



# **Day Opportunities Strategy 2024—2029**



March 2024  
**[bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)**



# Welcome

## Welcome to the first Adult Social Care Day Opportunities Strategy for BCP Council.

Day Opportunities are essential services for people with an assessed care need to engage in a wide range of activities and socialisation with others, which benefits their physical and mental wellbeing. Day Opportunities also provide people with the necessary support to maintain or increase their independence, consider employment opportunities and access community facilities. The short-term respite and support networks they provide are essential for carers to continue their caring role.

In recognising the importance of day opportunities to our communities, this strategy sets out our plans for the future development of services to provide a mixed model of traditional building-based day services and further development of community based options.

The strategy has been co-produced with various groups and individuals including people who access support, carers, advocacy, day opportunity providers and their staff, other local authorities, NHS Dorset representatives and Councillors. We would like to thank them for their valuable contribution.

The strategy is ambitious and wide-ranging in its plans to address the areas people who access, rely on and work in services have identified for the future development of sustainable day opportunities for all.



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**Portfolio Holder for  
Health and Wellbeing**



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**Corporate Director  
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# Introduction

## What are day opportunities?

Day opportunities can mean different things to different people. They can be about learning new skills, taking part in a wide variety of hobbies and interests, accessing the community, supported employment and volunteering opportunities and developing friendships and support networks. The term ‘day opportunities’ is used when referring to all potential activities as defined above, as opposed to the terms such as ‘day services’, ‘day centres’ or ‘day care’ which have an association with the provision of building-based services.

Buildings-based day opportunities are defined as larger organisations who have a purpose-built day service building but may also run outreach projects in the community and provide for a greater range of needs, including people with complex needs.

Community-based day opportunities are defined as smaller organisations that may or may not use a building in the community to run their services from but are not purpose-built day service buildings. These services tend to provide for a smaller number of people with less complex needs but have paid members of staff and assurances associated with a building-based day service e.g. insurance in place, training for staff, staff checks such as DBS, quality assurance measures, policies etc.

**Supported employment (1)** is defined as a personalised model for supporting people with significant disabilities to secure and retain paid employment. The model uses a partnership strategy to enable people with disabilities to achieve sustainable long-term employment and businesses to employ valuable workers.

## The value of day opportunities

BCP Council recognises that people value day opportunities and as such, we have sought to co-produce a new Day Opportunities Strategy to meet the needs of local people and their carers which enables them to live active, healthy and fulfilled lives as independently as possible.

This strategy will provide a clear set of design priorities and actions and will help to support the further development of the day opportunities model across BCP to ensure there is a wide range of different types of service offers, and accessible provision for those who need it.

### #socialcarefuture

We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.

That’s the social care future we seek.

[socialcarefuture.org.uk](https://socialcarefuture.org.uk)

## National context

The Care Act 2014 has resulted in changes to how care and support is arranged. For the Local Authority this means ensuring that it promotes individual’s wellbeing and ensuring that people have greater control over their day-to-day life, including their care and support and how this is provided.

**Think Local Act Personal (TLAP) “Making it Real Framework” (2)** is a personalised approach to care and support for people working across Adult Social Care, Housing and for people who access services. This uses a set of personalised principles which focus on what is important and matters to people, will be used to underpin the strategy.

#socialcarefuture is a growing movement of people with a shared commitment to bring about major positive change in what is currently called “social care.” It’s for those who want to collectively take part in imagining, communicating and creating a future where what we currently call social care makes a major contribution to everyone’s wellbeing and which, as a result, will enjoy high levels of public – and hence political – support.



(1) [British Association for Supported Employment  
www.base-uk.org/what-supported-employment](https://www.base-uk.org/what-supported-employment)



(2) [www.thinklocalactpersonal.org.uk/makingitreal/](https://www.thinklocalactpersonal.org.uk/makingitreal/)

# BCP Council's Corporate Strategy

BCP Council is one of the UK’s newest local authorities. It is the 10th biggest urban authority in England, currently serving a population of approximately 400,000, which is expected to grow year on year. With this growth comes increased demand for council services against a backdrop of unprecedented challenges that has seen central government funding for local services continue to decline, with more resources raised locally, which in turn requires a thriving local economy and engaged communities.

As set out in the Corporate Strategy, the new vision for the area is “where people, nature, coast and towns come together in sustainable, safe and healthy communities” with two key priorities and a set of ambitions for each:

- a) Our People and Communities – everyone leads a fulfilled life, maximising opportunity for all.
- b) Our Place and Environment – vibrant places where people and nature flourish, with a thriving economy in a healthy, natural environment.

The corporate strategy identifies the following areas which have relevance to the day opportunities strategy:

## Our Place and Environment

- People and places are connected by sustainable and modern infrastructure
- Our inclusive, vibrant and sustainable economy supports our communities to thrive

## Our People and Communities

- High quality of life for all, where people can be active, healthy and independent
- Working together, everyone feels safe and secure
- Those who need support receive it when and where they need it
- Local communities shape the services that matter to them
- Employment is available for everyone and helps create value in our communities
- Skills are continually developed, and people can access lifelong learning

## Being an open, transparent and accountable council, putting our people at the heart of our services as its key ambitions

- Working closely with partners, removing barriers and empowering others
- Providing accessible and inclusive services, showing care in our approach
- Using data, insights and feedback to shape services and solutions
- Intervening as early as possible to improve outcomes
- Developing a passionate, proud, valued and diverse workforce
- Creating an environment for innovation, learning and leadership
- Using our resources sustainably to support our ambitions



# BCP Council's Adult Social Care Strategy

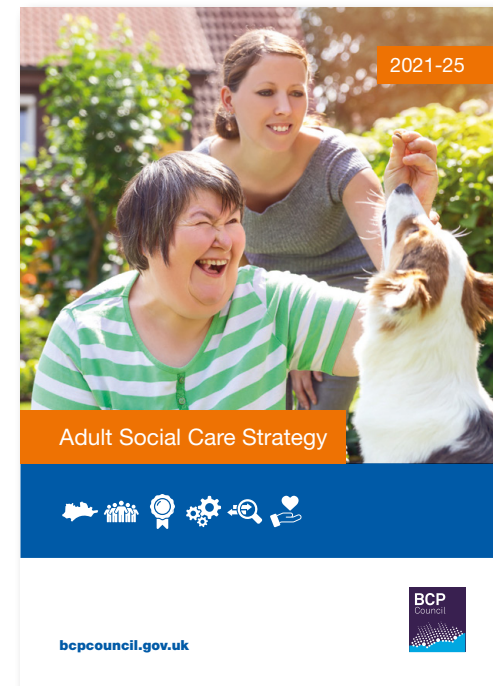
In 2021, BCP Council produced its first Adult Social Care Strategy, which sets out its objectives and priorities for adult social care over four years. It outlines an ambitious plan, for working together with partner organisations from health, housing, the voluntary and community sector, and independent care providers. It also incorporates the views of adults and carers who draw on services, plus other local residents and communities.

The BCP Council Adult Social Care Strategy 2021-25 has identified the following priorities and within these are relevant sections relating to the Day Opportunities Strategy.

## → Priority 1

### Support people to live safe and independent lives

- provide social care that focuses on people's strengths and support from those around them, to encourage independence.
- increase the proportion of adults with care and support needs in employment, training and volunteering.
- increase the proportion of adults with a learning disability with care and support needs into employment and to live in their own home locally
- continue to promote and extend the use of assistive and digital technology for service users and carers, to enable independence and enhance people's quality of life
- improve outcomes for young people to achieve their full potential by contributing to the delivery of the Special educational needs and disabilities (SEND) and inclusion strategy



## → Priority 2

### Engage with individuals and communities to promote well-being

- work with NHS, voluntary and community sector partners to support community activities in order to encourage participation, independence and reduce social isolation
- engage earlier with those residents at risk of worsening life chances and outcomes by developing outreach support in community-based settings

## → Priority 3

### Value and support carers

- increase the availability and options for time out and short breaks for carers.

## → Priority 4

### Deliver services that are modern and accessible

- encourage people who use our services to be involved in the shaping and monitoring of our provision
- further develop integrated health and social care services within hospitals and the community
- ensure that we rigorously monitor and review outcomes and services and continuously learn from best practice

## → Priority 5

### Enable people to live well through quality social care

- implement a new first point of contact service for adult social care to improve on-line information and advice and supports residents' well-being and independence.
- work with all partners and people with lived experience to develop and deliver a strategy to improve the sustainability and quality of the social care market
- develop and implement plans so that the council provides good quality and best value for money care and support
- develop with partners an adult social care workforce which reflects local needs

Any revised Adult SocialCare Strategy from 2025 onwards will be aligned with the Day Opportunities Strategy.



# BCP Council's Day Opportunities Review

## Strategy key themes

Co-production	The most important part of this project is co-production. This is when providers and people who access services get together to influence the way those services are designed, commissioned and delivered.
Strength based approaches	This is about using an individuals' strengths, including personal strengths and social and community networks. The focus is on what people can do, not about what they can't do. BCP Council have adopted the <b>3 Conversations Model</b> in regard to providing a strength-based approach to care planning for individuals and this will underpin the day opportunities review.
Asset based community development	Uses and builds on what is already available in the community for example leisure centres, long-established groups and libraries. This helps individuals and organisations to actively work together and develop their strengths.
Innovation	Using a new idea, ways of doing things or learning from good practice to provide day opportunities.
Market shaping	Identify what services we need for the future and develop or decommission existing day opportunities. There is lots of great work going on in our communities which the strategy will look to build on.
Sustainability	Development of services which meets the needs of the present without affecting the ability of future generations to meet their own needs and is achievable within the local authority budget.



## The 3 conversations model

### Needs assessment and care planning questions (3)

1

#### Initial contact

- How can I connect you to things that will help you get on with your life – based on your assets, strengths and those of your family?
- What do you want to do? What can I connect you to?

2

#### If people are at risk

- What needs to change to make you safe? How do I help to make that happen?
- What offers do I have at my disposal – including small amounts of money and my knowledge of the community – to support you?
- How can I pull them together in an 'emergency plan' and stay with you to make sure it works?

3

#### If long-term support is needed

- What is a fair personal budget and where do the sources of funding come from?
- What does a good life look like?
- How can I help you use your resources to support your chosen life?
- Who do you want to be involved in good support planning?

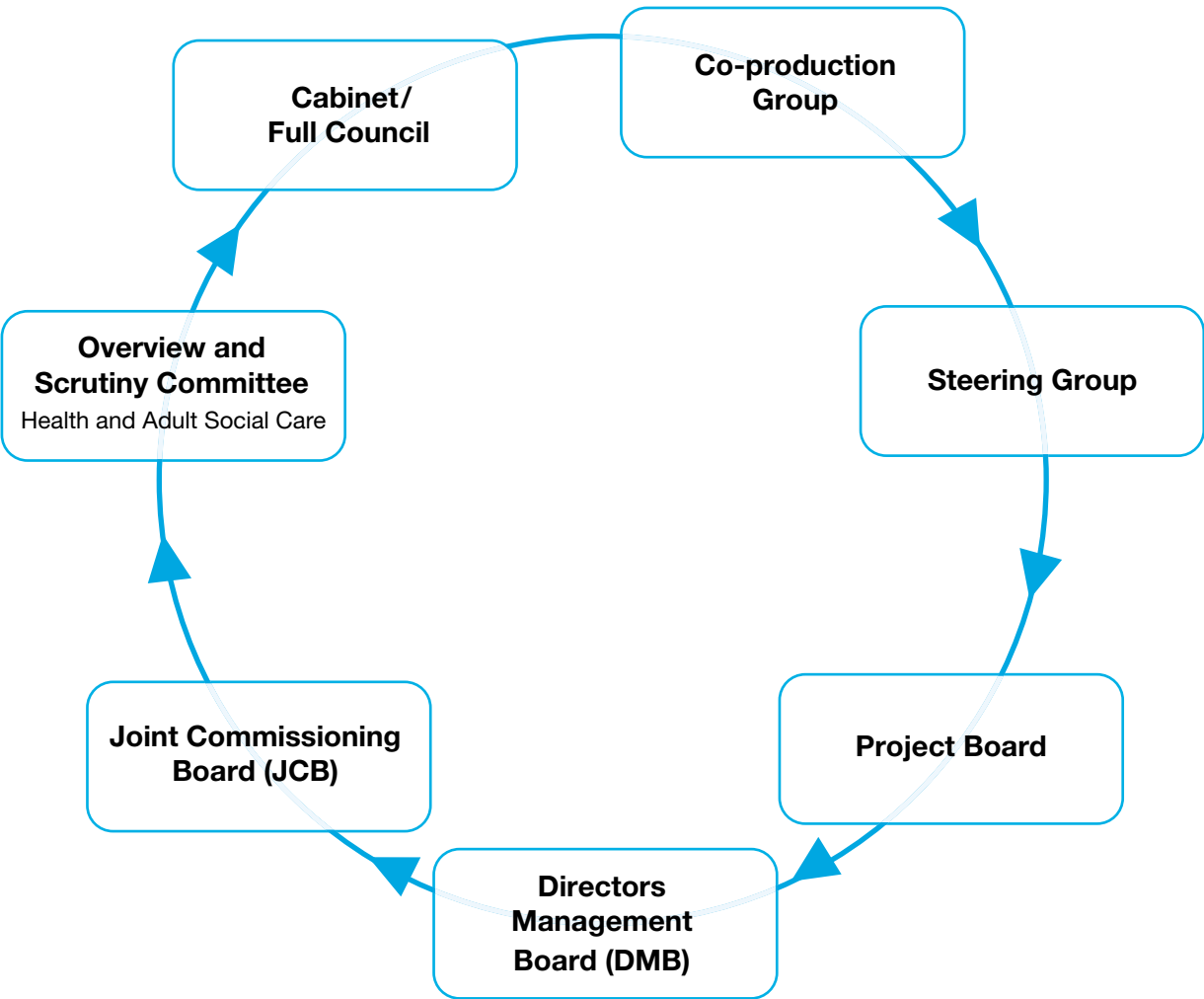


(3) [communitycare.co.uk](https://communitycare.co.uk) How three conversations have changed the way we work

# Governance of the project

From June 2022, a **co-production group** was established including people with lived experience, their families and carers, members of the public, a range of advocacy groups, providers of day opportunities, NHS Dorset, BCP Council councillors and officers, and other local authorities.

Governance chart for the Day Opportunities Review



The co-production group has led the review and information has been shared and agreed with the following groups:

- A **Steering Group** consisting of BCP Council operational managers from the following services/teams: Learning Disabilities, Mental Health, Long Term Conditions, Autism, Hospitals, Preparing for Adulthood, Child Health and Disability, Special Education Needs and Disability (SEND), Prevention and Wellbeing, Transport, Catering, Social Work team, Communities team, Direct Payments, Communications, Commissioning and our Local Authority Trading Company Tricuro.
- A **Project Board** consisting of senior managers from BCP Council’s Adult Social Care Strategic Commissioning, Adult Social Care Operations, Communities, Finance, Information Governance, Carers and Preparing for Adulthood.
- The **Directors Management Board (DMB)** currently consisting of BCP Council’s Corporate Director for Wellbeing, Director of Adult Social Care and Director of Public Health.
- Joint Commissioning Board – senior managers and directors from BCP Council, Dorset Council, Public Health Dorset and NHS Dorset.
- BCP Council’s **Health and Adult Social Care Overview and Scrutiny Committee** consisting of councillors.
- BCP Council’s **Cabinet** consisting of councillors who are Portfolio holders who have a specific area of responsibility within the Council such as ‘Health and Wellbeing’, which includes Adult Social Care.

During the first year of the project the following was achieved:

- ✓ Creating a co-production group and terms of reference for regular meetings, with nearly 200 contacts.
- ✓ Providers of day opportunities were engaged with and information was collected to inform a data and needs analysis report.
- ✓ Visiting services and working with 20 other local authorities to inform a good practice and innovation report.
- ✓ Co-production of questionnaires for the view seeking survey and co-production assistance in rolling this out and facilitating engagement sessions.

# Have your say



Two questionnaires were co-produced to capture the views of people about what was important to them about day opportunities and what they would want for the future.

**Group 1** questionnaire included those who currently use day opportunities and their carers, parents, and guardians and those who may want to use day opportunities in the future.

**Group 2** questionnaire included staff and providers of day opportunities, service user led organisation and staff of BCP Council and NHS Dorset.

In total there were 321 questionnaires completed.  
Of these 234 were for Group 1 and 87 for Group 2.

In addition, 7 **engagement sessions** were held in November 2022 providing additional feedback from approximately 75 attendees (people with lived experience and their carers) supported by an independent advocacy organisation.

The co-production and steering groups were consulted to approve the case for change priorities from all of the work and analysis of the above and these were approved by the other governance boards of the project.

## Our 6 key strategic priorities

1

### Day Opportunities Review



2

### Supported Employment Review



3

### Day Opportunities Standards/Support



4

### Cost/Eligibility of Day Opportunities



5

### Transport

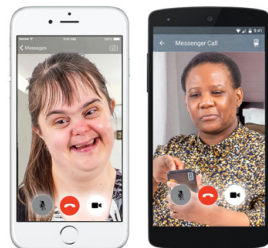


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### Accessible Information







# 1 Day Opportunities Review

## What did people tell us?

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. 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 living close to the day opportunity was important to them and 85% felt it was important to be able to use day opportunities to meet and make new friends. 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. 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 I get to do something I 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?** Day Opportunities proposals

- **Proposal 1**  
Look to enhance the day opportunity offer with a blended approach of day opportunity buildings and community organisations.
- **Proposal 2**  
Investigate investment in micro-providers to encourage a range of local, smaller services for specific needs.
- **Proposal 3**  
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.
- **Proposal 4**  
Larger building-based day opportunities to provide a community hub for access to all for activities/sessions.
- **Proposal 5**  
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.
- **Proposal 6**  
Addressing concerns about age requirements and provision of services as an adult, for those in transition to adult services (up to 25 years of age). Link with Preparing for Adulthood project to bridge this gap.
- **Proposal 7**  
Work within budget to achieve identified financial savings (see Financial Information page 34) and reinvestment in a blended approach of day opportunity buildings and community organisations provision (see Building-based Day Service Review page 36) and the priorities agreed in the strategy.



## 2 Supported Employment Review

**Supported employment (4)** is defined as a personalised model for supporting people with significant disabilities to secure and retain paid employment. The model uses a partnership strategy to enable people with disabilities to achieve sustainable long-term employment and support businesses to employ valuable workers.

### What did people tell us?

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.



(4) British Association for Supported Employment  
[www.base-uk.org/what-supported-employment](http://www.base-uk.org/what-supported-employment)

### What will we do? Supported Employment proposals

#### → Proposal 1

Adapt the current supported employment offer in relation to an internal service review of supported employment in June 2020. This supports a 'Place and Train' model rather than a 'Train and Place' model previously used.

#### → Proposal 2

Review current contractual arrangements with the 6 providers of supported employment/sheltered work opportunities.

#### → Proposal 3

Implement targeted support for those who wish to gain skills for employment.

#### → Proposal 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.





### 3 Day Opportunities Standards/Support

#### What did people tell us?

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? Standards / Support proposals

- **Proposal 1**  
Agree a charter of standards for all day opportunities to sign up to.
- **Proposal 2**  
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.
- **Proposal 3**  
Review monitoring/self-evaluation of services to give users and providers confidence in the quality of services.
- **Proposal 4**  
Re-introduction of quality checkers visits to services to be considered.
- **Proposal 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.





## 4 Cost/Eligibility of Day Opportunities

### What did people tell us?

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 as I am self-funding  
.....

Reduced funding means I get less days.  
.....

I love all my day opportunities. They all offer a wide range of different activities, learning skills, voluntary tasks and outings, and 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.  
.....

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

### What will we do? Cost / Eligibility proposals

#### → Proposal 1

Develop 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 any annual uplifts of services to be applied to all rather than individually as is currently the case.

#### → Proposal 2

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.

#### → Proposal 3

Review Personal Budget access to make this process more accessible and increase direct payments and individual service fund take up.



## 5 Transport

### What did people tell us?

A key finding from the view seeking engagement identified 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 BCP Council fleet vehicles, drivers and escorts available to transport people to and from 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 (school access times) is an issue.



In regard to the question: **Is there anything that makes it more difficult for you to use day opportunities ...**

**Comments included:**

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.

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? Transport proposals

#### → Proposal 1

Implementation of a travel training programme for adults with disabilities linking with existing children and young people's schemes.

#### → Proposal 2

Consider a 'car pool' voluntary scheme to assist people to access their services.

#### → Proposal 3

Creation of more local services for local people (see micro-provision section above - Day Opportunities, Proposal 2), to reduce dependency on unpaid/paid support to services and increase independent travel.





## 6 Accessible Information

### What did people tell us?

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

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.

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

Further analysis of the data did not suggest any notable differences by protected characteristics such as age, gender etc. This mixed response therefore suggested the need to provide information in a range of formats, so they are accessible to all in keeping with [NHS England's Accessible Information Standard. \(5\)](#)

### What will we do? Accessible information proposals

#### → Proposal 1

Work with Information and Advice Team to list current day opportunities available in an accessible format on Adult Social Care BCP Council web pages.

#### → Proposal 2

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 access to be able to contact day opportunities directly.

#### → Proposal 3

Introduce a regular newsletter detailing day opportunities and available in day services, local libraries, community centres etc.



(5) [NHS England » Accessible Information Standard Specification](#)

# Day Opportunities in Bournemouth, Christchurch and Poole

## Providers

Day opportunities for adults usually involves planned activities for older or working age adults, to support them with important aspects of independence, socialisation, health, nutrition, and daily living. Many of these services are run by social care organisations, and others by private individuals and volunteers, and are often in non-residential, group settings. They are a valuable community resource and the type of care offered enables adults who have care needs, and/or who are at risk of social isolation, to engage in social and organised activities, as well as providing regular respite to carers. It is important that day opportunities are personalised for the individual, their carer and their family and community situation and many people will wish to have the choice to use a personal budget as a route to access their day opportunity.

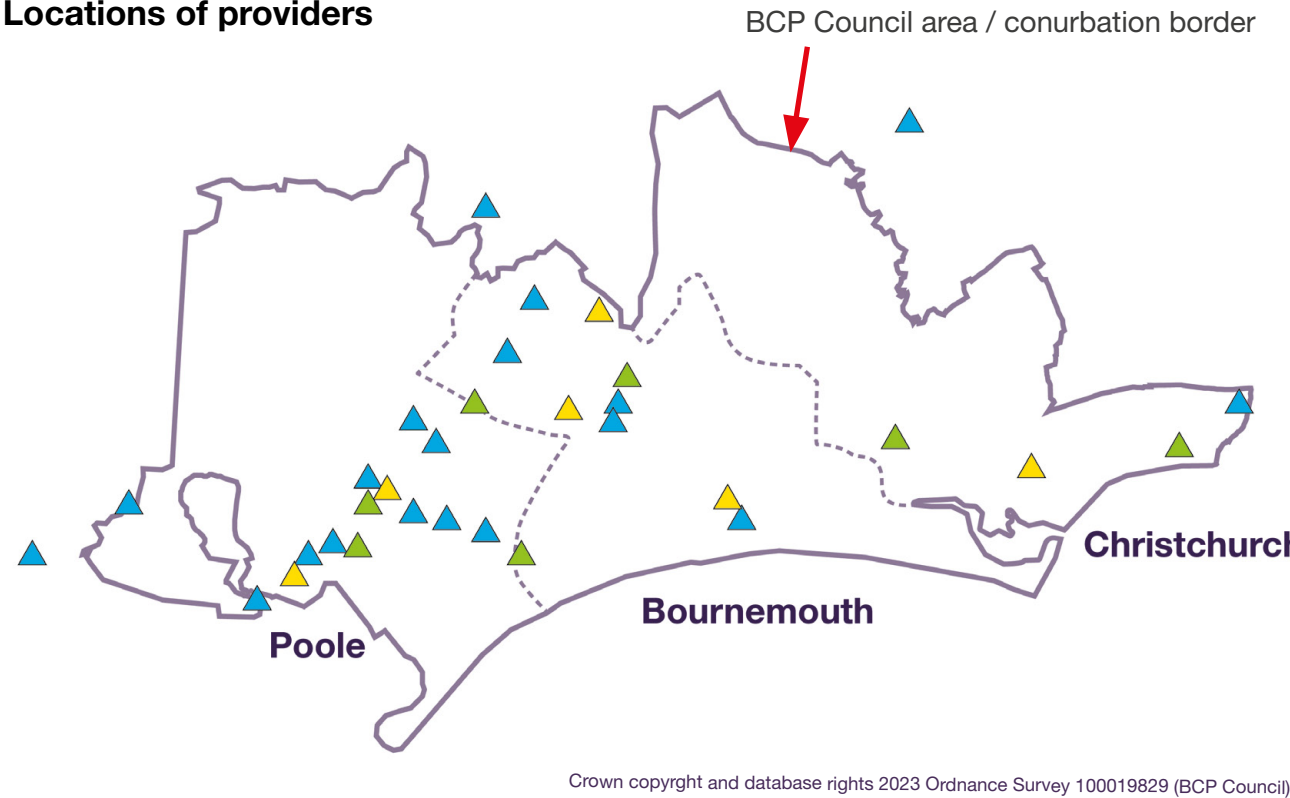
Day opportunity provision across BCP Council is made up of a range of different providers. Tricuro, a Local Authority Trading Company, operates eight day services across the conurbation. These services are based in buildings that are solely used by people who need social care support and are organised as either “Plus” services supporting people with dementia and younger adults of working age who have complex needs related to their disability, or “Connect services”, providing support to older people and adults of working age that require social support. Tricuro day services also run community projects and more recently digital access to their services.

A number of independent day opportunity providers have also been commissioned, offering a variety of provision such as community-based activities, dance, drama, and horticulture. There are approximately 30 independent providers who have a direct relationship with BCP council and operate a self-referral process.

In addition, there are many other day opportunity providers who are not currently commissioned but provide vital services to support people within their communities such as dementia clubs, lunch clubs, church groups, library sessions etc.

The following map shows the locations of these providers (although some are located further afield). As above, there are also many smaller, local organisations not mapped, as they are not directly commissioned, but may be accessed by people using a personal budget or privately through their own money.

Figure 3:  
Locations of providers



### Colour key to provider type

- ▲ BCP Council funded Day Opportunities
- ▲ Tricuro Day Services
- ▲ Commissioned Supported Employment providers

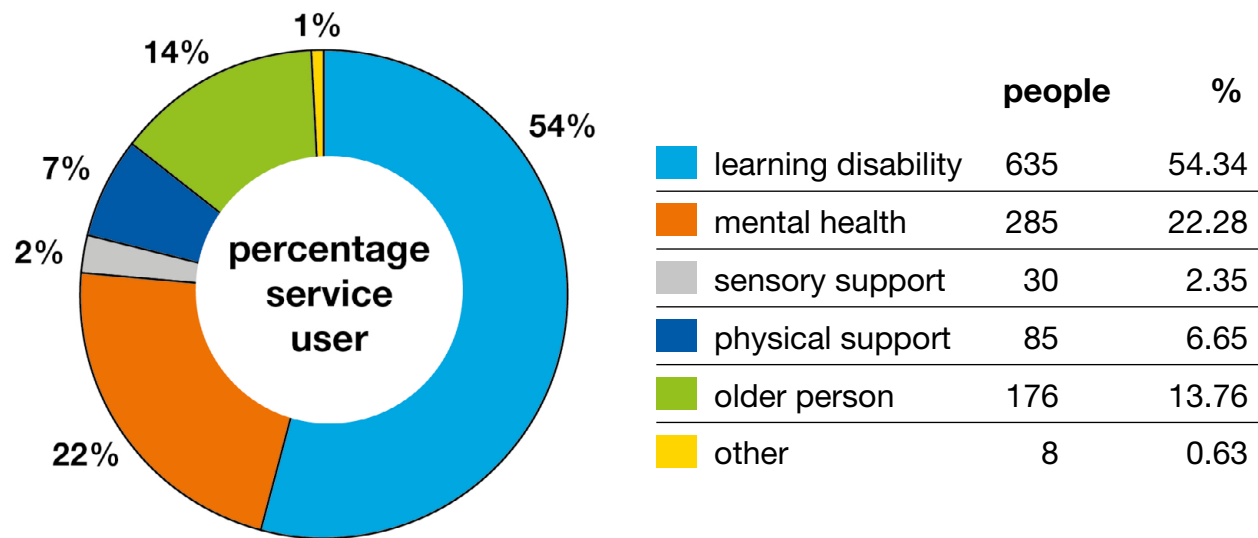
## Service user profiles

### Primary diagnosis / support reason and funding type

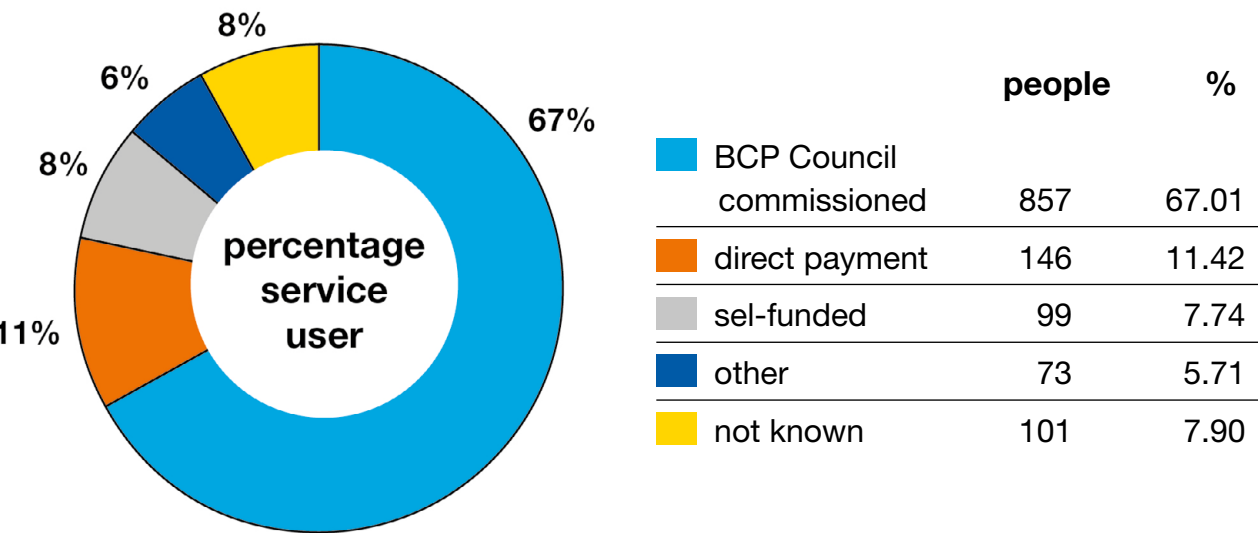
For all providers, over half of day opportunities provision is for those with a primary diagnosis of a learning disability (54%). In terms of funding this is primarily commissioned services (67%) with only 11% of the total accessing direct payments funding.

### All providers -percentage charts of service user profiles (1279 people)

#### Primary diagnosis / support reason



#### Funding type



BCP Council is facing increasing demand for adult social care (ASC) services.

Currently, residents over the age of 75 account for 75% of requests made to ASC services each year. 2021 Census figures show that the population of Bournemouth, Christchurch and Poole has grown by 5.7% since 2011, with the largest increase being in 70–74-year-olds at 39.6%. There is also increasing demand for support for people with complex needs, which often results in high-cost services.

As of June 2023, there were 982 children and young people aged 16+ who have an Education, Health and Care Plan (a 9% increase from the previous year) and will require access to future day opportunities. There are approximately 5,500 registered carers across the conurbation in 2022, many of whom will have family members who attend day services.

With the projected increase in the demand for social care, thinking differently about how to respond to that demand, and how care and support services will be delivered now, and in the future will be crucial for the continued provision of day opportunities for all.



# Financial information

Using the information gathered from providers from May 2022 onwards to gain a snapshot week of access to their services in terms of number of users and hours attended, day opportunities were categorised into:

- **Low Cost** (5 services) – base service level agreement funding of a service or a social club for those with moderate to mild needs.
- **Community Based** (19 services) – for services that may or may not still use a building in the community, but are generally smaller, community-based services.
- **Building-based Day Services** (12 services) – larger, building-based day services which may also have outreach projects in the community and provide for a greater range of needs, including those with complex needs.

## Average cost of day opportunity provisions in BCP (2022 data)

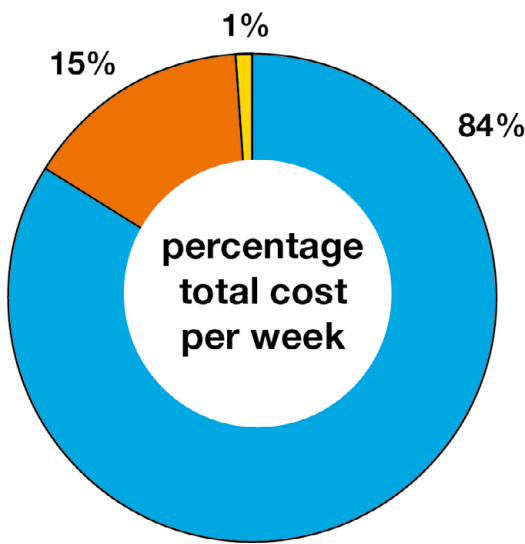
Provision	Average cost per hour
Low cost	£1.99
Communtiy based	£9.51
Building based day services*	£20.21

\*Building-based Day Services are often more expensive due to a range of factors including managing the needs of a more complex group of people (including personal care and a range of health issues), staffing costs related to this, maintenance and running costs of a building potentially owned by the company and for Tricuro services, having previously employed council staff on different terms and conditions in regard to pay and pensions schemes.

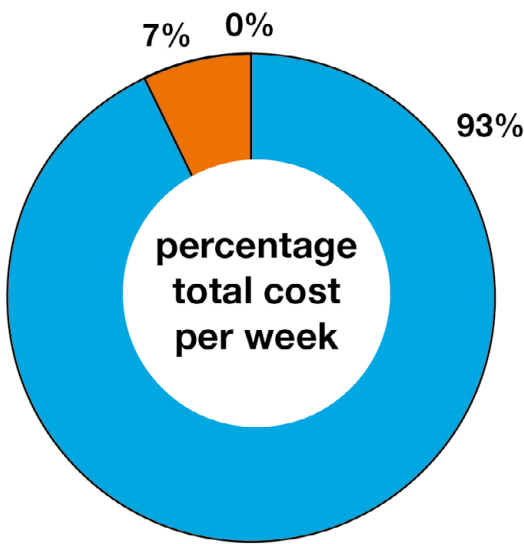
The mixed model of day opportunities includes community-based activities for people within their local area and hubs that will ensure a safe space for people who require a building-based service as well as broadening the day opportunities offer. However, when we look at the percentage of available funding spent on all services and those directly commissioned by BCP Council there is a clear weighting towards building based day services.

## Percentage spent per week

### All types of provider



### BCP Council commissioned provider



day service community based low cost

The strategy aims to redress this imbalance of funding and direct more funding towards community-based provision of services and reassessment of individuals to have choice about attending a day service building or a community provision or both.

Pending decisions to be made by BCP Council’s Cabinet on the future of Tricuro’s building based services (see Building Based Day Service Review section below) the projected cost of future day opportunities and the savings against budget for re-investment in services will be determined.

## Building-based day service review

The eight Tricuro day service buildings are owned by BCP Council because they were formerly an in-house council provision. Tricuro conducted a view seeking exercise of all of their day services from August to November 2022. In total there were responses from 155 people who use Tricuro day services, 20 carers and 18 family members.

The results were generally positive about the environment, staff, Covid-19 support, activities and choice and control provided by the day services. There were more mixed responses for building based services to questions about accessing and connecting with the local community. This further supports a need for more community-based services.

The wider BCP Council survey undertaken for all day opportunities in October to November 2022 (as detailed above) largely supported these findings.

A key area for immediate review is the three re-provisioned Tricuro Plus services that require decisions on the future of their previous building bases. These are Highcliffe Plus (for older people), Wallisdown Plus (for people with complex learning disabilities) and Westbourne Plus (for people with a mental health issue) that were relocated at the larger Connect day centres of Christchurch, Parkstone and Boscombe respectively, following the re-opening of those services when the Covid pandemic restrictions allowed.

There have already been engagement events held in June 2023 involving specific advocacy groups to get the views of those who use these services, their parents, carers and others in their circle of support and the staff who work at these services. The initial findings are that the re-provisioned services have worked well for most people and there has been a negligible impact on transport to new service bases. There is a need for a long term decision to be made on these services in order for those using, relying on and working in the services to plan for future provision and have the security of a permanent base.

A formal consultation was therefore planned to consult members of the public and any other relevant stakeholders on the future provision of services for these three day centres.

Due to financial pressures the local authority is facing, there was also a request to review the other two Plus services, namely Poole Plus and Moordown Plus (both for older people). In addition, there was a financially driven request to also review the three Connect centres. Consideration of these reviews were not co-produced, but authority led.

As per the financial section above, there is a need to re-balance the 93% of commissioned funding directed towards building based services and 7% funding directed towards community provision. A review of Tricuro day service buildings to consider community options will assist this re-balance and the development of micro-enterprises to increase the options for those currently attending building-based services, will enable options for people to transfer to a community setting.

Following this, there will be ongoing review of all day opportunities to ensure that services continue to meet existing and future need in accordance with the priorities of the day opportunities strategy.

# Future governance and priorities

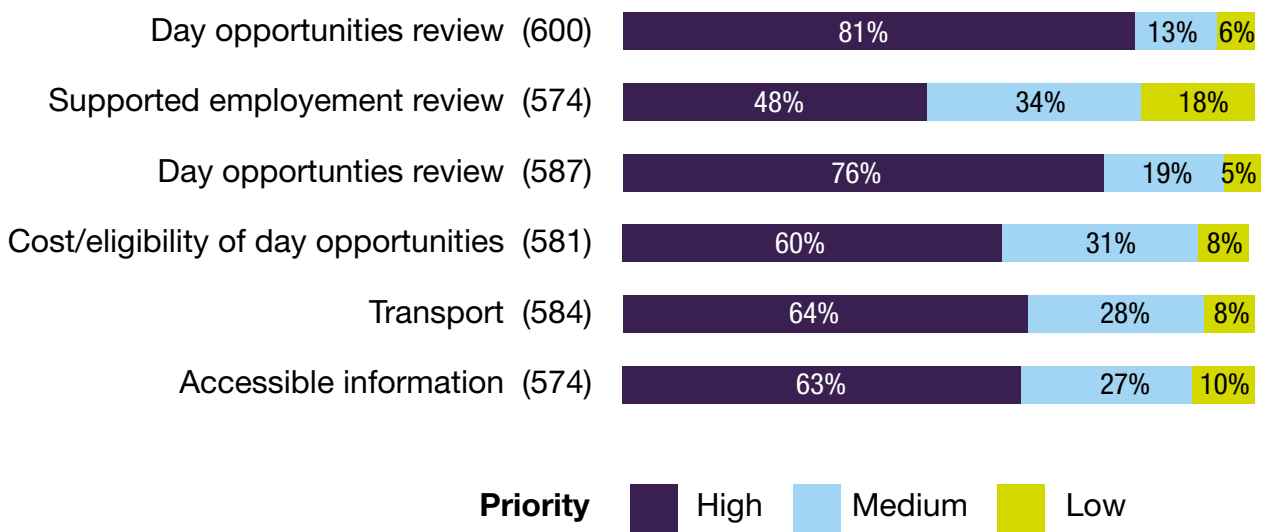
In consultation with the governance groups for this project we have looked to take forward three priorities for future workstreams to realise the proposals of each priority. Although all of the priorities are important and have overlap, the review of day opportunities and supported employment were considered the most urgent. In addition to the review of Tricuro day services detailed above, there is also a need to review existing supported employment contracts that no longer reflect what is currently delivered by the services.

For the priorities of day opportunities and supported employment there is also a requirement to realise budget efficiencies that are associated with these priorities and provide financial resource for the strategy priorities, as detailed above in the financial information section.

The co-production group has requested that the standards/support of day opportunities is of critical importance, as this will provide an agreed set of standards that all day opportunities should adhere to and checks on the quality of this provision as well as bringing day opportunities together.

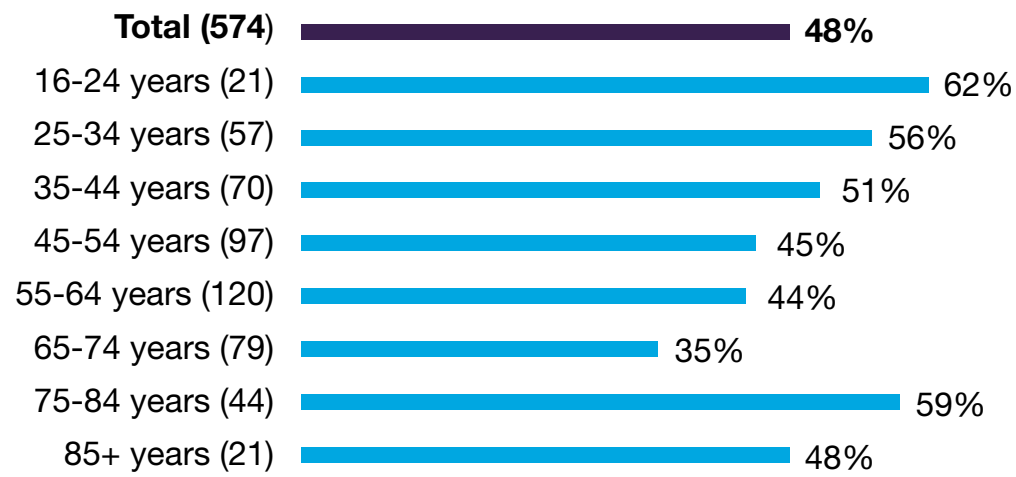
The draft strategy and priorities within were also released for public consultation in December 2023 to January 2024 and provided the following detail of how respondents viewed the priorities.

## Priority of the six key strategic priorities



The consultation results are in keeping with two of the three priorities identified by the governance groups of the project to be taken forward for review, with Day Opportunities Review (81%) and Day Opportunity Standards (76%) gaining the most support. The other priority identified by the governance groups of Supported Employment Review was the key strategic priority that the fewest respondents felt was a high priority (48%). This priority was understandably less relevant to non-working age people.

## Percentage of respondents who rated the Supported Employment Review as high priority (by protected characteristic of age)



The Supported Employment Review prioritisation was also impacted by the respondent profile for the consultation with over half of respondents being 55 years or older.



**Respondent profile for the 2023-24 Consultation  
(by protected characteristic of age)**

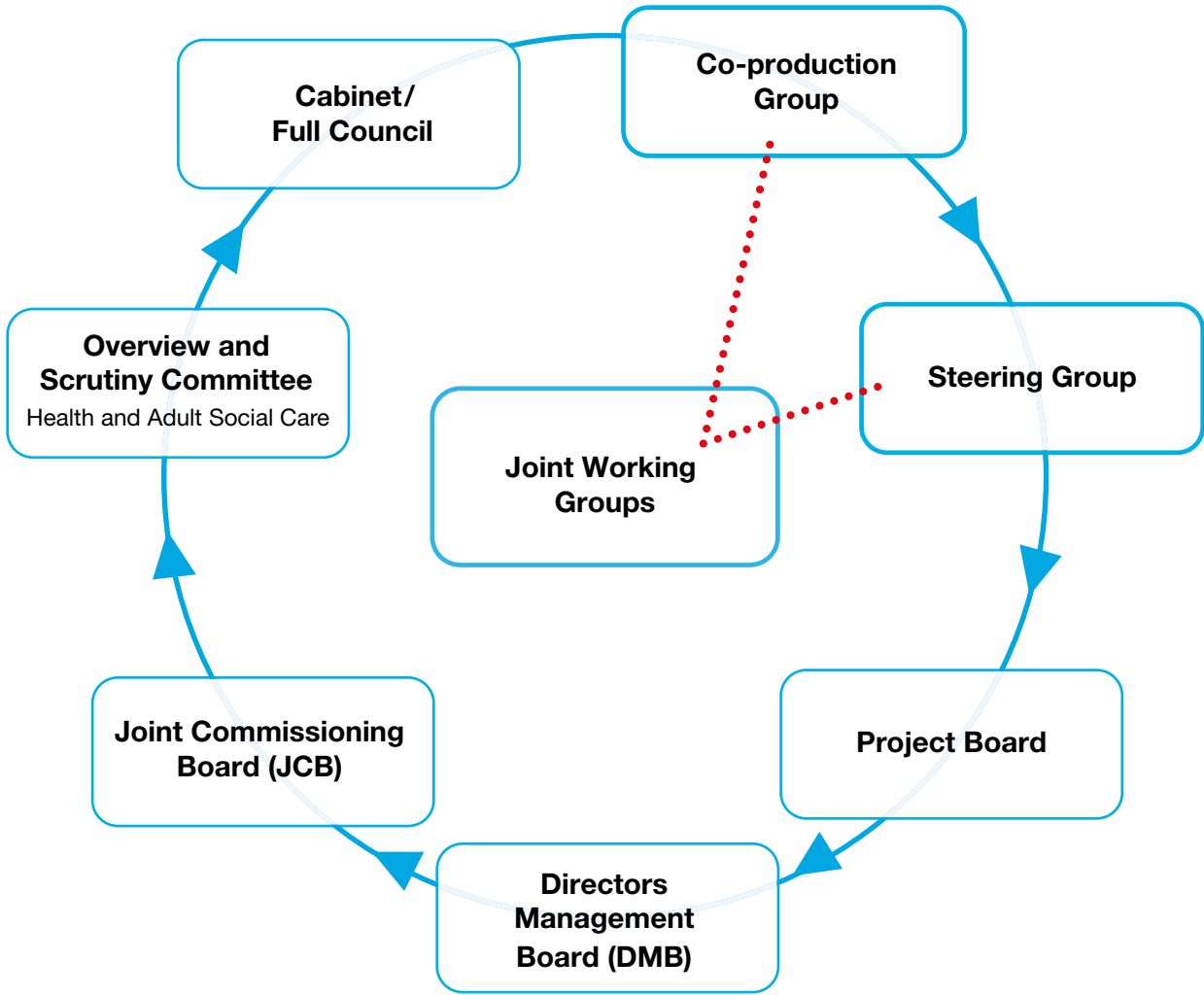
Age	Number	Percentage
16-24 years	23	3.7%
25-34 years	62	10.1%
35-44 years	81	13.2%
45-54 years	106	17.3%
55-64 years	137	22.3%
65-74 years	96	15.5%
75-84 years	54	8.8%
85+ years	23	3.7%
Prefer not to say	33	5.4%

In consultation with the governance groups of the project, there has been a strategic decision to include supported employment in the priorities to be taken forward. This is due to the more urgent need to review the existing provision, the lower rate of people with a learning disability in paid employment in our area compared to regional and national figures and the importance attached to younger people having the opportunities.

**Governance of the Working Groups**

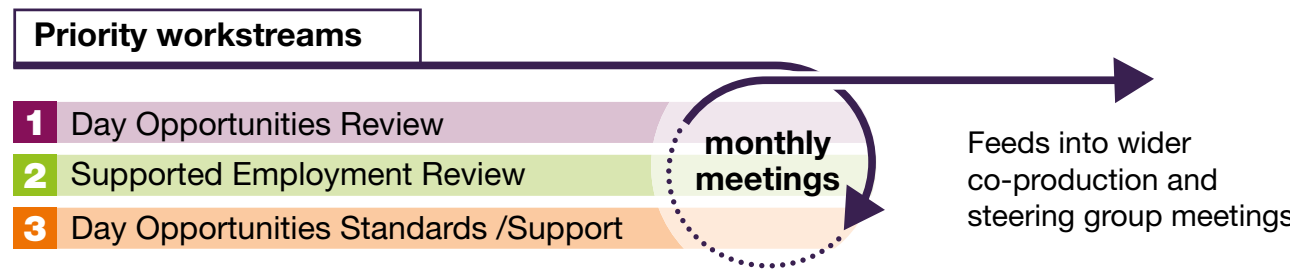
The co-production and steering groups have both agreed to merge to form smaller working groups for the three identified priorities, in order that decisions are agreed with those using, relying on and providing services, alongside relevant BCP Council staff who are managers and decision makers for these areas.

**Revised governance chart for Day Opportunites Strategy**



These workstream groups will report every 2-3 months or as required to the larger co-production and steering groups already established, who in turn report to the existing governance structure groups.

Working Group Meetings for identified priorities



Joint working

The day opportunities strategy is wide ranging and ambitious in scale and cannot be achieved in isolation. It will require joint working with many stakeholders, other departments and strategies in order to be successful and achieve the outcomes detailed below. The following page shows an overview of the different types of projects already in place that the day opportunities strategy has correlation with under the six priorities identified. This is not an exhaustive list and there will be other current and future projects that will be identified as having relevance to the day opportunities strategy during the realisation of the objectives of the strategy over the next five years.

Projects/departments related to the Day Opportunities Strategy

1 Day Opportunities Review

- Micro-Providers
- Contracts - Tricuro
- Corporate Property Group
- Age Friendly Communities Initiative
- Communities and Children’s Asset Review
- Mental Health Integrated Community Care Programme Accommodation Review
- Learning Disability Partnership Board
- NHS Forward Plan 2023-28
- Asset Review
- Library Strategy
- Finance

2 Supported Employment Review

- Supported Employment Review 2020
- Voluntary and Community Sector and Volunteering Strategy 2021-2024
- Preparing for Adulthood
- Contracts -Supported Employment

3 Day Opportunities Standards/Support

- Strength based approach
- Information Governance - Data/Mosaic
- 3 Conversations roll out

4 Cost/Eligibility of Day Opportunities

- Personal Budgets
- Care manager assessments
- Framework creation
- Charging policy
- Self Funders

5 Transport

- BCP Travel Plan
- Childrens - Travel Training
- Local Cycling & Walking Infrastructure Plan (LCWIP)

6 Accessible Information

- Accessible Information Standard - NHS England
- Carers Strategy 2022-27 - Wellbing Collaborative Virtual Hub
- Integrated Care Board - Strategy - Working Better Together

# Measuring success

## 1 Day Opportunities Review

Review day service buildings and services to achieve a balanced approach of building-based and community-based day opportunities, whilst ensuring those who require a building-based service are provided for.

Increase choice of bespoke community-based day opportunities through Micro-Provider development and consider tender for establishing this initiative.

Creation of community hubs for existing larger day service buildings to maximise the capacity of building based services and hiring of space to community groups.

Promote and share good practice of digital day opportunity provision to increase access and choice for people using services.

Work with the Preparing for Adulthood team to create a smoother transition and greater range of services for younger people to access.

Re-balancing of funding between building based and community-based day opportunities, to invest in the developments of the strategy and achieve Medium Term Financial Plan savings.

Checking with individuals, using the 3 Conversations Model, to see who may wish to try alternative day opportunities, without impacting on their current provision.

## 2 Supported Employment

Flow chart to be created and agreed for people to be regularly assessed and have a pathway to be able to move between day services, voluntary schemes and paid employment with the choice to access services they need, without financial or support loss.

Supported employment contracts to be reviewed and agreed where they sit within the flow chart.

Review and consider procurement of a targeted service for those who wish to achieve paid employment, evidenced by increased ASCOF (Adult Social Care Outcome Framework) figures for adults with a primary diagnosis of a learning disability and adults in contact with secondary mental health services in paid employment.

Increase access to voluntary schemes in partnership with Empowering Communities - BCP Council's Voluntary and Community Sector and Volunteering Strategy 2021-24.

## 3 Day Opportunities Standards / Support

Co-produce a charter of standards for day opportunities.

Create a regular forum for day opportunity providers.

Introduce monitoring systems to check on the quality of provision of day opportunities against an agreed set of standards.

Review data collected on day opportunity access to inform the impact of the strategy and focus on outcomes for individuals accessing services.

## 4 Cost / Eligibility of Day Opportunities

Create a framework of charges for day opportunities so these are more consistent, best value and equitable between providers.

An increased number of people being able to access a greater range of services within the community so that their eligible budget goes further.

An increased uptake of Individual Service Funds as measured by BCP Council's finance department.

## 5 Transport

An increased number of people being able to access their services independently through joined up travel training schemes

Work with the voluntary sector to source alternative options for people to access their services to create capacity in BCP Council's fleet transport services and reduce pressure on carers to transport their loved ones to and from day opportunities.

Reduce travel times, distances and cost through a greater choice of services that are more local to individuals.

## 6 Accessible information

Creation of accessible directories of services in a range of formats for people to have an informed choice of available day opportunities.

Work with existing schemes such as Community Action Network's Wellbeing Collaborative Virtual Hub, Carers websites and social prescribers to increase accessible information on and access to a range of services including local community groups.

