

Co-Production Partnership



Sharing the power

Let's Make Day Services Work Events November 2022 Summary



Contents:

1. What do we mean by co-production?
2. Why are we looking at day services?
3. Let's Make Day Services Work events, November 2022
4. What makes a really good day service?
5. Funding
6. What is out there and gaps
7. Next steps

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1. What do we mean by co-production?

Co-production is a way of working where people who use services are genuinely equal partners with people who manage and work in them. This is why, in consultation with disabled people, we chose our logo strapline: “[sharing the power](#)”.

The primary focus of the Co-Production Partnership (CPP) is to ensure that the voice of disabled people is heard and acted upon. Our communities should be an equal and valued partner working with Bradford Metropolitan District Council (BMDC).

2. Why are we looking at day services?

There are two reasons we are considering day services. During the Making Co-Production Work events in September 2022, people voted for which issues the Co-Production Partnership should focus on. Day Services was one of the chosen topics.

In addition, Bradford Council is currently reviewing the day service provision, particularly for people with learning disabilities. The focus is on the services which are currently run directly by the Council which had previously been run by HFT.

3. Let's make day services work events, November 2022

During November, the CPP held three in-person and one online events to find out how day services could be made to work better for the people who need them. There is an analysis of the findings later in this report. A total of 70 people and 22 organisations attended at least one event.

In order to stimulate discussion some questions were posed, with people's responses written down by a facilitator. The questions were:

- What works well in current day services?
- What could be (even) better in day services?

Part of the discussion in the first two events was around what people missed during lockdown. This led to the development of a further question for the final events:

- When day services had to close their buildings during lockdown, what did people miss?

The engagement event at Cottingley Community Centre had some short presentations. These were from Darryl Smith, who talked about the Our Lives Our Way project. This is an alternative to traditional day services, with an emphasis on disabled people engaging in community based activities. Julie Robinson-Joyce, from the Reimagining Day Services team in Bradford Council spoke about how Bradford Council are looking at how they can improve day services for adults with learning disabilities across the district.



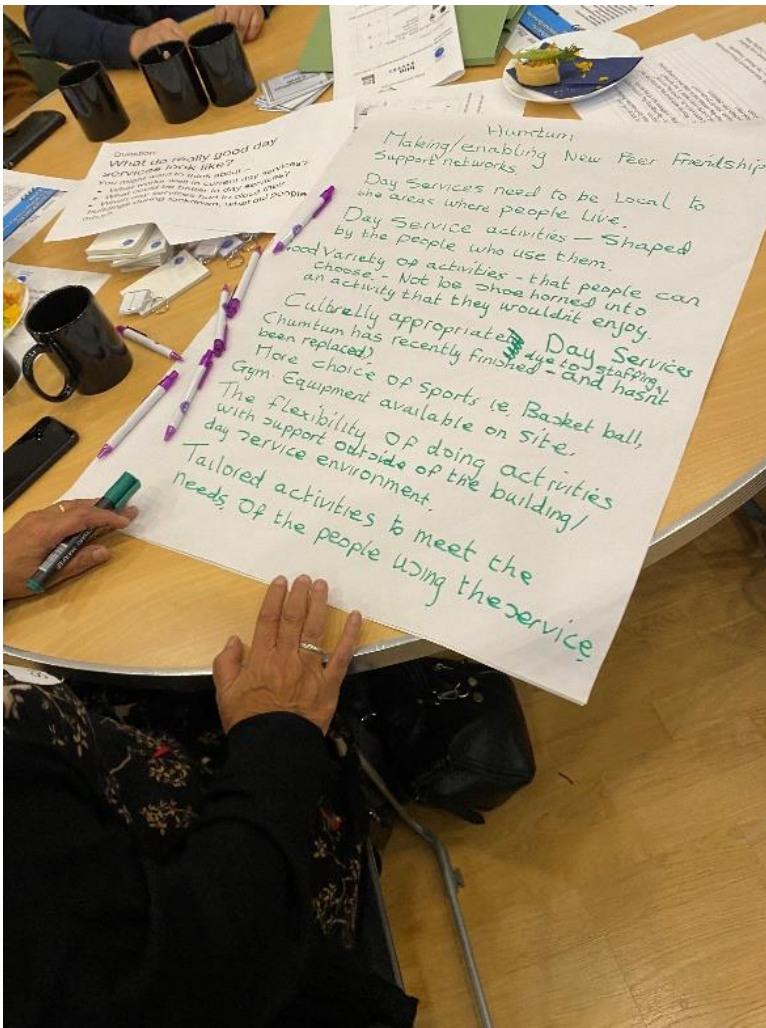
There were four events for people to attend to share their views on day services. This one was at Cottingley Community Centre.

4. What makes a really good day service?

Much of the discussion focused on what people are wanting to get out of day services, and what high quality day services looks like. The analysis has seen the following themes emerge: person centred, user led; accessible; mainstream, local and specialist services; types of activities on offer; peer support; staffing and workforce.

People who attend day services said that what they are looking for is similar to what most people are wanting in their day to day lives. These include: friendship and socialising; routine; having something to do; making a contribution; and having a space where people can be themselves.

These simple ideas need to be at the forefront of our thinking when considering how they are provided, and it is recognised that these can be provided in different ways.



The comments people made were written down and were analysed after the event so we could see what issues were important to people.

a. Person centred, user led

There was general agreement that day service provision should be based around a person's needs. In order for disabled people to articulate their needs, there should be appropriate needs assessment tools available. People's needs should be looked at holistically, including how to meet the needs of people with more than one disabling condition.

Day services should also be able to access appropriate support for people in areas such as housing, money, employment etc, even if they do not provide these directly themselves.

Giving people choices in both what services they attend, and what they receive in the service is another issue which links closely providing a user led service.

One of the issues which was frequently mentioned by a number of groups was the need for age-appropriate services. One adult with a learning disability said about when they first left school they went to a service which 'was full of old people' and they were the only young person there.

There was a desire to see user led services. Much of this was focused on people who use a service shaping what is happening on a day to day basis. For example by choosing which activities are planned. It would be even better that if people using services go beyond choosing activities, but will have an active role in planning and running them.

b. Accessible

There were a number of comments relating to the theme accessibility. These were both looking at ensuring that the built environment was accessible, as well as the location of day services.

It was also noted that many formal day services are provided Monday to Friday, day time hours (typically 10-3 or 4). There was some call for service provision to be extended to include weekends and evenings.

A final area to consider when thinking about accessibility, is the attitudes which can make a service accessible or inaccessible. Disabled people have often spoken about how negative attitudes are frequently as big a barrier as poorly designed building. If disabled people are going to be able to access mainstream services (see next section), the people who provide these services will need to have a positive attitude about this.

c. Mainstream, local and specialist services

One of the areas which had the liveliest discussion was around how much service provision should be within specialist day service providers, and how much within other mainstream services. For example, within community activities for everyone, with the capacity for disabled people to meaningfully take part.

Running parallel to this were conversations on how localised services should be.

This model will allow disabled people to access services which meet their needs and interests, increasing choice, and often in a location more local than specialist day service provision.

If more people are accessing support in mainstream provision, there will need to be training and capacity building. This is to allow mainstream services to confidently provide improved access for disabled people. It will also require mainstream service to access remote support and advice when required.

There is an equally strong voice from people who felt that there is a case for specialist provision of day services. This was particularly from people with learning disabilities. They see the advantage of specialist provision is that there is more scope for peer support and peer learning. Specialist services can also create a space where people with learning disabilities feel safe and are free to be themselves.



This event at Mayfield Centre brought together disabled people, service providers and people from other partner organisations.

d. Types of activities on offer

The discussion also focused on what activities people found beneficial, enjoyable or engaging when attending day services. Overall, people are wanting to be able to take part in activities which have a social element, and are both physically and mentally stimulating. Activities need to be at a suitable level, with reasonable adjustments made to allow people to participate.

Some of the activities mentioned included:

- Sports; arts and crafts; cooking and baking; a space to do and develop hobbies; podcast projects; drama; walking; social activities; gardening and allotment projects and visiting new places.

e. Peer support

A number of people mentioned that they valued peer support which they received within day services. This is when people with a shared experience support each other. It may be facilitated by someone in a paid role, or be part of a self-managed group, or simply be how people in a conventional day service find ways of supporting each other.

“Being with people like me gave me the confidence to be independent. It makes me feel happy and excited”

There is a concern that if there if disabled people are receiving support within mainstream services, this element is in danger of being lost.

f. Staffing and workforce

Getting staff with the right skill set and a positive attitude is crucial for day services to be able to deliver positive outcomes for the people who use them. It needs to be acknowledged that there is currently difficulty in recruiting and retaining suitable staff

and this may present a challenge in provision of day services however they are provided in the future.

When people talked about what they felt is important in staff the most common thing was staff having a positive attitude and good knowledge of how to support disabled people.

People also mentioned the need for diversity within the workforce. There was particular mention of staff being able to provide culturally appropriate support.

Finally, having people who use services as part of the recruitment process was mentioned.



A range of activities were discussed at all the events. These included how services can meet a diverse range of needs.

5. Funding

Appropriate and adequate funding is important for day services to be able to provide a high quality provision. It is recognised that local authorities (councils) are facing a challenging situation in terms of being able to fund all the services which they would like, and as a result day services are also facing challenges.

Some of the comments from the events relating to funding included how increased funding could increase the amount of choice in services. Some services are struggling to resource all the activities they wish to provide adequately. This is having an impact on the quality of service provided. It was noted that if people don't receive a service which is meeting their needs, this is poor value for money.

6. What is out there and gaps

Currently there is a mix of day services for disabled people across Bradford District. The majority of this is for adults with learning disabilities and older adults. Much of the provision is within the Voluntary, Community and Social Enterprise sector. This will include user led groups. Currently Bradford Council is providing some day services for adults with learning disabilities.

A number of gaps and potential gaps were identified. These include: services for people with multiple disabling conditions; services being available in evenings and at weekends; an increase in peer-led drop in services for people with mental health problems and those with neurodivergent conditions; and increased information on how to access services and referral routes.



The events had people with a range of experiences share their views.

7. Next steps

To take this work forward, the Co-Production Partnership has set up a Day Services Working Group. 18 organisations for disabled people have been invited to send a representative, alongside colleagues from Bradford Council.

This Working Group will help shape the day services which Bradford Council commission from 2024 onwards. Part of this work will include the Working Group engaging with disabled people and organisations who are not directly involved but may want to contribute to this piece of work.