

BCP Council Day Opportunities Strategy Priorities



1. Transport

A key finding from the view seeking engagement was issues around access to services via available/accessible transport.

Of those returning surveys, 27% travel by car requiring support from a family member or carer. 21% require a council funded taxi or mini-bus provided by the council or the service. 19% rely on public transport to access their day opportunity. 14% pay for a taxi themselves and only 8% walk and 2% cycle.

31% do not have support to access their services and do this independently; 24% require a family member or family carer; 39% require a paid member of staff or carer. The lack of fleet vehicles and escorts available to transport people to day opportunities is reported as a barrier to access of services by referring teams. Similarly, the lack of being able to use a free bus pass before 9.30am and reliance on taxis which are not always available at peak times (similar to school access times) is an issue.

Comments included in regard to 'Is there anything that makes it more difficult for you to use day opportunities?':

I cannot use public transport so love the fact that my club takes me on their mini bus

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

Only if staff are able to take me

Our son is dependent on us to transport him to and from his day opportunities.

Transport!

By car - but I don't drive, my partner is elderly and doesn't always have the opportunity to drive me. I cannot access the council accessible mini bus at short notice - when that happens I have to forgo my sessions

I pay for taxi through financial assessment contribution

Not sufficient and/ or insufficient consideration as to how the individual is to get there and back i.e. provision of transport. Taxis may not be feasible as well as the cost.

Provide transport to all. As I am CHC funded and don't have a social worker I am not allowed to use transport. Frankly this is discriminating against more disabled people.

What will we do?

Proposal	Do you agree with this proposal?		
<u>Transport 1</u> : Implementation of a travel training programme for adults with disabilities linking with existing children and young people's schemes.	Agree 80.95%	Disagree 0.00%	Need more information 19.05%
<u>Transport 2</u> : Consider a 'car pool' voluntary scheme to assist people to access their services.	Agree 72.73%	Disagree 0.00%	Need more information 27.27%
<u>Transport 3</u> : Creation of more local services for local people (see micro-provision section below), to reduce dependency on unpaid/paid support to services and increase independent travel.	Agree 68.18%	Disagree 0.00%	Need more information 31.82%



2. Cost/Eligibility of Day Opportunities

Of those returning surveys 50% had their day opportunity paid for by the council/NHS. 15% were self-funding. The costs of day opportunities vary greatly and feedback from survey and engagement sessions would suggest people would like to do more, but cost can be prohibitive.

Comments included:

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

Cost is prohibitive in doing none as self-funding

Cost

Reduced funding means I get less days

Animal therapy is very important for individuals with autism and mental health a lot more services that don't cost over £60 to attend would be useful

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 completely 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

Our son uses Direct Payments and it appears to us that BCP takes a hands off approach in these circumstances. This is not always appropriate and it feels as though the market for independent providers needs to be stimulated to improve the range of activities and providers available. Carers cannot be expected to do this. It also appears that the level of funding made available to individuals is dependent on where you live. These differences should be aligned now that BCP is one council

What will we do?

Proposal	Do you agree with this proposal?		
<p><u>Cost 1:</u> Consider a framework of charges for day opportunities in order to be more consistent across services and provide more clarity to those using services. This would also enable annual uplifts of services to be applied to all rather than individually as is currently the case.</p>	<p>Agree 71.43%</p>	<p>Disagree 0.00%</p>	<p>Need more information 28.57%</p>
<p><u>Cost 2:</u> Review eligibility criteria based on needs to accessing day opportunities to ensure those who require day support can access it. See below re: review of information about day opportunities so these are clear to those using services, their carers and practitioners.</p>	<p>Agree 85.71%</p>	<p>Disagree 0.00%</p>	<p>Need more information 14.29%</p>
<p><u>Cost 3:</u> Review Personal Budget access to make this process more accessible and increase direct payments take up.</p>	<p>Agree 100%</p>	<p>Disagree 0.00%</p>	<p>Need more information 0.00%</p>



3. Supported Employment/Sheltered Work Opportunities Review

Most people do not associate day opportunities with finding work. Only 30% of those surveyed said it was important for day opportunities to be a place where I can learn skills to find a job. 34% said it was important that I can take part in education and training courses at my day opportunity. 25% were interested in activities that could help me into work or employment. 30% were interested in volunteering opportunities.

The current offer from BCP Council is limited and this is reflected in ASCOF (Adult Social Care Outcomes Framework) figures for those with a learning disability in paid employment in the BCP area being lower than the national average for England. Of the 6 current projects funded by BCP Council, 4 have long standing service level agreements that over time have effectively become grants. The outcomes for those engaging in 3 of 4 of these projects are significant in terms of benefits to mental health and wellbeing but limited in terms of gaining access and skills necessary for sustained employment.

What will we do?

Proposal	Do you agree with this proposal?		
<u>Supported Employment 1</u> : It is proposed to review the current supported employment offer in relation to an internal service review of supported employment in June 2020.	Agree 54.55%	Disagree 0.00%	Need more information 45.45%
<u>Supported Employment 2</u> : Review current contractual arrangements with the 6 providers of supported employment/sheltered work opportunities.	Agree 77.27%	Disagree 0.00%	Need more information 22.73%
<u>Supported Employment 3</u> : Identify best model of targeted support for those who wish to gain skills for employment and consider procurement exercise to deliver this service.	Agree 68.18%	Disagree 0.00%	Need more information 31.82%

<p><u>Supported Employment 4: Work with BCP Council's communities' team to enhance the accessibility, choice and diversity of volunteering opportunities across BCP in line with Empowering Communities BCP Council's Voluntary and Community Sector and Volunteering Strategy 2021-24.</u></p>	<p>Agree 66.67%</p>	<p>Disagree 0.00%</p>	<p>Need more information 33.33%</p>
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4. Day Opportunities Provision

From those who responded to the survey, 59% felt it was important to have the choice of using different day opportunities. 55% said it was important to attend a day service building rather than meet in the community and 63% said it was important for day opportunities to be in a building where there was the availability of food and drink. 88% of those using services agreed that they liked the current times day opportunities are open (tend to be day times on weekdays). This appears to correlate with 61% saying attending a day opportunity gives their carer a break. Only 25% would like day opportunities available in the evenings, 26% at weekends and 24% during bank holidays.

53% said how close the day opportunity was to them was important and 85% felt it was important to be able to use day opportunities to meet friends and make new ones. There were many positive comments about current services and the mental health and wellbeing benefits of attendance, in addition to learning greater independence skills and providing carers with a break. Interestingly, 59% of people wanted to meet people the same age as themselves and 62% wanted to meet people with the same interests. 21% wanted to meet with a larger group of people (over 10) whereas 35% wanted to meet with a smaller group of people (under 10).

Comments included:

The day opportunity I have gives the family a break and the user gets to do something they enjoy with a group of similarly aged people with similar needs

I really like the staff and other clients at my day centre. I feel happy and safe there

I like what day opportunities I have now and I do not want them to change. I like what I do, the people I am with. They know how to support me with my health needs. They know my family well. I need consistency to help me feel safe and happy, this is all I have known

It helped me build my confidence back up. I feel less isolated. It's really beneficial to me

I want there to be somewhere safe to go, with fully accessible facilities that my family know I will be looked after. Community activities should be a bonus - they often don't have changing places toilets, hoists, medically trained people, disabled parking . I don't want to see the council take the cheap option

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

35% of people had used digital technology to access a day opportunity and 48% of people said there were no barriers to their access to day opportunities through digital technology. In the comments there was a very mixed opinion of use of digital technology for day opportunities with some really valuing this availability especially during Covid-19 lockdown periods and others very much against it with a general feeling that this does not compare to face-to-face support and interaction.

Comments included:

I prefer to have activities outside of my home so that I feel a purpose in my day. Extra screen time to replace contact services is not an enhancement to my mental or physical well being

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

Please don't stop them. Life is hard enough for me and my carer as it is. I do not want real life replaced by a video call - it would not be good for my physical or mental health

Really enjoyed it when used Zoom to do activities

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

I have used gym sessions on Zoom. I enjoy these and also follow martial arts training sessions on Zoom

It is not inclusive of everyone. If you are quieter you can get overlooked. If someone is loud they can end up taking over. This does not give the parent carer a break as they have to support their child/adult to be able to log on and stay engaged. It was good during Covid but this is not and should not be considered as a replacement of a day opportunity

What will we do?

Proposal	Do you agree with this proposal?		
<u>Day Opportunity Provision 1</u> : Look to enhance the day opportunity offer with a blended approach of day opportunity buildings and community organisations.	Agree 92.86%	Disagree 0.00%	Need more information 7.14%
<u>Day Opportunity Provision 2</u> : Investigate investment in micro-providers to encourage a range of local, smaller services for specific needs such as autism and mental health.	Agree 92.86%	Disagree 0.00%	Need more information 7.14%
<u>Day Opportunity Provision 3</u> : Day opportunity offer to cater for those with complex needs who do need a building base for essentials such as personal care, eating and drinking and personal safety e.g., older people with dementia, people with complex physical, learning or behavioural needs.	Agree 100.00%	Disagree 0.00%	Need more information 0.00%
<u>Day Opportunity Provision 4</u> : Larger building-based day opportunities to provide a community hub for access to all for activities/sessions.	Agree 66.67%	Disagree 6.67%	Need more information 26.67%
<u>Day Opportunity Provision 5</u> : Encourage a digital provision of day opportunities where appropriate, but being mindful of the needs and benefits of people being able to meet others face to face.	Agree 73.33%	Disagree 13.33%	Need more information 13.33%

<u>Day Opportunity Provision 6</u> : For those in transition to adult services (up to 25 years of age) there is concern about age requirements for services and provision of services as an adult. Link with Preparing for Adulthood project to bridge this gap.	Agree 86.67%	Disagree 0.00%	Need more information 13.33%
<u>Day Opportunity Provision 7</u> : *Reallocate money within budget to achieve a blended approach of day opportunity buildings and community organisations provision and the priorities agreed in the strategy.	Agree 23.08%	Disagree 0.00%	Need more information 76.92%

*This poll was taken at a meeting on 7 February 2023 with information shared on the day about the costs of different types of day opportunities, the available budget and savings that need to be made over the next two years. It will need more time for everyone to fully understand and discuss but is a proposal we must take through as we have to work within the budget we have.



5. Accessible Information

There was a mixed response to options around accessible information on day opportunities with online, newsletter, hard copy list in libraries, word of mouth, display in existing day opportunities, social worker knowledge, email etc. all cited.

What will we do?

Proposal	Do you agree with this proposal?		
<u>Accessible Information 1</u> : Work with Information and Advice Team to list current day opportunities available in an accessible format on Adult Social Care BCP Council web pages (replaced My Life, My Care website from 31 December 2022).	Agree 78.57%	Disagree 0.00%	Need more information 21.43%
<u>Accessible Information 2</u> : Consider availability of up to date, online information about day opportunities e.g., session availability, costs, activities offered etc. that providers can access to keep up to date and users can	Agree 92.86%	Disagree 0.00%	Need more information 7.14%

access to be able to contact day opportunities directly.			
<u>Accessible Information 3</u> : Introduce a regular newsletter detailing day opportunities and available in day services, local libraries, community centres etc.	Agree 85.71%	Disagree 0.00%	Need more information 14.29%



6. Day Opportunity Standards/Support

There is currently no set of day opportunities standards agreed by all providers and monitoring across services is not consistent. There is also no forum for providers to come together and discuss any issues, ideas and network.

What will we do?

Proposal	Do you agree with this proposal?		
	Agree	Disagree	Need more information
<u>Day Opportunities Support 1</u> : Agree a charter of standards for all day opportunities to sign up to.	71.43%	0.00%	28.57%
<u>Day Opportunities Support 2</u> : Set up a forum for day opportunity providers to meet regularly and be updated of council initiatives, joint working arrangements and be able to network with other providers.	100.00%	0.00%	0.00%
<u>Day Opportunities Support 3</u> : Review monitoring/self-evaluation of services to give users and providers confidence in the quality of services.	100.00%	0.00%	0.00%
<u>Day Opportunities Support 4</u> : Re-introduction of quality checkers visits to services to be considered.	92.31%	0.00%	7.69%

<p><u>Day Opportunities Support 5: Recording of day opportunities and supported employment schemes within integrated system of Mosaic to be reviewed so data is accessible about provision. Work with Information Governance team and practitioners to ensure input of information is accurate and provides evidence of outcomes for individuals.</u></p>	<p>Agree 83.33%</p>	<p>Disagree 0.00%</p>	<p>Need more information 16.67%</p>
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