



YOUR DAY YOUR SAY

Consultation and report: extra information

Sefton Council



Introduction

Between the 11th October 2021 and 9th January 2022, we ran in-person and virtual consultations about the future of Day Opportunities. Our findings are covered in the full report. This booklet lists all the extra information we gathered during our research.

Day Opportunities includes day centres and other services in the community which support adults with Learning Disabilities, Autism, Physical Disabilities or Sensory Impairment, older people (including those with dementia and mental ill health).

A lot has changed since the Covid-19 pandemic, lots of people weren't able to attend day services and many people, especially younger people, looked for more personalised support.

We needed to ask the people who use these services to give feedback to help us decide what they might look like in the future. The report will go through the findings of our questionnaires and consultations. This booklet will have all the information we used and found out during our research.

The first part of this booklet looks at who our stakeholders are -the people who

will be affected or has an interest in Day Opportunities.

The second part is all about how we communicate with different people and the third part shows the letters and activities we used.

The fourth section is our FAQs that we created during the consultation. The fifth and sixth sections are about the types of people who responded and their comments. The responses are looked at in the eighth section.

The seventh section is all about what we thought went well and what could be improved, while the ninth section looks at equality and diversity in our research.



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Day Opportunities
Consultation.

Day Opportunities
Consultation and Findings
Report.

Purpose of Report

This report provides an overview of the consultation, analysis, and key findings from our consultation in relation to the future delivery of day opportunities in Sefton. Proposed recommendations will be outlined within the Cabinet Member report which will seek to approve the findings and next steps.

Principally the aim to Co-Produce and Design outcomes with our communities has been and remains a core focus throughout the Consultation.

Introduction

'Day Opportunities' includes day centres and other services in the community which support adults with Learning Disabilities, Autism, Physical Disability or Sensory Impairment, older people including those with dementia and Mental ill health.

A review of the effectiveness of the current day opportunities offer was felt to be needed based upon the significant impact of the Covid 19 Pandemic upon the ability to attend day services and also the shifting demographic where people, particularly younger people were seeking more personalised approaches to support. However within this approach gaps were observed in the range of activities and access to community universal provision being limited. In addition the ambition for people to access volunteering or job opportunities required a closer focus.

Details of these changes can be observed in Appendix 6 – Sefton Day Service Profile.

The Sefton model for day services approved in 2015 by Cabinet focused on the need for :

- Individuals to utilise their strengths, choices, assets and goals through person centred planning
- Focus on the outcomes that service users and carers wish to achieve
- Provide support that enables the person to access a range of opportunities in the wider and their own community as an active and equal citizen
- Maximise the opportunity to use personal budgets or direct payments to access support or activities of the persons choice
- Make the most of a vibrant borough, ensuring access to the wide range of opportunities in Sefton

Whilst the model was still relevant the impacts noted above required further input and crucial feedback from our citizens and people who use services.

In addition a number of independent day services were developing outside of the overall strategy for day services and to ensure council could extend its vision and enable greater flexibility the development of a new flexible purchasing system was required.

On the 24th June 2021 Cabinet agreed the approach to undertake a formal consultation and the approach to re-procure day opportunities going forward.

A commitment was made that throughout these processes there would be a strong focus on the principles of co-production and co-design and so from the early stages of development a number of representative groups, voluntary, community and faith sector agencies and local advocacy organisations came together with commissioners to shape the consultation. Details were also presented to the Consultation and Engagement Panel in July 2021 for their advice and approval.

This formal consultation of Day Opportunities ran from the 11th of October 2021 and ended on the 9th of January 2022 (13 weeks).

Methodology and Approach

An initial Equality Impact Assessment was produced prior to the consultation and focussed on the approach being taken to the consultation. The EIA is a live document and has been periodically reviewed and updated. The EIA is enclosed in Appendix 9.

The approach to the consultation incorporated three stages:

Stage 1 – A Task Group was established to focus on the co-production, communication, and consultation. This included the development of the co-produced methodology, including the stakeholder map, communication plan, questionnaire, presentation, and toolkit all of which can be found in Appendix 1 – Stakeholder Map, Appendix 2 – Communication Plan, and Appendix 3 – Consultation Communication / Documents.

The aim of the Task Group was to ensure:

- The voices of people, parents' carers and family members who access day services or who may access service in the future are heard
- Regular engagement sessions are held with the National Autistic Society (NAS) Parent Carer Group, Sefton Parent Carer Forum, Healthwatch, People First Merseyside, and Sefton Advocacy.
- That the learning from the pandemic and changing demographic is reflected in the future approach

Advocacy groups gave advice and supported the translation of various consultation documents into an accessible Easy Read format.

Stage 2 – The live consultation period, a timetable of events can be found within Appendix 3.

Due to the COVID-19 pandemic remote consultation meetings were offered, a consultation toolkit that provided a range of ideas and options was also available, and an online voice over was developed to support the accessible presentation.

Careful thought was given to the planning of live consultation meetings to mitigate risk.

Stage 3 – Evaluation of responses and co-produced report and findings. The report and findings were co-produced with reference group(s) volunteers to include people that attend day centres, young people, family members and carers. Reference group members received the required support of advocacy and voluntary organisations to engage in the process.

Consultation Methodology

The consultation opened on Monday 9th October 2021 and ran until Sunday 9th January 2022 (13 weeks). Following good practise of at least 12 weeks it was agreed to run the consultation for a 13-week period to allow for the Christmas break. The questionnaire was available for completion from the Monday 9th October 2021 - Sunday 16th January 2022.

Regular forum meetings were held with day centre providers, headteachers and those involved in transitions throughout the life of the consultation.

Letters were posted out directly to current users of day opportunities and those who attended prior to the pandemic, Sefton Carers Centre emailed all carers that had consented to receive correspondence by email, all consultation material was uploaded to the Sefton Directory, and the questionnaire was uploaded to the consultation Hub Your Sefton Your Say.

In order to ensure the consultation was promoted as widely as possible publicity was circulated as follows:

Audience	Method
Service Users and Carers	Sefton Directory Your Sefton, Your Say Sefton Carers Centre database Sefton Carers Centre newsletter Champion Newspaper: Carers Rights Day Libraries and Leisure Centres Publicised by advocacy groups & Voluntary sector organisations Dedicated email Telephone line
Stakeholders	Provider Forum Meetings Schools and Colleges Head Teachers Forum Meetings Briefing advocacy groups, voluntary sector, and third-party organisations Partnership Boards
Staff	Briefing Note Adult Social Care Newsletter
Unions	Briefing Note

Due to the Covid Pandemic it was agreed there was a need for only a number of small user specific and carer specific meetings to mitigate risk in relation to the restrictions in place at the time of the consultation.

The main method for consultation with stakeholders was through small consultation meetings and an easy read questionnaire.

During the consultation we consulted with 248 people, in addition day centre staff held small group/friendship group discussions to support those who attended day centres to engage in the consultation and complete questionnaires, 275 people attended these discussions.

In total 277 questionnaires were returned, questionnaire responses can be found in Appendix 8 - Questionnaire Analysis.

The meetings were facilitated by a core group of council officers from Adult Social Care, day centre staff, and support from advocacy organisations to ensure the methods used were flexible and could be tailored to the specific audiences where required. At all meetings notes were taken, frequently asked questions and comments from these meetings can be found in Appendix 4 & 5.

Consultation Events

The table below gives an overview of Consultation Events, meetings, Forums and attendees.

Type of Event	Number of Meetings	Attendees
Day Centre (F2F)	18	148
Day Centre (Virtual)	2	33
Schools and Colleges (F2F)	1	5
Carers (F2F & Virtual)	4	23
Older People (F2F & Virtual)	3	38
Drop-ins (Libraries and Leisure Centres)	8	1
Small group / friendship group	65	275
Provider Forum	3	N/A
Schools and Colleges / Transitions Forum	3	N/A

The consultation focused on the following three questions:

- If the pandemic has changed the way you would like to be supported to access day opportunities?
- What Day Opportunities would you like to see in the future?
- Has your caring role changed since the start of the pandemic?

People could respond to the consultation in the following ways:

- At a consultation meeting
- Small group discussion
- Returning a questionnaire
- By email
- By telephone
- Via a member of staff

Key Themes -Outcomes of the Consultation

The following key headlines were identified from consultation meetings, returned questionnaires, and activity sheets.

- **The Day Centres**

- Some people attending day centres see the centre as a club where they can socialise, form, and maintain relationships, and meet friends this was apparent in those clients with Learning Disabilities and Older People
- Some people attending day centres enjoyed the many activities on offer including dance and music, arts and crafts, gardening and caring for animals

- **The impact of COVID**

- Some people felt isolated during COVID, were not able to maintain friendships, have contact with boyfriends and girlfriends all of which affected their Mental Health
- Some people are happy that they have been able to return to a day centre, where they feel safe, can see their friends, and continue with the activities offered by the service.
- Had an impact on carers mental and physical health

- **What people would like to do in the future**

- Some people with Learning Disabilities wanted to be as physically active as possible, taking part in a wide range of sport and leisure activities
- Some younger people wanted more access to further education, qualifications, volunteering and training as a means to securing meaningful employment
- Some younger people still in the education system aged 16 – 18 years of age wanted to see an improvement in the transitions process, greater involvement from social workers particularly young people that were considered to have low or moderate needs
- Most people were satisfied with current activities, others wanted to do more activities in the community, but people said they would need support to do this.
- The majority of people wanted to carry out activities Mondays – Fridays during the day, others would like the opportunity to do activities in the evening during the summer when the nights are light and they felt safe. There were some people that said they would like to be involved in activities during the weekend.

- **Transport**

- Concerns in relation to the additional cost of transport on top of what is already paid to attend a day centre
- Support and training to access transport independently
- Greater access to transport to facilitate trips out

- **Accessibility**

- Concerns were raised in relation to accessing community facilities in Sefton and the surrounding areas
- People felt that there are insufficient changing and toilet facilities when accessing the community for people with a disability

- **Carers**

- Wanted to ensure that their needs as carers are recognised
- Carers of young people wanted to see more activities available in the community
- Carers of young people felt there was a need for more training and volunteering which could lead to meaningful employment
- One size does not fit all some carers want to see activities that could be accessed for shorter periods of time, flexibility around start time particularly for those people who due to their condition are not early risers

Conclusion

It was recognised that people value day opportunities however there is a need to address some of the barriers adults face in participating fully in community-based activities and also the range of provision available to support greater participation in the community and undertake volunteering and access opportunities for employment.

The use of co-production as the core element of the approach was responded to well and was felt supportive of identifying views and needs of both carers and people who use services.

The resulting creation of a dedicated reference group to take forward the co-production approach was welcomed and well supported.

Transitions were also recognised as a challenging time for young people and their carers and therefore early engagement and involvement of young people as part of the co-design of services or wider opportunities was welcomed.



Next Steps

The themes identified throughout the consultation period, as summarised above, can be used to co-produce the service specification to ensure future service provision takes into consideration what people have told us. These will be presented to Adult Social Care Cabinet Member alongside recommendations for future work.

If approved the service offer will be managed in a number of phases. These phases will also be co-produced with people who use services, carers and young people as part of the reference group established alongside the continued support of commissioners, advocacy and voluntary organisations.

Day Opportunities Consultation. Stakeholders.

Day Opportunities Consultation Stakeholders.

Stakeholder Groups External.

Stakeholder Group External	Strategy for consulting with stakeholder	What is the importance to the stakeholder
People First	Meetings / Consultation Events	To communicate and consult with and understand the impact of any proposal. Opportunity to give feedback
Sefton Carers Centre	Meeting/ Consultation Events	To communicate and consult with and understand the impact of any proposal. Opportunity to give feedback
Sefton Parent Carer Forum	Meetings/ Consultation Events	To communicate and consult with and understand the impact of any proposal. Opportunity to give feedback
CCG / Mental Health Joint Operational Meeting	Meeting/ Briefing Note	Communication
External Providers Forum (includes New Directions)	Meetings/ Consultation Events	To communicate and consult with and have an understanding of the impact of any proposal. Opportunity to give feedback
General Public	Website, poster, drop-in sessions	Opportunity to give feedback
Healthwatch Sefton	Briefing Note, presentation, poster advertising links and information on drop-in sessions	Communication
Sefton CVS	Meeting, Briefing Note, presentation	To communicate and consult with and understand the impact of any proposal. Opportunity to give feedback
Activates	Briefing Note, presentation, poster advertising links and information on drop-in sessions	Communication
Mencap Liverpool	Briefing Note, presentation, poster advertising links and information on drop-in sessions	Communication
Alzheimer's Society	Briefing Note, presentation, poster advertising links and information on drop-in sessions	Communication

Stakeholder Group External	Strategy for consulting with stakeholder	What is the importance to the stakeholder
YMCA	Briefing Note	YMCA Liverpool confirmed the only group they work with in Sefton is a nursery group.
Age Concern Liverpool and Sefton	Meeting/Consultation Events	To communicate and consult with and understand the impact of any proposal. Opportunity to give feedback
Sefton Partnership of Older Citizens (SPOC)	Briefing Note and verbal update given 25.11.2021	Communication and consultation progress updated given.
Service Users	Consultation Events	To communicate and consult with and understand the impact of any proposal. Opportunity to give feedback
Sefton Advocacy	Meeting, Briefing Note	To communicate and consult with and understand the impact of any proposal. Opportunity to give feedback
Schools and Colleges	Briefing note, presentation, Parent/Carer Letter, poster advertising links and information to drop-in sessions	To communicate and consult with and understand the impact of any proposal. Opportunity to give feedback
Sefton CVS Young Advisory Group	Briefing note, presentation, Parent/Carer Letter, poster advertising links and information to drop-in sessions	Opportunity for young people to get involved with the consultation and possibly support consultation events
Simply Soccer Group	Poster advertising links and information to drop-in sessions	Communication
St John & St James Orrell Trust	Poster advertising information and links to drop-in sessions	Communication
Sefton OPERA	Briefing note, presentation	Communication
Active Minds	Briefing note, presentation, Letter, poster advertising links and information to drop-in sessions	Communication
Memory Cafe	Poster advertising information and links to drop-in sessions	Communication

Stakeholder Groups Internal

Stakeholder Group Internal	Strategy for consulting with stakeholder	What is the importance to the stakeholder
Cabinet Members / MP's	Briefing Note/Email	To be assured Members will be consulted on the Consultation documentation and approach
Adult Social Care Senior Management Team	Briefing Note, standard presentation	To be assured management/ teams will be communicated to on the consultation progress
Sefton Parent Carer Forum	Briefing Note	To be assured Carers will be consulted on the consultation documentation and approach
Demand Management Group/DMT	Briefing Note, standard presentation	To be assured management/ teams will be communicated to on the consultation progress
Transforming Care Partnership Board	Briefing Note, standard presentation	To be assured that the board will be communicated to on the consultation progress
Internal Day Centre Staff	Briefing Note	Ongoing communication on the consultation progress
Contact Centre	Briefing Note	Ongoing communication
Head of Education Excellence	Meeting/Briefing Note	Ongoing communication on the consultation progress
SEND Improvement Board	Briefing Note	To be assured that the board will be communicated to on the consultation progress
Social Work Teams	Meeting/Briefing Note, standard presentation, poster advertising links and information to drop-in sessions	Communication / Impact on service
Adult Forum	Briefing Note, standard presentation	To be assured that the forum will be communicated to on the consultation progress

Adult Social Care Staff	Briefing Note, standard presentation, poster advertising links and information to drop-in sessions	Ongoing communication
Children's Social Care	Briefing Note, standard presentation, poster advertising links and information to drop-in sessions	Ongoing communication
Children with Disabilities Team	Briefing Note, standard presentation, poster advertising links and information to drop-in sessions	Ongoing communication
Press Officer	Briefing Note, Presentations, letters, poster advertising links and information to drop-in sessions	All communications and consultation documentation will be uploaded onto the Sefton Directory (Internal & External)
Trade Unions	Briefing Note	Ongoing communication
Specialist Transport Unit	Briefing Note, presentation, poster advertising links and information to drop-in sessions	Ongoing communication
Strategic Commissioning Board	Briefing note	To be assured that the board will be communicated to on the consultation progress



Day Opportunities Consultation Communications.

Day Opportunities Communication and Engagement Plan.

Introduction

The vision for Sefton Council Adult Social Care is to promote independence and to support people to live the lives that they choose in the community as far as possible.

Our Day Opportunities vision therefore seeks to enable, facilitate and support people with a range of different outcomes in meeting their needs, sometimes this may take the form of building-based provision whilst at other times, this support is facilitated within the community.

The numbers of people accessing traditional models of support have been declining with particularly younger people choosing to use a Direct Payment to access the support of their choice. The numbers of people choosing a community-based option is similarly increasing.

The numbers of people accessing support has both in building bases and in the community also reduced due to the impact of the Covid 19 pandemic. We anticipate that numbers may increase as restrictions reduce or are removed, however we need to assess whether these changes will have any longer-term impact on the delivery approach to day services. It may be the case that service users have found alternative provision during the pandemic that better suits their needs or wish to explore new opportunities.

The consultation and engagement will be used to inform our dialogue with providers and ensure we have a diverse and robust market, which will respond to the needs of people who require some level of support during the day and in order to meet changing aspirations and explore new ways of meeting needs.

We are seeking to co-design a new specification with Providers and Stakeholders, to ensure people who use or may wish to access support have an opportunity to contribute to the design of services.

This Communication and Engagement Plan sets out the key messages for this project that will guide our internal and external communications.

Aims and Objectives

The overriding aim of our communications and engagement plan is to ensure that our key messages are communicated to stakeholders clearly and that a process of engagement takes place with the relevant stakeholders to inform the codesign of Day Service provision in the future.

Our objectives:

- To ensure that stakeholders are aware of the consultation.
- To reassure stakeholders about what the consultation will mean for them.
- To allow time and suitable space for stakeholders to give opinions in a way they feel comfortable with.
- To provide all information in accessible formats.

Key Messages

The following key messages will form the basis of all our communications.

- The Adult Social Care Vision seeks to allow service users to lead the life they want to lead in the community and our Day Opportunities offer needs to reflect this vision
- We would like to develop a range of services that offers and facilitates people having greater independence around accessing the community and universal provision alongside greater choice, and a wide range of activities and flexibility
- Where building-based support is relevant for those with the most complex needs we would also seek to ensure these offer a range of supportive and flexible approaches to meet people's needs and aspirations.
- No-one will be expected to change the support they receive if they continue to meet the assessed need, we are seeking to enhance opportunities and be able to respond effectively to the changes we are seeing currently in our market.
- COVID has shaped how we live and will continue to shape future services, we want to capture how COVID has changed the way people wish to access support during the day.
- The feedback will help shape an outcome-based service offer, future market development and how we can enable greater opportunities for people to connect with their communities.
- We will be asking people about how they wish to spend their day and also ensuring that people are supported to make choices about access to work, volunteering and training opportunities.
- Service users and their families will be supported throughout the consultation and we will engage advocacy support to strengthen our approach and develop our understanding.
- All information will be in accessible formats so that people engage in a meaningful way
- The existing providers of current service provision will be engaged individually and collectively via the established provider forum so they can support the approach.

Branding

All communications and engagement will carry the same core messages and branding so as to have a consistent approach.

The communications will have the #YourDayYourSay branding to emphasise the themes for co-production and a person-centered approach.

We will produce a toolkit/facilitators pack for engagement sessions that carry this branding and all our key messages in accessible formats.

Stakeholders

Stakeholder mapping has been carried out to identify which groups we will communicate with.

<p>Direct (Project is likely to have an actual or perceived impact)</p>	<p>People who currently use Day Services Families & Carers of those people who use Day Services. Day Services Providers. Adult Social Care Staff Cabinet Member or Adult Social Care/ Relevant members Advocacy Groups E.g. <ul style="list-style-type: none">• Sefton Partnership of Older Citizens (SPOC).• National Autistic Society Parent Carer Group (NAS).• Sefton Parent Carer Forum.• Dementia Friendly Sefton.• Preparation for Adulthood Group.• Sefton Carers Centre• People First Merseyside.</p>
<p>Indirect (Project is unlikely to directly impact or be perceived to directly impact but need to be communicated with)</p>	<p>General Public. General Staff. All relevant teams across the Council. External Partners/Partnerships: <ul style="list-style-type: none">• Sefton Mental Health.• Sefton Mind.• Adults Forum.• CCG.• Transitions Steering Group.• Symbol (CVS) Young People.• YMCA.• VCFS.• CWD.• Transforming Care Partnership Board.• All Age Autism Pathway.</p>

Channels

The below channels have been identified as suitable for the communication of our key messages.

Internal	External
<p>Dedicated Cabinet Member(s)</p> <p>briefing One Council Brief</p> <p>Intranet</p> <p>Yammer</p>	<p>Consultation Events</p> <p>Direct</p> <p>Communication</p> <p>Your Sefton, Your</p> <p>Say Partner</p> <p>Briefings</p> <p>Sefton Council website</p> <p>www.sefton.gov.uk My Sefton news</p> <p>www.mysefton.co.uk</p>

Risks and Mitigating Key Messages

Below is a list of potential risks and mitigation measure to manage those risks.

Risk	Key
<p>Concern among services users/families that provision will be taken away</p>	<p>Reassurance. People will not have provision removed if they continue to meet the assessed need.</p>
<p>Unrealistic expectations of current and future service users and carers resulting from the impact of COVID- 19 and the consultation</p>	<p>Clear Scope. This is a consultation to see what people would like to see in future and whether the COVID-19 pandemic has changed that. This will provide assurance around our strategic approach to Day opportunities in Sefton.</p>

Agreed Statements

Cabinet Papers Published 17/06

A spokesperson for Sefton Council said:

“Members are being asked to approve an approach to the commissioning of day services in Sefton in light of a change in the way individuals have used our day services during the COVID-19 pandemic and a desire to meet the changing needs of individuals who use these services.

“This is not about reducing services but about developing more flexible models of support. The COVID-19 pandemic changed the way people access day services and, in some cases, people who needed

adult social care were supported to access alternative types of services which worked better from themselves and their families.

“Sefton Council want to build on this and build a service that incorporates greater independence, greater choice, a wider range of activities and more flexibility, whilst maintaining more traditional, building based support for those with the most complex needs. We will be working with people who use services and their carers in developing this approach.”

Day Opportunities Consultation.
Consultation Communication/
Documents.

YOUR DAY YOUR SAY

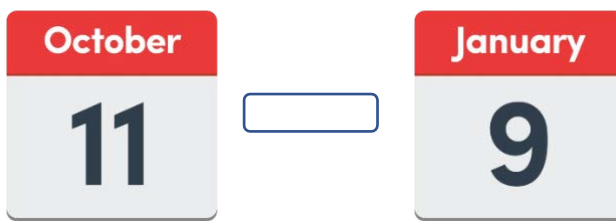


Your Day, Your Say Day Opportunities Consultation.

We want to tell you about the consultation and proposed co-design of day opportunities and day services and how you can be involved.

Sefton Council wants to speak with people who use day services.

This consultation will be from Monday 11th October 2021 till Sunday 9th January 2022.



This is nothing to worry about.

The way people have been using day opportunities has been changing for some time.

The impact of COVID meant people had the chance to access support in different ways.



Many people want different things from a day opportunity.

The information you give will help the Council to make sure that day services are of a good quality.



It will help us to understand more about how the COVID Pandemic has changed people's experiences of day services.

Services need to meet the requirements of the Care Act 2014.

The Care Act is a law about care and support for adults in England.



Officers from the Council who are responsible for arranging services will be arranging the Your Day Your Say consultation.



The consultation will involve co-design sessions. The feedback that people give will be put into a report which will help with future plans.

What are Day Opportunities?



Day opportunities offers day support for people with a range of different needs.

Sometimes this is in a building, or at other times people are supported in the community.



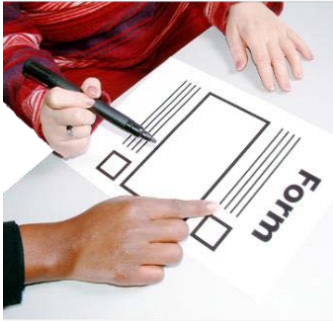
We would like you to get involved in the Your Day Your Say consultation.

This consultation will be your opportunity to tell us about the way in which you would like to spend your time during the day and your experience of day opportunities in Sefton.



Sefton Council would like to co-design the approach to day opportunities and day services with people who use services.

How can I give my ideas?



Through a questionnaire - Paper copies will be given out from your day services with a freepost return envelope.

You can also request a paper copy by phone or email.



On line via our consultation website Your Sefton Your Say.

<https://yourseftonyoursay.sefton.gov.uk/>

Look for the Your Day Your Say consultation in the list.



Group or individual virtual meetings. Please ask your day centre for more details.



or telephone conversation.
call or email to arrange how you would like to feedback.



If you need any more information or help to have your say, please contact us by:

Phone - 0151 934 2888

Email - yourdayyoursay@sefton.gov.uk



Yours faithfully

Deborah Butcher

Deborah Butcher

Executive Director for Adult Social Care and Health

Easy Read Service User Letter

Dear Service User,

Re: Day Opportunities Consultation

We are writing to make you aware of the day opportunities consultation in Sefton and how you can be involved. The consultation starts on Monday the 11th of October 2021 and ends on Sunday the 9th of January 2022.

There is no reason for you to worry about the consultation, the purpose of which is to help the Council to make sure that the day opportunity services in Sefton are of a good quality, are meeting the requirements of the Care Act 2014 and to understand more about the impact of the COVID Pandemic on the experiences of people accessing day opportunity services in the borough.

The consultation will be used to shape services with local organisations, people who use services now and who may use services in the future and parent/carers of people who access services now or may do in the future.

The consultation with people and their families is called 'Your Day, Your Say'. The feedback that people provide will be put into a report that will help with future planning. We would like you to get involved in the 'Your Day, Your Say' consultation and the information you choose to share with us can be done so in several ways;

- On line via our consultation website Your Sefton Your Say
- <https://yourseftonyoursay.sefton.gov.uk/>
- A paper copy of the questionnaire will be available from your day service and on request
- Group or Individual virtual meetings (please refer to your day centre for more details)
- Drop in sessions at a range of local venues across the borough
- Individual telephone or email conversations
- Day Opportunities Service User Reference Group

You may want to share this letter with a family member or an advocate to make sure that you have every opportunity to respond to the consultation.

Should you require any information on the ways you can get involved please e-mail yourdayyoursay@sefton.gov.uk or telephone 0151 934 2888

Yours faithfully,

Deborah Butcher
Executive Director Adult Social Care and Health

Parent Carer Letter

Dear Carer,

Re: Day Opportunities Consultation

We are writing to inform you about the Day Opportunities consultation in Sefton and how you can be involved. The consultation starts on Monday the 11th of October and ends on Sunday the 9th of January 2022.

The purpose of the consultation is to make sure that current services are of a good quality, are meeting the requirements of the Care Act 2014 and to understand more about the impact of the COVID Pandemic on the experiences of people accessing day opportunity services in the borough of Sefton.

The consultation will be used to shape services with local organisations, people who use services now and who may use services in the future and parents/carers/advocates of people who access services now or who may do so in the future.

The consultation with people and their families is called 'Your Day, Your Say'. The feedback provided will be put into a report that will help with future planning.

We would like you to get involved in the 'Your Day, Your Say' consultation and the information you choose to share with us can be done so in several ways;

- On line via our consultation website Your Sefton Your Say <https://yourseftonyoursay.sefton.gov.uk/>
- A paper copy of the questionnaire will be available from the day service the person you care for and/or relative attends
- Group or Individual virtual meetings (please refer to your day centre for more details).
- Individual telephone or email conversations
- Day Opportunities Service User Reference Group

Should you require any information on the ways you can get involved please e-mail yourdayyoursay@sefton.gov.uk or telephone 0151 934 2888

Yours faithfully,

Deborah Butcher
Executive Director Adult Social Care and Health

Provider Letter

Dear Provider,

Re: Day Opportunities Consultation Update

We are writing to update you on the consultation of day opportunities and day services that we are undertaking with people who use day services, parent/carers, those who may access day opportunities in the future and other key stakeholders.

The consultation will begin on the 11th of October 2021 and will end on Sunday 9th January 2022.

The purpose of the consultation is to make sure that current services are of a good quality, are meeting the requirements of the Care Act 2014 and to understand more about the impact of the COVID Pandemic on the experiences of people accessing day opportunity services in the borough of Sefton. The information provided will be used to shape services with local organisations.


Officers from the Council who are responsible for arranging services will be undertaking Your Day Your Say consultation events with people and their families. The feedback that people provide will be put into a report that will help us with future planning.

There are various opportunities available to ensure that people can respond to this consultation including options for older people, people with a learning disability or autism and people who may have a physical disability. The consultation will capture people's views and experiences in the following ways;

- On line via our consultation website Your Sefton Your Say <https://yourseftonyoursay.sefton.gov.uk/>
- A paper copy of the questionnaire will be available from day services or on request
- Group or Individual virtual meetings
- Drop in sessions within local communities
- Individual telephone or email conversations
- Day Opportunities Service User Reference Group

People can use the following email address stating clearly their request or use the telephone number below to speak to someone.

- Yourdayyoursay@sefton.gov.uk
- 0151 934 2888



We will meet with all providers throughout the life of the consultation.

Can we please ask, that if requested, you do support anyone wishing to contribute to the consultation.

If you require any further information or wish to discuss the content of this letter please contact [Rebecca Bond Rebecca.Bond@sefton.gov.uk](mailto:Rebecca.Bond@sefton.gov.uk) or Joanne Christensen Joanne.Christensen@sefton.gov.uk

Yours faithfully,

Carol Cater
Service Manager - Commissioning

Breakdown of Consultation Sessions.

Day Services.

Venue	Date	Time	Event Type
Choices Day Centre	20th October 2021	1.30 – 3.00 pm	Virtual
Choices Day Centre	21st October 2021	1.30 – 3.00 pm	Virtual
121 in the Community	21st October 2021	11.00 – 1.00 pm	Face to Face
121 in the Community	22nd October 2021	11.00 – 1.00 pm	Face to Face
Waterloo Park Day Centre	1st November 2021	9.30 – 12.30 pm	Face to Face
Mornington Road Day Centre	9th November 2021	10.15 – 12.15 pm	Face to Face
Waterloo Park Day Centre	10th November 2021	9.30 – 12.30 pm	Face to Face
Bridge Inn Farm	12th November 2021	1.00 – 3.00 pm	Face to Face
Bridge Inn Farm	15th November 2021	1.00 – 3.00 pm	Face to Face
Dunningsbridge Day Centre	15th November 2021	10.30 – 12.30 pm	Face to Face
Fernley DayCentre	17th November 2021	2.00 – 3.00 pm	Face to Face
Fernley DayCentre	18th November 2021	10.00 – 12.00 pm	Face to Face
David Brown Centre	22nd November 2021	11.00 – 1.00 pm	Face to Face
Fernley Day Service	23rd November 2021	10.00 – 11.30 am	Face to Face
Dunningsbridge Day Centre	25th November 2021	10.30 – 12.30 am	Face to Face
Autism Initiatives Cedar House	30th November 2021	10.00 – 12.00 pm	Face to Face
Brookdale Day Centre	8th December 2021	10.30 – 11.30 am	Face to Face
Manna Day Centre	14th December 2021	2.00 – 4.00 pm	Face to Face
Learning Rooms Southport	17th December 2021	10.30 – 12.30 am	Face to Face
Willows Day Centre	13th December 2021	1.30 – 3.30 pm	Face to Face
Dunningsbridge	12th December 2022	10.30 – 12.30 pm	Face to Face

Schools.

Rowan Park School	7th January 2022	10.00 – 12.00 pm	Face to Face
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Carers Sessions.

Sefton Parent Carer Meeting	12th October 2021	2.30 – 3.30 pm	Virtual
Sefton Parent Carer Forum	15th October 2021		Virtual
Carers Voice Forum	23rd November 2021	10.30 – 11.30 am	Virtual
Carers Rights Day Crosby	25th November 2021	10.00 – 12.00 pm	Face to Face
Sefton Carers – Life Rooms Southport	7th December 2021	10.00 – 12.00 pm	Face to Face
Carers Voice Forum	9th December 2021	11.00 – 12.00 pm	Virtual

Forums.

Sefton Older Peoples Forum	18th November 2021	2.00 – 3.30 pm	Virtual
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Day Services:

Drop-in Sessions.

Bootle Leisure Centre	27th October 2021	5.00 – 8.00 pm	Face to Face
Bootle Library	28th October 2021	10.30 – 4.00pm	Face to Face
Meadows Library	3rd November 2021	10.30 – 4.00 pm	Face to Face
Dunes Leisure Centre	23rd November 2021	5.00 – 8.00 pm	Face to Face

Luncheon Clubs

Age Concern Crosby	4th November 2021	1.30 – 3.00 pm	Face to Face
Age Concern Crosby	9th December 2021	1.30 – 3.00 pm	Face to Face

Provider Meetings.

Day Care Provider Meeting	13th October 2021	3.00 – 5.00 pm	Virtual
Day Care Provider Meeting	3rd November 2021	3.00 – 5.00 pm	Virtual
Day Care Provider Meeting	1st December 2021	3.00 – 5.00 pm	Virtual

Schools and Colleges Meetings

Schools and Colleges Meeting	7th October 2021	3.30 – 5.00 pm	Virtual
Schools and Colleges Meeting	10th November 2021	4.00 – 5.00 pm	Virtual
Schools and Colleges Meeting	1st December 2021	3.00 – 5.00 pm	Virtual

Additional Day Centre Friendship Group Engagement Sessions Held by Providers.

Name	Number of group or 1-1 sessions held	Number of people attended
Waterloo Park	2	5
Bowersdale	5	4
Mornington Road	8	2
Dunningsbridge	7	2
Brookdale Day Centre	1	6
121 in the Community	5	3
Waterloo Day Centre	2	2
David Brown Centre	6	2
Willows Day Centre	9	9
Bridge Inn Farm	1	3
Total	6	2

Consultation & Engagement Toolkit



Toolkit Instructions

Thank you for agreeing to run a Day Opportunities Consultation session.

This toolkit will help you talk to people about the day opportunities or services they have now and what they would like to do in the future.

The toolkit includes background information and different ways for people to share their ideas with us.

The Toolkit includes:

- Toolkit **instructions** to help people who are delivering feedback sessions.
- A copy of the **questionnaire** (there will be other copies available at the day service)
- An activity called '**Pick-a-card**'
- **Worksheet** 'What's important for me to do in the day'
- A **Feedback form** which is to record people's comments and details of the session. Please complete this and send back to us in the freepost envelope or email a scan or photograph and email to yourdayyoursay@sefton.gov.uk



Being sent separately as an email



Presentation to be shown to the group before the consultation session.

Toolkit Instructions

You should provide your own:

- Pens
- Ideas



You do not need to do all the activities in the pack. It might be that you are talking to one person or a small group and it would work better if you completed the questionnaire together.



You may prefer to do the 'pick-a-card' activity game, where people choose the activities they want to do in the future and talk about them with you. The instructions on how this game works is included in the pack. Please write people's ideas on the feedback form in this pack.



If there is more than one group, you will need someone to help with delivering the session with the other groups.



You may also need someone to help with making notes of the feedback and ideas.

Toolkit Instructions



Tips for people delivering the sessions

- Look at the consultation website.
www.sefton.gov.uk/Day-Care-Consultation



You will be asked to support a small group – we would like you to

- help people in the group to understand the questions.
- ask people for their views.
- help to keep the group discussion going smoothly and on track.
- Make a note of how many attended the session on the feedback form.
- Record what people have said in response.
- Support people to fully take part in the consultation session.
- Make a note of any questions from people and add to feedback sheet.
- Tell people that they can ask other questions and record them on the feedback form.





Encourage those taking part to complete the consultation questionnaire and offer a freepost envelope.

Toolkit Instructions



- Please put the feedback given in the sessions onto the feedback form.
- Any questions people have in the sessions will be added to the Frequently Asked Questions (FAQs) on the website. Have a look on the website. www.sefton.gov.uk/Day-Care-Consultation



- You will be given a small group table to support. You will deliver the session and make a note of the questions and comments raised by people taking part.



Please remember that you are asking people for their views and ideas.

Please do not tell them your ideas or what you think should happen.



Session Instructions

1. Welcome and introductions.
- 10 minutes
2. Day Opportunities Presentation.
- 15 / 20 minutes
3. Individual or small group activity.
- 30 / 40 minutes
4. Finish the activity and thank people for taking part. Let them know that the information will be part of a report.
5. Fill in the feedback form and send this and any other notes you took and post it to us in the envelope that is in the toolkit or email to yourdayyoursay@sefton.gov.uk

Toolkit Activity Sheet

What's important for me to do in the day?

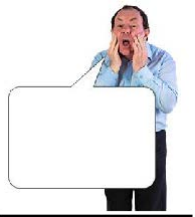


What did you do during the day in the pandemic?

Please answer the following questions - you can use words or drawings to tell us your answer.



What would you like to do in the future?



Is there anything else you would like to tell us?

Use this box to draw or write what you will be doing in the future.

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 

Instructions

- Put the cards out on a table.
- The cards give ideas of things people may like to do in the future.
- Ask one person at a time to choose the cards would like.
- Ask people to talk about what they have chosen and why they have picked it.

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 



Go to a day service

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 



Organised activities

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 



11:00



6:00

Activities at different times of
the day and week

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 



Health and Wellbeing
activities

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 



I don't want to change anything.

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 



jobcentreplus
Work Coach

Getting a job

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 



Is there anything else you
would like to do?

Toolkit Pick a Card

**YOUR DAY
YOUR SAY**

Sefton Council 



Socialising

Toolkit Pick a Card













**YOUR DAY
YOUR SAY**

Sefton Council 



Volunteering

Toolkit Evaluation Form

(Optional) Name		(Optional) Contact Number:		
Venue				
Presentation Type	Virtual (on a computer) <input type="checkbox"/>	In Person Face to Face <input type="checkbox"/>		
What did you think about the presentation?	 <input type="checkbox"/> Good	 <input type="checkbox"/> Satisfactory	 <input type="checkbox"/> Poor	 <input type="checkbox"/> Don't like to say
What did you think about the venue?	 <input type="checkbox"/> Good	 <input type="checkbox"/> Satisfactory	 <input type="checkbox"/> Poor	 <input type="checkbox"/> Don't like to say
Was the length of the session?	 <input type="checkbox"/> Not sure	 <input type="checkbox"/> About right	 <input type="checkbox"/> Too short	 <input type="checkbox"/> Too Long