



Coproduction of Day Services Review Feedback Report 2023

“I like having fun with friends”.

“I like day services and the building, but I don’t like the name”.

“I didn’t find it that interesting that’s why I decided to leave”.



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Executive summary

Cheshire West and Chester Council want to redesign day services to ensure the support provided for people with learning disabilities and neurodiversity best meets their needs in the future, so they can enjoy life to the full.

Cheshire Disabled People's Panel is a group of representative organisations of people with lived experience of disability and long-term conditions. We wanted to support a coproduced review of Day Services, to make sure a redesigned service is based on what people want, when and where people want, and that people have choices that suit them.

This report outlines our findings from the collation of feedback from people who use day services or might use day services in the future, and we have coproduced the redesign of day services across Cheshire West with an equal partnership of people with lived experience, the Council and Providers.

Report Headlines:

- We collected feedback through focus groups, surveys, and one-to-one meetings across the borough in July 2023, with people with learning disabilities, neurodiversity, and their carers. 77 participants shared their experiences with us.
- We established a Coproduction Group which was an equal partnership of 5 representatives from the Council (including Social Care Practitioners, Commissioners, and Transport); 5 providers; and 5 people with lived experience, to share early findings to ensure that together we could look at potential solutions for a redesigned service.
- 66% of participants we have engaged with currently use day services and 34% do not.
- People have told us that the best things about day services include: the choice of activities (some of their favourite things), feeling safe, learning new things, having their own space, the routine, seeing friends, the staff support and being able to use public transport more.
- People who do not use day services have told us that they like to do their own thing, but they might use redesigned services in the future.
- People have told us that day services would be even better if we provide more sessions or at different times; make sure there is reliable, accessible and affordable transport; provide travel training; allow for less noise or smaller groups; support independence skills; increase the diversity of activity choices; and increase access to paid work opportunities.
- The new name for day services should be 'Community Activities' to reflect that people want to access a wide range of activities, that they cannot do easily at home, in the daytime, evenings and weekends.
- A number of other recommendations have been made to ensure that the implementation of the redesigned service continues to be coproduced and reflective of what people want, when and where people want, and that people have choices that suit them.

Introduction

The Cheshire Disabled People's Panel (CDPP) brings together D/deaf and disabled people's-led organisations and groups who are majority led, managed, and staffed by D/deaf and disabled people; acting as the voice of people with lived experience in the County to seek positive change that improves the lives and rights of D/deaf and disabled people across Cheshire.

We want to see better coproduction. This means making sure that people who do or might use services help design their services as equal partners to make sure that services and policies work for D/deaf and disabled people from the start, to reflect "nothing about us, without us".

There are about 5,100 adults with a learning disability living in Cheshire West and Chester. Most of these adults are aged between 45 and 64 and live in Northwich, Ellesmere Port and East Chester. But about a quarter live in rural areas.

The Council think about 483 people might attend 71,237-day service sessions in the future. Three-quarters of day services are currently delivered by Vivo Care Choices.

The Council want to redesign day services to ensure the support provided for people with learning disabilities and neurodiversity, in the future, best meets their needs so they can enjoy life to the full. Therefore, Cheshire West and Chester Council approached Cheshire Disabled People's Panel to support a coproduced review of Day Services, to make sure services are what people want, when and where people want, and that people have choices that suit them.

This review was conducted and supported by the following (Cheshire West based) CDPP members:

- Disability Positive
- People's Choice Group
- Deafness Support Network
- DIAL West Cheshire

The Coproduction Group for the Day Services review was supported by an equal partnership of 15 representatives (5 from each interested party):

- People with lived experience and carers
- Cheshire West and Chester Council
- Community Providers

Aims and Objectives

- Ensure lived experiences of D/deaf and disabled people form a central part of decision making as equal partners.
- Collate a wide range of feedback from a number of people with learning disabilities and neurodiversity and their carers to provide a baseline of what people want, when and where people want.
- Coproduce the redesign of day services across Cheshire West with an equal partnership of people with lived experience, the Council and Providers:
 - Redesigning day services together to make sure services are what people want, where and when people want them.
 - Making sure people have choices that suit them and thinking about how providers can make this work.
 - Making sure people can travel to the redesigned service.
 - Deciding what the redesigned service should be called.
- Produce a report on the Day Services review feedback to inform the public consultation.

Research and Communication

We carried out research including other area day service redesigns and reviewed learning from recent person-centred reviews of people using day services, in Cheshire West.

We then designed initial easy read feedback documents for trial in equal partnership with 14 people with learning disabilities and neurodiversity - Gateway Club members, People's Choice Group Friendship Group and Grub Club Members, to create a final version to get the best responses from participants.

In order to promote participation, our communication methods included:

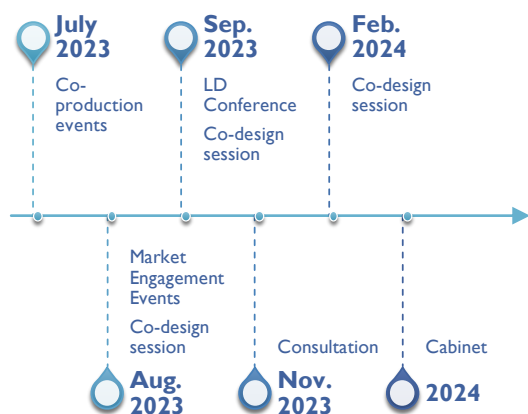
- Contacted Pettypool and Greenbank School and shared information on focus groups and getting involved.
- Contacted Profound Multiple Learning Disability LDPB Sub Group.
- Mail out (to complete) - including Autism Hub, Caring Alternatives, Changing Lives, Chaps, Danielle Ashley, Deafness Support Network, Dial West Cheshire, DS Cheshire, Looking Forward, Fairfield Care, First Enable, Lets Farm, Multisports Northwich, North West Care Co-operative, Snow Angels. For Carers - Making Space, Carers Groups, Parent Carer Forum.

In addition, the Council contacted multiple providers and people with lived experience.

Participation methods

We collected feedback through 3 focus groups with a total of 25 people across the borough in July 2023, with people with learning disabilities, neurodiversity, and their carers, to understand:

- How do you want to spend your days?
- What does a great day feel like for you?



To view an example of our focus group workshop form, please see Appendix 1.

We also collected feedback covering these same questions in a variety of ways so that people who could not attend a workshop could still be heard. This included an easy-read survey and also visiting people in their own settings to capture their experiences. To view an example of our survey invitation, please see Appendix 2.

Using these methods allowed us to receive feedback from an excellent representative sample of people with learning disabilities and neurodiversity, and their carers. 77 participants shared their experiences in total.

In addition, we held one additional focus group session with 5 Providers in August 2023, to understand what some of the challenges and solutions might be, to meet the activities and feelings that are important to people.

We then shared early findings from participants with the Coproduction Group which was an equal partnership of 5 representatives from the Council (including Social Care Practitioners, Commissioners, and Transport); 5 providers and 5 people with lived experience. Members committed to attending 2 design group meetings in August and September 2023, to inform this final feedback report and the public consultation. A further meeting to hear about the public consultation is planned for February 2024.

Full details of the members of the Coproduction Group are detailed in Appendix 3.

It was important to us that people with lived experience who gave up their time to attend a focus group and/or committed to the Coproduction Group meetings were recognised and valued as equal partners in the same way that supporting professionals are paid to attend.

Therefore, we offered a £30 voucher to everyone who attended a focus group; members of the coproduction group were paid £50 per session; and everyone who completed a survey were entered into a prize draw for a £30 voucher. The winner of the prize draw was randomly selected and notified on 27th September 2023.

In addition, we tested the learning so far at the Learning Disability Conference attended by 150 people with learning disabilities and neurodiversity, held in Ellesmere Port on 12th September 2023.

Subsequently, the feedback will be used to inform the public consultation in November 2023, with a view that a final decision on the redesigned service will be made by Cabinet members in April 2024.

Qualitative feedback

The most common thematic comments received on service redesign from people with lived experience:

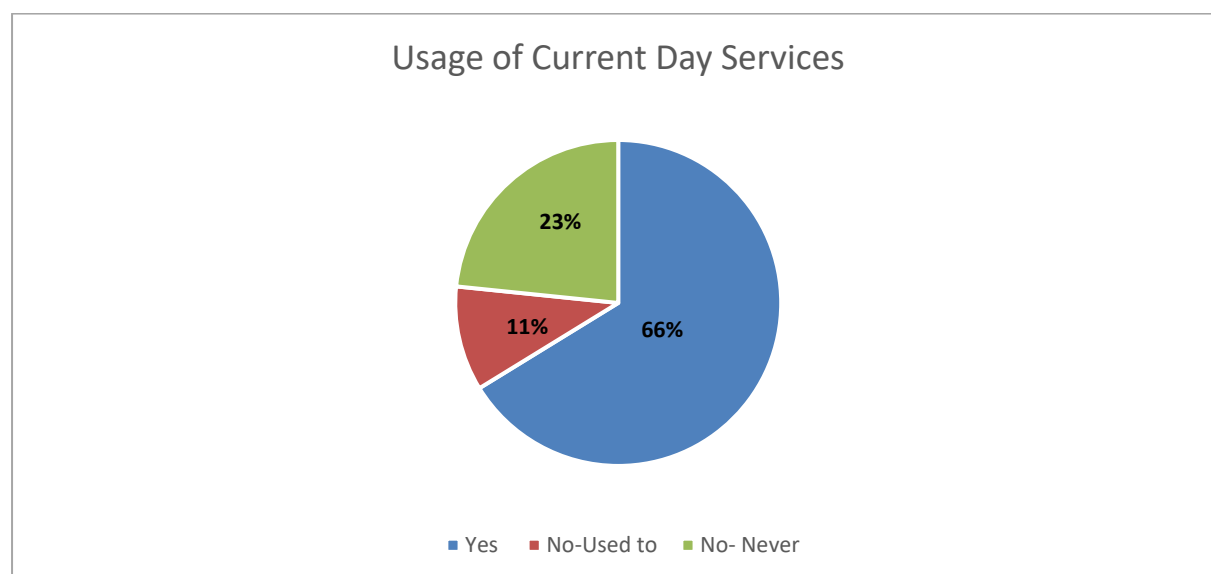
Best things about current service	Suggestions for future redesign
<p>"Meeting friends and other people".</p> <p>"Going out and about and trying new things".</p> <p>"Like the building and knowing what is planned each day".</p> <p>"Learning new skills".</p> <p>"Being with people I can communicate with".</p> <p>"People supporting me".</p>	<p>"... lots of my friends do not have a car and struggle to get to activities. Providing transport or paying for transport would help a lot".</p> <p>"Please change the name and provide more activities".</p> <p>"Transport being better".</p> <p>"Activities being available that are difficult to do at home".</p> <p>"Reasonable cost as some people are on a tight budget".</p> <p>"I used to enjoy Day Services, but I wanted to please myself now I am older, I enjoy different things- trips out or visits for lunch".</p>

The primary thematic feedback received on day service redesign from providers after hearing what was important to people:

How providers can make sure people have choices that suit them – their ideas for future redesign
<ul style="list-style-type: none"> • Share what activities plans providers have, allowing individuals that wish to use the service to be able to pick and choose their preferred activity and providing greater opportunity and flexibility (e.g., use of a central booking system, to be kept up to date daily and to ensure a digitally enabled balance, have a dedicated Coordinator in post to take bookings via phone call). • Make marketing communication easier to understand and clearer to navigate to make sure people can be informed of the different activities available with different providers (e.g., provide a list of activities, and providers-both mainstream and community sector based, that are people driven and locally provided). • Work with transport to address the transport barriers faced both the people using the services and activity/care providers. • Consider transportation booking and logistics planning for larger groups. There is a need for auto communication with transport (e.g., supporting groups going to a festival - the use of buses and pick up locations). • Determine funding and how people pay for the new service, both for providers and people that use services to ensure sustainability, while still offering choice.

Quantitative Feedback

The full anonymised quantitative feedback data from people with lived experience can be found in Appendix 4. The below provides an overview of the responses:



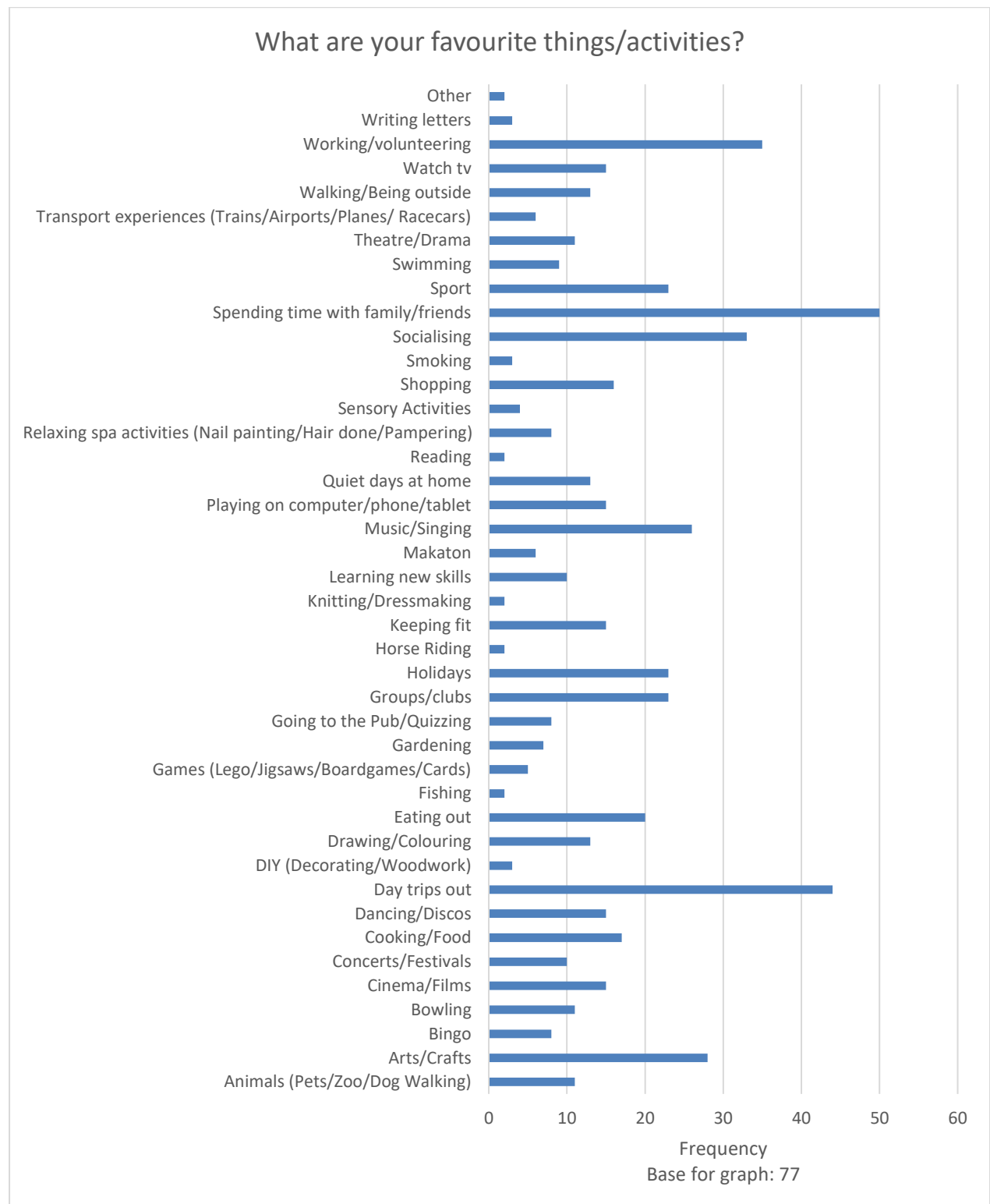
Of the 77 people who have participated in the focus groups/survey, two-thirds of people (51) currently use day services and one-third of people (26) do not.

The following question aimed to assess the feelings that were important to people.



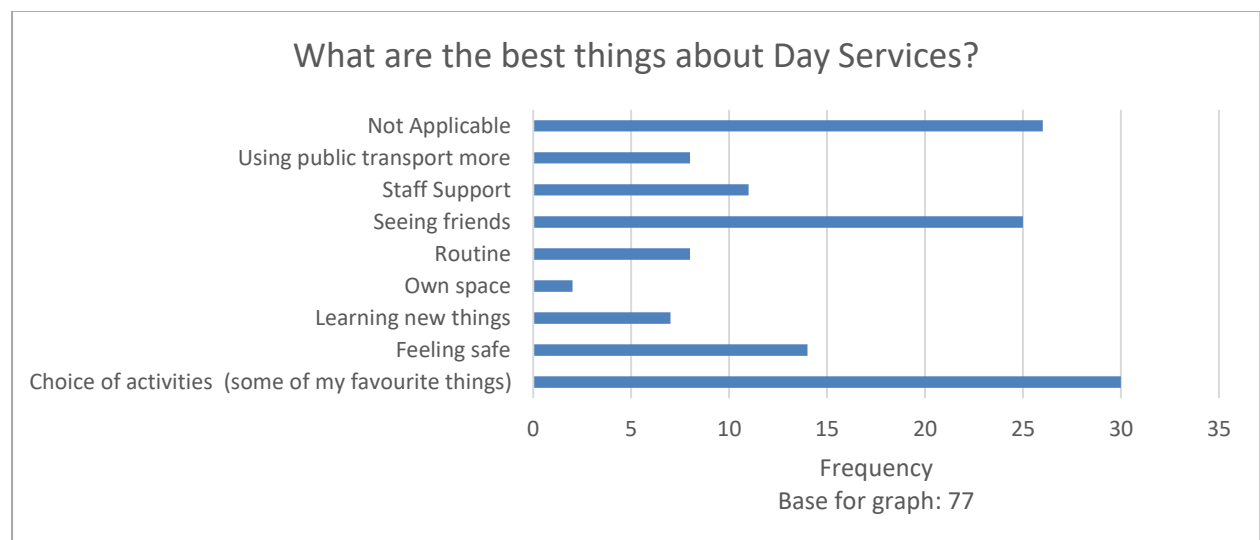
As can be seen from the above, the most important feelings were being connected to friends and your community (82%), closely followed by feeling accepted, understood, calm, relaxed and safe (74%), and appreciated, respected, valued for helping others and doing something that makes a difference (72%).

The following question aimed to assess their favourite things to do and activities that would help them to achieve the feelings that were important to them.



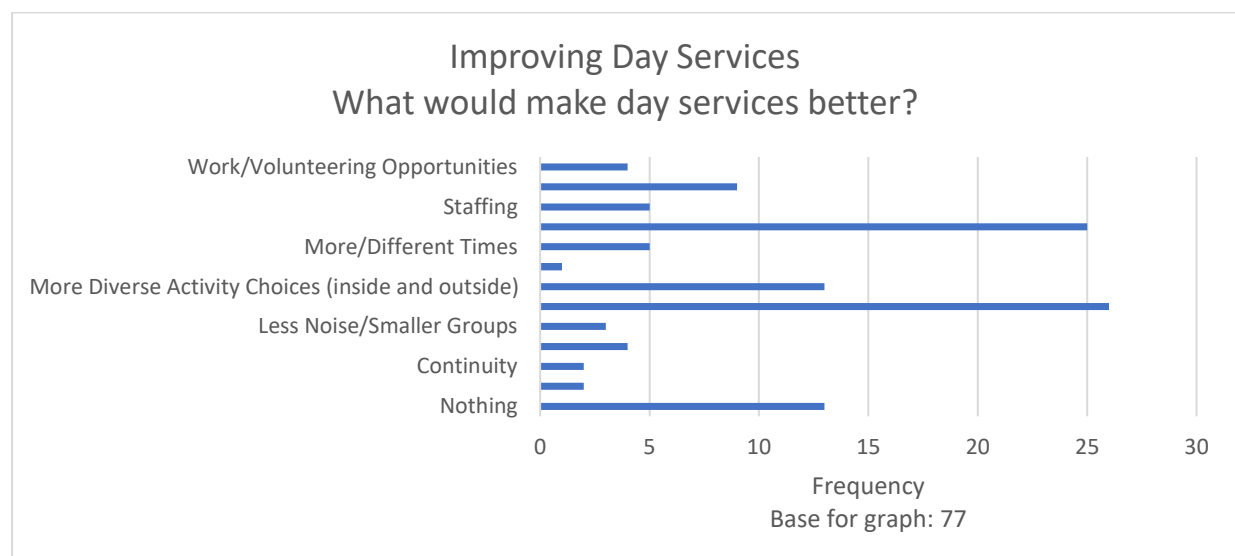
The above list of different activities is extensive and clearly shows that everyone has different favourite things. The most commonly reoccurring activities were spending time with family and friends (65%), day trips out (57%), work and volunteering opportunities (45%), socialising (43%), and arts and crafts (36%).

The following question was aimed at people accessing day services to understand the best thing about day services.



The best thing about day services for the 51 people who currently use a service, were the choice of activities: some of my favourite things (39%) and seeing friends (32%).

The last question aimed to assess if anything could make day services better.



26 people who do not use day services currently noted that they like to do their own thing (34%), the remaining participants told us that the best improvements would be reliable transport (33%), more diverse activity choices inside and outside – that cannot be done at home (17%), and 17% said nothing needed to change.

Key Findings

Feelings and Activities: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference, demonstrates the importance of the feelings that activities can give you, and that activity choices need to be wide ranging - and more difficult to do at home, including:

- Meeting friends or new people and socialising.
- Watching concerts, shows and films.
- Joining in music, Makaton choir and drama sessions.
- Joining in sports sessions like swimming and ten pin bowling
- Going to discos or eating out.
- Joining in creative sessions like arts and crafts.
- Working and volunteering like in cafes, on farms or with animals or in an office.

Employment: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference discussions, shows that it is really important for people (who want it) to have increased access to paid work.

Timings: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference discussions, highlights the need for support across 7 days per week – in the daytimes, but also with a desire for more evenings/weekend sessions for concerts/festivals/discos.

Base: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference, shows that it was widely recognised that current users of day services like the idea of one building/centre as a base, with activities and days out planned from there.

Independence skills: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference discussions, demonstrates people want greater opportunity to improve their skills to support greater independence.

Travel: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference, highlighted the preference of a reliable community transport service, public transport service (to help with stability of routine and assurance) and travel training to access public transport more.

Communication: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference, shows that we need to tell people what and where activities are available, in different ways.

System: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference, we need a system for people to book activities and transport through a website or on the telephone.

Funding: the key learning from the participant feedback (quantitative and qualitative) and supported during testing at the conference, we need to give people a choice of payment options.

We also need to consider a sustainable funding model for providers, so they are able to offer more control and choice over the activities from themselves and other providers, yet still meet the delivery costs.

Name: The name of day services was also captured from the sessions with support to change the name from 'Day Services', which does not make sense to people, if they are going out in the evening. We tested two names: 'Community Choices' or 'Community Fun and Choices', but people at the conference did not agree- they wanted a name that was short but a bit different. The words that were important to people included:



The final name 'Community Activities' was chosen at the September Coproduction Group meeting following the feedback received from the testing at the Learning Disability Conference.

Budget: The coproduced redesign was managed within budget; however, we needed to spend more on participant expenses and planning than initially budgeted due to the remit of the work originally being limited to facilitation of three focus groups, survey and one-to-one meetings. This expanded to also cover an additional focus group; implementation and facilitation of two Coproduction Group meetings (this year); and testing the learning so far at the Learning Disability Conference. However, all of these additions have been imperative to ensure that we are working together to coproduce the redesign of Day Services.

CDPP is extremely grateful to everyone who has been involved in the co-design so far.

Recommendations

1. The redesigned service needs to provide choice and flexibility to reflect the breadth of different feelings and activities that are important to people, recognising that this should concentrate on activities that cannot be done easily at home.
2. The redesigned service also needs to acknowledge that people want to go out at weekends and evenings as well as in the day time.
3. The redesigned service needs to support more people (who want to) access paid employment opportunities, such as on farms, in cafes and offices.
4. The redesigned service needs to ideally offer central bases or locations, with activities arranged from there.
5. The redesigned service needs to help people to improve their skills or learn new skills, to support greater independence, such as cooking and booking activities.
6. We need to work together to coproduce more accessible, affordable and reliable transport solutions. We also need to increase the opportunity for travel training to support in areas such as signage or getting from door-to-door, which can also be barriers for independent travel.
7. The redesigned service needs to communicate clearly and more regularly with people so that people know what activities are available, and when. This can be done by:
 - What's on' e-bulletin monthly.
 - Using the 'local offer' website.
 - Producing a catalogue.
 - Showing a map of activity locations.
8. Pilot a booking system with the Provider/Transport members of the Coproduction Group to enable people to book activities and transport more easily through a website and dedicated telephone number. If the pilot is successful, then this need to be rolled out across the borough.
9. Pilot different funding models, which could include:
 - Through an Individual Service Fund, so that the person's budget is paid by the Council and held by the primary provider, but the provider can then purchase activities from other providers on the individual's behalf.
 - Through a Direct Payment, so the individual can choose their activities and pay for each one from their budget from the Council.
10. Provide training for providers on full-cost recovery to ensure the redesigned service is sustainable.
11. Rename the redesigned service: "Community Activities", with a strapline that explains "where I can choose activities, grow, learn, make friends and have fun".
12. Additional funding needs to be agreed to ensure that the public consultation and subsequent implementation of the redesigned service continues to be coproduced.

For Further Information


Lynne Turnbull, Chair of CDPP




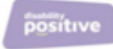

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Appendix 1 – Copy of Focus Group Workshop Forms











Cheshire West and Chester

1 _____
2 _____
3 _____

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday




Day Services Design Prompt Sheet






What feelings are most important for you to have a good day and feel happy?
Do you love learning new things? Helping people?
Feeling valued? Feeling part of your community?
Feeling calm and safe?
Tick all the feelings that are important to you.
Put a number 1 next to the most important, then a 2 and 3 against the next most important ones






What activities would you like to do in an ideal week to give you these feelings? Think about weekdays, evenings and weekends too.

Dream Big! What would make you happy?

- would you like to do a paid job
- would you like to volunteer and help people
- would you like to exercise and keep fit
- would you like to learn new skills
- would you like to learn life skills like travelling and cooking and staying healthy
- would you like to do crafts
- would you like to do gardening
- would you like to play games
- would you like to socialise with friends
- would you like trips out



	<p>Where would you like to do things?</p> <ul style="list-style-type: none"> • in a building you know and feel safe in • in the community with different people • in a busy lively place • in a quiet peaceful place • in small groups • in big groups <p>Any other ideas?</p>
	<p>If you use day services or you have in the past, what are the best things about it?</p> <ul style="list-style-type: none"> • Seeing your friends • Staff • Feeling safe and calm being in the same building • Sessions?
	<p>What are/were the worst things about day services? What could fix the problems to make day services better for you?</p> <p>Imagine you have a magic wand! Imagine your perfect day services!</p>
	<p>If you have never used day services, why not?</p>
	<p>What kind of transport do you use? Is it good or are there problems? Would you like travel training?</p>

Day Services Design Feedback Form



This is for anyone with a
learning disability.
The council want to hear what
you think day services should be like.

I go to day services now	I went to day services in the past	I have never been to day services
--------------------------------	------------------------------------------	-----------------------------------------



What are your
favourite things?
The things that you love
doing and talking about.
Favourite hobbies, music,
tv shows, films.
Anything that you love!

What feelings are most important for
you to have a good day and feel happy?

Accepted, Understood, Calm, <u>Relaxed</u> and Safe		
Healthy and fit and well		
Connected to friends and your community		
Creative and Inspired		
Excited and Interested trying new things		
Independent. Confident, and Supported to make choices and decisions		
Proud of achieving goals and learning new things		
Appreciated, Respected, Valued for helping others and doing something that makes a difference		



Now think about **what activities** would give you **those feelings**. What would you do in an **ideal week**? **Dream Big!** Think about **evenings and weekends too**. Would you like paid work? Volunteering? Being outside? Nights out? Keeping Active? Learning skills? Crafts? Meeting New People? **Where would you like to be based?** Somewhere quiet or in the community?



If you use **day services** or you have in the past, what are the **best things** about it?


















What could fix any problems to **make day services better** for you? If you **have never used day services**, why not? **Would anything make you want to?**



Think about **travel to day services**. How do you get there? What is **good** about it and what are the **problems**? Would you like **travel training** to travel a different way?

Appendix 2 – Copy of Survey Invite

Cheshire Disabled Peoples Panel		    
 <h3>Day Services Design Invite</h3>		
 	<p>Cheshire West and Chester Council want help to redesign learning disability day services.</p> <p>You can fill in a questionnaire to tell them what you think. Or send your thoughts on an email or call us if you prefer. The closing date is Monday 7th August.</p> <p>If you <u>reply</u> you can go into a prize draw for One4All shopping vouchers.</p> <p>There will be more chances in the future to help co-produce day services – let us know if you are interested.</p>	
	<p>They want to hear from</p> <ul style="list-style-type: none"> • people with a learning disability (whether you go to day services or not) • carers and family of people with a learning disability. 	
	<p>What are your favourite things?> What feelings are most important for you to have a good day and feel happy?</p>	
	<p>What activities would you like to do in an ideal week to give you these feelings?</p> <p>Think about weekdays, <u>evenings</u> and weekends too.</p>	
	<p>If you go to day services, what do you like about it?</p> <p>What would make it better?</p> <p>If you do not go to day services – why not? What could change your mind?</p>	
	<p>What about travel to day services? Is it good?> Are there problems? Would you like travel training?</p>	
	<p>Contact Jackie for more information or a questionnaire or to say what you think</p> <p></p>	

Appendix 3 – Coproduction Group members

Facilitators:

Name	Representing
Jackie	CDPP member - People's Choice Group
Lynne	CDPP member - Disability Positive
Laura (note taker)	Disability Positive

Coproduction Group members:

Name	Representing
Alison	Own lived experience
Michael	Own lived experience
Jo	Own lived experience and carer
Jane	Own lived experience
Adele/Lisa	Own lived experience

Andy	Provider - Live
Alistair/Denise	Provider - Vivo
Claire/Dawn	Provider – Creative Support
Danielle	Provider – Looking Forward
Janine	Petty Pool Trust

Michelle	Council - Commissioning
Carrie/John/Lisa	Council - Transport
Alexandra	Council – Adult Social Care, Complex Care Team
Lorri	Council – Adult Social Care
Anna/Kristina/Helen	Council - Public Consultation

Appendix 4 –Feedback data

Do you use a day service now:

Yes	51
No – Used to	8
No - Never	18
Total:	77

Favourite things/Activities

Animals (Pets/Zoo/Dog Walking)	11
Arts/Crafts	28
Bingo	8
Bowling	11
Cinema/Films	15
Concerts/Festivals	10
Cooking/Food	17
Dancing/Disco	15
Day trips out	44
DIY (Decorating/Woodwork)	3
Drawing/Colouring	13
Eating out	20
Fishing	2
Games (Lego/Jigsaws/Boardgames/Cards)	5
Gardening	7
Going to the Pub/Quizzing	8
Groups/clubs	23
Holidays	23
Horse Riding	2
Keeping fit	15
Knitting/Dressmaking	2

Learning new skills	10
Makaton	6
Music/Singing	26
Playing on computer/phone/tablet	15
Quiet days at home	13
Reading	2
Relaxing spa activities (Nail painting/Hair done/Pampering)	8
Sensory Activities	4
Shopping	16
Smoking	3
Socialising	33
Spending time with family/friends	50
Sport	23
Swimming	9
Theatre/Drama	11
Transport experiences (Trains/Airports/Planes/ Racing cars)	6
Walking/Being outside	13
Watch tv	15
Working/volunteering	35
Writing letters	3
Other	2

Feelings:

Accepted, Understood, Calm, Relaxed and safe	57
Appreciated, respected, valued for helping others and doing something that makes a difference	56
Connected to friends and your community	63
Creative and Inspired	30
Excited and interested to try new things	37
Healthy and fit and well	36
Independent, confident and supported to make choices and decisions	46
Proud of achieving goals and learning new things	53

Best things about Day Services:

Choice of activities (some of my favourite things)	30
Feeling safe	14
Learning new things	7
Own space	2
Routine	8
Seeing friends	25
Staff Support	11
Using public transport more	8
Not Applicable	26

Problems and Fixes:

Nothing	13
Better Communication (e.g. changes)	2
Continuity	2
Costs Transport/Service	4
Less Noise/Smaller Groups	3
Like to do my own thing	26
More Diverse Activity Choices (inside and outside)	13
More Independence	1
More/Different Times	5
Reliable Transport	25
Staffing	5
Travel Training	9
Work/Volunteering Opportunities	4