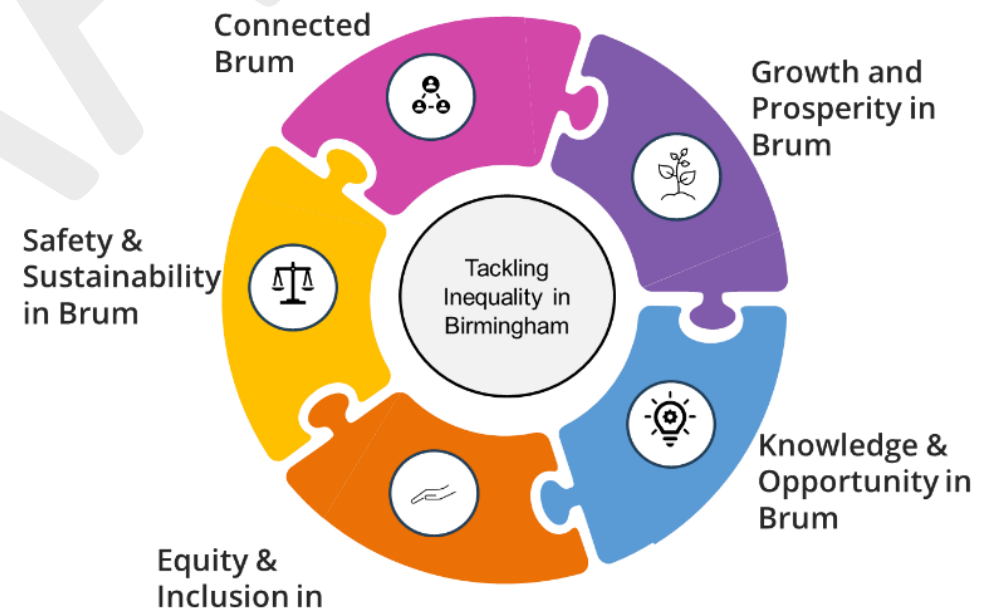
By 2035 we want Birmingham to be the best city in Europe for young people, and a world-leading Anti-Racist City in recognition of its youth and diversity.

Birmingham is a healthy, sustainable city that is proud of its diversity, culture and history, and unrelenting in tackling all forms of inequality. Birmingham maintains its status as the UK's leading City of Entrepreneurship, unleashing the power of its young people, building and maintaining a thriving economy from which all Brummies share in its success.

To achieve this, we must work differently and work together to tackle our biggest challenges, to rebuild our city's capacity to drive change but also to seize our greatest opportunities.

We have identified five long-term missions to help deliver this Vision with measures for our success, but these priorities need to be delivered in a way that tackles various forms of inequality affecting our city.

Partners across the city also need to work together to focus on early intervention and prevention to support citizens to maximise their potential.



Growth and Prosperity in Brum

- We will promote investment and development that addresses inequality and spreads beyond the city centre, creating economic growth, increased productivity and employment opportunities for the whole city.
- We will build on our strengths of entrepreneurship, diversity and a thriving arts & cultural scene to make Birmingham a more prosperous city of choice for people and businesses, where more wealth is retained in local communities.

Measures of success:

- Increase Gross Value Added per hour worked in Birmingham.
- Increase level of inward investment into the city
- Increase the amount of land delivering high levels of economic activity and diversify the economy across the city.
- Reduce the gap between the wages of those living in Birmingham and the wages of those working in the city.
- Reduce inequalities in the income levels between places and groups (wards and residents / protected characteristics) in the city
- Increase the youth employment rate relative to the rest of the UK

Knowledge & Opportunity in Brum

- We will ensure our schools, colleges and universities work in partnership with communities and business, to help all our young people achieve their academic and personal potential, so they can take full advantage of the opportunities of the future.
- We will work with companies, skills providers and communities to ensure jobs are safe, pay the living wage, and provide appropriate training opportunities across the city, so more people get good jobs, are supported to stay in the city.
- Work when facing life challenges and have career choices so we drive up our employment rate and reduce poverty in the city.

Measures of success

- Reduce unemployment rates and increase employment rates in Birmingham relative to the national average.
- Increase educational attainment across Birmingham by area, ethnicity, disability and gender.
- Reduce the number of people without qualifications.
- Increase the student / graduate retention rate in the city
- Reduce the youth unemployment rate relative to the rest of the UK

Safety and Sustainability in Brum

- We will tackle the housing crisis in Birmingham and increase the number of decent, affordable, and energy efficient homes that meet resident needs, including by increasing the proportion of new homes that are genuinely affordable, and supporting responsible landlord behaviour, so fewer people suffer from bad housing, overcrowding and homelessness.
- We will increase the safety and cleanliness of our streets and the quality of our environment: driving up recycling rates, reducing carbon emissions, and improving access to a high-quality natural environment.

Measures of success:

- Increase the proportion of affordable new homes delivered in the city as a share of all new homes.
- Reduce the house price affordability ratio for young people
- Reduce the number of people experiencing acute climate pressures using Birmingham's environment justice measures.
- Increase the liveability of neighbourhoods so citizens have more access to outdoor spaces and amenities.
- Increase the cleanliness of our streets

- Reduce carbon emissions towards becoming a net zero city

Equity & Inclusion in Brum

- We will work together to improve the life expectancy of people in Birmingham and close the gap in life expectancy between the least and most deprived, and between different ethnic groups, by tackling the main causes of poor health and by creating a healthier environment.
- We will become an inclusive city that actively involves and collaborates with all communities, celebrates our diversity
- We will promote an understanding of the scale of race disparity in Birmingham through the Birmingham Race Disparity Index and develop service-level measures with partners across the city to define how we will become an Anti-Racist City (from a citizen perspective).

Measures of success:

- Increase life expectancy at birth and at 65, increased healthy life expectancy, and reduced gaps between the least and most deprived, and between different ethnic groups.
- Reduce the child poverty rate and overall poverty rate in Birmingham.
- Reduce food injustice and increase access to affordable, safe and healthy food and tackles our challenges together, supporting adults to live well and independently, and children to grow up free from poverty.

Connected Brum

- Working with West Midlands Combined Authority, transport connectivity within the city and region will improve so that more people can access the opportunities of the city by affordable, accessible and sustainable methods of transport.
- We will increase digital connection and inclusion, work with providers to increase access to fast connections, and tackling data poverty to increase opportunities for citizens to access services and support in a way that meets their needs.

Measures of success:

- Increase the proportion of residents who can access work, learning and key services within 45 minutes by affordable and sustainable methods of transport.
- Reduce the number of people who are unable to access fast and affordable internet services across Birmingham and reduce gaps in access between different communities.


The Sustainable Development Goals



The United Nations Sustainable Development Goals (SDGs) are 17 integrated global goals, which call for universal action by all countries to promote prosperity while protecting the planet. The image shows the aims of each Goal.

The SDGs are a global governance method based on a simple three-layered structure composed of 17 goals representing the vision for the ideal sustainable world; 169 targets, setting out quantitative and qualitative objectives to reach the goals; 232 indicators, which review the progress of SDG actions against global targets.

The SDGs are a framework for addressing global challenges related to poverty, inequality, the environment, prosperity, and peace and justice. All countries have agreed to achieve the SDGs by 2030. Our strategic Missions link directly with the SDGs.



“Be the conductor... use our skills, bring us together and act as the conductor of a great symphony orchestra”

6. The Birmingham Promise

The challenges we face make it crucial that we work together in partnership effectively.

This means Birmingham's organisations deepening partnership working with each other, and with citizens in a collaborative way, recognising our different roles and perspectives.

There is already lots of brilliant partnership working across the city. The Birmingham Promise has been developed to help us achieve this more consistently.

Through our engagement we have heard the frustrations from many citizens and voluntary organisations when they try to engage. It is often still too hard. Their feedback has been they want Birmingham City Council and the key partners in Birmingham to commit to the following behaviours:



These behaviours have been included in the new Birmingham Promise.

What is the Birmingham Promise?

It's exactly that, a promise.

A promise that's being made by the organisations that work in Birmingham (including the city council) to its citizens and its partners. It is also a promise that citizens make to each other.

The Birmingham Promise is about establishing a new civic relationship in the city, based on recognising individual and joint responsibilities, and the role we all must play in helping to make our city and our lives the best they can possibly be. It's also about increasing a sense of accountability through the visible commitments we make here.

It's about how we can all help deliver our vision for Birmingham together through making this promise.

Birmingham has a history of non-conformism and radical reform to meet the challenges the city faces.

The Birmingham Promise lies within this tradition, it is a recognition that we all have a stake in the city's future.

And that we all need to promise to play our part.

*"The leading idea of the English system of municipal government might be that of a **joint-stock or co-operative enterprise in which every citizen is a shareholder** and of which the dividends are received in the improved health and the increase in the comfort and happiness of the community."*

Joseph Chamberlain

THE BIRMINGHAM PROMISE

1.

Be a reliable, visible partner, true to our word and explain what we can and cannot do.

2.

Ensure everything we deliver is for the benefit of local people, and to the highest standards.

3.

Commit to tackling inequality and publish data on the extent to which what we do and deliver for the city is helping close the gap

4.

Put Brummies at the heart of what we do, co-producing solutions and work in true partnership with them and each other to deliver change.

5

We will make sure that we listen to the people of Birmingham, act on what they say and be held accountable

The Commitment from Organisations in Birmingham

Communicate with us: Get in touch, tell us what is working and what isn't working for you.

7.

Take pride in your neighbourhood. Commit to improving your patch of Brum.

8.

Celebrate our city. Let's shout about what we're great at, and what's great about Brum.

The Ask of Citizens

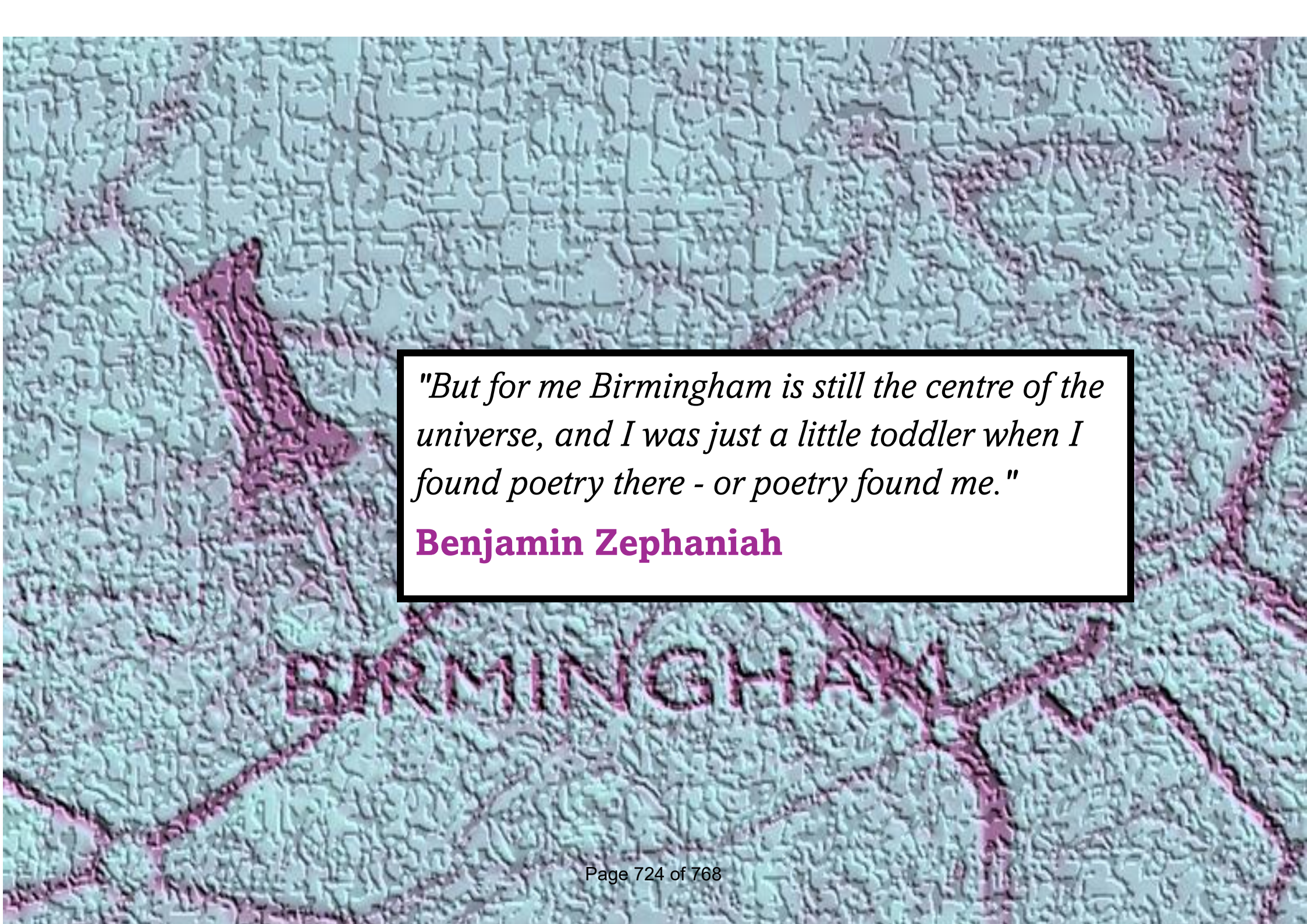
7. How we will deliver and measure progress

1. Birmingham City Council has stewardship of the city vision and convenes partners to ensure this vision remains relevant to the challenges and opportunities in our city.
2. Birmingham City Council will promote the Birmingham Promise and encourage organisations and citizen groups to sign-up to the Birmingham Promise. Birmingham City Council will also publicise actions and outcomes resulting from the Birmingham Promise.
3. We will work with partners to develop a stronger partnership relationship. We will establish city missions for each of the five priorities in the City Vision, developing a shared understanding of the collective action we can and will take to deliver the city vision. Special cross-cutting commissions on Young People and how organisations in the city can make Birmingham an Anti-Racist City.
4. We will work with partners to develop a reporting framework which we will be published on the Birmingham City Observatory. This will include the Brum Outcome Indicators for the five missions, showing progress on our journey to deliver the City Vision.
5. We will produce an annual State of the City Report and hold an annual State of Brum Summit to assess progress in delivering the vision – focussing on inequality and the citizen experience in Birmingham at different stages of life.

This vision cannot be delivered by any one organisation alone, it will need to be delivered through a range of partnership structures and a new understanding of true partnership working.

The vision is a living document, it must reflect the fact that the challenges and opportunities we face will change over the next decade. Therefore, the relevance of the City Vision and the Missions will be regularly reviewed at the annual State of Brum Summit.

Birmingham City Council will use the Birmingham City Vision to frame and shape the content of our Corporate Plan and other plans and strategies. We encourage other organisations across the city to do the same and set out how they will contribute to help achieving and delivering this vision



"But for me Birmingham is still the centre of the universe, and I was just a little toddler when I found poetry there - or poetry found me."

Benjamin Zephaniah

Acknowledgements page for SBFT.

EIA Form – About your EIA

About your EIA

Reference Number:	EIA000834
Subject of EIA:	Shaping Birmingham's Future - A Vision for the City
Description:	<p>Our Vision for Birmingham 2035 provides a long-term vision for the city. It sets out priorities for the whole city which draws on Birmingham's history and reflects our current context, opportunities and biggest challenges. We want to work together with partners from the public, private, voluntary and community organisations, and with all our communities and citizens to achieve our shared aims.</p> <p>Shaping Birmingham's Future Together (SBFT) was announced by the Leader of Birmingham City Council in March 2024. SBFT brought together partners from the public, private, education, and the voluntary and community sectors throughout the summer of 2024 to inform this city vision. In addition to these meetings, a series of over 30 face-to-face consultations were held at venues throughout the city, including eight online sessions took place these.</p> <p>The sessions were hosted by community organisations including those from Erdington, Bartley Green and Handsworth. They included three ward forums in Stirchley, Small Heath, Sparkbrook and six of the city's nearly three hundred Warm Welcome spaces, including Nechells and Sutton Coldfield.</p> <p>An e-survey was hosted online through the summer to capture a wide range of citizen perspectives, and in total we received over 1,500 responses.</p> <p>All this feedback is reflected in this vision and its priorities. However, we are also reflecting in this document what we heard about how people want to work together in a new way, so that partners and citizens can increase their power to do good together.</p> <p>The following policy areas were widely recognised as being key to improving lives across the city. The need to tackle inequalities in all these areas was a consistent message, as was focusing on the needs of young people especially.</p> <ul style="list-style-type: none"> • Housing: Access to safe and affordable housing.

	<ul style="list-style-type: none"> • Skills: Access to skills development, relevant to current labour market. • Transport: Access to reliable, safe, clean, public transport. • Inclusive Economy: An economy which citizens can participate in and benefit from. • Environment: A healthy, clean environment. • Health & Wellbeing: Access to good quality health and wellbeing services.
In support of:	["New strategy", "Amended/refreshed strategy "]
Reviewing Frequency:	Annually
First review date:	30/09/2025

Directorate, Division & Service Area

Directorate, Division & Service Area

Directorates:	["Strategy, Equalities and Partnerships"]
Division:	Strategies, Equalities and Partnerships
Service Area:	Strategy Equalities and Partnerships

Budget Savings

Budget Savings Information

Related to budget savings?:	No
Budget proposal ref. no:	n/a

Officers

Officers Information

Responsible Officer Email:	Permjeet.Panesar@Birmingham.gov.uk
Accountable Officer Email:	Sal.Naseem@Birmingham.gov.uk

Data Sources

Data Sources Information

Data sources:	["Birmingham City Observatory data and insight","Consultation results","Interviews","Relevant research","Surveys","Relevant reports/strategies"]
Data sources Details:	• Our Future City Plan • Birmingham City of Nature Plan • Birmingham Creating a Bolder Healthier City 2022-2030 • The Integrated Health Partnership Strategy – A Bolder, Healthier Future for the People of Birmingham and Solihull • This is a partial list:

Initial Assessment

Initial Assessment

Impact Age:	Yes
Impact Disability:	Yes
Impact Sex:	Yes
Impact Gender Reassignment:	Yes
Impact Marriage and Civil Partnerships:	Yes
Impact Pregnancy and Maternity:	Yes
Impact Race:	Yes
Impact Religion or Beliefs:	Yes
Impact Sexual Orientation:	Yes
Impact Care Experience:	Yes

Initial Assessment Summary

Initial Assessment Summary

Initial Assessment Summary:	Our engagement with partners and citizens over the summer of 2024 has deepened our understanding of shared priorities and how to work together. It was clear to us that citizens wanted to be more involved in decision making. Central to our
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	<p>commitments was to be more open and transparent and to work with, listen more and to make sure citizens are better informed and engaged with us.</p> <p>The following policy areas were widely recognised as being key to improving lives across the city. The need to tackle inequalities in all these areas was a consistent message, as was focusing on the needs of young people especially.</p> <ul style="list-style-type: none"> • Housing: Access to safe and affordable housing. • Skills: Access to skills development, relevant to current labour market. • Transport: Access to reliable, safe, clean, public transport. • Inclusive Economy: An economy which citizens can participate in and benefit from. • Environment: A healthy, clean environment. • Health & Wellbeing: Access to good quality health and wellbeing services. <p>Our population is becoming more diverse and we need to make sure all our citizens have their voices heard. This preliminary review of potential impacts scopes out the potential benefits that may arise.</p> <p>Shaping Birmingham's Future presents significant opportunities, through clearer planning at regional and community level, through partnerships providing social benefits that may arise such as empowering disadvantaged individuals, skills training and experience and social integration. Involving citizens enables communities to have a say in determining the future of their local area.</p>
Is a full EIA Required?:	Yes

Protected Characteristic – Age

Age Impact

Impact Age:	Yes
Age Group Impacted:	["0-9 years", "10-19 years", "20-29 years", "30-39 years", "40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]
Age Impact Details:	Birmingham has a population of 1.14 million people, of which; 20.9% (239,348) are children aged under 15 66.0% (755,082) are adults aged 15 to 64 13.1% (150,486) are aged 65 and over The

	<p>number of people and mix of citizens, customers and communities has increased over the last decade. The number of children under 18 has seen an increase (I need to populate the figure/percentage increase) Furthermore, Birmingham still has a high proportion of older people - aged 65+</p> <p>The changing demographics and increasingly diverse population in Birmingham, the City Vision should have a positive impact on all age ranges - that have various experiences and expectations of the Council. This creates both challenges and opportunities for all those needing to engage and develop positive futures as a Brum.</p> <p>The strategy behind the Vision is designed to try and reach those who have not engaged with us in the past, such as on participatory budgeting - making sure that we deliver on age appropriate methods to capture the widest and involvement views of our citizens to identify and achieve the most positive impacts.</p> <p>Across all of our diverse population groups we will continue to develop on our current practice utilising the best methods of engagement and involvement. The aim is to work with communities and partners to tackle stigmas, bring in the best services possible involving the widest range of stakeholders, and citizens.</p> <p>We will continue to utilise the most diverse methods for engagement and involvement to identify potential impacts of our proposals. We may consider the continued use of different forms of engagement, this may include, but is not limited to, telephone, door knocking, on-the street, focus groups, forums, workshops, Citizen Panels, open days, drop-in events, exhibitions, roadshows and public meetings. For example, if we require the views and opinions of the children and young people in the City we may look to use schools as a way to engage. The strategy sets out how we intend to do this, ensuring it achieves the most positive impacts on both in engaging our community in our decision making processes; and future life opportunities for all.</p>
Age Impact Mitigation:	<p>We will continue to consult, involve and collaborate with our citizens to co-design and improve our services. We will keep our citizens testimonials as part of the communication process which may inspire others to get involved. we will monitor and review our services for impact, effectiveness, access and diversity - broken down by the different protected characteristic groups of our citizens.</p> <p>We will report on emerging opportunities for our citizens through social media, the BCC website, and through accessible channels and newsletters; and we will recognise and celebrate the outcomes and the contribution of our citizens in service improvements. We</p>

	<p>want to make sure that the strategy behind the vision for the city is applied fairly to all sections of the community.</p> <p>We are committed to promoting information through a digital agenda, however, we will provide information in other formats and additional services to enable all of our citizens to access or understand the strategy.</p>
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Protected Characteristic – Disability

Disability Impact

Impact Disability:	Yes
Disability Impact Details:	<p>In the Census 2021, the population demographics of Birmingham show</p> <ul style="list-style-type: none"> • 17.3% of the population (198,064) is disabled as defined under the Equality Act. • 26.5% of households (112,069) have at least 1 disabled person under the Equality Act. • 8% of households (33,890) have 2 or more disabled people under the Equality Act. <p>The strategy underpinning Birmingham 25 vision will ensure that a myriad of activities to engage, involve, and identify the impacts of proposals on individuals are identified and captured through our monitoring systems through our services delivered. We want to support all individuals to achieve their potential and provide appropriate advice support and health and well being support.</p> <p>This may take on different dimension of support - yet the expected outcomes from the implementation of our Vision Strategy and programme will ensure that individuals are directly supported and also our collaboration with our partners will lead to improved services, sharing and access to information and development of local strategy and delivery of services.</p>
Disability Impact Mitigation:	<p>The implementation of the strategy underpinning the City Vision will involve key stakeholders who have been active participants in the development process and will involve all citizens directly or indirectly affected by targeted services. We know that people who challenge physical and mental disabilities are addressing a range of unique stressors. These include social perspectives that limit and inhibit full choice to participate or qualify for education, skills, jobs and careers, escape unemployment, poverty or engage in other social/physical activity programmes.</p>

	<p>The strategy is underpinned to challenge attitudes, discriminatory policies and practices, communications and other situations that impact ableism or affect disabled people to meet specific disability related needs. This may include for physical and sensory disabilities - how physical accessibility, communications and neurodiversity accommodations are met to facilitate cognitive, intellectual and development opportunities and futures. This will also require cross-systems training and collaboration developing approaches that reduce stigma, misbeliefs and issues around (dis) ableism to support our citizens to maximize pathways to develop better futures.</p>
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Protected Characteristic – Sex

Sex Impact

Impact Sex:	Yes
Sex Groups Impacted:	["Male", "Female", "Non-binary"]
Sex Impact Details:	<p>There are slightly more females (584,496; 51.1%) than males (560,423; 48.9%) in Birmingham – and this observation can be seen at the national level (England and Wales), as females account for 30.4 million (51.0%) of the population, whilst males make up 29.2 million (49.0%)</p> <p>The Vision for Birmingham Strategy sets out to support a process of informed and transparent decision making and planning by improving the quality and effectiveness of our citizens involvement; and across our community and partnership arrangements to ensure that all decision making, planning and delivery across all service areas is undertaken where any individuals sex, gender will not affect how a person, group or community is disproportionately impacted across all sex/gender cohorts. This includes addressing concerns that drive criminal behaviours from domestic violence, antisocial behaviours, sexual exploitation, modern slavery and exploitation.</p>
Sex Impact Mitigation:	<p>Through Partnership working our focus will be to be address sex and gender risk factors - that are best aimed to reduce risk to individuals, families and communities.</p> <p>The strategy is aimed to achieve to achieve positive outcomes for all regardless of any persons sex or gender, how they engage with</p>

	<p>the council or our business and service areas through delivery from our partners.</p> <p>Our impact assessment monitoring of our combined efforts is crucial to continuously identify the impact of our proposals on our communities.</p>
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Protected Characteristic – Gender Reassignment

Gender Reassignment Impact

Impact Gender Reassignment:	Yes
Gender Reassignment Impact Details:	<p>The Census question on gender identity was a voluntary question asked of those aged 16 and over. Results from the 2021 census indicate that 0.5% of people aged 16 and over (4,168) have a gender identity that is different from the sex registered at birth but they did not give a specific identity. Trans men make up 0.2% of the 16 and over population (1,405). Trans women make up 0.1% of the 16 and over population (1,327). All other gender identities make up 0.1% of the 16 and over population (924).</p> <p>The Birmingham City Vision sets out to support a process of informed and transparent decision-making to ensure that there will not be any disproportionate impacts on people undergoing gender reassignment.</p>
Gender Reassignment Impact Mitigation:	<p>We will work with our partners to ensure all services, goods and facilities that are provided across the City are inclusive - and where appropriate gender identity will be recorded and targeted interventions implemented.</p> <p>Through partnership working identified risk factors and discriminatory barriers will be identified - and addressed through collaboration with partners addressing social, economic and health inequalities.</p> <p>It is crucial to identify risk factors that lead to discriminatory barriers and to identify and address gender reassignment bias so that we develop inclusive processes for all.</p>

Protected Characteristic – Marriage and Civil Partnership

Marriage and Civil Partnership Impact

Impact Marriage and Civil Partnership:	Yes
Marriage and Civil Partnership Groups Impacted:	["Single", "Married: Same sex", "Never married and never registered a civil partnership", "Married: Opposite sex", "In a registered civil partnership: Opposite sex", "In a registered civil partnership: Same sex", "Separated, but still married", "Separated, but still in a registered civil partnership", "Divorced", "Formerly in a civil partnership now legally dissolved", "Widowed", "Surviving partner from civil partnership"]
Marriage and Civil Partnership Impact Details:	The strategy sets out to make informed and transparent decision making and planning by making sure that there will not be any disproportionate impact on this equality group. The way in which our services are delivered directly affects spouses/partners and other family members including children where present. BCC services and our wider strategies are all aimed at reducing risk and harm to any individual by providing safeguarding from abuse and harm
Marriage and Civil Partnership Impact Mitigation:	Through collaboration with our City wide partners our aims are focused on identifying and tackling any social, economic, and health inequalities experienced by any individual regardless of marriage or civil partnership status. Our approach also aims to identify and address stigma, stereotypes and discrimination related to marital status e.g. civil partnerships that may disadvantage anyone and implement measures that will enhance their ability to remove themselves from challenges in housing, financial stability, skills and education, cohesion and hate rhetoric, physical and mental health well being.

Protected Characteristic – Pregnancy and Maternity

Pregnancy and Maternity Impact

Impact Pregnancy and Maternity:	Yes
Pregnancy and Maternity Impact Details:	<p>In 2021, there were 14,477 live births in Birmingham, a fertility rate of 1.68 and 77 stillbirths/ 5.3 stillbirths per 1000 live births and stillbirths . Ward level (count) with the most live births were Alum Rock (440), Sparkbrook and Balsall Heath East (407), Glebe Farm and Tile Cross (364) and Aston (376). Ward level (figures are expressed as a proportion of all usual residents) live births account for a higher proportion of the population relative to other wards were Heartlands (2.0%; 262), Tyseley and Hay Mills (1.7%; 194) and Bordesley and Highgate (1.6%; 245).</p> <p>The strategy sets out of informed and transparent decision making to work together to improve the life expectancy of people in Birmingham and close the gap in life expectancy between the least and most deprived, and between different ethnic groups, by tackling the main causes of poor health and by creating healthier medical environments. Our aspirations are to become an inclusive city that actively involves and collaborates with all communities, celebrates our diversity. This requires a focus on health consequences associated with life styles and life opportunities to reduce any potential risk for the mother, developing foetus and young children. Yes</p>
Pregnancy and Maternity Impact Mitigation:	<p>Measures of success:</p> <ul style="list-style-type: none"> • Increase life expectancy at birth and at 65, increased healthy life expectancy, and reduced gaps between the least and most deprived, and between different ethnic groups. • Reduce the child poverty rate and overall poverty rate in Birmingham. • Reduce food injustice and increase access to affordable, safe and healthy food and tackles our challenges together, supporting adults to live well and independently <p>This requires understanding risk factors and barriers/challenges in timely and appropriate intervention. Through collaboration with our health services partners understanding risk factors and barriers to treatment to reduce risk and harm to individuals; identifying and tackling any social, economic and health inequalities will be addressed.</p>

Protected Characteristic – Ethnicity and Race

Ethnicity and Race Impact

Impact Ethnicity and Race:	Yes
Ethnicity and Race Groups Impacted:	["White British", "Other White", "Bangladeshi", "Chinese", "Indian", "Pakistani", "Other Asian", "African", "Caribbean", "Black British", "Other Black", "Arab", "Latin American", "Irish", "Gypsy or Irish Traveller", "Roma", "Central and Eastern Europe", "Western and Southern Europe"]
Ethnicity and Race Impact Details:	<p>48.6% of the city's population is White (556,608), 31% Asian/Asian British (355,384), 11% Black/African/Caribbean/Black British (125,760), 4.8% mixed (55,205), and 4.5% is categorised as 'other ethnic' (51,965).</p> <p>The strategy through defined priority areas will work with other partners to ensure that people of all ethnic backgrounds are aware and can easily access the range of opportunities to excel without feeling bias or discrimination. One of the key aims of the Vision is to become an anti-racist city where individuals, families and communities are able to feel safeguarded, and maximise the best outcomes from all social, economic and health opportunities.</p>
Ethnicity and Race Impact Mitigation:	Working in collaboration with our partners. Where we identify concerns where proficiency in the English language needs to be addressed - we will ensure there is equal access across all activities developed across the City, ensuring diverse engagement activities identifying information and access to the range of proposals and monitoring impacts as an impact on the outcome of the proposals

Protected Characteristic – Religion

Religion Impact

Impact Religion:	Yes
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Religion Groups Impacted:	["No religion", "Christian", "Buddhist", "Hindu", "Jewish", "Muslim", "Sikh"]
Religion Impact Details:	The impacts of the strategy are multidimensional and cut across all religions across the City. Our Vision strategy is committed to working with all faith groups in Birmingham. Our partnership with education, health, transport, cohesion and others will also identify and address stigma and stereotypes that may be prevalent in any religious groups to enhance their ability to engage in everything that the City has to offer.
Religion Impact Mitigation:	Working with partners to deliver the best outcomes for all our citizens - we will invite people to share with us their religion, faith or belief information. Provision of this information is not obligatory however such information will help the Council to monitor issues concerning religion, faith or belief by people accessing this strategy and will help ensure that service improvements, access to facilities evolve in line with any changing local and city wide needs.

Protected Characteristic – Sexual Orientation

Sexual Orientation Impact

Impact Sexual Orientation:	Yes
Sexual Orientation Groups Impacted:	["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]
Sexual Orientation Impact Details:	<p>The data we have from the last census and updates indicates: 87.6% of the population aged 16 and over is straight or heterosexual (779,054). 1.3% of the population aged 16 and over is gay or lesbian (11,968). 1.3% of the population aged 16 and over is bisexual (11,258). 0.3% of the population aged 16 and over is pansexual (2,527). 0.1% of the population aged 16 and over is asexual (468). 0.04% of the population aged 16 and over is queer (322). 0.03% of the population aged 16 and over is 'other sexual orientation' (261).</p> <p>Through collaboration with partners the strategy aims at identifying and tackling any social, economic, and health inequalities</p>

	experienced by the LBGTQ+ community, and also address identified risk factors, stigma and barriers experienced by the LBGTQ+ community.
Sexual Orientation Impact Mitigation:	<p>The data we have from the last census and updates indicates: 87.6% of the population aged 16 and over is straight or heterosexual (779,054). 1.3% of the population aged 16 and over is gay or lesbian (11,968). 1.3% of the population aged 16 and over is bisexual (11,258). 0.3% of the population aged 16 and over is pansexual (2,527). 0.1% of the population aged 16 and over is asexual (468). 0.04% of the population aged 16 and over is queer (322). 0.03% of the population aged 16 and over is 'other sexual orientation' (261).</p> <p>Through collaboration with partners the strategy aims at identifying and tackling any social, economic, and health inequalities experienced by the LBGTQ+ community, and also address identified risk factors, stigma and barriers experienced by the LBGTQ+ community.</p>

Protected Characteristic – Care Experience

Care Experience Impact

Impact Care Experience:	Yes
Care Experience Impact Details:	
Care Experience Impact Mitigation:	<p>Through partnership working the strategy aims at identifying, breaking, disrupting cycles that continuously challenge life opportunities by providing safeguarding, support and chances for all people from a position of understanding perspectives on inclusion from lived experiences - and utilising the Councils corporate parenting pledge.</p> <p>Through collaboration with partners the strategy aims at identifying and tackling any social, economic, health and poverty inequalities experienced by social-economically deprived individuals and communities.</p>

Other

Other Risks or Impacts

Any other risks or impacts:	<p>There is a strong association between socioeconomic position, social exclusion and health and well-being challenges in the general population. People living in more deprived areas and with lower individual resources and socioeconomic capital are at greater risk of harm and exclusion</p> <p>Our focus on supporting people in education or employment and being in good physical health can increase the chances of successful positive futures.</p> <p>Through collaboration with partners the strategy aims at identifying and tackling any social, economic, and health inequalities experienced by social-economically deprived individuals and communities.</p>
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Full Assessment Summary

Full Assessment Summary

Full Assessment Summary:	<p>The strategy will have a positive impact on the social inclusion, cohesion and health and wellbeing of all our Citizens. This impact is clearly outlined in the strategy document and the Birmingham Promise to achieve local strategic outcomes. These include: - A greater collaboration among citizens and members in delivering services that will lead to improved multi-agency working arrangements jointly addressing the crucial areas we need to focus on:</p> <ul style="list-style-type: none">• Housing: Access to safe and affordable housing.• Skills: Access to skills development, relevant to current labour market.• Transport: Access to reliable, safe, clean, public transport.• Inclusive Economy: An economy which citizens can participate in and benefit from.• Environment: A healthy, clean environment.• Health & Wellbeing: Access to good quality health and wellbeing services. <p>- provision of information, advice, support, knowledge and skills development and training</p> <p>- Increased referrals for interventions, and a joined up approach to support people to be aware of all that is on offer</p>
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	<ul style="list-style-type: none"> - Improved co-ordination of relevant local services leading to improved delivery of services and options to improve life opportunities, including easier information sharing and access to information - Involvement of citizens, service users and frontline professionals in the development of the local strategy and associated plans leading to a wider co-operation and ownership of local plans and services - Service expansion to deliver high-quality options across for all of our citizens - More people in sustained employment, stable and secure housing, enjoying inclusive local facilities, venues and green and community spaces - utilisation of digital technology, and also provision of information and access to opportunities in other formats
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Monitoring

Monitoring Details

Monitoring Details:	
Monitoring Officer Email:	To be determined

Public Engagement on the Birmingham City Vision

Shaping Birmingham's Future Together (SBFT) was announced by the Leader of the Council in March 2024. SBFT committed us to creating an environment where we listen, act on and then work together in partnership to tackle the challenges facing the city.

SBFT brought together a network of local connections, including individual citizens, community members, the voluntary and community sector, businesses, and strategic partners to create the SBFT Strategic Partnership.

The first output from the partnership was to inform the future vision, mission and priorities of our corporate plan which we later agreed would become the City Vision and then identifying how we share power with communities. The 'given' was that this partnership operated at no net additional cost to the council.

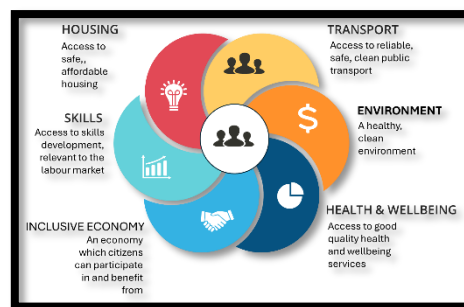
Co-creation and Engagement

To date, the emergent thinking has been shaped by insight captured at each meeting and through wider citizen engagement:

Date	Theme
24 th May (Muath Trust, Bordesley Green)	Inaugural meeting bringing together key partners from across the city to present the Leaders commitment and capture initial thoughts around priorities and behaviours for the council and overarching issues for the corporate plan.
28 th June (Witton Lodge, Perry Common)	Envisioning the Birmingham, we want and identification of seven key policy themes and priorities for the corporate plan.
24 th July (Holloway Hall, Bartley Green)	Marketplace to demonstrate what the council is currently doing that is relevant to sharing power and SBFT. IT was also an opportunity for officers and SBFT partnership members to network to discuss the biggest issues and challenges across the city.
Citizen Engagement 8 th July – 18 th August. (See next plage for detail)	
28 th August (Saltley Wellbeing Centre, Saltley)	Initial feedback on corporate plan engagement and introduction to emerging thinking on a social charter (Birmingham Promise)
18 th September (Central House, Highgate)	Engagement on emerging thinking around a City Vision and Birmingham Promise.
October – December tbc	The next steps involve further engaging colleagues from SBFT regarding the City Vision and the Birmingham Promise, while continuing to develop BCC's commitment to partnership working.

Public Engagement on the Birmingham City Vision

Our early engagement through the SBFT identified 7 key policy areas which are key to improving outcomes for citizens. The diagram outlines the priorities and some of the key aspects identified during the consultation.



In addition to these seven policy areas, a number of cross-cutting themes were also identified:

- Addressing poverty and inequality.
- Focusing on the needs of young people.
- Addressing crime and anti-social behaviour.
- Developing civic pride / pride in our communities and the city.
- Maintaining long-term thinking in the way we design and deliver services to citizens.
- Co-production and involving citizens in the design, delivery, and evaluation of services.

The 7 policy areas identified by the partnership shaped the consultation about our that took place during summer.

Citizen Engagement

The insight gained from the consultation has contributed to the Birmingham City Vision draft document. The City Vision presents what SBFT's ambition for the future of our city should be, a vision which the whole city can get behind and work together to support and deliver.

Consultation activity included:

- 20 face-to-face engagement sessions at local (free) venues throughout the city.
- 8 online meeting sessions.
- An online survey hosted on the council's Beheard platform.

The face-to-face sessions were hosted by community organisations from Erdington, Bartley Green and Handsworth. They included 3 ward forums, Stirchley, Small Heath, Sparkbrook and 6 Warm Welcome spaces including Nechells and Sutton Coldfield. They also included a session with patients at Birmingham Hospice and a business session organised by the Greater Birmingham Chamber of Commerce.

This was the **first time** the City Council had ever undertaken any consultation on a Vision document such as this, the environment we were operating in reflected some of the views we received.

However, despite this, the online survey received 1,190 responses and the Participation team spoke to 350 individual citizens. A total of 1,540 people responded to the consultation in a 6-week period.

The insight gained from this exercise has been used to help shape this Vision document.

Birmingham City Council

Report to Cabinet

15th October 2024



Title:	KEY DECISION PLANNED PROCUREMENT ACTIVITIES (NOVEMBER 2024 – JANUARY 2025)
Lead Cabinet Portfolio:	Councillor Karen McCarthy, Cabinet Member for Finance
Relevant Overview and Scrutiny Committee:	Councillor Albert Bore, Chair of the Corporate and Finance Overview and Scrutiny Committee
Report Author:	John Coyne, Director – Commercial and Procurement, Strategy, Equalities & Partnerships Directorate john.coyne@birmingham.gov.uk
Authorised by:	Richard Brooks, Director of Strategy, Equalities & Partnerships richard.brooks@birmingham.gov.uk
Is this a Key Decision?	Yes
If this is a Key Decision, is this decision listed on the Forward Plan?	Yes – Reference 013299/2024
Reason(s) why not included on the Forward Plan:	Not Applicable.
Is this a Late Report?	No
Reason(s) why Late:	
Is this decision eligible for ‘call in?’	Yes
If not eligible, please provide reason(s):	Not Applicable.

Wards:

All

Does this report contain exempt or confidential information?

No

Has this decision been included on the Notification of Intention to consider Matters in Private?

Not Applicable

Reasons why not included on the Notification:

Not Applicable

1 EXECUTIVE SUMMARY

- 1.1 This report provides details of the planned procurement activity for the period November 2024 – January 2025 which are key decisions made under Chief Officers' delegation during the previous quarter. Planned procurement activities reported previously are not repeated in this report.
- 1.2 The report enables Cabinet to identify whether any reports for procurement activities should be brought to this meeting for specific executive decision, otherwise they will be dealt with under Chief Officer delegations up to the value of £10m, unless TUPE applies to current Council staff.

2 COMMISSIONERS' REVIEW

- 2.1 The BCT Eclipse & CareFirst Social Care Service System investment/implementation supports financial transactions. Commissioners expect this project/investment includes assessment/implementation of the integration/interfaces of these systems with the council wide Core Strategic Oracle Fusion implementation, which includes Financial transaction processing and reporting within its scope and is currently in its design phase.

3 RECOMMENDATIONS

That Cabinet:

- 3.1 To approve the planned procurement activities and approve Chief Officer delegations, set out in the Constitution for the subsequent decisions around the procurement strategy for the following:
- Recruitment and Public Notices Advertising
 - Re-Commissioning of Short Break Services
 - Eclipse & CareFirst Social Care Service
 - Birmingham Virtual School (BVS) Enrichment Programme
 - Metering and Billing Services (Housing Communal Areas)
 - Tennis Courts Operator

4 KEY INFORMATION

Context

- 4.1 In line with the Procurement and Contract Governance Rules that form part of the Council's Constitution, this report acts as the process to consult with and take soundings from Cabinet and the Corporate and Finance Overview and Scrutiny Chair.
- 4.2 This report sets out the planned procurement activity over the next few months where the contract value is between the procurement threshold £179,086.67 (excluding VAT) and £10m (excluding VAT) for non-key decisions. This will give

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members visibility of all procurement activity within these thresholds and the opportunity to identify whether any procurement reports should be brought to Cabinet for approval even though they are below the £10m delegation threshold.

- 4.3 It should be noted that the procurement threshold has changed from £177,897.50 to £179,086.67 (excluding VAT) and applies from 1st January 2024 for a period of 2 years.
- 4.4 Individual procurements may be referred to Cabinet for an executive decision at the request of Cabinet, a Cabinet Member or the Corporate and Finance Overview and Scrutiny Chair where there are sensitivities or requirements that necessitate a decision being made by Cabinet.
- 4.5 Details of how the contracts support relevant Council policies, plans or strategies, Community Cohesion will be set out in the individual reports.

Proposal and Reasons for Recommendations

- 4.6 To approve the planned procurement activities for all the projects listed in Appendix 1 and approve Chief Officer delegations as set out in the Constitution for the subsequent decisions around procurement strategy and contract awards. This will enable the commencement of the procurement activity for the award for of contracts which support the delivery of the Council's services.

Other Options Considered

- 4.7 No other option was considered as the meeting of the Council on 12th July 2022 approved changes to the procurement governance which delegated authority to Chief Officers to approve award contracts up to the value of £10m for key decisions.

5 RISK MANAGEMENT

- 5.1 Members should note that in respect of any procurement projects which are sought to be referred back to Cabinet for further considerations these may impact on timescales around the delivery of those projects.
- 5.2 Details of risk management for the procurement activity will be set out in the individual reports.

6 CONSULTATION

- 6.1 This report to Cabinet is copied to Cabinet Members and Cabinet Support Officers and therefore is the process for consulting with relevant cabinet and scrutiny members. At the point of submitting this report Cabinet Members have

not indicated that any of the planned procurement activity needs to be brought back to Cabinet for executive decision.

- 6.2 Approval has been sought from the relevant Spend Control Board prior to inclusion on the PPAR.

7 MEMBER ENGAGEMENT

Ward Councillor(s)

- 7.1 Not applicable

Overview and Scrutiny

- 7.2 The Corporate and Finance Overview & Scrutiny Committee Chair has been consulted on the contents of this report and has not indicated that any of the planned procurement activity needs to be brought back to Cabinet for executive decision.

Other

- 7.3 Not applicable.

8 IMPACT AND IMPLICATIONS

Finance

- 8.1 Specific details of how decisions will be carried out within existing finances and resources are set out in the Appendix 2.
- 8.2 Any cashable savings generated as a result of the procurement exercises are detailed in Appendix 2 to the delivery of procurement related savings and be removed from Directorate where identified in addition to the existing service area savings target as set out in the Medium-Term Financial Plan (MTFP) in line with the principles to treatment of identified savings against third party contracts as agreed by CLT on 24th January 2022.

Legal

- 8.3 Members are reminded that as a Local Authority the Council has specific duties under public sector procurement, specifically the Public Contract Regulations 2015.
- 8.4 Section 1 of the Localism Act 2011 contains the City Council's general power of competence and Section 111 of the Local Government Act 1972 contains the Council's ancillary financial and expenditure powers in relation to the discharge of its functions.

Equalities

- 8.5 Details of the Equality Act requirements will be set out in the individual reports which should also give consideration to application of Equality Impact Assessments in line with Council Policy.

Procurement

- 8.6 As noted under the Legal Implications the Council has a duty to ensure that public sector procurement activity is in line with public sector legislation, specifically the Public Contracts Regulations 2015.
- 8.7 For each of the individual projects the specific procurement implications are set out and detailed in Appendix 2.

People Services

- 8.8 There are no specific staffing implications with the recommendations of this report.

Climate Change, Nature and Net Zero

- 8.9 For each of the individual projects the climate change, nature and net zero implications are set out and detailed in Appendix 2.

Corporate Parenting

- 8.10 There are no implications or opportunities in relation to the Corporate Parenting responsibility arising from the recommendations in this report.

Other

- 8.11 There are no other implications arising from the recommendations in this report.

9 APPENDICES

- 9.1 Appendix 1 - Planned Procurement Activity November 2024 – January 2025.
- 9.2 Appendix 2 – Background Briefing Papers

10 BACKGROUND PAPERS

- 10.1 Not applicable.

APPENDIX 1 – PLANNED PROCUREMENT ACTIVITIES (NOVEMBER 2024 – JANUARY 2025)

No.	Type of Report	Title of Procurement	Ref	Brief Description	Contract Duration	Directorate	Portfolio	Finance Officer	Contact Name	Planned CO Decision Date
1	Strategy / Award	Recruitment and Public Notices Advertising	P0675_2025	The contract will be for the appointment of a single provider to provide advertising solutions for recruitment and public notices. This contract covers recruitment advertising for employee vacancies, including teaching staff, miscellaneous advertisements such as courses and public notices including planning applications and licensing notices.	3 years	Finance and Governance	Finance	Ravinder Dhaliwal	Andrea Webster	20/01/2025
2	Approval to Tender Strategy	Re-Commissioning of Short Break Services	TBC	<p>Birmingham Children's Trust (BCT) currently discharges the short breaks duty on behalf of the Council. When BCT was established, the short breaks contracts were transferred in their entirety. The decision has been made to conduct a joint commissioning exercise between the Council and the Trust to ensure that future arrangements align to the SEND strategy. This is following a co-production approach involving families, providers, and stakeholders and ensure the services are responsive and able to meet the diverse needs of the community.</p> <p>The project comprises three distinct service lots. The Council will resume responsibility for the commissioning of Lots 1 and 2 whilst BCT will retain commissioning responsibilities for Lot 3.</p> <p>•Lot 1 - Brokerage: Development of universal short breaks to create inclusive and accessible short breaks for all disabled children. Aims to support community-based providers, address service gaps, facilitate collaboration, and establish a centralised resource for families.</p> <p>•Lot 2 - Targeted Short Breaks: Services for disabled children with more complex needs, offering dedicated activities to accommodate the needs of children, young people, and their families.</p> <p>•Lot 3 - Specialist Short Breaks: respite services for children with the most complex needs, requiring formal assessment to access.</p>	5 years with an option to extend for a further two 12 month extensions	Children & Families	Children Young People and Families	Tracy Shaw	Alex Bowman / Sandra Asiedu	20/01/2025
3	Strategy / Award	Eclipse & CareFirst Social Care Service	TBC	<p>Eclipse & CareFirst which are the proprietary core social care applications in use by BCC Adults and the Birmingham Children's Trust (BCT).</p> <p>Eclipse is the SaaS core social care case management system, essential for safeguarding across Birmingham. This system records details of all involvement with service users, generates payments to service providers and where appropriate invoices clients for services.</p> <p>CareFirst (on premise) is the legacy solution which is still used by both Adults and BCT for social care finance.</p>	5 years, with an extension option for a further 2 years.	Digital and Technology Services	Digital, Culture, Heritage and Tourism	Ravinder Dhaliwal	Chris Holt / Jake Smith	28/10/2024
4	Various Routes	Birmingham Virtual School (BVS) Enrichment Programme	TBC	<p>This is a whole suite of different but joined up services which when combined enrich the educational experience of children in care, maximising their chances of educational achievement, inclusion and progression.</p> <p>The Enrichment Programme includes services which help to deliver the following outcomes for children and young people</p> <ul style="list-style-type: none"> •Enhanced cultural exposure and access •Increased skill acquisition, achievement and accreditation •Improved emotional wellbeing and resilience •Greater educational inclusion •Increase skills, knowledge of the education professionals to educate children who have experienced adverse childhood experiences. <p>There are 5 areas over which various services will be purchased to provide this support:</p> <ol style="list-style-type: none"> 1.Learning Aids including Apps, Licences and Subscriptions (c100k pa) 2.Training for Social Workers, Foster Carers & School Staff (c150k pa) 3.Training for Young People 4.Emotional Support Provision 5.Enrichment Groups and activities in the community 	1 year with an option to extend for a further three 12-month extensions	Children & Families	Children Young People and Families	Tracy Shaw	Lisa Smith / Sandra Asiedu	25/11/2024
5	Approval to Tender Strategy	Metering and Billing Services (Housing Communal Areas)	P2161	The provision of Metering and Billing equipment and services for the Council's Housing Communal Heating systems in Tower Blocks.	5 years with the option to extend for a further 5 years	City Housing	Housing and Homelessness	Andrew Healey	Mark Plant / Dean Billingham	16/12/2024
6	Approval to Tender Strategy	Tennis Courts Operator	P1252	<p>The Council has recently upgraded and refurbished 25 tennis courts across 8 tennis venues within Council owned parks as part of a national scheme led and funded by the Lawn Tennis Association (LTA) to invest in park courts. The Council is seeking to appoint a qualified and experienced operator to provide the management and maintenance of the refurbished courts and the delivery of a community tennis programme at all 8 tennis venues.</p> <p>The management of the tennis courts includes the management and operation of a court booking system and the ongoing day to day maintenance of the courts.</p>	5 years with the option to extend for a further two 2 year extensions (5+2+2)	City Operations	Health and Social Care	Rita Bacheta	Helen Corrigan / Adele Rawlins	16/12/2024

APPENDIX 2

BRIEFING NOTE ON PLANNED PROCUREMENT ACTIVITIES **CABINET – 15th OCTOBER 2024**

Title of Contract	Recruitment and Public Notices Advertising
Contact Officers	Director / Assistant Director: Maria Huggon, Interim Director, Commercial and Procurement Client Officer: various – this is a Council wide contract Procurement Officer: Andrea Webster, Sub-Category Manager
Relevant Portfolio	Councillor Karen McCarthy - Cabinet Member for Finance
Briefly describe the service required	The contract will be for the appointment of a single provider to provide advertising solutions for recruitment and public notices. This contract covers recruitment advertising for employee vacancies, including teaching staff, miscellaneous advertisements such as courses and public notices including planning applications and licensing notices.
What is the proposed procurement route?	In collaboration with Coventry Council to award a call off contract from an existing framework agreement.
What are the existing arrangements? Is there an existing contract? If so when does that expire?	The existing contract will expire on 26 th April 2025.
Will any savings be generated?	No cashable savings will be generated by this project.
Has the In-House Preferred Test been carried out?	Yes, there is not the internal resource availability or capability to deliver this service in-house.
How will this service assist with the Council's commitments to Route to Zero?	Not directly impacted.
How do these activities assist the Council with Everybody's Battle; Everybody's Business?	Not directly impacted.
Is the Council under a statutory duty to provide this service? If not, what is the justification for providing it?	The council is under statutory duty to advertise certain public notices and this arrangement facilitates this. This contract will also support recruitment campaigns.
Approval via Spend Control Board.	This has been approved as follows (i) Directorate spend control board – 6 th August 2024 - ID: 9445 - £1,700,000 - Approved. Legal requirement. (ii) S151 board – 8 th August 2024 - ID: 9445 - Approved. Compliance.
Estimated value of project (note: value estimated at time of submission of PPAR, this may change at time of advancing any related procurement activity)	The estimated value of spend will be £1700,000 based on historical spend.
What budget is the funding from for this service?	The cost of using both recruitment advertising and public notices will be met from individual Directorate general fund budgets.
Proposed start date and duration of the new contract	The proposed start date is 27 th April 2025 for a period of 3 years.

Title of Contract	Re-Commissioning of Short Break Services
Contact Officers	Director / Assistant Director: Adrian Weissenbruch, Director of Commissioning and Performance Client Officer: Alex Bowman, Interim Short Breaks Commissioner Procurement Officer: Sandra Asiedu, Interim Assistant Category Manager
Relevant Portfolio	Councillor Mick Brown - Cabinet Member for Children and Families
Briefly describe the service required.	<p>Birmingham Children's Trust (BCT) currently discharges the short breaks duty on behalf of the Council. When BCT was established, the short breaks contracts were transferred in their entirety. The decision has been made to conduct a joint commissioning exercise between the Council and the Trust to ensure that future arrangements align to the SEND strategy. This is following a co-production approach involving families, providers, and stakeholders and ensure the services are responsive and able to meet the diverse needs of the community.</p> <p>The project comprises three distinct service lots. The Council will resume responsibility for the commissioning of Lots 1 and 2 whilst BCT will retain commissioning responsibilities for Lot 3.</p> <ul style="list-style-type: none"> • Lot 1 - Brokerage: Development of universal short breaks to create inclusive and accessible short breaks for all disabled children. Aims to support community-based providers, address service gaps, facilitate collaboration, and establish a centralised resource for families. • Lot 2 - Targeted Short Breaks: Services for disabled children with more complex needs, offering dedicated activities to accommodate the needs of children, young people, and their families. • Lot 3 - Specialist Short Breaks: respite services for children with the most complex needs, requiring formal assessment to access. <p>Additionally, a digital platform (App) will be procured to support service delivery, monitoring and review of Lots 1 and 2 (Procured through Officer delegations).</p>
What is the proposed procurement route?	An open procurement process will be advertised on Find a Tender Service, Contracts Finder and www.finditinbirmingham.com
What are the existing arrangements? Is there an existing contract? If so when does that expire?	There are currently 5 contracts in place with 3 rd party providers which expire on 31 st March 2025.
Will any savings be generated?	Whilst no direct savings will be generated by this exercise, a robust and accessible range of short break options provide preventative services for families, reducing the risk of crisis scenarios and potential family breakdown leading to high-cost interventions.
Has the In-House Preferred Test been carried out?	Resource and capacity are not available to support this work in house. A degree of operational independence is required as well as established expertise in delivering the required range of provision.
How will this service assist with the Council's commitments to Route to Zero?	No direct contribution however, geographically targeted provision is expected to reduce the need for excessive travel requirements.
How do these activities assist the Council with Everybody's Battle; Everybody's Business?	<p>The exercise fulfils objectives such as:</p> <ul style="list-style-type: none"> • Understand our diverse communities and embed that understanding in how we shape policy and practice across the Council.

	<ul style="list-style-type: none"> Involve and enable our diverse communities to play an active role in civic society and put the citizens' voice at the heart of decision making.
Is the Council under a statutory duty to provide this service? If not, what is the justification for providing it?	Section 25 of the Children and Young Persons Act 2008 mandates local authorities to provide short breaks for families with disabled children. The Breaks for Carers of Disabled Children Regulations (2011) require local authorities to offer a range of short breaks, empowering parents and carers with choice and control over their use.
Approval via Spend Control Board.	Approval was obtained from Section 151 Board on 29 th August 2024. Approval ID: 9678.
Estimated value of project (note: value estimated at time of submission of PPAR, this may change at time of advancing any related procurement activity)	<p>The annual breakdown of the contracts is:</p> <ul style="list-style-type: none"> Lot 1: £355,888.00 - less £15k for the App Lot 2: £810,547.00 - less £15k for the App Lot 3: £405,920.00 <p>The total annual cost of the App is estimated to be £30k. The total contract value for Lots 1 and 2 will be £5,832,175. Lot 3 (remaining the responsibility of BCT) is estimated to be £2,030,000.</p>
What budget is the funding from for this service?	Agreement from BCT that General Fund budget of £1,166,435 will be returned from BCT to offset the spend in year 1 (sum of Lot 1 & Lot 2 annual value). BCT have agreed to return budget for the 5 years @ £1,166,435 per year. Initially this sum was allocated as part of the BCT contract, which is being returned to fund this activity.
Proposed start date and duration of the new contract	The proposed start date is 1 st April 2025 for a period of 3 years with an option to extend for a further two 12-month extensions (3+1+1).

Title of Contract	Eclipse & CareFirst Social Care Service
Contact Officers	Director / Assistant Director: John Gladman, Interim Director of Digital Information & Technology Services Client Officer: Chris Holt, Head of Technology Practice Applications Procurement Officer: Jake Smith – IT Category Manager
Relevant Portfolio	Councillor Saima Suleman - Cabinet Member for Digital, Culture, Heritage and Tourism
Briefly describe the service required	<p>Eclipse & CareFirst which are the proprietary core social care applications in use by BCC Adults and the Birmingham Children's Trust (BCT).</p> <p>Eclipse is the SaaS core social care case management system, essential for safeguarding across Birmingham. This system records details of all involvement with service users, generates payments to service providers and where appropriate invoices clients for services.</p> <p>CareFirst (on premise) is the legacy solution which is still used by both Adults and BCT for social care finance.</p> <p>A direct award to OLM systems will be undertaken in accordance with the Framework Agreement protocol. There is a high cost, risk and transition of change given the critical nature of the contract. A transition period would take between 2-3 years. The OLM service offering demonstrates that they are the only capable supplier of meeting these requirements, whilst demonstrating best value for money.</p>
What is the proposed procurement route?	The proposed route to market is via a direct award under the Crown Commercial Services Vertical Application Solutions Framework Agreement (RM6259) – Lot 2: Education, Community Health and Social Care Solutions.
What are the existing arrangements? Is there an existing contract? If so when does that expire?	There are 2 separate contracts with OLM Systems, one for Eclipse and the other for CareFirst. Both contracts expire 31 st October 2024. The delay was due to requiring extended dialogue (to agree contractual specifics including contract period, requirements, commercials etc) with Adults, BCT and OLM. There was also further discussions at spend control board to ensure we have the optimum contract length to maximise savings.
Will any savings be generated?	There are expected to be cashable savings which will be detailed once concluded.
Has the In-House Preferred Test been carried out?	The capacity and capability do not exist in the Council to build this application.
How will this service assist with the Council's commitments to Route to Zero?	This is a complete digital solution, removing paperwork, etc.
How do these activities assist the Council with Everybody's Battle; Everybody's Business?	The required activities support tackling inequalities as per BCCs Equality Strategy and Action Plan documented here . The activities i.e. providing services to children and adults in care are critical in underpinning 'Equality', 'Diversity', 'Equity', 'Inclusion' and 'Belonging'.
Is the Council under a statutory duty to provide this service? If not, what is the justification for providing it?	There is a statutory duty to provide this service. The Care Act 2014 & Children Act 1989.
Approval via Spend Control Board	S151 spend board approval was obtained 2 nd September 2024 for the initial 5-year period. Should the extension option be required, a further S151 approval will be sought at the necessary time.
Estimated value of project (note: value estimated at time of submission of PPAR, this may change at time of advancing any related procurement activity)	The estimated value for the 5-year initial term is £2,000,000, with a value of £2,860,000 if the option to extend for 2 years is taken up (subject to the necessary governance approvals).

What budget is the funding from for this service?	The total cost will initially be paid from the DTS third party budget – B1- AV0FA-4G05-E00-JZZZZZ-TZZZZ-JZZZ-JXXX (this total cost will be recharged to Adults and BCT (through the inter-authority agreement charging mechanism)).
Proposed start date and duration of the new contract	The proposed start date is 1 st November 2024 for a period of 5 years, with an extension option for a further 2 years.

Title of Contract	Birmingham Virtual School (BVS) Enrichment Programme
Contact Officers	Director / Assistant Director: Razia Butt, Director of Thriving Children and Families Client Officer: Lisa Smith, Headteacher Virtual School Procurement Officer: Sandra Asiedu, Interim Assistant Category Manager
Relevant Portfolio	Councillor Mick Brown - Cabinet Member for Children, Young People and Families
Briefly describe the service required	<p>This is a whole suite of different but joined up services which when combined enrich the educational experience of children in care, maximising their chances of educational achievement, inclusion and progression.</p> <p>The Enrichment Programme includes services which help to deliver the following outcomes for children and young people</p> <ul style="list-style-type: none"> • Enhanced cultural exposure and access • Increased skill acquisition, achievement and accreditation • Improved emotional wellbeing and resilience • Greater educational inclusion • Increase skills, knowledge of the education professionals to educate children who have experienced adverse childhood experiences. <p>There are 5 areas over which various services will be purchased to provide this support:</p> <ol style="list-style-type: none"> 1. Learning Aids including Apps, Licences and Subscriptions (c100k pa) 2. Training for Social Workers, Foster Carers & School Staff (c150k pa) 3. Training for Young People (c350k pa) 4. Emotional Support Provision (c400k pa) 5. Enrichment Groups and activities in the community (c400k pa) <p>Total amount estimated for 2024/25 = £1.4m</p>
What is the proposed procurement route?	<p>Because there is a whole suite of different but connected services a variety of procurement approaches will be needed to address the entire portfolio of spend rather than just individual contracts.</p> <p>Some of these areas will suit an open framework so that providers can be called off from locally & nationally as required and providers can join throughout the 4 years. Some others will be best suited with individual contracts that can be renewed annually.</p> <p>Lower value arrangements will be addressed through quotes or spot purchase as appropriate.</p> <p>A procurement strategy with individual service specifications for each of the 5 areas will be developed to ensure all arrangements are procured appropriately using the most suitable mechanism for the service for the 4-year arrangements.</p>
What are the existing arrangements? Is there an existing contract? If so when does that expire?	Most existing arrangements have expired or are due to expire. This has come about largely because a previous PPAR was agreed in 2021 but due to covid, subsequent number of changes in senior personnel, lack of commissioning staffing and capacity this expired and needed to be restarted.

	<p>Each change in senior management has brought about changes in expectations in the direction making it difficult to achieve a clear plan and traction. As a consequence, BVS have continued to deliver the services or spot purchase as required.</p> <p>The previous AD Commissioning instructed BVS in May 2024 to extend existing arrangements by a further 6 months and when commissioning capacity was still not available in June due to the S114 and limited commissioning staff in post, this was amended to be 6+6 to enable time for a new review and procurement plan to be developed. Commissioning recruitment timeline currently means that permanent staff will not be in post until December 2024.</p> <p>In order to keep BVS obligations running in the interim, all providers have been communicated with to continue on an informal basis whilst the exercise for new arrangements are carried out. Providers will be transitioned to new frameworks or contracts etc as appropriate following the procurement exercises being undertaken.</p>
Will any savings be generated?	No cashable savings will be generated by this project.
Has the In-House Preferred Test been carried out?	There are no resources inhouse to deliver this group of services for children and young people.
How will this service assist with the Council's commitments to Route to Zero?	By working towards combining smaller contracts into a more sustainable commissioning provision we will be delivering the service more efficiently on a wider scale regionally and out of local authority. Therefore, reducing travel, emissions, building cost for heating etc.
How do these activities assist the Council with Everybody's Battle; Everybody's Business?	Greater education inclusion with a focus on Special Educational Needs inclusion.
Is the Council under a statutory duty to provide this service? If not, what is the justification for providing it?	<p>The Council has a duty under the Children Act 1989 to safeguard and promote the welfare of a child looked after by them. This includes a specific duty to promote the child's educational achievement, wherever they live or are educated.</p> <p>While there is not a statutory duty to provide these exact offers and services, the Virtual School Head is guided by the Statutory Guidance as set out in the 2018 DfE 'Promoting the education of looked-after children and previously looked-after children' which states:</p> <p>"Virtual School Headteachers are integral to ensuring that Local Authorities discharge their duty to provide suitable advice and information for the purpose of promoting the educational achievement of previously looked-after children. They can also undertake any activity they consider appropriate where that activity will promote the educational achievement of such children in their area.</p>
Approval via Spend Control Board.	Directorate level approval has been obtained via Spend Control Board on 30 th August 2024. This is a grant.
Estimated value of project (note: value estimated at time of submission of PPAR, this may change at time of advancing any related procurement activity)	The total contract value is £5,600,000 over 4-year period.
What budget is the funding from for this service?	This is funded from the DfE Pupil Premium Plus Section 31 Grant.
Proposed start date and duration of the new contract	The proposed start date is 1 st February 2025 for a period of 1 year with an option to extend for a further three 12-month extensions (1+1+1+) due to funding availability.

Title of Contract	Metering and Billing Services (Housing Communal Areas)
Contact Officers	Director / Assistant Director: Wayne Davies, Director Asset Management Client Officer: Mark Plant, Gas Safety Compliance Manager Procurement Officer: Dean Billingham, Procurement Manager - Place
Relevant Portfolio	Councillor Jayne Francis - Cabinet Member for Housing and Homelessness
Briefly describe the service required.	The provision of Metering and Billing equipment and services for the Council's Housing Communal Heating systems in Tower Blocks.
What is the proposed procurement route?	A procurement process for an open procurement route will be undertaken and advertised in Find a Tender Service, Contracts Finder and www.finditinbirmingham.com
What are the existing arrangements? Is there an existing contract? If so when does that expire?	There are three existing contracts with Ista, Switch 2 and Energy Billing. Much of the equipment provided by these suppliers is now deemed unreliable and cannot be operated or serviced by 3 rd parties which means changing the supplier means changing the equipment as well. Due to resource capacity and changes of personnel within the service area there has been a delay in advancing the procurement in a timely manner which has resulted in the contract being rolled over which presents the Council with a significant operational risk. This compliant procurement process will look to address these matters.
Will any savings be generated?	There will not be any direct savings associated with this exercise as current rates have not changed for many years. The re-tendering of this contract will expect to see an increase in current costs of circa 14% which is in line with current market rates and inflation. There will also be a capital outlay for the new equipment. A customer tariff adjustment is long overdue and will be recommended following the outcomes of this process in order to offset the current and increasing financial losses to the Council from these Heat Networks. There should be maintenance savings with the new equipment, but these are unquantifiable as yet and relatively small
Has the In-House Preferred Test been carried out?	Yes, and the test demonstrated this is not suitable to be carried out in-house as the Council do not manufacture such equipment and they do not have the technical systems (software and hardware) or expertise required to provide such a service.
How will this service assist with the Council's commitments to Route to Zero?	The new equipment will provide an enhanced level of consumption, cost and carbon data monitoring for the communal heating systems at a tenancy, tower block and portfolio level which can be used by customers and housing to reduce consumptions, emissions and control costs. The equipment installed is independent of the heat generating systems and will therefore be compatible with any future modification or replacement of the central heating plant.
How do these activities assist the Council with Everybody's Battle; Everybody's Business?	There is no direct impact on Everybody's Battle, Everybody's Business from the award of this contract.
Is the Council under a statutory duty to provide this service? If not, what is the justification for providing it?	There is a statutory duty to provide local metering of heat consumption on communal heating systems. There is not a statutory duty to provide 'communal' heating systems, but the only alternative would be to remove the existing installations and provide local heat sources within each flat. This would be expensive and would not support the Route to Zero commitment. This project would ensure compliance with Heat Network

	(Metering and Billing) Regulations 2014 (HNMBR, updated in 2020)
Approval via Spend Control Board.	The HRA business plan which included all spend activity for these works was approved by Cabinet on 16th January 2024.
Estimated value of project (note: value estimated at time of submission of PPAR, this may change at time of advancing any related procurement activity)	The pre-tender estimate value is £3,400,000 based on information collated via a recent detailed soft market test of the supply chain.
What budget is the funding from for this service?	This is funded from the Housing Revenue Account (HRA) budget.
Proposed start date and duration of the new contract	The proposed start date is January 2025 for a period of 5 years with the option to extend for a further 5 years due to the specialist nature of the equipment and the service provided.

Title of Contract	Tennis Courts Operator
Contact Officers	Assistant Director: Chris Jordan, Assistant Director, Neighbourhoods Client Officer: Helen Corrigan, Senior Sports Manager (Strategy) Procurement Officer: Adele Rawlins, Assistant Sub-Category Manager
Relevant Portfolio	Councillor Mariam Khan – Cabinet Member for Health and Social Care
Briefly describe the service required	The Council has recently upgraded and refurbished 25 tennis courts across 8 tennis venues within Council owned parks as part of a national scheme led and funded by the Lawn Tennis Association (LTA) to invest in park courts. The Council is seeking to appoint a qualified and experienced operator to provide the management and maintenance of the refurbished courts and the delivery of a community tennis programme at all 8 tennis venues. The management of the tennis courts includes the management and operation of a court booking system and the ongoing day to day maintenance of the courts.
What is the proposed procurement route?	A procurement process for an open concession contract will be undertaken and advertised in Contracts Finder and www.finditinbirmingham.com
What are the existing arrangements? Is there an existing contract? If so when does that expire?	There is no existing contract for this service. The Council currently does not charge at any of its tennis court venues, but some sites do operate a booking system through the LTA's online system. There is an inconsistent approach across the sites in terms of booking court time with bookings only available at 5 sites and also tennis delivery in terms of availability of coaching.
Will any savings be generated?	There are no cashable savings, but the concession will generate income for the City Operations Directorate.
Has the In-House Preferred Test been carried out?	The Council does not have the resources or expertise to provide this service.
How will this service assist with the Council's commitments to Route to Zero?	Commitments to operate the service in a sustainable way will be included in the procurement process.
How do these activities assist the Council with Everybody's Battle; Everybody's Business?	The tennis courts will be available to all sections of the community. There will be a % of free access to encourage participation.
Is the Council under a statutory duty to provide this service? If not, what is the justification for providing it?	There is not a statutory duty to provide this service. However, the operation of the tennis courts supports the Council's commitment to creating a sustainable legacy of hosting the Commonwealth

	Games and delivering sporting facilities and infrastructure that encourage all citizens to engage in sport and physical activity.
Approval via Spend Control Board.	Approved at Place, Prosperity and Sustainable Spend Control Board on 25 th September 2023 and Section 151 approval on 28 th September 2023
Estimated value of project (note: value estimated at time of submission of PPAR, this may change at time of advancing any related procurement activity)	It is estimated that the annual turnover for the operation of the 8 sites would be in the region of £75,000 per annum. The concessionaire will pay the Council an annual concession fee which will be reviewed at regular intervals.
What budget is the funding from for this service?	The income from this concession will support the City Operations Directorate budget.
Proposed start date and duration of the new contract	The proposed start date is 1 st January 2025 for a period of 5 years with the option to extend up to a further two 2-year extensions subject to satisfactory performance and agreement of an annual concession fee.

Birmingham City Council

Report to Cabinet

15th October 2024



Title:	NON-KEY DECISION PLANNED PROCUREMENT ACTIVITIES (NOVEMBER 2024 – JANUARY 2025)
Lead Cabinet Portfolio:	Councillor Karen McCarthy, Cabinet Member for Finance
Relevant Overview and Scrutiny Committee:	Councillor Albert Bore, Chair of the Corporate and Finance Overview and Scrutiny Committee
Report Author:	John Coyne, Director of Commercial and Procurement, Strategy, Equalities & Partnerships Directorate john.coyne@birmingham.gov.uk
Authorised by:	Richard Brooks, Director of Strategy, Equalities & Partnerships richard.brooks@birmingham.gov.uk
Is this a Key Decision?	No
If this is a Key Decision, is this decision listed on the Forward Plan?	Not Applicable
Reason(s) why not included on the Forward Plan:	Not Applicable
Is this a Late Report?	No
Reason(s) why Late:	
Is this decision eligible for 'call in?'	Yes
If not eligible, please provide reason(s):	Not Applicable.
Wards:	All
Does this report contain exempt or confidential information?	No
Has this decision been included on the Notification of Intention to consider Matters in Private?	Not Applicable
Reasons why not included on the Notification:	Not Applicable

1 EXECUTIVE SUMMARY

- 1.1 This report provides details of the planned procurement activity for the period November 2024 – January 2025 which are not key decisions made under Chief Officers' delegation during the previous quarter. Planned procurement activities reported previously are not repeated in this report.
- 1.2 The report enables Cabinet to identify whether any reports for procurement activities should be brought to this meeting for specific executive decision, otherwise they will be dealt with under Chief Officer delegations up to the value of £500,000, unless TUPE applies to current Council staff.

2 COMMISSIONERS' REVIEW

- 2.1 The advantages of deploying Oracle Fusion is the opportunity to adopt further modules/functions as organisations develop and take advantage of the technical integration that "One system" offers. Moving forward Commissioners expect the Council to answer the question "Why not Oracle Fusion" each time it is considering a new system procurement/deployment. This strategic option must be considered for the IFRS16-Compliant Property Lease Accounting System procurement.

3 RECOMMENDATIONS

That Cabinet:

- 3.1 To approve the planned procurement activities and approve Chief Officer delegations, set out in the Constitution for the subsequent decisions around the procurement strategy for the following:
- IFRS16-Compliant Property Lease Accounting System
 - Boiler Replacement at Handsworth Wellbeing Centre

4 KEY INFORMATION

Context

- 4.1 In line with the Procurement and Contract Governance Rules that form part of the Council's Constitution, this report acts as the process to consult with and take soundings from Cabinet and the Corporate and Finance Overview and Scrutiny Chair.
- 4.2 This report sets out the planned procurement activity over the next few months where the contract value is between the procurement threshold £179,086.67 (excluding VAT) and £500,000 (excluding VAT) for non-key decisions. This will give members visibility of all procurement activity within these thresholds and the opportunity to identify whether any procurement reports should be brought to Cabinet for approval even though they are below the £10m delegation threshold.

- 4.3 It should be noted that the procurement threshold has changed from £177,897.50 to £179,086.67 (excluding VAT) and applies from 1st January 2024 for a period of 2 years.
- 4.4 Individual procurements may be referred to Cabinet for an executive decision at the request of Cabinet, a Cabinet Member or the Corporate and Finance Overview and Scrutiny Chair where there are sensitivities or requirements that necessitate a decision being made by Cabinet.
- 4.5 Details of how the contracts support relevant Council policies, plans or strategies, Community Cohesion will be set out in the individual reports.

Proposal and Reasons for Recommendations

- 4.6 To approve the planned procurement activities for all the projects listed in Appendix 1 and approve Chief Officer delegations as set out in the Constitution for the subsequent decisions around procurement strategy and contract awards. This will enable the commencement of the procurement activity for the award for of contracts which support the delivery of the Council's services.

Other Options Considered

- 4.7 No other option was considered as the meeting of the Council on 12th July 2022 approved changes to the procurement governance which delegated authority to Chief Officers to approve award contracts up to the value of £500,000 for non-key decisions.

5 RISK MANAGEMENT

- 5.1 Members should note that in respect of any procurement projects which are sought to be referred back to Cabinet for further considerations these may impact on timescales around the delivery of those projects.
- 5.2 Details of risk management for the procurement activity will be set out in the individual reports.

6 CONSULTATION

- 6.1 This report to Cabinet is copied to Cabinet Members and Cabinet Support Officers and therefore is the process for consulting with relevant cabinet and scrutiny members. At the point of submitting this report Cabinet Members have not indicated that any of the planned procurement activity needs to be brought back to Cabinet for executive decision.
- 6.2 Approval has been sought from the relevant Spend Control Board prior to inclusion on the PPAR.

7 MEMBER ENGAGEMENT

Ward Councillor(s)

7.1 Not applicable

Overview and Scrutiny

7.2 The Corporate and Finance Overview & Scrutiny Committee Chair has been consulted on the contents of this report and has not indicated that any of the planned procurement activity needs to be brought back to Cabinet for executive decision.

Other

7.3 Not applicable.

8 IMPACT AND IMPLICATIONS

Finance

8.1 Specific details of how decisions will be carried out within existing finances and resources are set out in the Appendix 2.

8.2 Any cashable savings generated as a result of the procurement exercises are detailed in Appendix 2 to the delivery of procurement related savings and be removed from Directorate where identified in addition to the existing service area savings target as set out in the Medium-Term Financial Plan (MTFP) in line with the principles to treatment of identified savings against third party contracts as agreed by CLT on 24th January 2022.

Legal

8.3 Members are reminded that as a Local Authority the Council has specific duties under public sector procurement, specifically the Public Contract Regulations 2015.

8.4 Section 1 of the Localism Act 2011 contains the City Council's general power of competence and Section 111 of the Local Government Act 1972 contains the Council's ancillary financial and expenditure powers in relation to the discharge of its functions.

Equalities

8.5 Details of the Equality Act requirements will be set out in the individual reports which should also give consideration to application of Equality Impact Assessments in line with Council Policy.

Procurement

8.6 As noted under the Legal Implications the Council has a duty to ensure that public sector procurement activity is in line with public sector legislation, specifically the Public Contracts Regulations 2015.

- 8.7 For each of the individual projects the specific procurement implications are set out and detailed in Appendix 2.

People Services

- 8.8 There are no specific staffing implications with the recommendations of this report.

Climate Change, Nature and Net Zero

- 8.9 For each of the individual projects the climate change, nature and net zero implications are set out and detailed in Appendix 2.

Corporate Parenting

- 8.10 There are no implications or opportunities in relation to the Corporate Parenting responsibility arising from the recommendations in this report.

Other

- 8.11 There are no other implications arising from the recommendations in this report.

9 APPENDICES

- 9.1 Appendix 1 - Planned Procurement Activity November 2024 – January 2025.
9.2 Appendix 2 – Background Briefing Papers

10 BACKGROUND PAPERS

- 10.1 Not applicable.

APPENDIX 1 – PLANNED PROCUREMENT ACTIVITIES (NOVEMBER 2024 – JANUARY 2025)

No.	Type of Report	Title of Procurement	Ref	Brief Description	Contract Duration	Directorate	Portfolio	Finance Officer	Contact Name	Planned CO Decision Date
1	Strategy / Award	IFRS16-Compliant Property Lease Accounting System	TBC	IFRS16 is a new accounting standard that local authorities must comply with and will involve changing how leases are accounted for and reported in statutory financial statements. This new standard takes effect from 1 April 2024 (first reporting of this will be the 2024/25 Accounts produced in April / May 2025). The current lease accounting / reporting system, Real Asset Management (RAM) Lease 4000 does not meet IFRS16 requirements. Therefore, to ensure compliance and to support robust information management going forward, the Council is seeking to procure a new IFRS compliant Leasing system to allow Council Finance Officers to manage and report on all leased assets for the Council. The new Leasing system should comply with CIPFA's Code of Practice which interprets the application of IFRS16 for local authorities. It should also include system tool(s) not limited to AI to enable effective interrogation of detailed lease/ contracts and effortless reporting.	4 years	Finance and Governance	Finance	Ravinder Dhaliwal	Mohammed Sajid / Ianto Jones	28/10/2024
2	Strategy / Award	Boiler Replacement at Handsworth Wellbeing Centre		The removal of the existing boiler and the installation of a replacement at Handsworth Wellbeing Centre.	14 weeks	City Operations	Health and Social Care	Rita Bacheta	Paul Walls / Jessica Brittle	18/11/2024

APPENDIX 2

BRIEFING NOTE ON PLANNED PROCUREMENT ACTIVITIES **CABINET – 15th OCTOBER 2024**

Title of Contract	IFRS16-Compliant Property Lease Accounting System
Contact Officers	Director / Assistant Director: Mohammed Sajid, Interim Head of Financial Strategy Client Officer: Ceri Johns, Final Accounts Team Procurement Officer: Ianto Jones, IT Commissioning Manager
Relevant Portfolio	Councillor Karen McCarthy - Cabinet Member for Finance
Briefly describe the service required	IFRS16 is a new accounting standard that local authorities must comply with and will involve changing how leases are accounted for and reported in statutory financial statements. This new standard takes effect from 1 April 2024 (first reporting of this will be the 2024/25 Accounts produced in April / May 2025). The current lease accounting / reporting system, Real Asset Management (RAM) Lease 4000 does not meet IFRS16 requirements. Therefore, to ensure compliance and to support robust information management going forward, the Council is seeking to procure a new IFRS compliant Leasing system to allow Council Finance Officers to manage and report on all leased assets for the Council. The new Leasing system should comply with CIPFA's Code of Practice which interprets the application of IFRS16 for local authorities. It should also include system tool(s) not limited to AI to enable effective interrogation of detailed lease/ contracts and effortless reporting.
What is the proposed procurement route?	The route to market will be a full evaluation of eligible suppliers via a collaborative, compliant National Framework Agreement.
What are the existing arrangements? Is there an existing contract? If so when does that expire?	The current system for Property Lease Management is provided by MRI Software Ltd. This was designed pre-IFRS 16 and it is no longer compliant. The existing RAMs Solution will be partially retired following the introduction of an IFRS16-compliant solution.
Will any savings be generated?	No cashable savings will be generated by this project, but the current cost for RAM Lease 4000 System of £9,941 per annum will partially offset the cost of the new system. It is intended that the new solution will incorporate Artificial Intelligence and machine learning to reduce the current need for manual reading and analysis of Lease data. This is currently undertaken by a number of finance officers as part of their workload.
Has the In-House Preferred Test been carried out?	Digital & Technology Services have been engaged and have concluded that due to the new IFRS16 Accounting standard requirement, there is no suitable In-House product available.
How will this service assist with the Council's commitments to Route to Zero?	AI will facilitate paperless leases.
How do these activities assist the Council with Everybody's Battle; Everybody's Business?	The Procurement process will ensure that potential suppliers and subcontractors adhere to the Birmingham Living Wage.
Is the Council under a statutory duty to provide this service? If not, what is the justification for providing it?	There is a statutory requirement from 1 st April 2024 for IFRS compliant reporting.
Approval via Spend Control Board.	Spending Control Board approval was obtained on 18 th September 2024 - ID: 9386.
What budget is the funding from for this service?	This is funded from the Finance Directorate General Fund budget.
Estimated value of project (note: value estimated at time of submission of PPAR, this may change at time of	Estimate contract range between £240k and £300k over 4 years including implementation cost, lease system annual licence and contract intelligence for 200 leases.

advancing any related procurement activity)	
Proposed start date and duration of the new contract	The proposed start date is November 2024 for a period of 4 years.

Title of Contract	Boiler Replacement at Handsworth Wellbeing Centre
Contact Officers	Director / Assistant Director: Chris Jordan, Assistant Director, Neighbourhoods Client Officer: Paul Walls, Senior Sports Manager (Contracts) Procurement Officer: Jessica Brittle, Procurement Manager
Relevant Portfolio	Councillor Mariam Khan – Cabinet Member for Health and Social Care
Briefly describe the service required.	The removal of the existing boiler and the installation of a replacement at Handsworth Wellbeing Centre.
What is the proposed procurement route?	A direct award using the NHS SBS Facilities Management Framework Agreement to Dodd Group (Midlands) Ltd. This organisation has undertaken similar works on behalf of the Council using this framework agreement with market tested rates.
What are the existing arrangements? Is there an existing contract? If so when does that expire?	This is a one-off requirement.
Will any savings be generated?	No savings will be generated from this procurement process for a one-off works project.
Has the In-House Preferred Test been carried out?	Yes, and the test demonstrated this is not suitable to be carried out in-house for a construction project.
How will this service assist with the Council's commitments to Route to Zero?	The works will be undertaken using the most up-to-date sustainable materials and the new boiler is to the latest environmental standard. Installing a new boiler will reduce energy consumption and costs with reduced maintenance.
How do these activities assist the Council with Everybody's Battle; Everybody's Business?	The works will ensure the building is up to date for continuity of use to all sections of the community.
Is the Council under a statutory duty to provide this service? If not, what is the justification for providing it?	There is not a statutory duty to provide this service. However, the works supports the provision of heating and hot water in a community facility.
Approval via Spend Control Board.	Authorisation was obtained from the Section S151 Spend Board on 29 th February 2024 and 24 th September 2024.
Estimated value of project (note: value estimated at time of submission of PPAR, this may change at time of advancing any related procurement activity)	The estimated value of the contract is £295,000.
What budget is the funding from for this service?	The works are funded entirely by external grant monies - £250,000 from Swimming Pool Support Fund (already approved) and £88,643 from Shared Prosperity Fund.
Proposed start date and duration of the new contract	The proposed start date is November 2024 for a period of 14 weeks.