



DAY OPPORTUNITIES REVIEW 2022

February 2023

Research and Consultation Team

Executive Summary

Background

A report on engagement activities relating to the review of Day Opportunities in Bournemouth, Christchurch and Poole.

Two surveys were carried out simultaneously in **October and November 2022**. The first survey (Group 1) was aimed at service users and their carers and the second (Group 2) was aimed at staff and professionals whose work brings them into direct contact with service users.

The Group 1 survey received 234 responses and the Group 2 survey received 87 responses.

Analysis

Almost three quarters of Group 1 respondents were service users, 16% were potential future service users and 13% were family / carers of service users.

Around a quarter of Group 2 respondents worked for a service provider and around a fifth were BCP Council staff and another fifth worked for a council commissioned provider. Voluntary / community sector organisations accounted for 16% of Group 2 respondents while others work for Dorset Healthcare, NHS Dorset or in education / SEND settings.

Accessing day opportunities

Of Group 1 respondents that attend day opportunities:

- 51% are paid for by the council or NHS
- 16% are fully self-funded
- 14% pay some of the cost themselves
- 18% were not sure how they pay

When asked how they get to their day opportunities the main answers were:

- 37% said that they travel by car
- 25% travel by public transport
- 19% said that they use a council or day opportunity accessible minibus
- 18% pay for their own taxi

When travelling to their day opportunity, 35% were able to travel without support and 30% were supported by a member of staff or a paid carer.

What is important about day opportunities?

Group 1 respondents were asked what is important about day opportunities and were asked to indicate whether various features were important, not important or in

the middle. The most important things were feeling safe, choice of activities and meeting / making friends.

Table 1: What is important to you about day opportunities? (% Important)

A day opportunity where I can feel safe	94%
The choice of activities available to me	86%
A day opportunity where I can meet friends and make new friends	85%
A place where I can learn skills to do more things for myself	66%
A day opportunity where I can go on days out	63%
A day opportunity where I can take part in physical activities	59%
Providing a break for my carer, parent or guardian	57%
I can use places or services in the local community when I use my day opportunity	55%
How close the day opportunity is to where I live	53%
Food and drinks available to me	46%
A day opportunity where I can take part in education and training courses	35%
A place where I can learn skills to find a job	32%
I can get help like physiotherapy, counselling, seeing a nurse	30%

Group 2 respondents were also asked what is important to those who need day opportunities support. To be able to use the facilities or services in the local community (95%), a place where people can meet new and old friends (93%), helping people to be more confident talking to people about their needs (92%) and giving carers a break (92%) were the four most important features.

Availability of day opportunities

Group 1 respondents were asked which things are important to them when choosing a day opportunity and were asked to say whether the things listed were important, not important or in the middle. This question focused on things to do with the availability of day opportunities.

The three most important things were:

- Day opportunities to be on the same days and at the same time each week (79%)
- To be able to try a new day opportunity before I decide if I want to go to it regularly (69%)
- To have the choice of using different day opportunities (60%)

Other factors influencing choice of day opportunity

Group 1 respondents were asked about a number of other factors that might influence their choice. The three most important factors were:

- I can meet people with the same interests (64%)
- I can meet people of about the same age (61%)
- I can go to a day opportunity in a building like a day centre rather than meeting in the community (55%)

About day opportunities

Group 1 respondents were asked to tell us about the day opportunities they use and could say that they agree, in the middle or do not agree with a list of statements.

The highest level of agreement was with:

- I have activities I am interested in (87%)
- I have a choice of activities (81%)
- I am helped to do more things for myself (72%)

When asked about the times that day opportunities are available, 87% said that they are happy, 31% would like to do more in the evenings and weekends, 27% would like them to be available at the weekend and 25% would like them to be available in the evenings.

Overall satisfaction with day opportunities

85% of Group 1 respondents said that they are happy with their day opportunities

Group 2 respondents were asked to rate the current day opportunities provision on a scale of 1-5 (where 1 is very poor and 5 is excellent). 45% gave a score of 3.

More about day opportunities

Group 1 respondents were asked to tell us more about how they feel about their day opportunities in their own words.

Around half of respondents stated that they were generally happy with their day opportunities, with many mentioning particular activities that they enjoy and that they enjoy meeting and making friends. Some concerns were raised about availability of services.

Next, Group 1 respondents were asked what could make day opportunities better. Responses to this questions were often very specific to the individual or to the activities they undertake so themes were harder to identify. 28 respondents said that day opportunities did not need improving, 14 would like to take more trips out, including in the evening and at the weekend, and 14 more suggested a wider range of activities. Other themes include choice / awareness of opportunities, transport, timings, cost and the size / nature of the groups.

Group 2 respondents were asked about gaps in provision. 82% thought that there are gaps in provision and when asked to elaborate, the most common theme was lack of suitable provision (not enough places, not appropriate for all disabilities, hard to find / access provision, etc.)

When asked how important a list of suggested improvements are to improve day opportunities across BCP Council area, the majority of Group 2 respondents stated that all the suggestions were important. More than 90% of respondents said that increased funding / personal budgets, better training of staff, more availability of staff and a greater variety of provision were important.

Barriers to using day opportunities

Group 1 respondents were asked if there is anything that makes it difficult to use day opportunities. Of those that highlighted difficulties, availability / choice, transport, cost and accessibility / specific needs were the main themes.

Group 2 respondents were asked to score a number of possible barriers on a scale of 1-5, where 1 is no barrier and 5 is a major barrier. All items listed saw more respondents consider them a barrier (score of 4 or 5) than not (score of 1 or 2). Cost (82%), staffing (77%), transport (69%) and variety of provision (67%) were all considered a barrier by more than two thirds of respondents.

Finding out about day opportunities

Group 1 respondents were asked how they would like to find out about new day opportunities. Responses can be grouped into the following themes:

Table 2: How would you like to find out about a new day opportunity?

Newsletter	52
Website	37
Other	34
Email	30
Carer / social worker / etc	28
Printed directory / leaflets / library	20
Post / letter	13
Social Media	6
Phone / text	6
Notice board	5

Interests

Meeting friends and new people was important to 78% of Group 1 respondents and activities that are fun, interesting or helpful are important to 76%. Least important interests are activities to help me into education / training (34%), volunteering opportunities (31%) and activities to help me into work / employment (26%).

Digital / online services

Just over a third (35%) of Group 1 respondents said that they have used online video calls to access their day opportunity or to contact other people.

Respondents were then asked if anything prevents them from using online video calls. 48% said no, 23% said their disability makes it difficult, 22% don't know how, 14% do not have the right equipment and 12% do not have internet access.

When asked what support, if any, would help them to use online video sessions the most common themes were need for specialist support and technological support / equipment.

When asked for ideas about how technology could be used to provide day opportunities, more than half of the comments received either said that they were not interested in online services or that they preferred face-to-face interaction.

Group 2 respondents had quite different views with 43% of respondents saying that digital access is important or very important for the future of day opportunities provision and only 26% saying that it is unimportant.

Other comments

Group 1 respondents were asked if they had any other comments to make and 89 responses were made with the following themes.

Table 3: Additional comments (Group 1)

Grateful to service and/or staff	16
Improved services	11
Importance of Day centres	10
Activities	8
Importance of human interaction	5
Volunteering	3
Don't know	3
Criticism	2
General	2
Communications	2
Future engagement process	1
Need support	1

Group 2 respondents provided 25 additional comments with quality of service being the most common theme

Table 4: Additional comments (Group 2)

Quality of service	7
Concerns	4
Ideas	4
Service delivery	4
Engagement	3
Collaboration	1
Community care	1
Need a vision	1

Contents

Executive Summary	ii
1 Introduction and background.....	1
1.1 Methodology.....	1
2 Analysis and results	2
2.1 Group 1 Respondent type	2
2.2 Group 2 Respondent type	3
2.3 Accessing day opportunities.....	4
2.3.1 Paying for day opportunities	4
2.3.2 Travelling to day opportunities.....	4
2.4 What is important about day opportunities?	6
2.4.1 Differences by protected characteristics	7
2.4.2 Group 2 – What is important to those who need day opportunities support?	7
2.5 Availability of day opportunities	10
2.5.1 Differences by protected characteristics	10
2.6 Other factors influencing choice of day opportunity.....	11
2.6.1 Differences by protected characteristics	12
2.7 About day opportunities	14
2.7.1 Differences by protected characteristics	15
2.7.2 Differences by protected characteristics	16
2.8 Overall satisfaction with day opportunities	16
2.8.1 Differences by protected characteristics	16
2.8.2 Group 2 – Rating of current day opportunities provision.....	16
2.9 About day opportunities	18
2.10 Making day opportunities better.....	20
2.10.1 Group 2 – Gaps in provision.....	22
2.10.2 Group 2 – Importance of improvements to day opportunities	23
2.11 Difficulty using day opportunities.....	25
2.11.1 Group 2 – Barriers to day opportunities.....	27
2.12 Finding out about day opportunities	29
2.13 Interests	30
2.13.1 Differences by protected characteristics.....	31
2.14 Digital/online access	32

2.14.1	Differences by protected characteristics.....	32
2.14.2	Differences by protected characteristics.....	35
2.14.3	Support needed.....	36
2.14.4	Ideas for using technology more to provide day opportunities	37
2.14.5	Group 2 – Importance of digital access	38
2.15	Other comments	39
2.15.1	Group 1 – Other comments.....	39
2.15.2	Group 2 – Other comments.....	40
2.16	Group 2- Considering equalities and human rights.....	42
3	Respondent profile	43

1 Introduction and background

Day Opportunities refers to a range of services and activities available to adults with an assessed care need. They can include a wide variety of activities such as arts and crafts, cookery, sport and exercise, as well as somewhere to socialise, learn skills and get help with personal care. Day opportunities can be delivered in a day centre building or in a range of settings in the community. Some services may also be delivered online.

Some services are provided by BCP Council through a Local Authority Trading Company and some are delivered by independent providers. Places can be funded directly by BCP Council or can be paid for by service users, either using Personal Budgets received from BCP Council or self-funded.

BCP Council is reviewing its Day Opportunities Strategy and has set up a co-production group which includes service users and providers. As part of this process, an engagement exercise took place to ask both service users and professionals working with them what works well and what could be improved.

1.1 Methodology

A number of stakeholders were identified including:

- Current service users
- Young people potentially taking up day opportunities in the near future
- People who have previously used Day Opportunities but no longer do so
- Carers / parents / guardians of the above
- BCP Council social workers
- Paid care workers
- Providers of day opportunities and their staff
- NHS staff working with service users

Two surveys were developed. The Group 1 survey sought the views of current / future / lapsed service users and their carers / families. The Group 1 survey was available in two formats: an Easy Read version was aimed particularly at those with learning disabilities and a text version for anyone else. The question wording was the same for both versions but the Easy Read version used images and was formatted to be more accessible to the target group. The Easy Read survey was developed for use in a print format although a simpler version was available online. The text version was developed primarily for online delivery though paper versions were available on request.

The Group 2 survey sought the opinions of those working with service users. This was delivered primarily online with printed copies on request.

The Group 1 survey was promoted through service providers, via groups representing service users and using the council's social media. Online respondents were directed to an Engagement HQ page which provided background information and links to the surveys.

The survey was open for eight weeks, from 5 October to 30 November 2022.

In all there were 234 responses from Group 1 (of which 128 used the Easy Read version) and 87 responses from Group 2.

The following report outlines the results of those surveys. Results from the Group 1 survey have been cross-tabulated against the personal characteristics of the respondents and any differences are tested for statistical significance. Where the differences are statistically significant, these have been noted in the narrative. Note that due to relatively small base numbers, these differences should be treated with some caution. Where the base number for a particular group is less than 10, the results are not reported. This is to protect the privacy of individuals in very small groups.

Not all percentages shown will add to 100%. This can be due to rounding or it can be because the question allowed more than one response.

Where appropriate, open responses have been grouped into themes and a table is presented showing the number of responses in each theme. These numbers are intended to indicate the frequency of responses but should not be used to imply any weight of importance to some themes over and above others.

2 Analysis and results

The Group 1 survey was completed by 234 respondents of which 128 completed an Easy Read survey and 96 completed the text version. For simplicity the question wording was the same for both versions, with the Easy Read version having pictures to illustrate the questions. Responses have been merged and are analysed together.

The Group 2 survey was completed by 87 respondents.

2.1 Group 1 Respondent type

Half (50%) of those responding to the Group 1 survey were filling in the questionnaire on behalf of someone else and the remaining half filled it in for themselves.

Almost half (49%) of those completing the survey for someone else were staff or paid carers. Nearly three in ten (28%) were family carers and a similar number (29%) were a parent or guardian. (Respondents could choose more than one option so results add to more than 100%).

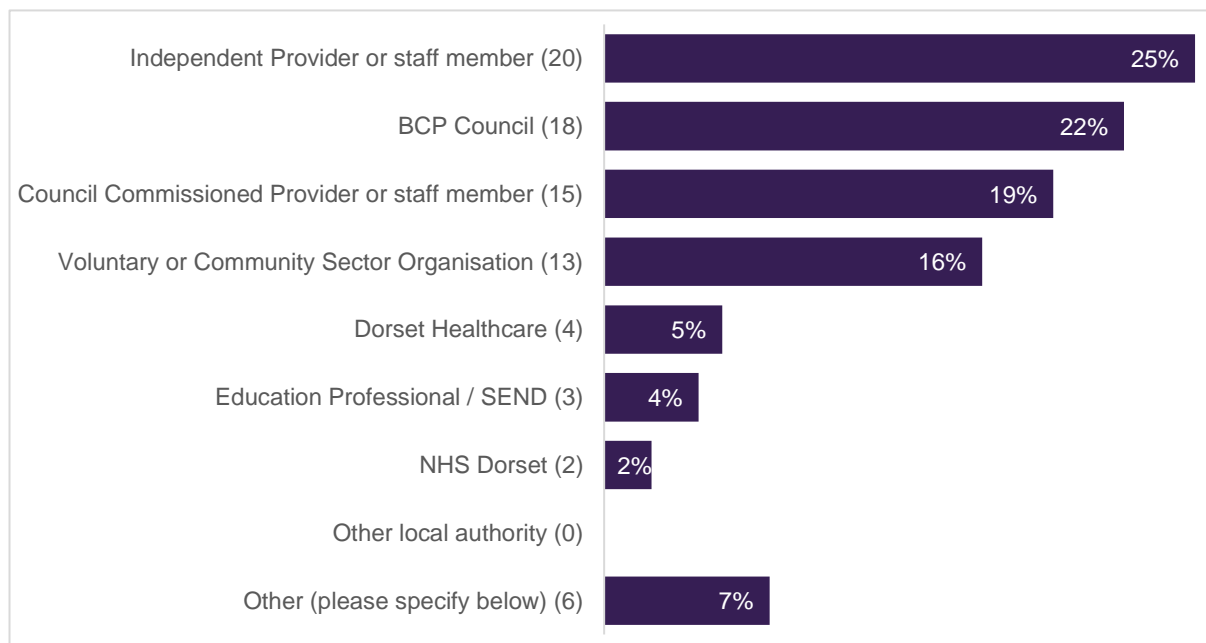
Those who were responding on behalf of someone else were instructed to answer question from the point of view of the person they were responding on behalf of. Carers could complete a second survey from their own perspective if they wished to do so.

Almost three quarters (72%) of responses were made by people who use a day opportunity, 16% were made by people who may want to use them in the future and 13% by people who care for someone that uses a day opportunity. For brevity, throughout this report these groups will be referred to as ‘service users’, ‘non-users’ and ‘carers’.

2.2 Group 2 Respondent type

A quarter (25%) of those responding to the Group 2 survey work for an Independent Provider. Just over a fifth (22%) work for BCP Council whilst just under a fifth (19%) work for a Council Commissioned Provider and 16% for a voluntary or community sector organisation. The remaining respondents work for Dorset Healthcare (5%), an education professional/SEND (4%), NHS Dorset (2%) and ‘Other’ (7%).

Figure 1: In what part of the health and social care sector do you work?



Base: 81 respondents

Where respondents selected ‘other’ they were asked to specify their answer. Responses to this question included Tricuro, Independent Health Care Practitioner, Skills and Learning Adult Community Education and support worker in supported living house.

For 99% of Group 2 survey respondents their work brings them into direct contact with people who need support.

2.3 Accessing day opportunities

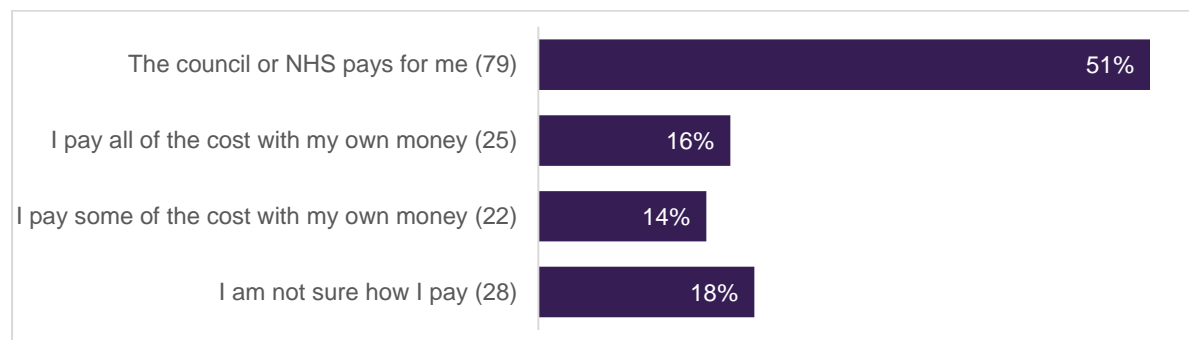
The first section of the survey asked service users questions about paying for and getting to their day opportunities.

2.3.1 Paying for day opportunities

Service users were asked how their day opportunities are paid for.

Just over half (51%) said that the council or NHS pays for them. Around one in six respondents (16%) said that they pay all of the cost with their own money and a similar number (14%) pay some of the cost themselves. Just under a fifth of respondents said that they are not sure how their day opportunities are paid for.

Figure 2: How do you pay for day opportunities?



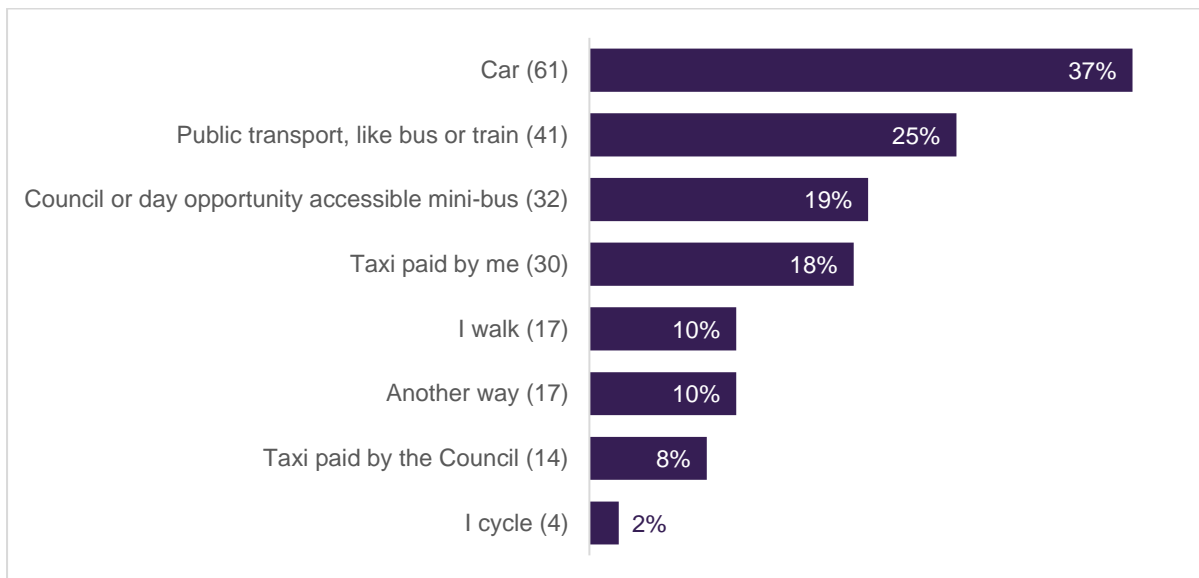
Base: 154 respondents

There were no significant differences between any of the protected characteristic groups; younger age groups were slightly less sure about how their day opportunities are paid for.

2.3.2 Travelling to day opportunities

When asked how they get to their day opportunities, more than a third of service users (37%) said that they travel by car. A quarter (25%) said that they travel by public transport, almost one in five (19%) said that they use a council or day opportunity accessible minibuss and a similar number (18%) pay for their own taxi.

Figure 3: How do you get to your day opportunity?

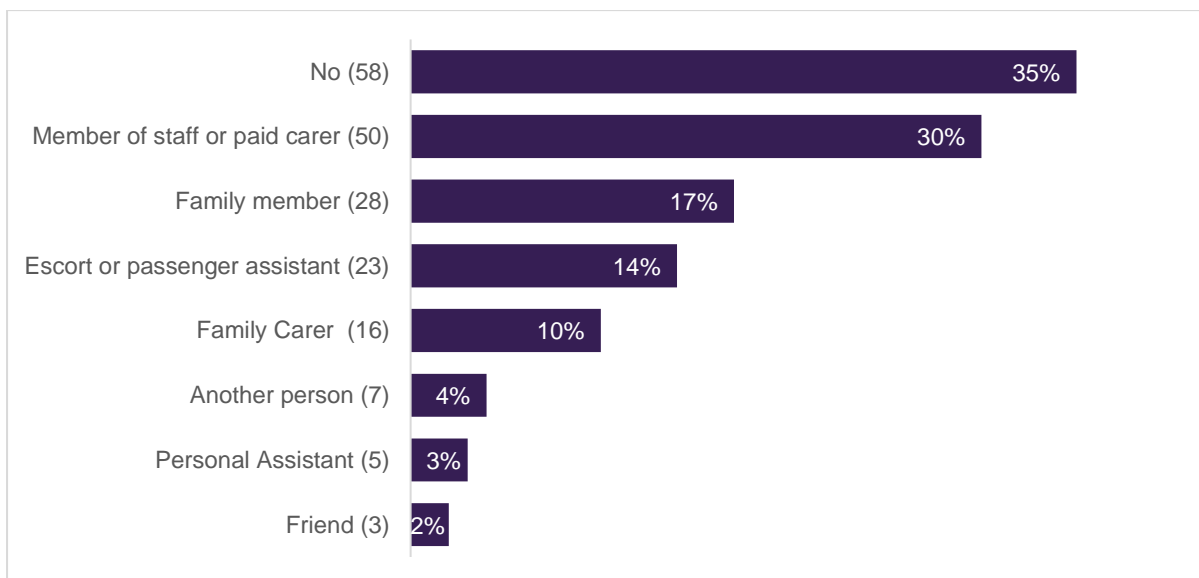


Base: 166 respondents

Seventeen respondents who said they travel another way gave more details about how they travel. Five respondents said that they are transported by staff or support workers, five use a taxi but not self-funded, three are transported by family members or carers, one access their day opportunity on Zoom and one travels by wheelchair.

Service users were then asked if they have support to get to their day opportunity. More than a third (35%) said no. Three in ten (30%) have support from a member of staff or paid carer.

Figure 4: Do you have support to get to your day opportunity?



Base: 164 respondents

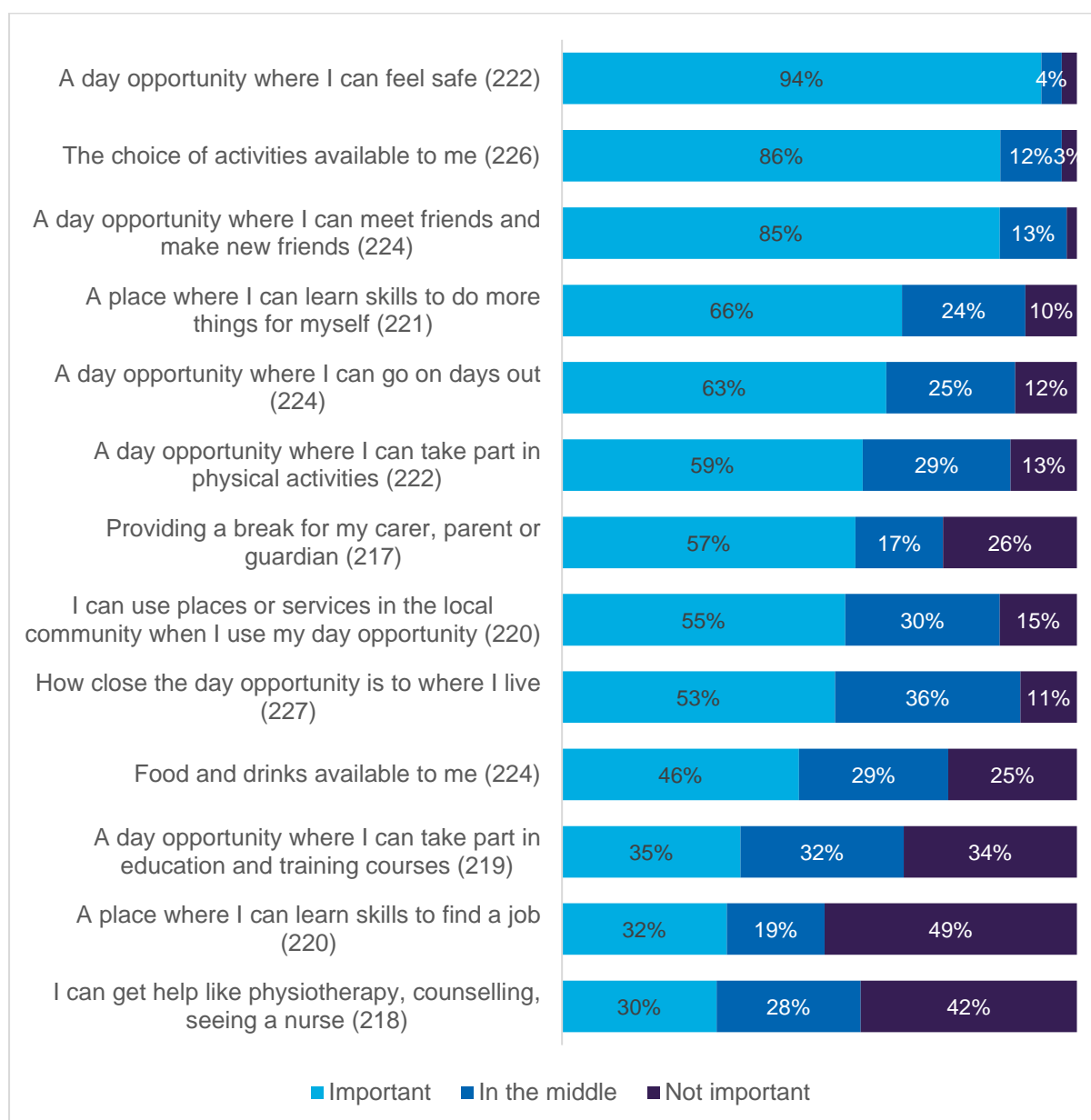
Those who said they were helped by another person were asked what that person's role or relationship is. Most were family members or paid carers. The most common 'other' answer was taxi driver / community transport driver.

2.4 What is important about day opportunities?

Respondents were asked what is important about day opportunities. The question showed a list of features and/or benefits of day opportunities and respondents were asked if they were important, not important or in the middle.

Feeling safe (94%), choice of activities (86%) and meeting friends or making new friends (85%) were the three most important features and were said to be important by considerably more respondents than the other items on the list.

Figure 5: What is important to you about day opportunities?



2.4.1 Differences by protected characteristics

- Getting help with physiotherapy etc is more important to respondents aged 25-34 (41%) compared to those aged 55-64 (16%)
- Job skills are very unimportant to respondents aged 65+ (84% not important compared to 49% overall)
- Skills to do things for myself are less important to respondents aged 65+; only 31% said this was important compared to 66% overall while 47% were in the middle compared to 24% overall)
- Using places in the community is less important as people get older – older age groups are more likely to be in the middle than middle age groups.
- Meeting or making friends is more important to 35-44 year olds (93%) compared to those aged 65+ (74%)
- Physical activities are more important to respondents aged 25-34 and 35-44 (68%) than those aged 65+ (44%)
- Days out are less important to respondents aged 65+ (39%)
- Education and training is less important to respondents aged 65+ (5% important, 54% not important)
- Males are more likely to say physio etc. is not important (50%) compared to females (36%)
- People with physical / mobility disabilities are more likely to say job skills are not important (73%) compared to those with other types of disability.

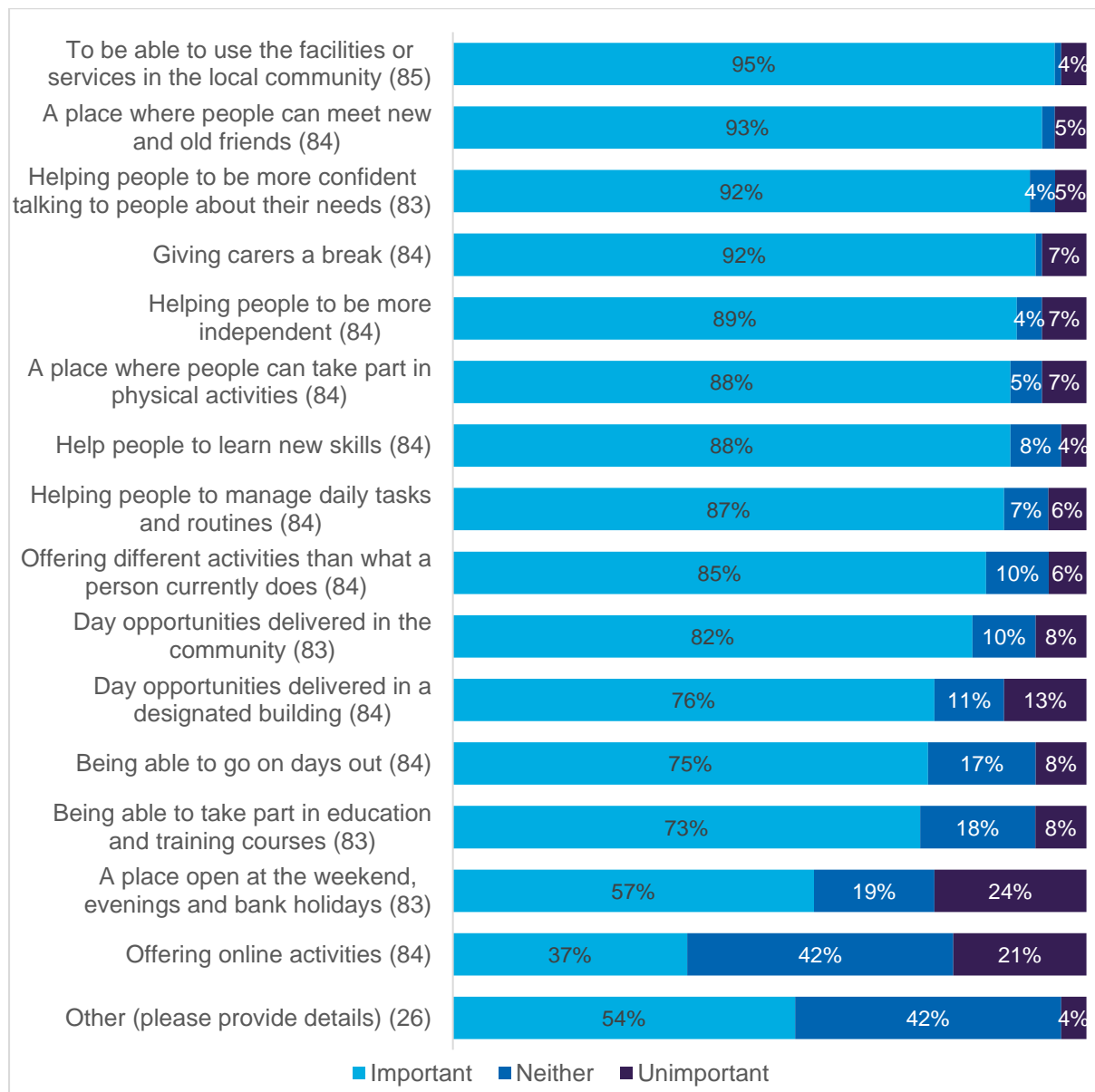
2.4.2 Group 2 – What is important to those who need day opportunities support?

Respondents from the Group 2 survey were asked what is important to people who need day opportunities support and provided with a list of features to vote on.

To be able to use the facilities or services in the local community (95%), a place where people can meet new and old friends (93%), helping people to be more confident talking to people about their needs (92%) and giving carers a break (92%) were the four most important features.

The features with the highest proportion of votes as unimportant – chosen by more than a fifth of respondents – were a place open at the weekend, evenings and bank holidays (24% unimportant) and offering online activities (21% unimportant).

Figure 6: What do you think is important to people who need day opportunities support?



Bases as labelled

18 respondents who replied ‘Other’ gave a variety of reasons for their response which are outlined below.

Table 5: ‘Other’ factors that are important to those who need day opportunities support

Person-centred planning	8
Community activities	4
Consistency	1
Flexible systems	1
General	1
Holidays	1

Safety	1
Service delivery	1

The most common theme mentioned was ‘person-centred planning’ (8 comments)

If they would like to change what they currently do. People with more complex and sensory needs require careful consideration and individual adjustments to their specific needs/wants. More person centred planning. As a person working for [provider] with complex needs and sensory processing issues, going out in the community presents extreme difficulties for some



Day opportunities can only be delivered in the community for individuals with low care/support needs. Many people who attend day opportunities require personal care and physiotherapy that can't be done in the community.

The need for specialist support for all people with complex needs including dementia, building based . The need for a [provider] which is a special centre for people with profound multiple learning disabilities - person centred - a mixture of building, online or community activities but what is best for the individual [and] affordable

Some respondents also highlighted the importance of community-based activities (4 comments)

At present we have a good mix of building-based services and going out into the community. We are soon going to change to a new timetable and our clients will be going out into the community less. Going to the local park, swimming, sailing and having a coffee in the community is very important



The previous statements are not equally important to everyone who needs day services e.g., access to education and training may not be important to someone with dementia or other complex needs. However regularly (daily) access to meaningful community activities, such as a local walk, going to the library, shopping, swimming, access to exercise or wellbeing classes/groups or trips out should be on offer to everyone regardless of the support they require

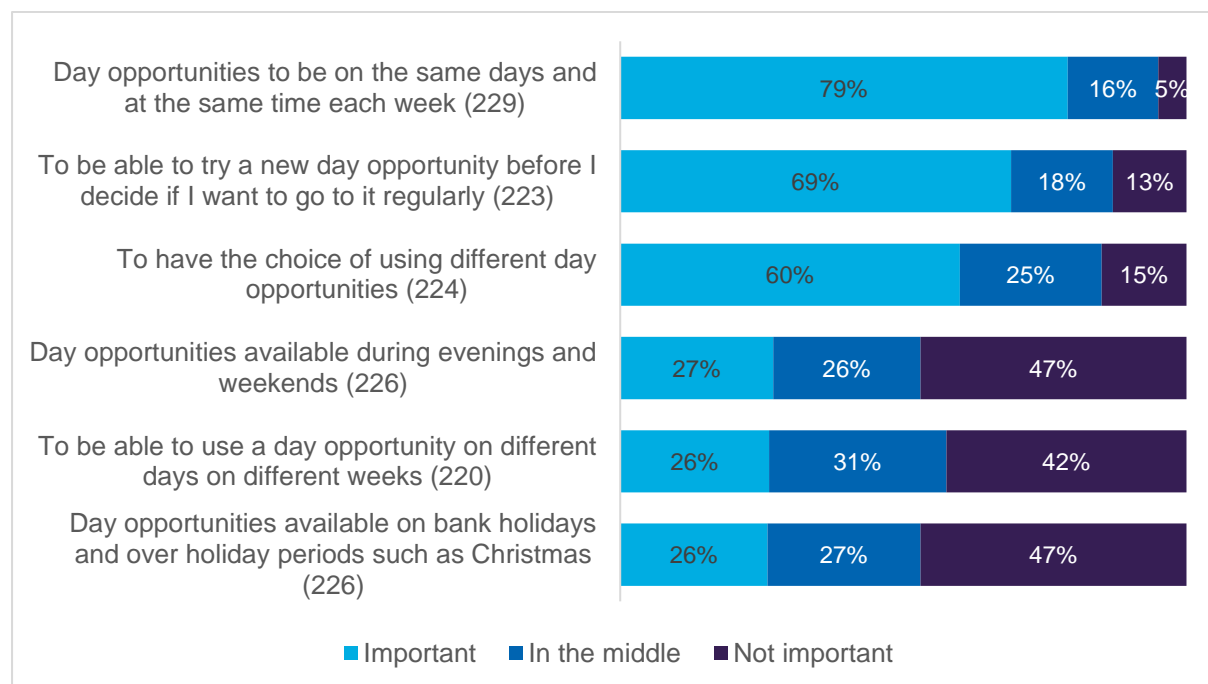
Day opportunities can create a new community that provides support. I like seeing all my friends there and socialising. My day service helps me to learn new skills and be more confident to express myself and in my day to day life

2.5 Availability of day opportunities

Respondents were asked which things are important to them when choosing a day opportunity. This question focused mainly on things to do with the availability of day opportunities.

Regular days / times, being able to try before choosing and a choice of different day opportunities were all considered to be important by more than twice the number of respondents as availability at weekends and bank holidays and flexible days / times.

Figure 7: Which of these is important to you when choosing a day opportunity?



Bases as labelled

2.5.1 Differences by protected characteristics

- Having the choice of using different day opportunities is more important to 45–54-year-olds (70%) compared to those aged 65+ (45%).
- Those aged 35-44 are more likely to say having the choice of using different day opportunities is not important compared to those aged under 25 (30% compared to 0%)
- Those aged 35-44 are more likely to say being able to use a day opportunity on different days on different weeks is not important (62%) compared to those aged under 25 (30%), 25-34 years old (34%) and over 65 (29%)
- Those aged under 25 are more likely to fall in the middle when considering how important day opportunities available on bank holidays and over holiday periods are (45%) compared to those aged 35-44 (18%) and aged 45-54 (16%)

- Those whose have a physical/mobility disability are more likely to find having the choice of using different day opportunities unimportant (29%) compared to those with sensory impairment (4%) and those with no disability (6%)
- Day opportunities being on the same days and at the same time each week is unimportant to those from all minority ethnic groups (27%)
- Day opportunities available on bank holidays and over holiday periods is more important to those who are Christian (27%) compared to those who have no religion (13%)

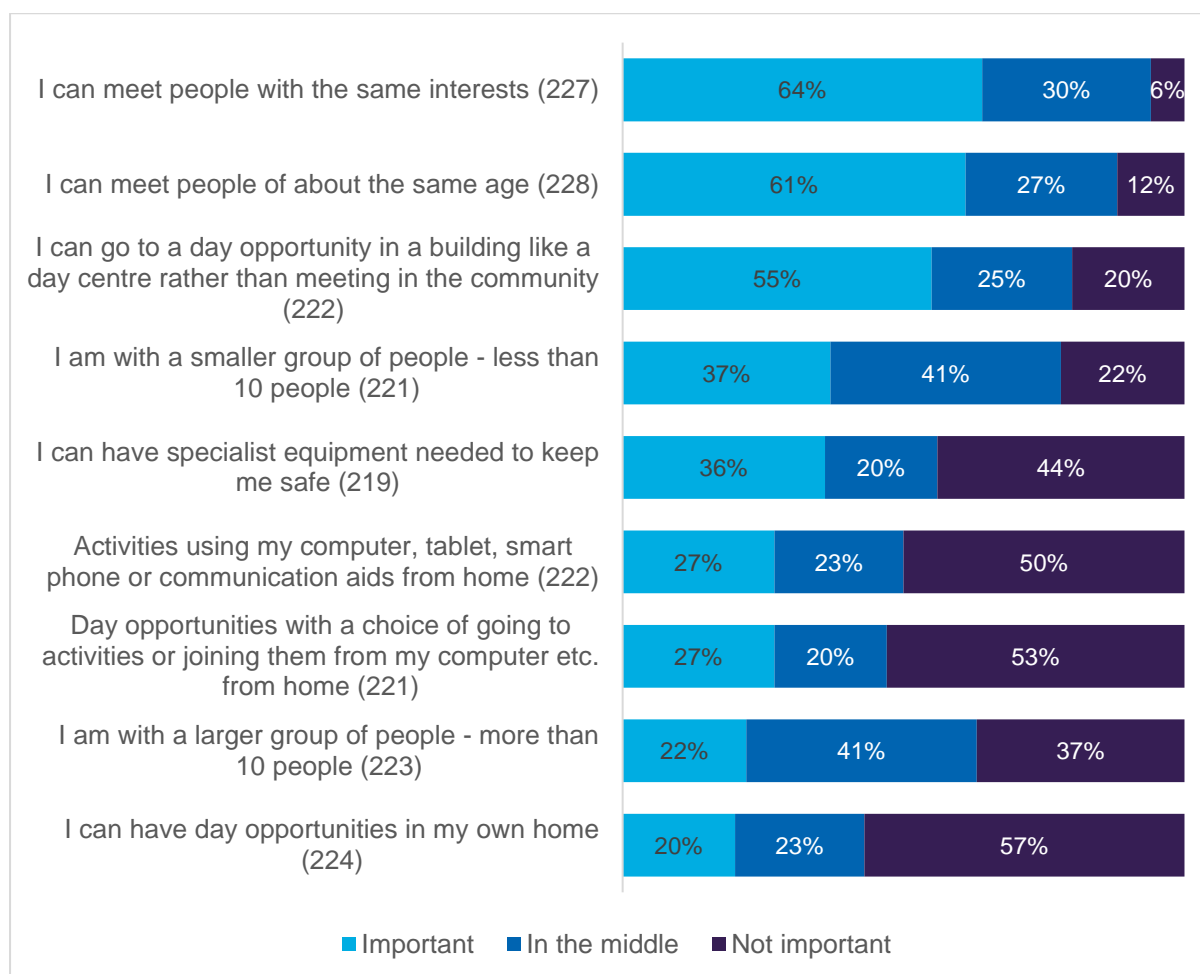
2.6 Other factors influencing choice of day opportunity

Respondents were asked about the importance of other elements of day opportunities that might be important when making a choice.

More than half of respondents said that meeting people with the same interests (64%), meeting people of about the same age (61%) and going to a day opportunity in a day centre rather than in the community (55%) were important.

More than half said that day opportunities in their own home (57%), day opportunities of attending or accessing online from home (53%) and activities accessed online from home (50%) were not important.

Figure 8: How important are the following things when you choose your day opportunities?



Bases as labelled

2.6.1 Differences by protected characteristics

- Those aged 55–64 year olds (30%) are more likely to say meeting people of about the same age is not important compared to those aged 45-54 (19%) and 35-44 (4%).
- Meeting people with the same interests is more important to 35-44 year olds (74%) compared to those aged 65+ (53%) and under 25 (48%).
- Going to day opportunities in a building like a day centre rather than meeting in the community is more important to 35-44 year olds (64%) compared to those aged under 25 (33%).
- Those aged 55-64 years old (74%) are more likely to say having day opportunities in their own home is not important compared to those aged under 25 (45%).
- Those aged 55-64 years old (68%) are more likely to say activities using their computer, tablet, smartphone, or communication aids from home is not important compared to those aged 65+ (65%) and 35-44 (53%).

- Those aged 55-64 years old (71%) are more likely to say day opportunities with a choice of going to activities or joining them from their computer, tablet, smart phone or communication aids from home is not important compared to those aged 25-34 (41%).
- Those aged 45-54 years old (64%) are more likely to say having specialist equipment needed to keep them safe is not important compared to those aged 35-44 (41%) and 65+ (32%).
- Those aged under 25 years old (50%) are more likely to say being with a larger group of people - more than 10 people, is not important compared to those aged 45-54 (49%), 55-64 (44%) and 25-34 (22%).
- Meeting people with the same interests is more important to 35-44 year olds (74%) compared to those aged 65+ (53%) and under 25 (48%).
- Those aged under 25 years old (57%) are more likely to say they are in the middle about being with a smaller group of people - less than 10 people, compared to those aged 65+ (50%) and 45-54 (28%).
- Males (33%) are more likely to say they are in the middle about meeting people of about the same age than females (22%).
- Those who are straight/heterosexual (31%) are more likely to say they are in the middle about going to a day opportunity in a building like a day centre rather than meeting in the community compared to those who are gay/lesbian/bisexual/other (14%).
- Those who are straight/heterosexual (60%) are more likely to say having day opportunities in their own home is not important compared to those who preferred not to tell us their sexual orientation (38%).
- Being with a smaller group of people - less than 10 people is more important to those who preferred not to tell us their sexual orientation (67%) compared to those who are gay/lesbian/bisexual/other (35%) and straight/heterosexual (33%).
- Meeting people about the same age is more important to people without a disability (73%) compared to those with mental health/learning/neurological (54%) and physical/mobility (53%) disabilities.
- Those with a physical/mobility disability (60%) are more likely to say having specialist equipment needed to keep them safe is important compared to those who have mental health/learning/neurological (33%) and sensory impairment (visual/hearing/speech) (30%) disabilities and those who have other (21%) and no disabilities (29%).
- Those with a sensory impairment (visual/hearing/speech) (63%) are more likely to say being with a smaller group of people - less than 10 people, is important compared to those who have mental health/learning/neurological (32%) and other (27%) disabilities.
- Those from all other ethnic backgrounds (91%) are more likely to say meeting people of about the same age is important compared to those from a White British background (58%).

- Those from all other ethnic backgrounds (64%) are more likely to say being with a smaller group of people - less than 10 people, is important compared to those from a White British background (33%).
- Those with no religion (18%) are more likely to say meeting people of about the same age is not important compared to Christians (7%).
- Christians (43%) are more likely to say being with a smaller group of people - less than 10 people, is important compared to those with no religion (25%).

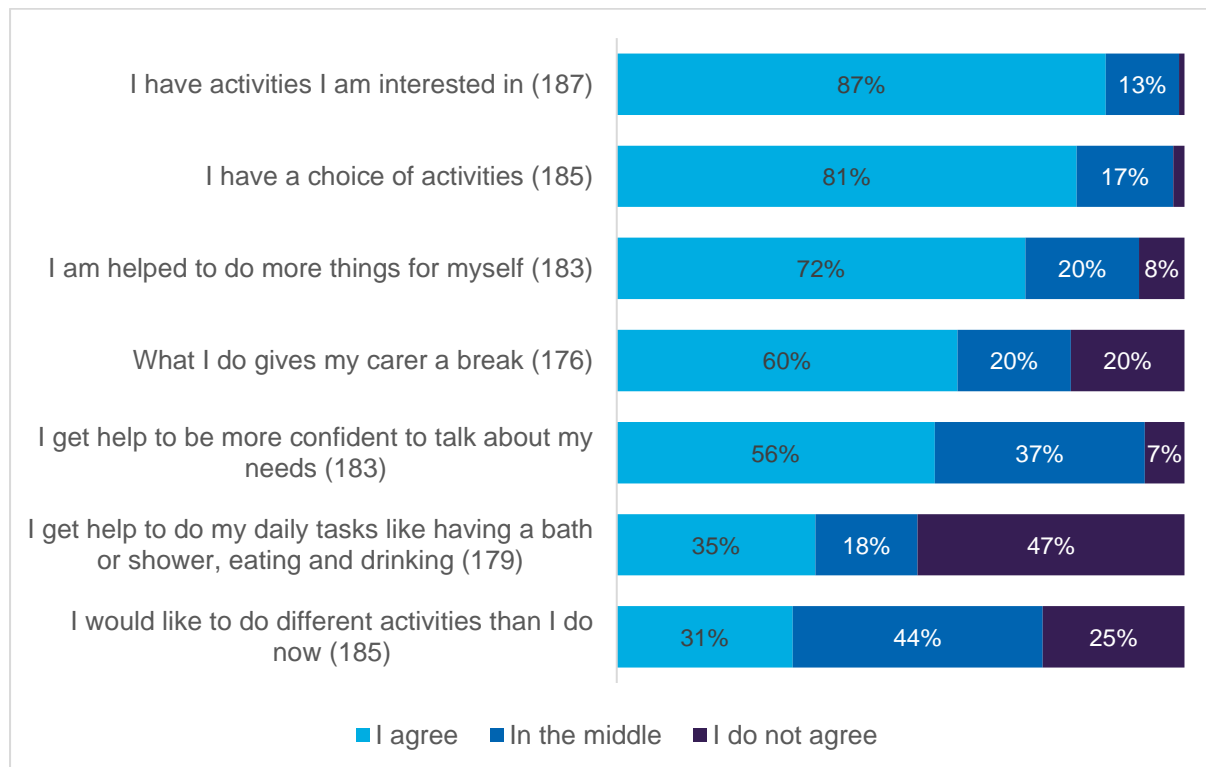
2.7 About day opportunities

Respondents were asked to tell us about the day opportunities they use. This question provided a list of statements that respondents rated as 'I agree', 'in the middle' or 'I do not agree'.

Over three-quarters of respondents have day opportunities that they are interested in (87%) and have a choice of activities (81%). Just under three-quarters of respondents (72%) are helped to do more things for themselves. Less than a third of respondents (31%) agree with the statement "I would like to do different activities than I do now".

The statement with the highest proportion of disagreement was regarding getting help to do daily tasks like having a bath or shower, eating and drinking – just under half (47%) selected 'I do not agree'.

Figure 9: Tell us about day opportunities you use



Bases as labelled

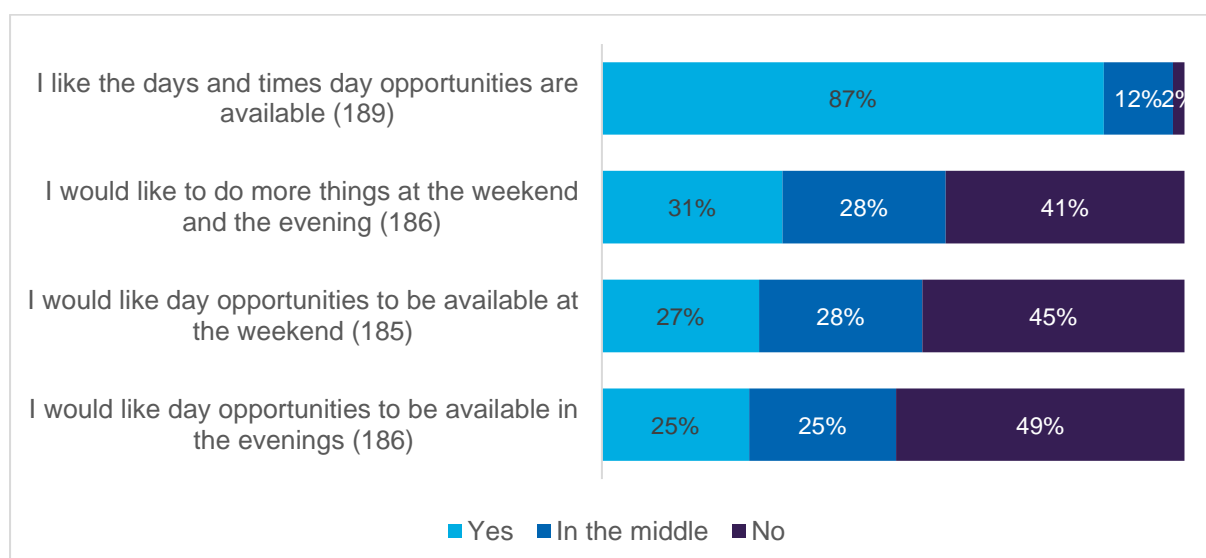
2.7.1 Differences by protected characteristics

- Those aged 45-54 are more likely to disagree that they get help to do daily tasks (71% disagree) compared to those aged 25-34 (39%)
- Those aged 55-64 are more likely to agree that they have a choice of activities (100% agree) compared to those aged under 25 (76%), 35-44 (74%) and 65+ (67%)
- Those with no disability are more likely to disagree that they get help to do daily tasks (61% disagree) compared to those with physical/mobility disability (32%)
- Those with no disability are more likely to disagree that they get help to be more confident to talk about their needs (22% disagree) compared to those with a mental health/learning/neurological disability (6%)
- Those who are in the 'all minority ethnic' group are more likely to disagree that 'What I do gives my carer a break' (57% disagree) compared to those who are White British (18%)
- Christian respondents are more likely to agree that they are helped to do more things for themselves (85%) compared to those with no religious belief (64%)

Respondents were next asked what they think about the times that their day opportunities are available.

A clear majority of respondents said that they like the days and times their day opportunities are available. Around three in ten respondents (31%) said that they would like to do more things at weekend and in the evening, around one in four (27%) said they would like day opportunities to be available at the weekend and one in four (25%) said they would like them to be available in the evenings.

Figure 10: What do you think about the times your day opportunities are available?



Bases as labelled

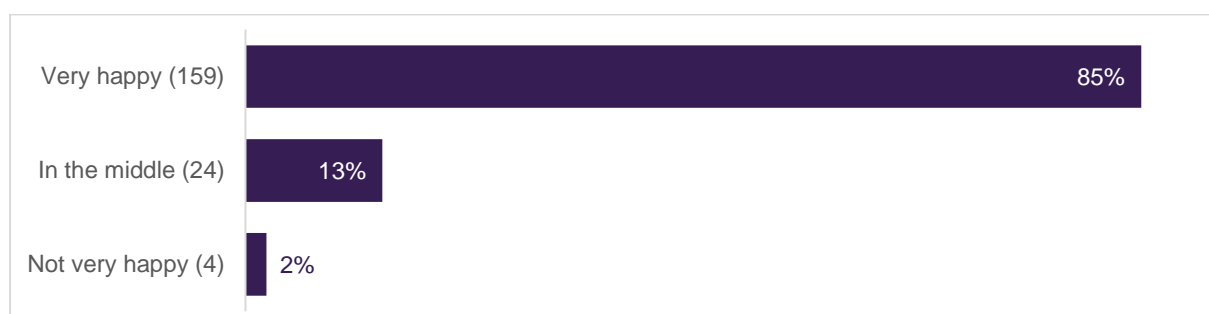
2.7.2 Differences by protected characteristics

- Those aged 25-34 are more likely to say 'No' regarding wanting more things at the weekend and evening (51%) compared to those who are 55-64 years old (22%)
- Those aged under 25 are more likely to sit in the middle with regards to wanting day opportunities to be available in the evenings (44%) compared to those aged 25-34 (14%)
- Those with a mental health/learning/neurological disability are more likely to agree to liking the days and times day opportunities are available (90%) compared to those who have sensory impairment (68%)
- Those with no disability are more likely to dislike the days and times day opportunities are available (8%) compared to those with a mental health/learning/neurological disability (0%)
- Those with no disability are more likely to sit in the middle with regards to wanting day opportunities to be available at the weekend (48%) compared to those with a mental health/learning/neurological disability (24%)

2.8 Overall satisfaction with day opportunities

Respondents were asked how happy they are with the day opportunities they use. A clear majority (85%) said that they are very happy.

Figure 11: How happy are you with the day opportunities you use?



Bases as labelled

2.8.1 Differences by protected characteristics

- Those with a mental health/learning/neurological disability are more likely to be very happy with day opportunities (91%) compared to those with sensory impairment (68%), other disability (62%) or no disability (67%).

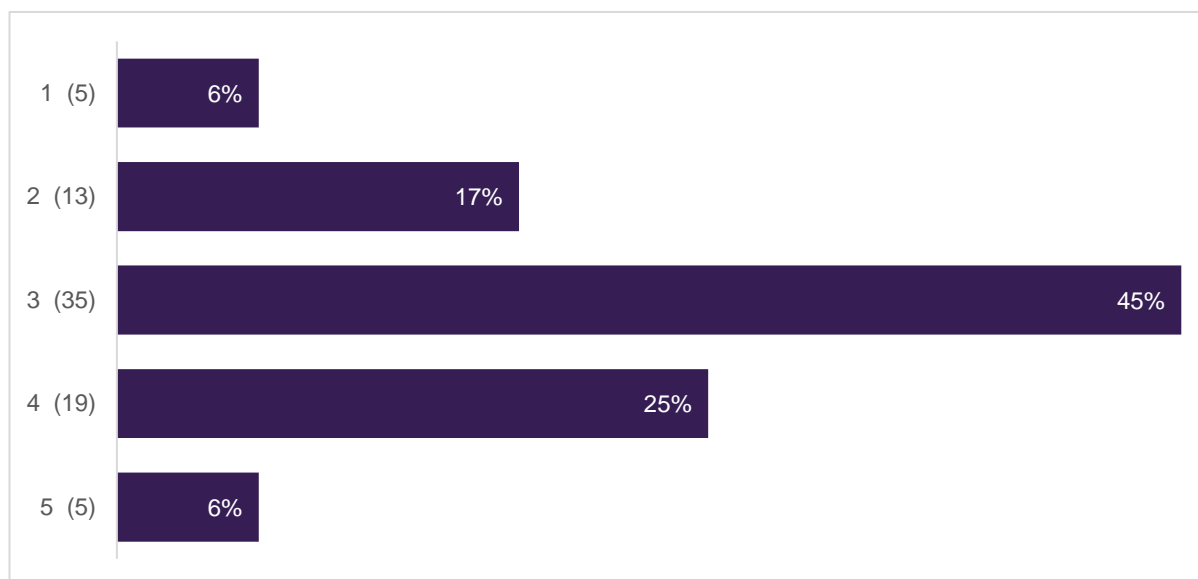
2.8.2 Group 2 – Rating of current day opportunities provision

Group 2 respondents were asked to rate the current day opportunities provision in BCP from 1 - 5, where 1 = very poor and 5 = excellent.

Nearly half of respondents (45%) rated the provision a 3, in the middle of the scale. A quarter (25%) rated the provision as 4 out of 5 which would be considered as

'good' and nearly a fifth (17%) rated it as 2 out of 5 i.e. 'poor'. Less than 1 in 10 rate current day opportunities provision as 'very poor' (6%) or excellent (6%).

Figure 12: On a scale of 1 - 5, how would you rate the current day opportunities provision in Bournemouth, Christchurch and Poole?



Base: 77

Respondents were asked to elaborate on their choice of answer. There were 43 additional responses with several themes emerging.

Table 6: Further comments on current day opportunities provision

Improve provision	15
Quality of care	7
Awareness	4
General	4
More funding	3
Improve staff performance	2
Expensive	1
Other	1
Transport	1

The most common theme mentioned was 'improve provision' (15 comments)

Need for greater choice of services and more personalised support packages

I do not think there are a lot of Day Opportunities that fully meet the needs of people from Black and ethnic minorities



This is rated at 2 because [some day centres] have remained shut, even those service delivery is back to normal after Covid. The current day opportunities provision in Bournemouth, Christchurch

and Poole is not meeting the needs of those with people with profound multiple learning disabilities, dementia and mental health needs. Supported employment across the whole area of BCP council was cut a while ago and is now only based in the Poole area, this does not meet the needs of all people in Bournemouth and Christchurch

Some respondents commented on the 'quality of care' currently being delivered (7 comments)



Although there are day opportunities, some have closed due to no longer being able to afford the activities and staff. Those that are open are struggling to survive due to funding. Types of day provisions are very similar and there is not a lot allowing access to the local community, exercise outdoor activities. It is good that we have opportunities, and those that access them find them useful, and stimulating

Mainly building based services, and transport can be difficult to attend. The day community day services run by people in the community, are not checked in any way, or work to any particular standards. Need a day service charter and some monitoring of the services

Pre covid I feel the day opportunities provision across the BCP area was good. The service models worked well, the generic services supported people with mild/to moderate needs whereas the specialist services catered for people with high end needs. As a staff member of a former specialist service, the environment was set up in a way which enabled clients to go off into a quieter area when needed or move freely, all within a safe space where staff are able to monitor their whereabouts. This is important as it allows them to manage their sensory levels effectively and reduces the potential for challenging situations. The circumstances are very different now, we are based within a bigger, noisier service which can trigger anxieties leading to behaviours resulting in more incidents. In addition to this, the layout of the building doesn't facilitate clients being able to move freely without the need of a staff member present, this then takes a staff member away from a session

2.9 About day opportunities

Respondents were given the opportunity to tell us more about how they feel about their day opportunities in their own words.

Table 7: Tell us more about how you feel about your day opportunities

General positive	72
Activities	45
Friends / other attendees	40
Other	35
Staff	20
Availability	14
Timing / frequency	12
Choice	3

There were 143 responses to this question and around half of them (72) were generally positive comments, with respondents telling us that they enjoy their day opportunity and feel happy.



I am very happy with what I do at the day service. I am happy with the support I am given by staff

Lots of fun and different things to do. Really look forward to going

I feel very happy coming to a day centre to be with friends and staff

Two of the most common themes mentioned are the activities (45 comments) and friends / other attendees (40 comments)



I love doing drama and play practice. We have plenty of variety, making costumes, singing, dancing and doing yoga.

I like animals as people frighten me. Being able to take care of them, learn about them, and spend time in the community away from my computer is good for me. It keeps me balanced.

I like the activities and seeing my friends and all the staff

I always look forward to attending day centre and am anxious to get there early. I liked to see my friends and chat to staff. I like to be around lots of people as I am very sociable. I like to try the different activities and always enjoy getting involved. I love to go out with groups and always look forward to going out on the bus with my friends. I am happy to try different activities and places. I always come home happy and chat lots about my day



I like seeing all my friends there and socialising. My day service helps me to learn new skills and be more confident to express myself and in my day to day life

My day opportunities are fantastic. I am feeling very happy about them. I am learning very interesting things. I really like meeting new people and learning new things

While most comments in this section were positive, there were some concerns raised particularly regarding the availability of services. Some had previously attended day opportunities that had not re-started following the covid pandemic while others would like to access different opportunities but cannot find or are not eligible for the opportunities they want.

*Day opportunities that I do are great, **but not much more available without a 2 year waiting list. Do not know what is available.** I only know through word of mouth*

*In the past this provider was able to give hours across evenings and some residential stays but owing to funding and staffing limitations **this is no longer on offer- and is badly missed by our son and ourselves.***



*I love all my day opportunities they all offer a wide range of different activities, learning skills, voluntary tasks and outings, I gain personal and social skills from attending. **Unfortunately some will be ending soon due to my age and the time scale offered for some of the opportunities. Due to lack of funding and cost of living presently I will be limited to new opportunities in the near future, which I'm sad about***

2.10 Making day opportunities better

Respondents were asked how we could make day opportunities better. There were 114 responses to this question; these were very varied and therefore difficult to group into themes.

Table 8: How could we make day opportunities better?

Other	37
Nothing - happy	28
Evening / weekend / social / trips	14
More variety activities	14
Choice / awareness of opps	13
Group size / type	11
Transport	7
Timings	5
Cost	5
More staff / better training	5
Better mental health support / understanding	4

36 responses have been coded as 'other' and these are often very specific to the individual, location or activity undertaken.



To let me know what activities my mum does as she is unable to tell me due to her dementia

Improve the path, it's bumpy

You want more cooking for pizza topping. Pasta sauce, cheese, tomato, mushrooms, peppers, olives, sausages, pineapple

Three of the 'other' comments mentioned re-opening centres that have closed.

By far the largest category of responses was from those that felt that the service did not need improvement (28 comments)



Keep helping us please. I can testify that these day opportunities truly help heal us

I just love being there

I like where I attend without any changes

Fourteen comments suggested more social trips, including in the evening and weekends:



Having more opportunities to try/do different activities particularly evening social activities

More opportunities at the weekend to make new friends and new activities

Another 14 comments suggested a wider variety of activities:



More variety, Walking groups, Exercise. Healthy cooking

More variety in sports/physical activities available and to meet a wider range of ability.

Be able to do more things

Thirteen comments related to choice and (lack of) awareness of the opportunities available:



Tell anyone who comes into contact with the service, what activities are actually available. We only know about the one thing what they attend. There is no other information about anything else readily available

*Social workers do not know all about the non-council day clubs. So they do not refer adults properly. They need to suggest the private day clubs and not just the council ones. Not everyone is right for a day centre like [***]. But the social workers sometimes only take you to see those places*

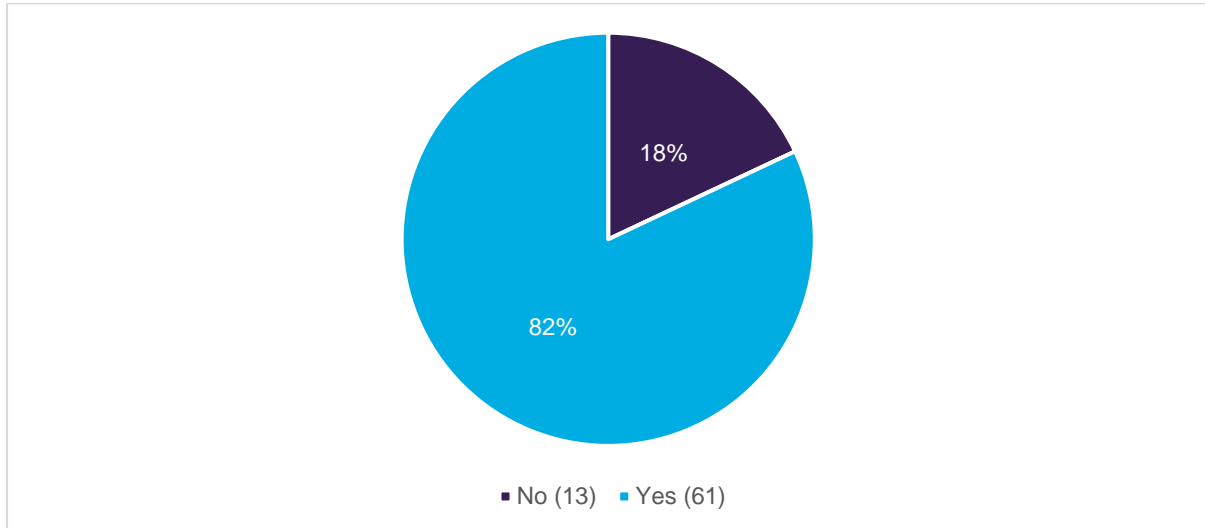
Other themes that emerged included transport to/from opportunities, timings (particularly from carers who would like longer sessions to allow them to work or get on with other tasks), cost and the size and nature of the groups. The latter theme included comments from some who would prefer larger, more sociable groups, some who prefer smaller groups where they can get 1-2-1 support and some from people who would prefer to be with others of similar age and abilities. There were also comments relating to staff (more staff, retaining staff to ensure continuity) and ensuring that staff are trained to support people with more complex mental health needs.

2.10.1 Group 2 – Gaps in provision

Respondents in the Group 2 survey were asked whether they think there are any gaps in day opportunities provision across the BCP area.

More than three-quarters (82%) of respondents to the Group 2 survey feel that there are gaps in the provision of day opportunities across the conurbation.

Figure 13: Do you think there are any gaps in the provision of day opportunities in Bournemouth, Christchurch and Poole?



Base: 74

Respondents who chose 'Yes' were asked to elaborate on their choice of answer. There were 61 additional responses with several themes emerging.

Table 9: Further comments on gaps in provision

Lack of provision	37
Education and training	9
Opening times	6
Multiple gaps	4
Not sure	3
Community	1
Partnership	1

The most common theme mentioned was 'lack of provision' (37 comments)



More people are seeking day opportunities than places are available

There is a big gap in day opportunities to meet the needs of the different client groups we work with. From my experience, there are more options for those with dementia and a learning disability which are not [appropriate] or accessible for others, like adults with autism. There need to be more [options] available with the local communities that are accessible outside of regular office hours

A dire shortage of community-based, as well as building-based provision. Shortage of staffing [and] transport. Prohibitive charging policy.

It can be hard to get sufficient days so that carers can get enough respite to continue in their roles. The council processes mean that families have to fight continuously for what their relatives need and that makes the process difficult [removed] and exhausting

Some respondents also felt that more education and training is needed (9 comments)



More focus on education, enablement, and independence rather than somewhere to put people to give their carers a break

Education and training for employment and independence

Perhaps more vocational training opportunities in Bournemouth

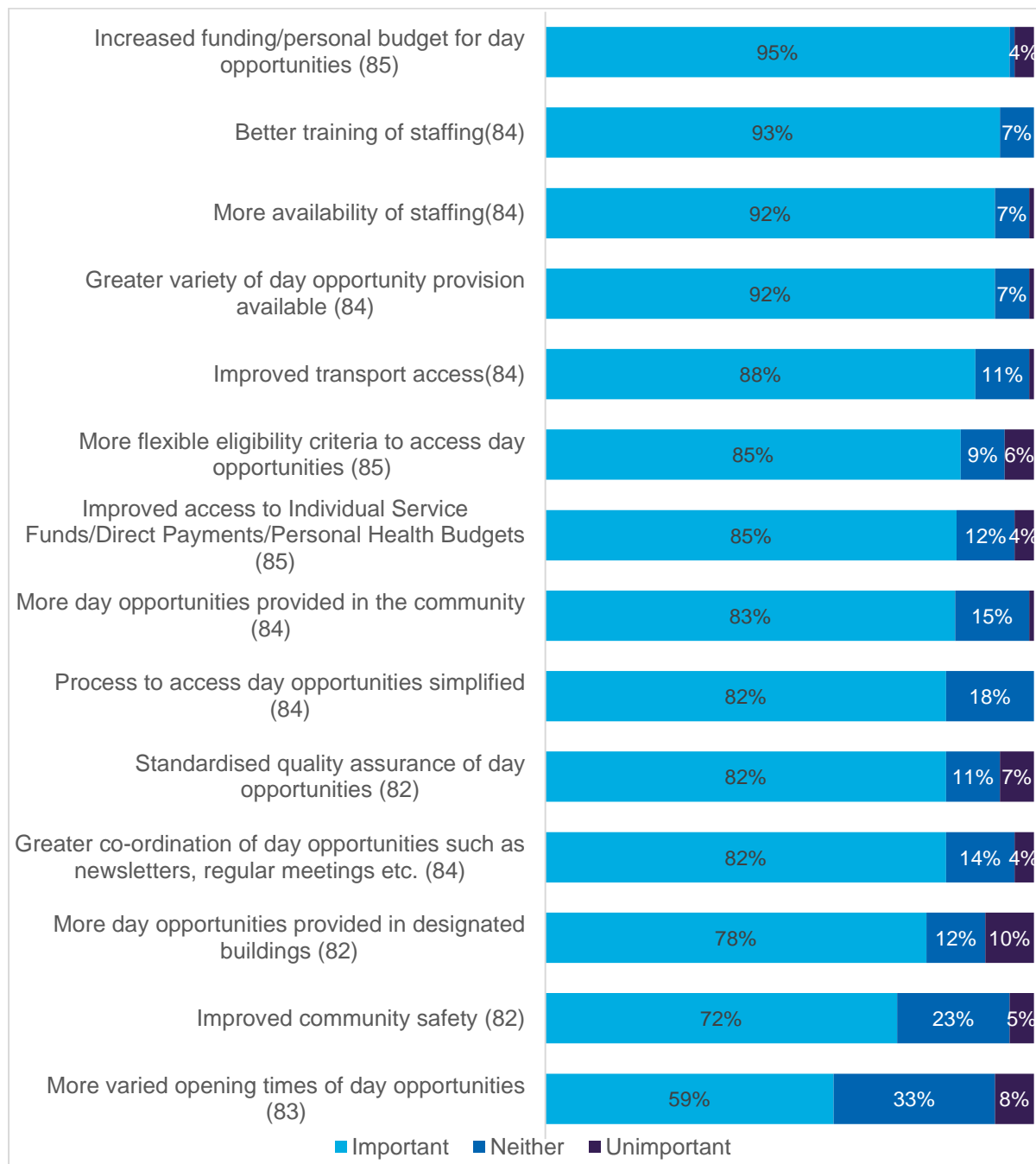
2.10.2 Group 2 – Importance of improvements to day opportunities

Respondents were also asked to rate the importance of various factors in improving day opportunities across Bournemouth, Christchurch and Poole.

Increased funding/personal budget for day opportunities (95%), better training of staff (93%), more availability of staff (92%) and greater variety of day opportunity provision available (92%) were the four most important improvements and all considered important by over 90% of respondents.

No improvements listed were considered unimportant by more than 10% of respondents. The improvement considered the most unimportant but only by 1 in 10 respondents was for more day opportunities provided in designated buildings.

Figure 14: How important do you think the following are to improve day opportunities across BCP Council?



Bases as labelled

Respondents were asked if anything else could be done to improve day opportunities across the BCP Council area. There were 43 additional responses with several themes emerging.

Table 10: Further comments on improving day opportunities

Multiple improvements	4
Re-open/Open new Centres	3
Engagement	2
Information	2
Partnerships	1
Promotion	1
Regulation	1
Staff	1
Training	1

The most common theme mentioned was ‘multiple improvements’ (4 comments)



Faster referral system, more provisions in purpose-built buildings, better access to activities in the community, higher staffing ratios and more funding available to include more families, as private funding does deter some from accepting placements.

More auditing of quality of the services. Parents/carers of people accessing day opps need to be more encouraged or creative ways to engage them in consultations, surveys and feedback of services. The level of feedback from this group is extremely poor, but so important. More joint up working needs to be established between schools/transitions team/day opps providers so upcoming clients/parents/carers have better knowledge on the options available to allow them make decisions about their future

Things aren't very flexible right now. Took me an hour to get here from Bournemouth Town Centre. Some staff are excellent, some are just OK. Current set up is quite good. Opportunities are seasonal, harder to run in winter

Better funding

Some respondents commented on the ‘re-opening/opening new centres’ (3 comments)



Re-open the original day centres

Open the closed sites

More day opportunities provided in community, on site where residents can meet new people and learn skills in buildings which cannot be done online i.e., hands on activities like arts and crafts

2.11 Difficulty using day opportunities

The survey asked is there anything that makes it difficult for you to use day opportunities? There were 79 responses to this question and comments were quite

evenly split between four main categories, with 20 'other' responses. (Note that responses that simply said 'no' were removed)

Table 11: Is there anything that makes it difficult for you to use day opportunities?

Availability / choice	24
Transport	23
Cost	20
Other	20
Accessibility / needs	17

Availability and choice was the largest category, with 24 responses. Most of these comments related to difficulty in finding out about what is available although there are also suggestions that some respondents have been unable to get a place in suitable opportunities.



Availability of suitable centres and space on waiting list

No good ones to go to or they are full

I don't go to anything now. My carer has tried to find places for me, but hasn't been able to

I don't know what opportunities are out there

Transport was mentioned by 23 respondents:



if it was a long way to travel as I use the public bus service and may have to get more than one bus to get to a day centre

I could not get there without support taking me because it would take 2 buses and it would be too confusing

Only if my partner cannot bring me in. There should be a way I could access the day service accessible transport at short notice without being on the books so to speak.

Cost was a difficulty mentioned by 20 respondents:



I would like to come more than one day but I can't because of cost

The costs affect me more as I have no direct payments or funding to help me pay for day opportunities.

Accessibility or other health needs were a potential barrier for 17 respondents:

No it is important for me to have a wheelchair for me I would like all the wheelchair access to the day opportunities



Epilepsy - needs staff who can support

Lack of rotator accessible doors

Yes. My mental health diagnosis and the medication I am on, and sometimes other people's perception of these things

A further 20 comments were added to the 'other' category. These included dietary requirements, (lack of) covid precautions, religious boundaries and language barriers.

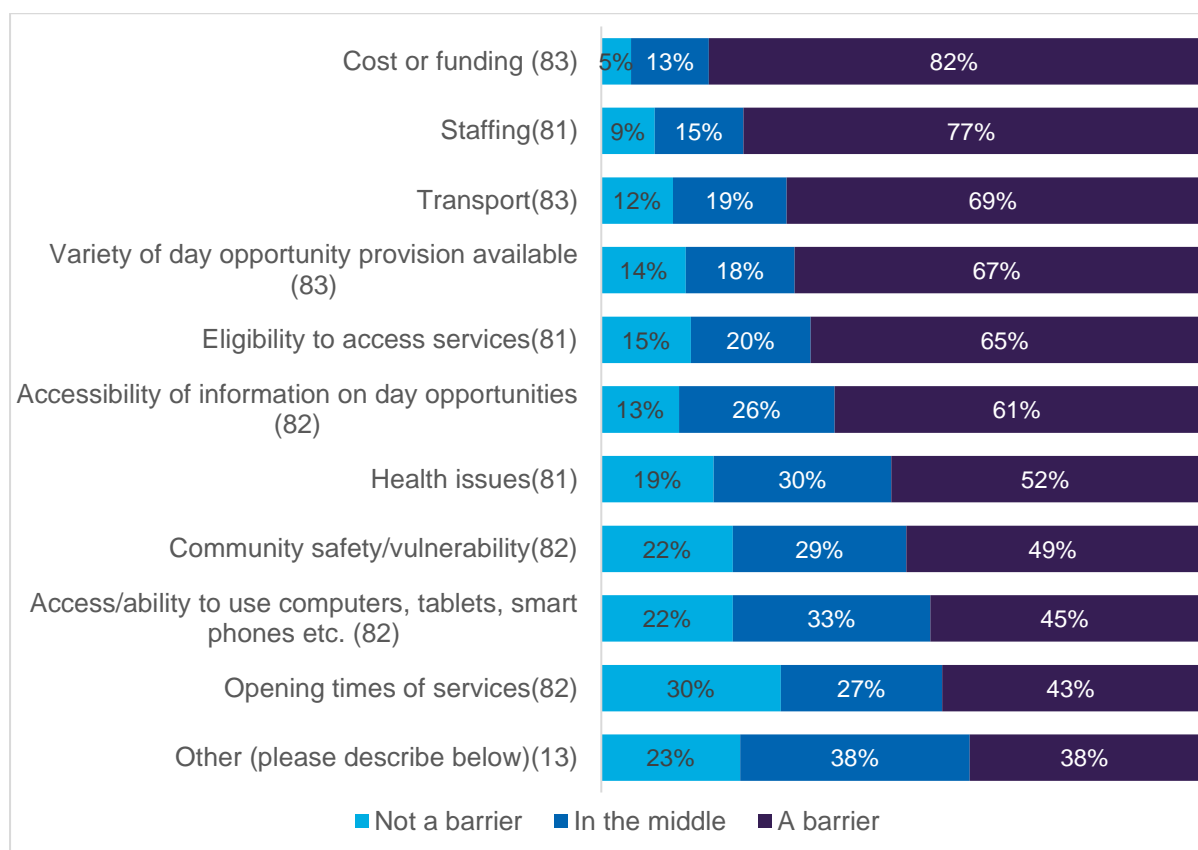
2.11.1 Group 2 – Barriers to day opportunities

Respondents to the Group 2 survey were asked to consider the barriers for people who need support with day opportunities on a scale of 1 – 5, with 1 being “no barrier at all” and 5 being “major barrier”. In the analysis, 1-2 has been attributed as “not a barrier”, 3 as “in the middle” and 4-5 as “a barrier”.

All factors had a higher proportion of respondents who considered it a barrier compared to those who considered it not a barrier. More than three-quarters of Group 2 respondents think cost or funding (82%) and staffing (77%) are a barrier for those needing support with day opportunities. More than two-thirds think transport (69%) and variety of provision available (67%) are a barrier.

The aspect considered by the most respondents as not a barrier was opening times of services, with slightly less than a third (30%) voting it as not a barrier. However, 43% of respondents did consider this to be a barrier.

Figure 15: How much of a barrier do you think the following are for people who need support with day opportunities?



Bases as labelled

The survey asked if respondents wanted to add any more detail or comments about the above options. There were 9 responses to this question and 3 themes emerged.

Table 12: Further comments on barriers

Service delivery	7
Engagement	1
Type of service	1

The most common theme mentioned was ‘service delivery’ (7 comments)



Funding is a major issue as well as transport; so much red tape, no linking providers together, meetings at times providers can't come due to working

Rigid day centres do not work for everyone especially if they have other commitment i.e., collage. Being able [to] provide flexible activities across days is key for example 1 hour for one day and 3 hours another

Transport is a major barrier. it needs to be on time, it needs to enable people to arrive on time and not halfway through a morning of [having] to leave early to get home. it needs to be accessible. Also, staff to help people to learn to access independent transport, this is not available at present, and is left to families or the SW team to undertake. Staff need to be trained to meet the needs of the people attending and have good communication skills. Day services don't need to be buildings-based, but they do need to be accessible to all. People need access to hydrotherapy, or other therapies, that they may not be able to get at home. This assists the individuals in staying as healthy and fit for as long as possible. This is lacking at present

2.12 Finding out about day opportunities

There were 151 respondents who told us how they would like to find out about new day opportunities.

Table 13: How you would like to find out information about a new day opportunity?

Newsletter	52
Website	37
Other	34
Email	30
Carer / social worker / etc	28
Printed directory / leaflets / library	20
Post / letter	13
Social Media	6
Phone / text	6
Notice board	5

The most popular method of finding out about new day opportunities was a newsletter. Most respondents did not specify whether this should be printed or online. However ten respondents who mentioned a newsletter also mentioned email, seven also mentioned a printed directory and three also mentioned a letter in the post.

Online methods were the most popular method of delivery, with 37 respondents mentioning a website or 'on the computer' and 30 mentioning email.

Finding out about new opportunities via a carer or social worker was preferred by 28 respondents, 20 preferred a printed directory / leaflet or information in the library and 13 would like to receive information in the post.

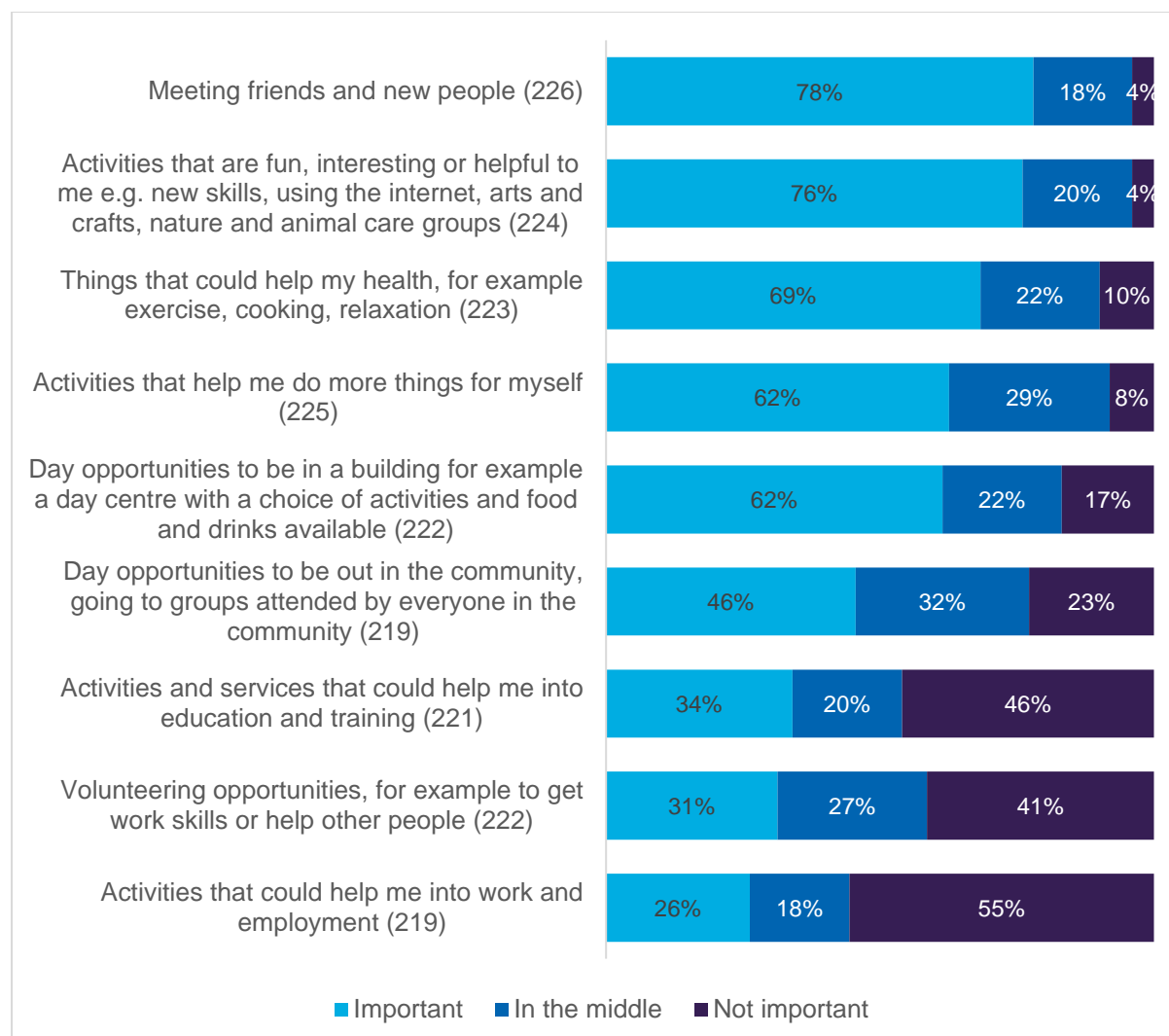
34 responses were coded as 'other'. These included respondents who said that they don't need information about new opportunities. Other suggestions include finding out via school / college, via a GP or other NHS service, newspaper adverts and 'all of the above' (referring to the examples given on the questionnaire)

2.13 Interests

Respondents were asked what kind of activities they were interested in.

The three areas that respondents felt were most important were meeting friends and new people (78%), activities that are fun, interesting or helpful (76%) and things that could help health e.g exercise, cooking and relaxation (69%). Over half of respondents (55%) felt that activities that could help them into work and employment are unimportant. Other areas that respondents felt were most unimportant were activities and services that could help them into education and training (46% not important) and volunteering opportunities (41%).

Figure 16: Which of these are you interested in?



Bases as labelled

2.13.1 Differences by protected characteristics

- Respondents aged 45-54 are more likely to find things that could help their health e.g exercise, cooking and relaxation important (78%) compared to those aged 65+ (53%). On the other hand, those aged 45-54 are more likely to find day opportunities being in a building with a choice of activities and food and drinks provided more unimportant (30%) than those aged 65+ (6%).
- Activities that are fun, interesting or helpful is more important to those aged 25-34 (85%) and 55-64 (84%) than those aged 65+ (58%)
- 'Activities and services that could help me into education and training' is very unimportant to those aged 65+ (76% not important compared to 47% overall)
- 'Activities that could help me into work and employment' is very unimportant to those aged 65+ (89% not important compared to 56% overall). This area is also more unimportant to those aged 55-64 (69%) than those aged under 25 (35%), 25-34 (43%) and 45-54 (42%)
- Volunteering opportunities, for example to get work skills or help other people is more unimportant to those aged 65+ (66%) than those aged under 25 (20%), 25-34 (40%), 45-54 (27%) and 55-64 (34%).
- Those aged under 25 are more likely to sit in the middle when considering their interest in volunteering opportunities (55%) compared to those aged 25-34 (15%) and 35-44 (23%)
- Meeting friends and new people is more important to those aged 55-64 (91%) than those aged 65+ (63%)
- Day opportunities being held in a building e.g a day centre with a choice of activities and food and drinks available is more important to those aged 25-34 (78%) than those aged 35-44 (54%) and aged 45-54 (51%).
- Those aged 35-44 are more likely to find day opportunities being out in the community to be more unimportant than those aged 55-64 (10%)
- Things that could help health e.g exercise, cooking and relaxation is more important to those whose sexual orientation is gay, lesbian, bisexual or other (84%) than those who are straight/heterosexual (61%)
- Those with an 'other' disability are more likely to find activities that help them do more things for themselves unimportant (19%) compared to those with no disability (0%)
- 'Activities that could help me into work and employment' is more unimportant to those with a physical/mobility disability (77%) than those with a mental health/learning/neurological disability (58%) and those with no disability (47%)
- Meeting friends and new people is more important to those with no disability (86%) than those with sensory impairment (visual/hearing/speech) (60%)
- Day opportunities that are out in the community is a very important aspect to those with no disability (63% compared to 43% overall)
- Those in the ethnicity category 'all other minority ethnic' are more likely to find 'activities and services that could help me into education and training' important (73%) and 'activities that could help me into work and employment'

important (70%) compared to those who are White British (29% and 22% respectively)

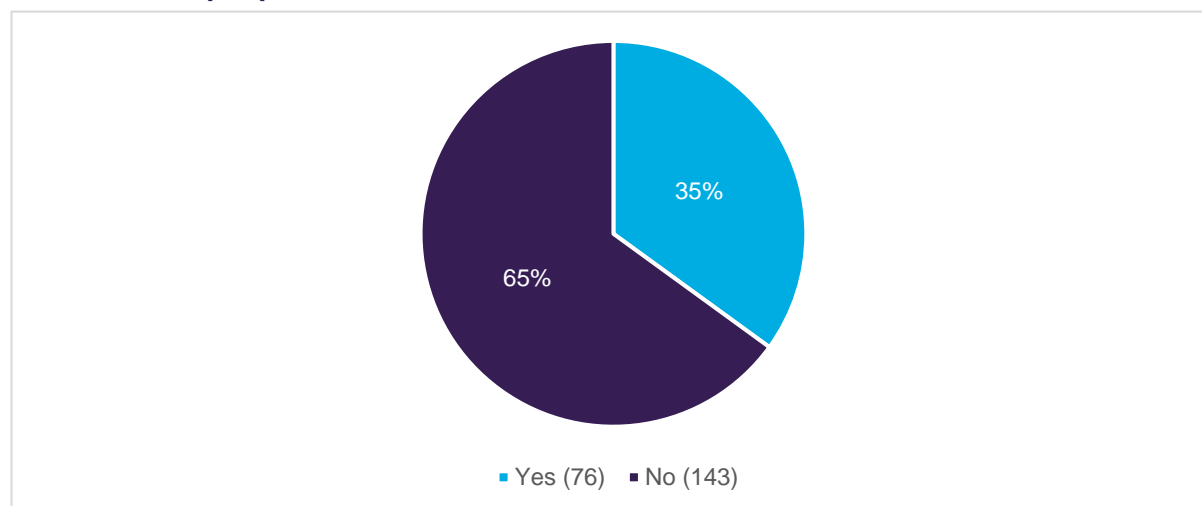
- Those who have no religious belief are more likely to find ‘activities and services that could help me into education and training’ more unimportant (58%) compared to those who are Christian (39%)

2.14 Digital/online access

The final section of the survey asked questions relating to use of technology to access day opportunities online.

Slightly more than a third (35%) of respondents have used online video calls to access some of their day opportunity or contact others, whilst just under two-thirds (65%) have not.

Figure 17: Have you used online video calls to get some of your day opportunity or to contact other people?



Base: 219

2.14.1 Differences by protected characteristics

There were no significant differences between any of the protected characteristic groups.

The survey asked those who said they have used online video calls to get some of their day opportunities or to contact other people, to tell us what they thought of using video calls. There were 64 responses to this question with many respondents describing positive experiences with online video calls. (Note that responses that simply said ‘no’ were removed).

Table 14: Thoughts on using online video calls

Positive comments	30
General comments	13
Negative comments	8
Positive but prefer face-to-face interaction	6
Cautionary use	4
Vague comments	3

'Positive comments' was the largest category with 30 responses. Most of these comments related to positive experiences during Covid, particularly lockdown periods where they used the online calls to connect with family and friends.

Great during Covid



I have had to use over Covid for CMHT. It now [feels] ok and I'm used to it. It has [allowed] me to still have support when I could have been isolated I don't go to anything now. My carer has tried to find places for me, but hasn't been able to

We used the [service] Zoom sessions during lockdown, it saved the day. Both for client and carer, it gave structure to the days and weeks, opportunity to see and hear people from the centre, and for the carer to join in

It was funny to talk with friends

I enjoy the [Zoom calls] (speaking with family)

23 respondents said it was a positive experience using online video calls but they preferred face-to-face interactions:



[It's] alright in extreme [circumstances] but not a patch on face to face contact

It was fun and [kept] us connected throughout the pandemic, but meeting in person away from the home helps my independence. [Although] it is great for people who have difficulty leaving their homes

One provider created an imaginative programme of on-line calls and activities during covid lockdown. This was very good for the first lockdown period given that there was such a need to maintain continuity of activities and peer relationships for everyone. This worked less well during other phases of lockdown and our son could not engage with it at all. For people with a learning disability face to face contact is very important and on-line activity should not be seen as a (cheaper) substitute

8 respondents said they had a negative experience using online video calls:



They are not a good replacement. Some personalities take over and those quieter people get left out or lost. Also, this does not give my parent/carer a break as they have to sit and help me as I cannot access on my own. Sometimes the calls make me cross because I don't get to participate like everyone else

In lockdown I used Zoom but did not get on with it as the interaction is not the same experience as when with a group of people together in a room

Looking at a screen triggers seizures so although this is Covid-safe it is not a good option

It's not really convenient and I didn't enjoy it

4 respondents said that online video calls should be used with caution or found it to be a bit difficult to use:



For some individuals they are fun to use but cannot and should not be deemed a service. They should never be considered a substitute for face-to-face interaction for our client group. They can reinforce an individual's feeling of isolation and can be [very] difficult for those without verbal communication skills or those with perceptual limitations. For many on hand support is also necessary to assist them to use technology and ensure there is continuity during online sessions.

Good, especially in lockdown. Timetable of activities allows choice and flexibility - saves travel time and cost. Less person-centred. Good for activities but can be hard to balance group with individual need. Good as part but not [whole of] a package

A bit tricky with large group

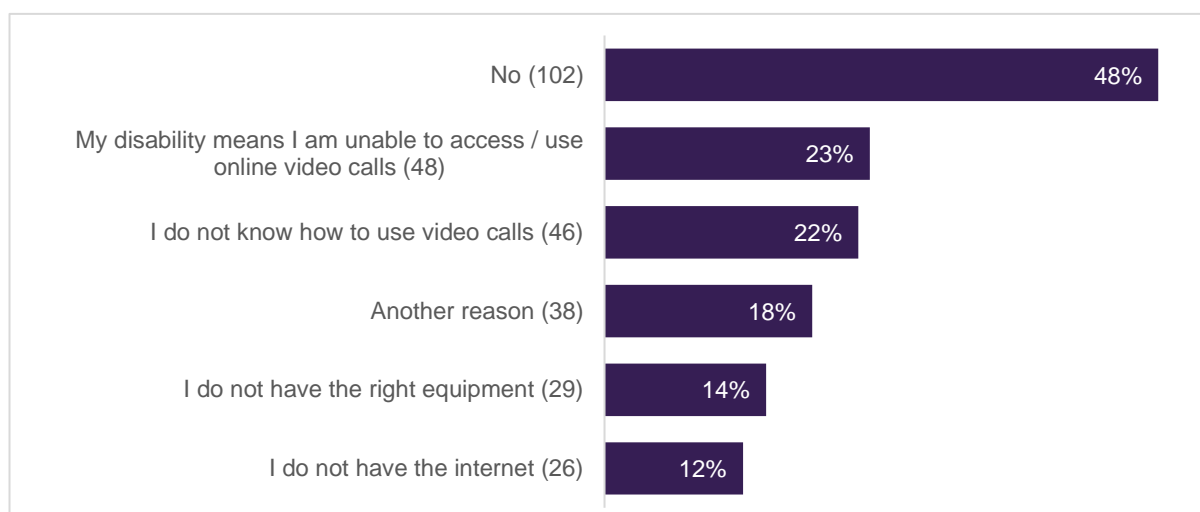
A little hectic

Respondents were then asked about any barriers meaning they cannot access online video calls.

Just under half (48%) of respondents do not have anything stopping them from using online video calls like Zoom. Just under a quarter cannot use online video calls because of their disability (23%) and because they do not know how to use them

(22%). Just over 1 in 10 do not have the right equipment (14%) or do not have internet access (12%). Nearly a fifth (18%) have another reason.

Figure 18: Is there anything that means you cannot use online video calls, like Zoom?



Base: 212

2.14.2 Differences by protected characteristics

- Those aged 65+ are more likely to have ‘another reason’ for not using online video calls (32%) compared to those aged 35-44 (11%)
- Respondents who do not have a disability are more likely to have nothing stopping them from using online video calls (70%) compared to all other types of disability
- Those who are Christian are more likely to not know how to use video calls (32%) compared to those who have no religious belief (9%)

The survey asked those who said they have ‘another reason’ for not using online video calls to explain what they are. There were 35 responses to this question with many respondents saying they would need technological support to use online video calls or that they were not interested in using this method to interact with others.

Table 15: Other reasons for not using online video calls

Need technological support	11
Not interested	10
Prefer face-to-face interaction	5
Health and wellbeing	3
Cost	2
Limitations of disability	2
Age	1
Other	1

‘Need technological support’ was the largest category with 11 responses. Most of these comments related to needing help using the equipment needed to use online calls:

We all need a tablet (e.g. iPad) please. That would be a dream come true

I can only use the Zoom service when my family carer switches my Ipad on



My tablet I use is old and doesn't have the up to date software to download new applications

I need support to connect etc. We have the equipment/WiFi but it is too complicated to use on my own

10 respondents said they were not interested in using online video calls:



Don't want to and don't like being on video

This is not something I would ever want to do. Anything online does not interest me

I do not like it

2.14.3 Support needed

The survey asked respondents what support they would need if they could not use online video calls. There were 72 responses to this question with many respondents saying they would need specialist support from someone to use the software or technological support or equipment which they did not already have or needed upgrading.

Table 16: Support needed without online video calls

Specialist support	25
Technological support/equipment	14
Not interested	11
Can't use due to disability	7
Not applicable	6
Prefer face-to-face interaction	3
General	2
Other	2
Don't know	1
Multiple types of support	1

'Specialist support' was the largest category with 25 responses. Most of these comments related to needing help from a carer or another form of in-person support:

Need physical support and 1:1 help to stay focussed and online sessions have not worked in the past

Full support, to ensure safety



Everything from provision of equipment at low cost, including internet connection to tuition as to how to use it. Some would not be able to cope even with all this provided

Actual physical sessions

'Technological support/equipment' was the second largest category with 14 responses. Most of these comments related to needing help with the technological side of using online video calls or setting up the necessary equipment:

Need physical support and 1:1 help to stay focussed and online sessions have not worked in the Someone to sit with me, turn on the laptop, log on and access the video call



A member of staff to set this up for me and stay with me to encourage me to interact

I need access to a tablet or a computer at home which I currently don't have

A neighbour or friend to help set it up [the] equipment. A better internet [connection] (not good in this area). [An] easy way to use it

2.14.4 Ideas for using technology more to provide day opportunities

The survey asked respondents if they had any ideas on how we could use technology, like computers, tablets, smart phones, communication aids more in providing day opportunities. There were 102 responses to this question with more than half saying they were not interested in using technology to interact or that they think face-to-face interaction better and healthier.

Table 17: Ideas for using technology to provide day opportunities

Not interested	43
Face-to-face interaction is better/healthier	12
Activities	10
General	9
Online information/communication	7
Technology education	7
Don't know	6
Equipment	6
Concerns	2

'Not interested' was the largest category with 43 responses:



No. I cannot use these things

No. I don't really understand a lot of modern technology

No. I do not want this to be the future of day opportunities

'Face-to-face interaction is better/healthier' was the second largest category with 12 responses. Most of these comments related to the benefits of human interaction including preventing isolation:



NO! I don't want video calls, I like going out and meeting people

Don't think that's a good idea for most learning [disabilities]. [It] can lead to isolation which is a problem already

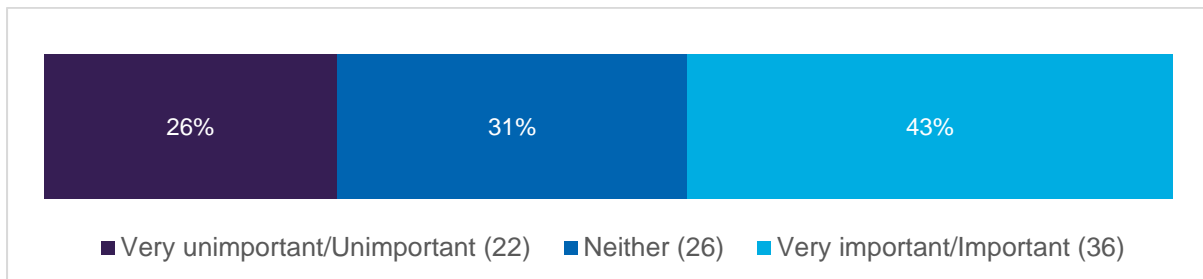
I prefer seeing people face to face. This is important to me

2.14.5 Group 2 – Importance of digital access

The Group 2 survey asked respondents about the importance of digital access for delivery of day opportunities.

Over two-fifths (43%) of Group 2 respondents feel that digital/online access is “very important” or “important” for the future of day opportunities provision. A quarter of Group 2 respondents (26%) do not feel it is important, choosing “very unimportant” or “unimportant”. Just under a third (31%) fall in the middle and chose “neither”.

Figure 19: How important is the need for digital/online access (e.g. remote sessions via Zoom) for the future of day opportunities provision?



Base: 84

2.15 Other comments

2.15.1 Group 1 – Other comments

Respondents to the Group 1 survey were asked if they would like to say anything else about the day opportunities they use now or in the future. There were 89 additional responses with several themes emerging.

Table 18: Further comments – Group 1

Grateful to service and/or staff	16
Improved services	11
Importance of Day centres	10
Activities	8
Importance of human interaction	5
Volunteering	3
Don't know	3
Criticism	2
General	2
Communications	2
Future engagement process	1
Need support	1

*Please note 'None/Not applicable' has been removed.

The most common theme to emerge was 'grateful to service and/or staff' (16 comments)



I can not praise the staff and the day opportunities I do attend now enough, without them I would be sat in my room at home every day, isolated from the world. I have progressed in my independence, personal skills, confidence, social skills and work skills because of the day opportunities I attend

It provides invaluable respite for carers and families and provides vital social contact for the user

I think the day opportunities are great. I am doing all activities I am interested in

The second most common theme to emerge was 'Improved services' (11 comments)



Access to people with experience, not people, who are trained in something, and process you

[Day centre] is great, but it is so far away. Something in Poole would be best. Somewhere where I can take my carer as I now employ someone all day weekdays. I had to employ someone as my mummy was having to look after me all day every day, and I did not like that

Maybe there is a need for people who speak same language especially if not from England and with dementia reverting back to native language. This can be very difficult

The third most common theme to emerge was 'Importance of Day Centres' (10 comments)

It would be great to have a formal day centre / pop in club that is accessible in the evenings [and weekends, as well as during the day. One that is for people with [learning disabilities] etc rather than expecting the older folk to have to share their days with more special needs

Day Centres must remain a option. I do not want community based activities. When this happened over Covid I almost ended up hospitalised with pneumonia. I can not be outside in the cold damp weather for long periods of time it is not good for my health



It's important to me that I can continue to access day opportunities with animals and out in the community

Being at a Day Centre is important. It is familiar and safe, whilst being out in the community would not meet my needs

2.15.2 Group 2 – Other comments

Respondents to the Group 2 survey were asked if they had any other comments, ideas or information they would like to provide in relation to day opportunities in the BCP Council area. There were 25 additional responses with several themes emerging.

Table 19: Further comments – Group 2

Quality of service	7
Concerns	4
Ideas	4
Service delivery	4
Engagement	3
Collaboration	1
Community care	1
Need a vision	1

The most common theme to emerge was 'quality of service' (7 comments)



I feel it is important to have agreed Day Opportunities Standards and regular quality checks (against those agreed standards)

Increase expectations of what can be offered as a day opp. BCP work with providers, create meetings to bring us together to improve what is offered. As a provider you can feel very isolated. Have a central point which lists day opps. Change the stereotype day centre,

make it a place for the whole community. I would happily put myself forward to help and support a new practice of bringing providers together as well as talking to people that currently use day provision. Lets exceed the expectations of what people can do

Increased staffing would hopefully open up places on existing day opportunities as waiting lists are often long

Some respondents expressed concerns about existing provision (4 comments)

I believe the clients who I work with at present are missing out being in one room. They will soon have the opportunity to move around more but some will not cope with the largeness of the centre. But we need to see before I can comment. But we were a [specialist] centre and so much has changed for them and I do not believe in the new programme our clients' needs will be met. We used to go out daily and now I think maybe if they are lucky to get on a swimming group once a week. Then next year for sailing. We meet individual needs and if they really do not want to do something they are encouraged to do something else. We used to choose daily what they want to do, now we have a twelve-week programme. I do think the size of some of the sessions will upset some clients who do not cope with noise. Also, we only had a few rooms and some of the clients only ever went into two [rooms]



I think it is important to reiterate the need for our service base to reopen for the people we support and those who are waiting to return and future clients. We are currently mixing a generic service with a specialist service which I feel is personally going backwards rather than forwards. The points raised previously around the need for our clients to have the safe space is [removed] our biggest concern

It is important to remember that people with different needs and ages need different stimuli and activities so a "one size fits all" approach for people with physical or intellectual disabilities won't be the same as older people. Forcing them together to do the same activities will lead to boredom and people dropping out of any day service. Young people (20-40 years of age) still want to do dynamic things that interest them, not always arts & crafts or flower arranging!

There seems to be a definite lack of facilities and options for disabled and elderly people. Don't assume everyone can use digital technology or wants to. Some individuals have no next of kin or carers to help them navigate the complexities of accessing services and those who are self-funding are penalised a little practical help is offered

2.16 Group 2- Considering equalities and human rights

BCP Council has a duty to take into account the impact of their decisions on human rights and protected groups (age, disability, sex/gender, gender reassignment, marriage and civil partnerships, pregnancy, maternity, race religion or belief, and sexual orientation) as defined under the Equality Act 2010.

Group 2 Respondents were asked if there is anything about the current provision of day opportunities in the BCP Council area that they think is unfair or discriminatory to any of the protected groups listed above. There were 17 responses with several themes emerging.

Table 20: Comments on equalities and human rights

Facilities	5
Clients	3
Quality of service	3
Communication	2
Positive	1
Staff	1

The most common theme to emerge was 'facilities' (5 comments)



Ensuring that the core & essential service standards for supporting people with profound and multiple learning disabilities, which [day centre] was based on are being adhered to now and in the future. The centres that have stay closed offered specialist care with staff that had a specialist skillset to meet people's complex needs. Relationships and communication between staff and people attending will have been built over time and the importance of which should not be overlooked. It is also important that people have sufficient space to move freely and that people's sensory needs are met within the environment. Will there be an equality impact needs assessment and a disability impact assessment? How will people be assessed on the impact of not returning to a familiar environment and staffing team.

People with [learning disabilities] being sent to specific services as they are cheaper even though don't meet needs fully. People with [learning disabilities] being moved from longstanding placement as other is cheaper.

The reliance on needing to be in a designated building and reliance on transport is limiting for physical and mental disabilities like mobility issues and anxiety

3 Respondent profile

Group 1

Age groups		
Under 25	21	10%
25 - 34 years	41	19%
35 - 44 years	48	22%
45 - 54 years	38	17%
55 - 64 years	32	15%
65+ years	40	18%
Sex		
Female	106	49%
Male	112	51%
Sexual orientation		
Straight / heterosexual	138	73%
Gay / Lesbian / Bisexual / other	52	27%
Disability type		
Sensory impairment (visual / hearing / speech)	25	13%
Physical / mobility	50	26%
Mental health / learning / neurological	148	76%
Other disability	16	8%
None	37	19%
Ethnicity		
White British	204	95%
All minority ethnic	11	5%
Religion		
No religion	72	40%
Christian	110	60%
Other religions	-	-

The survey also asked if respondents' gender identity is different to their sex assigned at birth and if they had previously served in the Armed Forces. The number of respondents in these categories did not meet the threshold for reporting.

Group 2

In what part of the health and social care sector do you work?

Council Commissioned Provider or staff member	15	19%
Independent Provider or staff member	20	25%
Dorset Healthcare	4	5%
NHS Dorset	2	2%
Education Professional / SEND	3	4%
Voluntary or Community Sector Organisation	13	16%
BCP Council	18	22%
Other (please specify below)	6	7%