



January –
March 2018

Day Opportunities – Coproductioin Report

Stage 1

Initial Engagement



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Introduction

The Council currently arranges a range of day opportunities for younger and older adults including those with mental, physical, sensory and learning disabilities. These services are provided by both the internal and external social care market.

In line with the Council's goal to support citizens to be resilient, living independently whenever possible and exercising choice and control so that they can live good quality lives and enjoy good health and wellbeing a co-production project is in place to develop a refreshed model for the provision of day opportunities.

Day Opportunities are the activities that people take part in during the day. This will include activities that are focussed on or have elements of work, volunteering, contributing to the wellbeing of others, leisure, sport, healthy living, education, arts, training and developing skills for independent living.

We know that people who use, or are connected to, a service are the best people to help design that service, so we have developed a co-production approach, working in partnership with service users, their carers and families, and service providers.

It is important for the Council to understand what is working well for and what might not be working well currently, and what else service users might want to be able to do.

The stage1 approach to the co-production model was to engage with service users, carers and service providers a series of questions about day opportunities. This provided an opportunity for service users and carers to meet with the commissioning team and understand the work that we were undertaking in partnership with a potential to redesign Day Opportunities. This will be followed by a series of Task and Finish groups themed around Direct Payments and Personal Assistants, Quality Standards and Outcomes, Developing a Fixed pricing Model, and Community Assets.

Service Users

From January-March 2018 Commissioning Officers visited 33 day opportunities venues city-wide in order to ascertain the views of the service users who attend these venues. Of the 33 venues visited, 7 were internal bcc day centres, 2 were allotment projects aligned to internal day centres and 24 were external day opportunities service providers. These venues included faith based centres, gender specific centres and ethnicity based day centres. Clients with primary needs of learning disability, physical disability, mental health and older adults were engaged with and the ages of the service ranged from 18 to 99. The interviews took place in groups and on a one to one basis. Day care staff supported those service users who had communication support needs.

“Being part of a community that does not focus on our disability”

Service Users at all venues were asked the same 3 questions:

1. What do you enjoy doing (at the centre and away from the centre)
2. What don't you like doing (at the centre and away from the centre)
3. What might you like to do (that you don't do currently) that would make you have a good day.

Further details can be found in the service user information pack below This pack was left at each venue to enable service users to take home and discuss with their families/carers with contact details to email it back to BCC, call BCC or send via Freepost.



Coproduction events
- Information pack - 5

In total 541 service users gave their views to the abovementioned 3 questions, their responses were then matched to the following 14 headings:

- | | |
|------------------------------------|--|
| 1. Individual activities | 8. Arts and crafts |
| 2. Social activities | 9. Volunteering and employment |
| 3. Trips/days out | 10. Education and training |
| 4. Community activities | 11. Life skills and health and wellbeing |
| 5. Cultural & religious activities | 12. Transport |
| 6. Physical & sporting activities | 13. Support |
| 7. Music & performing arts | 14. Other |

All 541 service users' responses have been collated. The full set of tables can be found in Appendix one.

It is important to note that for many service users their often longstanding attendance at day care is their only significant activity outside of their homes so their knowledge and understanding of what other choices might be available to them is limited. This is reflected in the number of people who responded to the questions about doing things outside of day care. The total is less than 25% across tables 2 and 4. The same limited level of response is repeated in tables 5 and 6, when asked about what else people might do to have a good day.

Some of the service users are non-verbal so staff support was required to interpret. Different levels of cognitive ability impacted on the detail of the responses.

“Feeling listened to and respected”

Top 15 Activity Tables

Table 1	Top 15 Activities and positive aspects In/with the centre		Table 2	Top 15 activities Outside / not with the centre	
Top 15 Service User Responses	People Mentioned		Top 15 Service User Responses	People Mentioned	
	No.	%		No.	%
Visiting day centre	442	81.70%	Day trips (museums, cinema, picnics, libraries, etc.)	130	24.03%
Support from staff in the day centre	330	61.00%	Going to restaurants, pubs, cafes	100	18.48%
Meeting friends/family	315	58.23%	Shopping	80	14.79%
Art: Colouring, drawing, painting	199	36.78%	Being out in the community	49	9.06%
Listening to music	184	34.01%	Going to clubs, gigs, theatre	35	6.47%
Keep fit sessions	162	29.94%	Swimming	34	6.28%
Day trips (museums, cinema, picnics, libraries, etc.)	158	29.21%	Watching TV, video games, internet browsing	28	5.18%
Games (e.g. board games, cards, bingo)	152	28.10%	Parks, gardens, nature centre	26	4.81%
Feeling safe	151	27.91%	Bowling	24	4.44%
Feeling understood	135	24.95%	Keep fit sessions	24	4.44%
Dance classes, dancing	127	23.48%	Gym	20	3.70%
Health and wellbeing classes (e.g. healthy eating)	120	22.18%	Local events	20	3.70%
Life skills (e.g. behaviour, memory, managing fatigue)	108	19.96%	Watching football, rugby	20	3.70%
Social clubs (e.g. coffee mornings)	106	19.59%			
Cultural/religious celebrations	100	18.48%			

“Helps keeping our minds occupied”

Table 3

Top 15 Service User Responses	Top 15 responses to “What do you enjoy doing less in/with the centre?”		Table 4	Top 15 responses to “What don’t you enjoy doing outside of the centre?”	
	People Mentioned			People Mentioned	
	No.	%		No.	%
Not enough staff to support them	15	2.77%	Using public transport	44	8.13%
Opening hours not flexible	14	2.59%	Feeling isolated	43	7.95%
Communication barriers with public	14	2.59%	Feeling misunderstood	40	7.39%
Using Ring and Ride	12	2.22%	Not feeling safe	32	5.91%
Local activities are not accessible and inclusive	12	2.22%	Feeling depressed	31	5.73%
Lack of public awareness of disabilities	11	2.03%	Staying at home	26	4.81%
Restaurants, pubs and cafes	7	1.29%	Using Ring and Ride	22	4.07%
No choice or control over activities	7	1.29%	Lack of public awareness of disabilities	21	3.88%
No support from ASC	6	1.11%	Communication barriers with public	20	3.70%
Watching TV, videos, internet	3	0.55%	Using public facilities	16	2.96%
Shopping	2	0.37%	Not knowing what services are available	15	2.77%
Games (board games, cards, bingo)	2	0.37%	Not enough support from ASC	14	2.59%
Being out in the community	2	0.37%	Limited information, guidance and support	10	1.85%
Snooker, darts, pool	2	0.37%	Cost of activities	10	1.85%
Education (literacy & numeracy)	2	0.37%	Day trips	8	1.48%

“Love being here, seeing peoples smiles”

Table 5		What else might help you have a good day in the centre?		Table 6		What else might help you have a good day outside of the centre?	
Top 10 responses	People mentioned			Top 15 responses	People mentioned		
	No.	%			No.	%	
Feeling understood	103	19.43%		Day trips	96	18.11%	
More support from staff	67	12.64%		Local activities that are accessible and inclusive	53	10.00%	
Flexible opening hours	65	12.26%		Being out in the community	50	9.43%	
Day trips	41	7.74%		Better public awareness of disabilities	39	7.36%	
Putting on shows	38	7.17%		Knowing what services are available	39	7.36%	
More funding for the centre	35	6.60%		Going to restaurants, pubs, cafes	38	7.17%	
Games (e.g. board games, cards, bingo)	29	5.47%		Better public facilities	34	6.42%	
Technology training	29	5.47%		Feeling safe	27	5.09%	
Better public awareness of disabilities	29	5.47%		Better public transport	27	5.09%	
Watching TV, video games, internet browsing	20	3.77%		Going to parks, gardens, nature centre	24	4.535	
				Feeling understood	21	3.96%	
				Communication with public	20	3.77%	
				Volunteering	20	3.77%	
				Employment	20	3.77%	
				Meeting friends and family.	19	3.58%	

“Socialising and making new friends”

Key message – Service Users

Many of the activities listed as being important can be accessed in the wider community, in different venues and different times but the sense of belonging and being part of established groups is harder to replicate in the immediacy. This creates resistance to moving away from day care to avoid becoming isolated.

Regular use of day care provision over many years has inadvertently created a culture of dependency which leaves service users feeling that there is very little that can be accessed outside of day care provision.

Whilst there is clearly interest in doing things outside of day care (table 6) there are five issues that were raised across all of the engagement sessions - safety, transport, accessibility, attitude of the public and access to toilet and changing facilities.

We were not told of any specific significant safeguarding incidents but service users expressed a sense of feeling unsafe when out in the community even though the vast majority are always accompanied by another adult. This will undoubtedly be linked to experiences of negative public attitude and lack of awareness about how to respond to people with a disability. A suggestion was made to provide awareness raising sessions in schools.

Most day care users are reliant on the provision of transport to get to and from centres. This was, in the main, provided via centre owned mini-buses but the Council currently spends £5,279 per week for provision of taxis for individuals. A smaller number of people are dropped off by family members. Anecdotally, service providers referred to incidences of misuse of mobility benefits and mobility vehicles.

Use of public transport was perceived to be generally inaccessible. This was for both practical reasons and concerns around the attitude and behaviour of other transport users. Service users' wheelchairs are too big to fit in the allocated space on buses. Trains are marginally easier to use, when ramps are provided, but not when crowded. One service user who has a smaller, collapsible wheelchair has stopped using buses because of the negative attitude of people who are resistant to requests to move their buggies. "It's easier to get a taxi to university"

Many buildings out in the wider community increasingly have better physical access – ramps, automatic doors – but once inside the facilities are not accessible. Examples given referred to services on the first floor where there isn't a lift, disability toilets which are too small for a chair and the support worker, and a lack of hoists. Similarly, the negative attitude and behaviour, and lack of disability awareness of staff does not encourage repeated use of community services.

Opportunities to gain employment and access education and training are limited. Less than 4% of service users referred to getting a job, or volunteering, as something that they could do or be interested in doing in the future. Whilst visiting day care centres we observed service users greeting visitors, overseeing signing in processes and accompanying visitors to meeting rooms, clearly using transferable skills which could be used in other front of house settings.

Use of current and emerging technology appears to be limited. There was limited description of how it is used in day care with only a few settings having access to computers. We did not observe much use of technology that supports communication, e.g. apps which replicate PECS¹.

There are good examples of individual services providing access to varied and challenging activities – trips abroad, sky-diving, visits to restaurants, bars and clubs.

“We have everything we want at the centre”

The issues which are referred to as impacting on doing things outside of day care will be explored by the Direct Payments and Personal Assistants, and Community Assets Task and Finish Groups.

“I enjoy spending time with people for the company because I live alone”

¹ Picture Exchange Communication System (PECS)[®] - PECS is a unique alternative/augmentative communication system developed in the USA in 1985 by Andy Bondy, PhD, and Lori Frost, MS, CCC-SLP. PECS was first implemented with pre-school students diagnosed with autism at the Delaware Autism Program. Since then, PECS has successfully been implemented worldwide with thousands of learners of all ages who have various cognitive, physical and communication challenges.

Carers

Alongside engaging with service users the Commissioning team visited 9 carers groups aligned to BCC Internal Day Centres, in order to ascertain the views of those that care for service users who attend these venues. The team engaged with carers of clients whose primary need was that of a learning and physical disability.

Carers at all venues were asked the same 4 questions:

1. What is working well?
2. What is not working well?
3. What is important to you for the future?
4. What do you want the person you care for to get out of day opportunities?

Further details can be found in the carer information pack below, this pack was left at each venue to enable carers to take it home and discuss with their families/service users with contact details to email it back to BCC, call BCC or send via Freepost.



Coproduction events -
Information pack - car

In total 113 carers gave their views to the abovementioned 4 questions, details of the carers groups engaged with are below:

Session name	Heartlands	Hockley	Elwood	New Roots	Alderman Bowen	Ebrook	Mencap	Moseley	Harborne
No. attended	13	14	3	8	18	20	16	9	12
Primary need	LD	LD	PD	LD	LD	LD	LD	LD	LD
Secondary need	PD	PD		PD	PD	PD	PD	PD	PD
SU locality	City-wide	City-wide	City-wide	City-wide	City-wide	City-wide	City-wide	City-wide	City-wide

For analysis their responses were then matched against the following 12 headings:

- | | |
|-----------------------------|---|
| 1. Communication | 2. Birmingham City Council |
| 3. Service/centre – general | 4. Service/centre - impact on service users |
| 5. Transport | 6. Service/centre - impact on carers |
| 7. External | 8. Safety |
| 9. Other | 10. Carers – general |
| 11. Service User – general | 12. Education/volunteering/employment |

Top 15 Carer Responses – What is working well?

Top 15 Responses Carers - What is working well	Total Responses	% of Carers
	SU's enjoy attending	98
SU's are looked after	82	72
Make friends/develop relationships/socialises	78	69
Respite	74	65
Being safe	72	64
Peace of mind	69	61
Great service/centre	59	52
Learns new skills (e.g. reading, communication, life skills)	57	50
Supportive/caring staff	55	49
Safe environment	55	49
Sense of community	53	47
Specialist/knowledgeable staff	50	44
Centre is accessible (e.g. close to home, wheelchair friendly)	48	42
Happiness	47	42
Specialist & appropriate care/equipment/facilities	41	36

Top 15 Carer Responses – What is not working well?

Top 15 Responses Carers - What is not working well	Total Responses	% of Carers
	Negative impact on carers if centre closes	50
Poor communication with ASCH/SW	43	38
SW assessment (e.g. stuck in the duty/review system)	39	34
Limited comms around advice/guidance (carers hub)	38	34
Disillusionment with ASCH re. timescales/review decisions	34	30
Limited access to external activities/facilities (e.g. leisure)	31	27
Limited collaboration to use facilities from other sites/organisations	31	27
Limited trips	14	12
Ring & ride unreliable	12	11
Lack of knowledge of SW staff	10	9
Other centres not suitable	8	7
Staff changes means reduced continuity	8	7
Change to routine causes anxiety	8	7
Centre transport old	7	6
Demand exceeds supply for centre transport	7	6

Top 15 Carer Responses – What is Important for the Future?

Top 15 Responses Carers - Important for the Future	Total Responses	% of Carers
	Centre to remain open	113
Respite	82	72
SU's to be happy	62	55
Safe environment	61	54
Better & regular communication for SU's & carers from BCC (e.g. not just online)	55	49
Be safe	40	35
More resources/funding	22	19
Better understanding of SW assessment process	20	18
Volunteers for day trips would need DBS checking	19	17
Know about other organisations/support	19	17
More flexible opening times	18	16
Use of an advocate	18	16
Support & commitment from BCC (e.g. reassessment, fairer charging, benefits)	16	14
More consistency with SW	13	11
Provision of transport that empowers SU's to feel more independent and a member of society	13	11

Carer Responses – What do you want Service Users to get from Day Opportunities?

Carers - What do you want Service Users to get from Day Opportunities	Total Responses	% of Carers
	Centre to remain open	98
Sense of community	75	66
Safe environment	64	57
Feeling Safe	64	57
Be safe	55	49
Stimulating activities	53	47
Make friends/develop relationships/socialise	39	34
SU's have their needs met	38	34
Better transport	38	34
Cared for	29	26
Less socially isolated	28	25
To be looked after	26	23
Fulfilment	23	20
Stimulation	23	20
Learn new skills (e.g. reading, communication, life skills)	21	19

Key message - Carers

The main themes running through the different question responses from carers are the importance of day care in providing peace of mind and respite for themselves and knowing that their family member is safe and happy.

Social inclusion and making friends was only referred to by 69% of carers. Day care centres provide a sense of community, friendships are formed and a feeling of belonging is engendered. Day care centres create a sense of warmth and understanding and access to specialist care and equipment should it be needed, including 1:1 support. They provide stimulation for the service users, with an increased quality of life and a sense of normality, increasing the self-confidence of the service users. The centres also provide a variety of life skills which is seen as being important. Much of this can be replicated elsewhere, notwithstanding practical access issues that may not be able to be addressed immediately. There is access to a large community which acts as a support group.

With regard to what isn't working and the future there was criticism of Adult Social Care practice around the time it takes for assessments, poor communication and the lack of useful information. Lack of communication generally is seen as a problem.

It was suggested there should be funding and support at transition (18-25 years of age) with access to further education. Better understanding of the age barriers with regard to further education is needed. Opportunities for service users to volunteer or access employment should become available.

As with service users, provision of transport to access day care is important because of the distance to travel, the lack of family transport and accessible public transport. Thirteen carers referred to the need for transport that empowers service users to feel more independent. Much of the service provider owned transport is old and likely to be de-commissioned soon. The Ring and Ride service is unreliable and not appropriate for many types of wheelchair.

Whilst increased independence is acknowledged as being positive it is considered as an increasing risk for individuals. Being out and about in the local community has potential personal safety and safeguarding issues because of the negative attitudes and behaviours from members of the public. This might be more of a perception than based on fact but it is a viewpoint that is difficult to challenge.

The stability that the current day care model of building based services provides is reassuring to carers. The risk of less structured care failing would impact on carers own needs. Rapid change is to be avoided as it is unsettling for the service user.

Service users should be in an environment where they are safe and can learn new skills. They should have access to specialist and multi-skilled staff with the relevant resources to care for their needs. Service users should be encouraged to engage in any activities that they wish to or feel confident to try.

Access to leisure or outside facilities is limited. There is no, or limited collaboration to use facilities from other sites or organisations. There appears to be a lack of staff with a degree of understanding or knowledge of what is available externally.

The allotment project at New Roots, whilst facilitated by the BCC day care service, creates a real sense of doing ordinary things in ordinary places. Members of the public have plots on the adjoining allotments and interact well with the service users. It enhances the service user's sense of well-being and of being part of a team. The service users are given the

opportunity to learn new skills at a speed that suits the individual service user. Service users feel that they are doing something useful and often approach it as “going to work or college”. Access to weekend breaks should be introduced as the centres only open between Mondays to Friday.

There is recognition that improvements can be made but there is significant resistance to the notion that the Council is intending to close day care centres. Change is unwelcome and is seen as being disruptive to service user and carers’ lives. Loyalty and reliance to the current model is preventing service users from doing many more activities including employment and training. Without realising it, carers are expressing suggestions for change that can be realised effectively by embracing the proposed elements of change for “Having a good day”. Going out more, doing things at different times in different places with different people are the fundamental objectives and related outcomes of the new thinking around day opportunities.

Service providers

Following the Day Care Stakeholder event at the Council House in December, service providers were invited to engagement sessions to share their views on:

- What is working well,
- What isn't working well,
- What is important for you as an organisation
- What is important for future of users

What is working well

Day care services are able to provide a regular safe place to attend and also provide respite for carers. Services are able to meet the support needs of the individuals, providing the flexibility for a more personalised service. Some services offer support to access volunteering or employment.

What isn't working so well

There is a financial impact on service providers when service users do not attend and payment is declined. This also hinders effective staff rota and ratio planning. The Council does not have a policy about non-attendance at day care. This also applies to funding for the provision of meals and transport. Charging separately for these services creates problems and there was anecdotal examples of abuse of the system by individual families.

Concern was expressed about the lack of any form of regular review of day care services and implementation of quality standards and assurance.

Expectations and demands are increasing for service providers however funding has not been improved to match. Some service providers have not had a price increase for many years making the sustainability of the market fragile.

There is a big gap in service provision during transition and it is unclear as to how this ties up with the prevention agenda.

Engagement with Adult Social Care is often problematic. Telephone calls and messages are not returned. The use of telephone based reviews is not helpful to anyone.

Partnership working is welcomed but it is time consuming and often resource intensive. Communication is limited with other organisations and local knowledge is limited.

Funding doesn't cover staffing ratios for those with complex needs (challenging behaviour).

Social work staff should be more confident in saying that the mobility component of benefits should be used for transport.

Leisure services should be more accessible, staff should have greater knowledge and an increased awareness of the needs of service users. Sometimes a better attitude is needed. There are limited places where those people can go who may be classed as having challenging behaviour.

What is important for you as an organisation

The lack of uplift and the proposal to move to a fixed pricing model is or will be likely to impact on sustainability of services. Providers are faced with regular increase in staffing, utility bills and infrastructure costs. Guarantee of a minimum income stream would be helpful. Better credit control processes and a faster payment structure would also be helpful.

The intention to introduce quality standards and performance monitoring is welcomed but BCC should avoid onerous bureaucratic systems as they have a resource implication.

More opportunities for multi-agency training and other appropriate sharing of resources would be welcomed.

Better engagement by the council, and networking across other organisations would help service users.

Clarity about eligibility criteria and exactly what is funded, and what is not, is required so that services can adapt to meet changing needs.

What is important for future of users

- Best practice for social inclusion and promotion of independence.
- More effective reviews of individuals plus carers assessments as it is unclear whether or not everyone has them). Travel training –
- Continuity of care for service users – e.g. day ops in residential settings for better transition.
- Service users to have more support to enable control and choice over their placement or location within service/ activities.

Appendix A – Extracted Data from Initial Engagement Sessions

Service user Data

In total 541 service users gave their views to the abovementioned 3 questions; for analysis their responses were then matched to the following 14 headings:

1. Individual activities
2. Social activities
3. Trips/days out
4. Community activities
5. Cultural & religious activities
6. Physical & sporting activities
7. Music & performing arts
8. Arts & crafts
9. Volunteering & employment
10. Education & training
11. Life skills and health & wellbeing
12. Transport
13. Support
14. Other

All 541 services response have been collated and summarised under each of the 14 headings, these are listed below:

What do you enjoy doing (at the centre and away from the centre)

Individual activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Reading	10	30.30%	74	13.68%	1	3.03%	1	0.18%
Watching TV, video games, internet browsing	4	12.12%	27	4.99%	5	15.15%	28	5.18%
Shopping	2	6.06%	13	2.40%	5	15.15%	32	5.91%

Social activities I Statement: I like socialising with others	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Visiting day centre	30	90.90%	442	81.70%	0	0.00%	0	0.00%
Meeting friends/family	30	90.90%	315	58.23%	29	87.87%	273	50.46%
Games (e.g. board games, cards, bingo)	17	51.51%	152	28.10%	1	3.03%	3	0.55%
Watching TV, video games, internet browsing	12	36.36%	98	18.11%	2	6.06%	16	2.96%
Bowling	9	27.27%	73	13.49%	4	12.12%	24	4.44%
Communicating with friends/family (e.g. via phone, letter, skype, etc.)	9	27.27%	26	4.81%	0	0.00%	0	0.00%

Trips/days out I Statement: I like getting out and about	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Day trips (museums, cinema, picnics, libraries, etc.)	21	63.63%	158	29.21%	18	54.54%	130	24.03%
Trips abroad	3	9.09%	15	2.77%	5	15.15%	16	2.96%

Community activities I Statement: I like doing things in the community	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Restaurants/pubs/cafes	9	27.27%	75	13.86%	11	33.33%	100	18.48%
Social clubs (e.g. coffee mornings)	10	30.30%	106	19.59%	1	3.03%	3	0.55%
Being out in the community	9	27.27%	0	9.06%	8	24.24%	49	9.06%
Visiting local shops	7	21.21%	33	6.10%	2	6.06%	14	2.59%
Local events	3	9.09%	17	3.14%	5	15.15%	20	3.70%

Cultural & religious activities I Statement: I like doing cultural/ religious activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Cultural/religious celebrations	11	33.33%	100	18.48%	1	3.03%	20	3.70%
Attending religious services	4	12.12%	36	6.65%	4	12.12%	8	1.48%
Faith groups	2	6.06%	21	3.88%	4	12.12%	17	3.14%

Physical & sporting activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like to stay active								
Keep fit sessions	13	39.39%	162	29.94%	3	9.09%	24	4.44%
Football, rugby	8	24.24%	48	8.87%	6	18.18%	20	3.70%
Relaxation (Tai chi, yoga, meditation, pilates, etc.)	6	18.18%	56	10.35%	0	0.00%	0	0.00%
Physio sessions/strength & mobility exercises	3	9.09%	55	10.17%	0	0.00%	0	0.00%
Swimming	3	9.09%	13	2.40%	8	24.24%	34	6.28%
Walking	6	18.18%	36	6.65%	3	9.09%	8	1.48%
Cricket, golf	6	18.18%	33	6.10%	2	6.06%	11	2.03%
Gym	1	3.03%	2	0.37%	6	18.18%	20	3.70%

Music & performing arts	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like being creative								
Listening to music	17	51.51%	184	34.01%	4	12.12%	18	3.33%
Dance classes, dancing	14	42.42%	127	23.48%	4	12.12%	10	1.85%
Going to clubs, gigs, theatre etc.	6	18.18%	25	4.62%	6	18.18%	35	6.47%
Music lessons	7	21.21%	58	10.72%	0	34.01%	0	0.00%

Arts & crafts	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like being creative								
Art: Colouring, drawing, painting	21	63.64%	199	36.78%	0	0.00%	0	0.00%
Pottery, modelling	9	27.27%	62	11.46%	1	3.03%	2	0.37%
Sewing, knitting	8	24.24%	41	7.58%	1	3.03%	2	0.37%
Jewellery making	5	15.15%	26	4.81%	0	0.00%	0	0.00%

Volunteering & employment	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like learning new skills								
Volunteering	10	30.30%	22	4.07%	3	9.09%	4	0.74%
Social/political activism	1	3.03%	1	0.18%	3	9.09%	3	0.55%
Employment	0	0.00%	0	0.00%	1	3.03%	1	0.18%

Education & training	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like learning new skills								
Education (e.g. literacy, numeracy)	7	21.21%	41	7.58%	1	3.03%	2	0.37%
Obtaining qualifications	5	15.15%	32	5.91%	1	3.03%	2	0.37%
Online courses	4	12.12%	17	3.14%	0	7.58%	0	0.00%
Technology training (e.g. computers, apps, internet browsing)	1	3.03%	5	0.92%	0	7.58%	0	0.00%
Training	2	6.06%	1	0.18%	1	3.03%	2	0.37%
College/university	0	0.00%	0	0.00%	1	3.03%	2	0.37%

Life skills and health & wellbeing	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like learning new skills								
Life skills (e.g. behaviour, memory, managing fatigue)	16	48.48%	108	19.96%	0	0.00%	0	0.00%
Health and wellbeing classes (e.g. healthy eating)	18	54.54%	120	22.18%	1	3.03%	3	0.55%
Parks, gardens, nature centres	4	12.12%	23	4.25%	4	12.12%	26	4.81%
Gardening & allotments	7	21.21%	36	6.65%	3	9.09%	12	2.22%
Cooking classes	9	27.27%	46	8.50%	0	0.00%	0	0.00%

Transport	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like getting out and about								
Transport training	2	6.06%	8	1.48%	0	0.00%	0	0.00%
Using Ring and Ride	2	6.06%	6	1.11%	0	0.00%	0	0.00%
Using private taxi services	0	0.00%	0	0.00%	2	6.06%	6	1.11%
Using public transport	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Support	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like getting the support I need								
Support from staff in the day centre	24	72.72%	330	61.00%	0	0.00%	0	0.00%
Information, guidance & support	6	18.18%	29	5.36%	0	0.00%	0	0.00%
Floating support/1 to 1 support	1	3.03%	11	2.03%	2	6.06%	9	1.66%
Knowing what services are available	3	9.09%	11	2.03%	0	0.00%	0	0.00%

Other	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like socialising with others								
Feeling safe	15	45.45%	151	27.91%	0	0.00%	0	0.00%
Feeling understood	13	39.39%	135	24.95%	0	0.00%	0	0.00%
Specialist centre (e.g. staff expertise, meets cultural needs)	6	18.18%	36	6.65%	0	0.00%	0	0.00%
Being independent	5	15.15%	24	4.44%	0	0.00%	0	0.00%
Having choice and control over activities	3	9.09%	17	3.14%	0	0.00%	0	0.00%

What don't you like doing (at the centre and away from the centre)

Individual activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Staying at home	0	0.00%	0	0.00%	7	21.21%	26	4.81%
Watching TV, video games, internet browsing	2	6.06%	3	0.55%	2	6.06%	4	0.74%
Cleaning	0	0.00%	0	0.00%	2	6.06%	4	0.74%

Social activities I Statement: I like socialising with others	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Meeting friends/family	0	0.00%	0	0.00%	1	3.03%	2	0.37%
Shopping	1	3.03%	2	0.37%	0	0.00%	0	0.00%
Games (e.g. board games, cards, bingo)	1	3.03%	2	0.37%	0	0.00%	0	0.00%

Trips/days out I Statement: I like getting out and about	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Day trips (museums, cinema, picnics, etc.)	0	0.00%	0	0.00%	4	12.12%	8	1.48%
Trips abroad	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Community activities I Statement: I like doing things in the community	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Restaurants/pubs/cafes	2	6.06%	7	1.29%	1	3.03%	2	0.37%
Being out in the community	1	3.03%	2	0.37%	2	6.06%	4	0.74%

Cultural & religious activities I Statement: I like doing cultural/religious activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
No responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Physical & sporting activities I Statement: I like to stay active	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Snooker, darts, pool	1	3.03%	2	0.37%	0	0.00%	0	0.00%
Swimming	0	0.00%	0	0.00%	1	3.03%	1	0.18%

Music & performing arts I Statement: I like being creative	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
No responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Arts & Crafts I Statement: I like being creative	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Pottery, modelling	0	0.00%	0	0.00%	1	3.03%	2	0.37%

Volunteering & employment I Statement: I like learning new skills	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
No responses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Education & training	In/with the centre				Outside/not with the centre			
I Statement: I like learning new skills	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Education (e.g. literacy, numeracy)	1	3.03%	2	0.37%	0	0.00%	0	0.00%
Technology training (e.g. apps, internet browsing)	1	3.03%	1	0.18%	0	0.00%	0	0.00%

Life skills and health & wellbeing	In/with the centre				Outside/not with the centre			
I Statement: I like learning new skills	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Gardening & allotments	0	0.00%	0	0.00%	3	9.09%	5	0.92%

Transport	In/with the centre				Outside/not with the centre			
I Statement: I like getting out and about	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Using public transport	2	6.06%	2	0.37%	11	33.33%	44	8.13%
Using Ring and Ride	3	9.09%	12	2.22%	6	18.18%	22	4.07%
Transport training	0	0.00%	0	0.00%	1	3.03%	4	0.74%

Support	In/with the centre				Outside/not with the centre			
I Statement: I like getting the support I need	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
No support from social work	2	6.06%	6	1.11%	5	15.15%	14	2.59%
Flexible opening hours	3	9.09%	14	2.59%	2	6.06%	5	0.92%
Support from staff in the day centre	3	9.09%	15	2.77%	0	0.00%	0	0.00%
Knowing what services are available	0	0.00%	0	0.00%	4	12.12%	15	2.77%
Information, guidance & support	0	0.00%	0	0.00%	2	6.06%	10	1.85%

Other	In/with the centre				Outside/not with the centre			
I Statement: I like socialising with others	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Feeling isolated	0	0.00%	0	0.00%	6	18.18%	43	7.95%
Feeling misunderstood	0	0.00%	0	0.00%	7	21.21%	40	7.39%
Communication barrier with the public	1	3.03%	14	2.59%	2	6.06%	20	3.70%
Not feeling safe	0	0.00%	0	0.00%	7	21.21%	32	5.91%
Feeling depressed	0	0.00%	0	0.00%	6	18.18%	31	5.73%
Lack of public awareness of disabilities	1	3.03%	11	2.03%	4	12.12%	21	3.88%
Local activities that are inclusive and accessible	2	6.06%	12	2.22%	2	6.06%	7	1.29%
Using public facilities	0	0.00%	0	0.00%	3	0.00%	16	2.96%
Cost of activities (e.g. museums, swimming, gym)	0	0.00%	0	0.00%	2	6.06%	10	1.85%
No choice or control over activities	2	6.06%	7	1.29%	0	0.00%	0	0.00%
Not being independent	0	0.00%	0	0.00%	2	6.06%	4	0.74%
Lack of bereavement services	0	0.00%	0	0.00%	1	3.03%	0	0.00%

What might you like to do (that you don't do currently) that would make you have a good day.

Individual activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Watching TV, video games, internet browsing	1	3.03%	20	3.77%	0	0.00%	0	0.00%
Reading	2	6.06%	8	1.51%	1	3.03%	1	3.03%
Cooking	0	0.00%	0	0.00%	1	3.03%	1	3.03%

Social activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like socialising with others								
Meeting friends/family	3	9.09%	25	4.72%	3	9.09%	19	3.58%
Games (e.g. board games, cards, bingo)	2	6.06%	29	5.47%	1	3.03%	1	0.94%
Bowling	2	6.06%	8	1.51%	2	6.06%	9	1.70%
Visiting day centre	1	3.03%	5	0.94%	1	3.03%	8	1.51%
Shopping	1	3.03%	0	0.00%	3	9.09%	13	2.45%
Film night	0	0.00%	0	0.00%	1	3.03%	6	1.13%
BBQs	0	0.00%	0	0.00%	1	3.03%	5	0.94%

Trips/days out	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like getting out and about								
Day trips (museums, cinema, picnics, etc.)	9	27.27%	41	7.74%	13	39.39%	96	18.11%
Trips abroad	2	6.06%	8	1.51%	3	9.09%	7	1.32%

Community activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like doing things in the community								
Being out in the community	5	15.15%	24	4.53%	11	33.33%	50	9.43%
Restaurants/pubs/cafes	3	9.09%	20	3.77%	5	15.15%	38	7.17%
Local events	0	0.00%	0	0.00%	1	3.03%	8	1.51%
Social clubs (e.g. coffee mornings)	0	0.00%	0	0.00%	1	3.03%	2	0.38%

Cultural & religious activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like doing cultural/religious activities								
Cultural/religious celebrations	0	0	0	0.00%	1	3.03%	6	1.13%
Attending religious services	1	3.03%	1	0.19%	0	0.00%	0	0.00%

Physical & sporting activities	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like to stay active								
Physio sessions/strength & mobility exercises	4	12.12%	20	3.77%	2	6.06%	9	1.70%
Swimming	2	6.06%	8	1.51%	3	9.09%	12	2.26%
Cricket, golf	1	3.03%	9	1.70%	1	3.03%	7	1.32%
Keep fit sessions	3	9.09%	7	1.32%	2	6.06%	7	1.32%
Football, rugby	1	3.03%	1	0.19%	2	6.06%	11	2.08%
Snooker, darts, pool	2	6.06%	9	1.70%	0	0.00%	0	0.00%
Relaxation (Tai chi, yoga, meditation, pilates, etc.)	0	0.00%	0	0.00%	2	6.06%	8	1.51%
Gym	0	0.00%	0	0.00%	2	6.06%	8	1.51%

Music & performing arts	In/with the centre				Outside/not with the centre			
I Statement: I like being creative	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Putting on shows, gigs, etc.	3	9.09%	38	7.17%	0	0.00%	0	0.00%
Going to clubs, gigs, theatre etc.	2	6.06%	6	1.13%	4	12.12%	16	3.02%
Dance classes, dancing	2	6.06%	8	1.51%	3	9.09%	10	1.89%
Choir, orchestra, karaoke, band, music group	1	3.03%	3	0.57%	1	3.03%	3	0.57%
Music lessons	1	3.03%	3	0.57%	1	3.03%	3	0.57%

Arts & Crafts	In/with the centre				Outside/not with the centre			
I Statement: I like being creative	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Art: Colouring, drawing, painting	1	3.03%	3	0.57%	1	3.03%	2	0.38%
Sewing, knitting	2	6.06%	4	0.75%	0	0.00%	0	0.00%
Pottery, modelling	1	3.03%	2	0.38%	0	0.00%	0	0.00%

Volunteering & employment	In/with the centre				Outside/not with the centre			
I Statement: I like learning new skills	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Volunteering	1	3.03%	1	0.19%	5	15.15%	20	3.77%
Employment	0	0.00%	0	0.00%	5	15.15%	20	3.77%
Social/political activism	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Education & training	In/with the centre				Outside/not with the centre			
I Statement: I like learning new skills	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Technology training (e.g. apps, internet browsing)	4	12.12%	29	5.47%	1	3.03%	4	0.75%
Obtaining qualifications	0	0.00%	0	0.00%	4	12.12%	15	2.83%
Online courses	1	3.03%	2	0.38%	2	6.06%	12	2.26%
Education (e.g. literacy, numeracy)	0	0.00%	0	0.00%	3	9.09%	14	2.64%
College/university	0	0.00%	0	0.00%	2	6.06%	12	2.26%

Life skills and health & wellbeing	In/with the centre				Outside/not with the centre			
I Statement: I like learning new skills	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Parks, gardens, nature centres	0	0.00%	0	0.00%	4	12.12%	24	4.53%
Animals (in the day centre)	0	0.00%	0	0.00%	2	6.06%	11	2.08%
Gardening & allotments	0	0.00%	0	0.00%	2	6.06%	11	2.08%
Life skills (e.g. behaviour, memory, managing fatigue)	2	6.06%	10	1.89%	0	0.00%	0	0.00%
Cooking classes	2	6.06%	6	1.13%	0	0.00%	0	0.00%
Health and wellbeing classes (e.g. healthy eating)	1	3.03%	5	0.94%	0	0.00%	0	0.00%

Transport	In/with the centre				Outside/not with the centre			
I Statement: I like getting out and about	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
Using public transport	1	3.03%	3	0.57%	6	18.18%	27	5.09%
Transport training	1	3.03%	4	0.75%	0	0.00%	0	0.00%
Using Ring and Ride	1	3.03%	0	0.00%	1	3.03%	2	0.38%

Support	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like getting the support I need								
Flexible opening hours	6	18.18%	65	12.26%	2	6.06%	16	3.02%
Support from staff in the day centre	8	24.24%	67	12.64%	0	0.00%	0	0.00%
Knowing what services are available	2	6.06%	9	1.70%	8	24.24%	39	7.36%
Support in the home	2	6.06%	27	5.09%	1	3.03%	1	0.19%
Information, guidance & support	3	9.09%	14	2.64%	0	0.00%	0	0.00%
Better support from social work	0	0.00%	0	0.00%	4	12.12%	13	2.45%

Other	In/with the centre				Outside/not with the centre			
	Sessions Mentioned		People Mentioned		Sessions Mentioned		People Mentioned	
	No.	%	No.	%	No.	%	No.	%
I Statement: I like socialising with others								
Feeling understood	7	21.21%	103	19.43%	5	15.15%	21	3.96%
Better public awareness of disabilities	2	6.06%	29	5.47%	7	21.21%	39	7.36%
Local activities that are inclusive and accessible	2	6.06%	14	2.64%	8	24.24%	53	10.00%
Feeling safe	3	9.09%	34	6.42%	5	15.15%	27	5.09%
Better public facilities	1	3.03%	10	1.89%	5	15.15%	34	6.42%
Funding (for the centre)	8	24.24%	35	6.60%	1	3.03%	4	0.75%
Communication barrier with the public	1	3.03%	2	0.38%	3	9.09%	20	3.77%
Cost of activities (e.g. museums, swimming, gym)	0	0.00%	0	0.00%	3	9.09%	19	3.58%
Feeling less isolated	0	0.00%	0	0.00%	3	9.09%	14	2.64%
More choice and control over activities	3	9.09%	8	1.51%	2	6.06%	8	1.51%
Using public facilities	0	0.00%	0	0.00%	1	3.03%	9	1.70%
Feeling more independent	1	3.03%	5	0.94%	0	0.00%	0	0.00%

Carers Data

In total 113 carers gave their views to the abovementioned 4 questions, details of the carers groups engaged with are below:

Session name	Heartlands	Hockley	Elwood	New Roots	Alderman Bowen	Ebrook	Mencap	Moseley	Harborne
No. attended	13	14	3	8	18	20	16	9	12
Primary need	LD	LD	PD	LD	LD	LD	LD	LD	LD
Secondary need	PD	PD		PD	PD	PD	PD	PD	PD
SU locality	City-wide	City-wide	City-wide	City-wide	City-wide	City-wide	City-wide	City-wide	City-wide

For analysis their responses were then matched against the following 12 headings:

1. Communication
2. Birmingham City Council
3. Service/centre – general
4. Service/centre - impact on service users
5. Transport
6. Service/centre - impact on carers
7. External
8. Safety
9. Other
10. Carers – general
11. Service User – general
12. Education/volunteering/employment

Carers Data – what is working well?

Carers - What is working well?	Total Responses	% of Carers	Number of Responses by Day Centre									
			Heartlands	Hockley	Elwood	New Roots	Alderman Bowen	Ebrook	Mencap	Moseley	Harborne	
Service/centre - general												
SU's are looked after	82	72	13	12	3	8	10	18	0	8	10	
Great service/centre	59	52	0	0	3	0	18	20	11	7	0	
Supportive/caring staff	55	49	0	0	3	0	10	15	8	7	12	
Safe environment	55	49	13	14	3	0	0	20	0	5	0	
Specialist/knowledgeable staff	50	44	0	0	3	0	12	18	0	5	12	
Centre is accessible (e.g. close to home, wheelchair friendly)	48	42	0	0	3	8	10	15	0	0	12	
Specialist & appropriate care/equipment/facilities	41	36	0	10	3	0	10	18	0	0	0	
SU's doing activities they enjoy	36	32	0	0	0	8	0	18	0	0	10	
SU's doing activities they enjoy	36	32	0	0	0	8	0	18	0	0	10	
SU's have choice and control over what they do	34	30	0	12	0	8	0	0	0	4	10	
Meals	30	27	0	0	3	0	0	15	0	0	12	
Centre has strong links with/good support from the community	29	26	0	0	3	8	0	18	0	0	0	
Range of activities	25	22	0	0	0	8	0	17	0	0	0	
Fundraising for new equipment	19	17	0	0	0	7	12	0	0	0	0	
Trips	18	16	0	0	0	0	0	8	0	0	10	
Adaptable/flexible service	15	13	0	0	0	0	0	0	3	0	12	
SU's get help with admin (e.g. form filling)	6	5	0	0	0	0	6	0	0	0	0	
Health and safety training	5	4	0	0	0	0	5	0	0	0	0	
Stability	5	4	0	0	0	0	5	0	0	0	0	
Size of centre is good (large space)	4	4	0	0	0	0	0	0	0	0	0	
Service/centre - impact on service users												
SU's enjoy attending	98	87	12	14	3	8	12	20	10	9	10	
Make friends/develop relationships/socialises	78	69	0	12	3	8	10	18	9	6	12	
Being safe	72	64	6	0	3	8	12	18	10	5	10	
Learns new skills (e.g. reading, communication, life skills)	57	50	0	10	0	0	8	15	8	6	10	
Sense of community	53	47	0	0	3	8	12	20	0	0	10	
Happiness	47	42	7	8	3	0	0	19	0	0	10	
Stimulation	39	34	13	0	0	8	0	18	0	0	0	
Part of a team	34	30	0	0	0	8	0	16	0	0	10	
Routine/structure	27	24	0	0	3	8	0	0	0	4	12	
Sense of achievement	24	21	0	0	0	8	0	16	0	0	0	
Getting out into the community	24	21	0	0	3	8	0	8	5	0	0	
Enablement	22	19	0	0	0	8	5	9	0	0	0	
Independence	10	9	0	0	2	8	0	0	0	0	0	
Achieve personal goals	8	7	0	0	0	8	0	0	0	0	0	
Grow & develop	8	7	0	0	0	8	0	0	0	0	0	
Increased confidence	8	7	0	0	0	8	0	0	0	0	0	
Improved mental health and wellbeing	7	6	7	0	0	0	0	0	0	0	0	
Transport												
Provision of transport to the centre	12	11	12	0	0	0	0	0	0	0	0	
Service/centre - impact on carers												
Respite	74	65	0	10	0	8	16	18	6	6	10	
Peace of mind	69	61	12	10	3	0	16	18	0	0	10	
Meeting others with similar experiences	18	16	12	0	0	0	0	0	6	0	0	
Improved mental health and wellbeing	12	11	12	0	0	0	0	0	0	0	0	
Networking at the centre	6	5	0	0	0	0	0	0	6	0	0	
Education/volunteering/employment												
SU going to college	1	1	0	0	0	0	0	0	1	0	0	

Carers Responses – What is not working well?

Carers - What isn't working well?	Total Responses	% of Carers	Number of Responses by Day Centre								
			Heartlands	Hockley	Elwood	New Roots	Alderman Bowen	Ebrook	Mencap	Moseley	Harborne
Communication											
Poor communication with ASCH/SW	43	38	0	0	3	0	10	18	0	0	12
Limited comms around advice/guidance (carers hub)	38	34	0	0	0	8	0	18	0	0	12
BCC											
SW assessment (e.g. stuck in the duty/review system)	39	34	0	0	3	0	8	18	0	0	10
Disillusionment with ASCH re. timescales/review	34	30	0	0	0	0	8	16	0	0	10
Lack of knowledge of SW staff	10	9	0	0	0	0	0	10	0	0	0
Service/centre - general											
Limited access to external activities/facilities (e.g. leisure)	31	27	13	8	0	0	0	0	0	0	10
Limited collaboration to use facilities from other sites/organisations	31	27	13	0	0	8	0	0	0	0	10
Limited trips	14	12	0	8	0	0	0	0	6	0	0
Other centres not suitable	8	7	0	0	0	8	0	0	0	0	0
Staff changes means reduced continuity	8	7	0	0	0	8	0	0	0	0	0
Reduced no. of activities	4	4	0	0	0	0	0	0	0	4	0
Limited activities	3	3	0	0	0	0	0	0	0	3	0
Service/centre - impact on service users											
Change to routine causes anxiety	8	7	0	0	0	8	0	0	0	0	0
Transport											
Centre transport old	7	6	0	0	0	0	7	0	0	0	0
Demand exceeds supply for centre transport	7	6	0	0	0	0	7	0	0	0	0
Ring & ride unreliable	12	11	0	0	0	0	0	0	0	0	12
Service/centre - impact on carers											
Negative impact on carers if centre closes	50	44	0	0	0	8	10	20	0	0	12
Education/volunteering/employment											
Funding & support for 18-25's to attend college	1	1	0	0	0	0	0	0	1	0	0

Carers Responses – What is Important for the Future?

Carers - Important for the Future	Total Responses	% of Carers	Number of Responses by Day Centre								
			Heartlands	Hockley	Elwood	New Roots	Alderman Bowen	Ebrook	Mencap	Moseley	Harborne
Communication			0	0	0	0	0	0	0	0	0
Better & regular communication for SU's & carers from BCC (e.g. not just online)	55	49	0	10	0	0	10	15	8	0	12
Communication training for staff and carers (e.g. BSL)	4	4	0	0	0	0	0	0	0	4	0
BCC											
Better understanding of SW assessment process	20	18	0	0	0	0	8	0	0	0	12
Support & commitment from BCC (e.g. reassessment, fairer charging, benefits)	16	14	0	0	0	0	0	0	0	4	12
More consistency with SW	13	11	0	0	0	0	8	0	5	0	0
SW to build relationships with carers and SU's	10	9	0	0	0	0	0	0	0	0	10
Service/centre - general											
Centre to remain open	113	100	13	14	3	8	18	20	16	9	12
Safe environment	61	54	13	12	3	8	0	10	0	5	10
More resources/funding	22	19	0	0	0	0	0	18	0	4	0
More flexible opening times	18	16	0	0	0	0	0	18	0	0	0
SU's have more choice and control over what they do	8	7	0	0	0	0	0	0	8	0	0
Network of carers to help on trips	7	6	0	0	0	0	0	0	0	7	0
More trips	5	4	0	0	0	0	5	0	0	0	0
Use centres as hubs	3	3	0	0	0	0	0	0	0	3	0
Service/centre - impact on service users											
SU's to be happy	62	55	0	8	3	0	12	20	0	9	10
Be safe	40	35	0	8	0	0	12	20	0	0	0
Make friends/develop relationships/socialise	8	7	0	8	0	0	0	0	0	0	0
Learn new skills (e.g. reading, communication, life skills)	6	5	0	0	0	0	0	0	0	6	0
Transport											
Provision of transport that empowers SU's to feel more independent and a member of society	13	11	13	0	0	0	0	0	0	0	0
Service/centre - impact on carers											
Respite	82	72	13	10	3	8	12	18	0	6	12
Safety											
Volunteers for day trips would need DBS checking	19	17	13	0	0	0	0	0	0	6	0
Other											
Use of an advocate	18	16	0	0	0	0	0	0	0	6	12
Less complex form-filling process	9	8	0	0	0	0	9	0	0	0	0
Carers and providers to get support with the centre's business model (e.g. hiring the building out in the evening)	6	5	0	0	0	0	0	0	0	6	0
Carers - general											
Know about other organisations/support	19	17	13	0	0	0	0	0	6	0	0
More support for carers	5	4	0	0	0	0	0	0	0	5	0
Service User - general											
More respite (e.g. city-wide, and more consistency (currently 65 days a year for under 18's but 31 days for 18+))	12	11	0	0	0	0	0	0	4	0	8
SU's have choice and control over what service/centre they go to	8	7	0	0	0	0	0	0	8	0	0
Weekend breaks	8	7	0	0	0	0	0	0	0	0	8
Education/volunteering/employment											
Funding & support for 18-25's to attend college	10	9	0	0	0	0	0	0	10	0	0

Carers Responses – What do you want Service Users to get from Day Opportunities?

Carers - What do you want Service Users to get from Day Opportunities	Total Responses	% of Carers	Number of Responses by Day Centre									
			Heartlands	Hockley	Elwood	New Roots	Alderman Bowen	Ebrook	Mencap	Moseley	Harborne	
Service/centre - general												
Centre to remain open	98	87	12	12	3	8	13	20	10	8	12	
Safe environment	64	57	13	12	3	0	12	14	0	0	10	
Stimulating activities	53	47	13	10	0	8	12	0	0	0	10	
SU's have their needs met	38	34	0	0	0	8	0	18	0	0	12	
Specialist/knowledgeable staff	16	14	13	0	3	0	0	0	0	0	0	
Exercise	8	7	0	0	0	8	0	0	0	0	0	
More activities	7	6	0	0	0	0	0	0	0	7	0	
More outdoor activities	6	5	0	0	0	0	0	0	6	0	0	
Service/centre - impact on service users												
Sense of community	75	66	13	10	3	0	10	20	4	3	12	
Be safe	55	49	13	12	3	0	0	16	0	0	11	
Make friends/develop relationships/socialise	39	34	13	0	0	0	8	18	0	0	0	
Cared for	29	26	0	0	0	0	10	19	0	0	0	
Less socially isolated	28	25	0	0	0	0	0	18	0	0	10	
To be looked after	26	23	13	10	3	0	0	0	0	0	0	
Fulfilment	23	20	13	0	0	0	10	0	0	0	0	
Stimulation	23	20	13	0	0	0	0	0	0	0	10	
Learn new skills (e.g. reading, communication, life skills)	21	19	13	0	0	0	0	0	8	0	0	
Improved mental health and wellbeing	20	18	0	0	0	8	0	0	0	0	12	
Enablement	19	17	13	0	0	0	0	0	6	0	0	
Prevention (e.g. medical issues, social issues)	10	9	0	0	0	0	0	0	0	0	10	
Learns good values	8	7	0	0	0	0	8	0	0	0	0	
More respite (e.g. city-wide, and more consistency (currently 65 days a year for under 18's but 31 days for 18+))	3	3	0	0	3	0	0	0	0	0	0	
Transport												
Better transport	38	34	10	8	0	0	8	0	0	0	12	
Safety												
feeling safe	64	57	13	0	3	0	10	18	3	4	13	
Other												
Integration with other services (e.g. NHS, GPs, SW)	5	4	0	0	0	0	0	0	5	0	0	
Education/volunteering/employment												
Education opportunities	6	5	0	0	0	0	0	0	6	0	0	
Employment opportunities (e.g. libraries, BCC linking with employers)	6	5	0	0	0	0	0	0	6	0	0	
Volunteering opportunities	6	5	0	0	0	0	0	0	6	0	0	