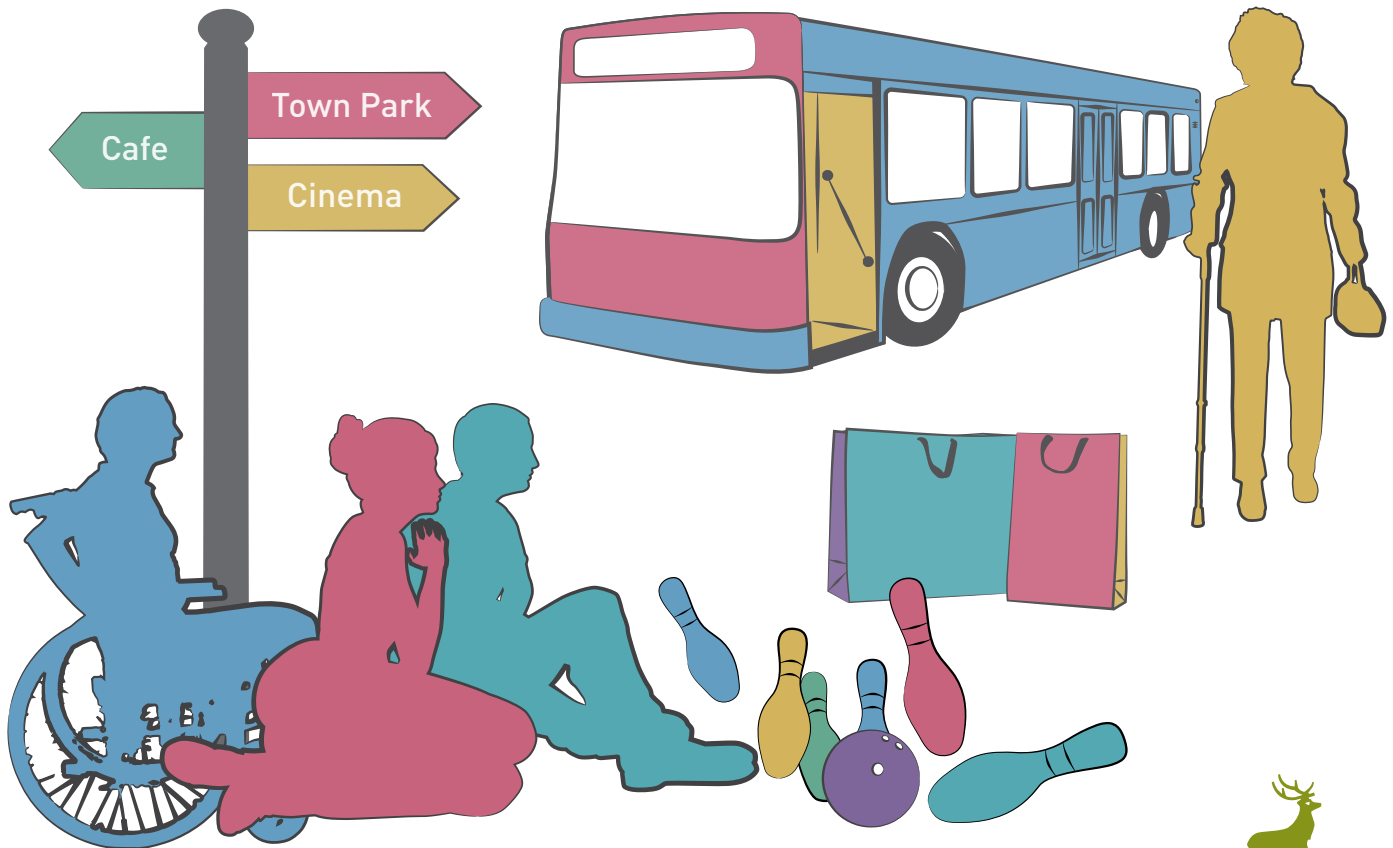


Co-Production Report

Phase 1 – Engagement

Supporting the development and transformation of in-house day opportunities



Each week, Hertfordshire County Council's Day Services delivers a wide-ranging programme of activities to over 1000 adults with physical and learning disabilities, older people and those with mental health needs.

Whilst our service is highly rated by those we already support; we face the **challenge of declining numbers and reducing resources**. The service also needs to modernise and have **fit for purpose facilities** that **meet the needs of service users** now and in the future.

Those who are connected to our service are best placed to tell us how to improve and we are committed to working alongside service users, their carers and our staff team to design our future services. This report details the findings from our first phase of Co-Production.

Who

Detailed feedback from 1100 people: current service users, carers and families and day service staff.

What

Mass data gathering, benchmarking and stakeholder engagement. The largest piece of research that the service has ever carried out.

When

Between December 2019 and February 2021. Within our centres and at people's homes.

How

We co-designed, alongside staff and Experts by Experience, three bespoke surveys for: service users, carers and young people.

Why

To understand: How people like to spend their time. What matters most and life aspirations. Answers will help us develop our future service.

What does the data tell us?

Social connections, friendships and having a sense of belonging are of primary importance

- People want an active life, creative opportunities and the chance to develop skills
- People want increased opportunities to get 'out and about' in their own community but also on holidays and day trips
- People also want a safe, familiar base to check-into and to spend structured time when needed
- Carers and family members value the respite we offer but are aspirational about increasing opportunities for all who use our service – regardless of support level
- Buildings need to cater for a wide range of activities and support needs. They must have communal spaces but also quiet areas
- Staff members are positive about change, and want to offer more opportunities to a wider range of people – as long as we can still meet the needs of those we currently support
- Carers would like to see clearer communications about what can be offered and have choice on what to take part in
- Carers and service users would like to see increased hours and support offered on weekends

Older people's hopes for the future centre around:

Improved health and wellbeing

(76%)

maintaining independence
(50%)

Younger people's hope for the future centre around:

Getting a job

(81%)

Training or continuing education

(75%)

Opportunity to live independently

(73%)

Introduction

Introduction

Hertfordshire County Council's In-house Day Services delivers a range of day opportunities during the week to older people and adults with physical or learning disabilities.

Between Aug 2018 - Aug 2019, Day Services supported an average of 1151 service users, on a medium or long-term basis. The present in-house service comprises of 358 FTE community-based staff delivering services from over of 30 buildings and community bases. There is a comprehensive geographical spread of services around the county, meaning that service users do not need to travel too far to access opportunities.

The service delivers a wide programme of activities, on-site and in the community, to those with a broad range of care and support requirements. As well as enabling individuals with low support needs, it is relatively unique in its provision of high-quality services to adults with profound and multiple physical and learning disabilities. In addition to a safe and welcoming space, those with complex personal care needs often require: specialist equipment, wheelchair friendly corridors, multi-functional rooms and lie-down change facilities. In recent years, some buildings

have received capital funds for development whilst other buildings still require significant works or replacement.

There is a high level of customer satisfaction with the current in-House Day Service and there are long-standing, trusting relationships between staff, service users and their families/carers. The services are viewed as an essential element of respite care, as well as a way of service users achieving the outcomes they consider important.

Over the past five years there has been a steady decline in the number of service users being referred to Day Services, teamed with national pressures on adult social care budgets means a new business model is needed to transform the service.

We know that people who use or are connected with our current service are best placed to shape its future. Our co-production approach will allow current and potential service users, their families and carers and staff to design the future service together.

A new model will need to take forward the knowledge, expertise and goodwill that currently exist.

It is important for us to have a clear understanding of what is currently working well, what needs improving and the changing hopes and aspirations of those people we support.

The stage 1 approach to the co-production, sought to engage with key audiences to gather data that would help inform thinking about the future. Three separate surveys were carried out and a range of interactive service users, families, carers and staff with the opportunity to meet the programme team and understand the work being planned to redesign Day Opportunities. This will be followed by a series of workshops with a newly appointed Co-Production Advisory Board which will focus on key themes to help us further develop a new service model.



Service
users -
key findings

Service users

- 476 respondents completed the questionnaire online or on paper
- There was nearly a 50% response rate
- The youngest respondent was 19 years old. The oldest respondent 98 years old
- 51 years old was the mean average age of respondents
- 52% of respondents were female and 48% of respondents were male



Top 15 activities that respondents like doing:

| Activity | % of respondents |
|---|------------------|
| Local trips (cinema, shopping, eating out, sight-seeing) | 83% |
| Day trips | 82% |
| Sensory activities (sensory art, cooking or walks) | 63% |
| Going on holiday | 63% |
| Visual arts (painting, drawing, photography) | 60% |
| Relaxation and mindfulness | 59% |
| Skills at home (Cooking/baking, hygiene at home) | 59% |
| Indoor sports (pool, snooker, archery, bowling, table football) | 57% |
| Board games (chess, Pictionary, Scrabble etc) | 56% |
| Group fitness (keep fit, swimming, going to the gym etc) | 55% |
| Dance (tea dance, modern dance, ballet, disco) | 53% |
| Crafts (model making, crochet, pottery, jewellery making etc) | 51% |
| Connect with animals | 51% |
| Healthy eating/healthy lifestyles | 51% |
| Singing/join a choir | 50% |

When would you like to do activities?

Preference for weekdays: 46% preferring mornings and 42% preferring afternoons

Additional interest in weekend activities (39% morning and 38% afternoon)

Less of an appetite for activities in the evening; 12% for a weekday and 23% on a weekend



What matters most to respondents?

| | |
|--|------------|
| Being with my friends | 82% |
| Being with others in groups | 75% |
| Going to a familiar environment | 74% |
| Having a space which is peaceful and quiet | 71% |
| Having a clear routine & structure | 70% |
| Staying active | 62% |
| Health and wellbeing | 61% |
| Meeting new people | 60% |
| Being a part of Community | 60% |
| Having 1:1 support | 58% |

Hopes for the future (% rated as important or very important):

| | |
|--|------------|
| Improve health and wellbeing | 76% |
| Living independently | 50% |
| Volunteering | 30% |
| Getting more training or continuing in education | 29% |
| Having a paid job | 21% |

Direct service user quotes:



I have very limited ability to do things for myself and I am 100% dependent on my husband who also has many disabilities. The day services take the pressure off him for a little while and give me the chance to leave our house and meet and enjoy the company of others who have similar restriction as me. ””



It frees me from the isolation of home. Being with other people and making new friends. Trying new things and being supported in exercise and health and wellbeing activities. ””



I enjoy painting and colouring also enjoy cooking and baking. I like going out and about especially garden centres. ””



Very kind, helpful, interesting, staff very kind and understanding to help you. ””



I always feel very happy here like I belong. I have made a whole lot of friends which is very important to me. ””



Analysis by age and gender:

- Independence was equally as important for males and females, and the age groups which placed the highest value on independence were 51-65-year olds and 66 +
- Those aged 36-50 years old responded that they wanted more training or further education opportunities. With male respondents over twice as likely to rate this as important
- People aged 20-50 years old were most interested in volunteering with men twice as likely as women to rate this as an aspiration
- Getting a paid job was more important for respondents aged between 36-65 and more men than women rated this as a hope
- 'Improve health and wellbeing' was rated as the highest aspiration across the board but significantly more women (68%) highlighted this than men (32%)

Summary of service user findings

- Service user put a high value on established personal connections and being in groups with their friends and peers
- They aspire to be healthier and increased feelings of wellbeing and independence
- They want to be involved in meaningful activity such as learning new skills or volunteering but not necessarily paid work
- They overwhelmingly want to be 'out and about' (local trips, day trips, holidays)
- Group activities are preferred over individual activities with; sensory activities, arts and crafts and indoor sports being a preference
- A safe, familiar base is vital to maintaining physical and mental wellbeing
- Bases need to offer enablement opportunities including; home skills, healthy eating/healthy lifestyles, techniques for relaxation and mindfulness
- Bases are communities themselves and service user feel like they belong, are supported and can build their confidence/ independence

Young people - key findings

Young people

- 218 respondents completed the questionnaire, which was sent via Children's Services partners including Herts Parent Carer Involvement, Colleges
- Respondents ranged from 15-22 years old. With 18 years being the mean average age
- 20% of female respondents and 78% male, 2% chose not to answer
- Respondents all had a physical and/or a learning disability



Top 15 activities that respondents like doing:

| Activity | % of respondents |
|--|-------------------------|
| Listening to music | 69% |
| Going to the cinema | 67% |
| Day trips | 59% |
| Watching TV | 54% |
| Using social media/going online | 53% |
| Going to a café or restaurant | 51% |
| Baking/Cooking | 50% |
| Going on holiday with friends | 49% |
| Learning life skills e.g. independent living, managing money, using technology | 44% |
| Being with animals | 40% |
| Swimming | 38% |
| Football (watching or playing) | 36% |
| Playing board games | 28% |
| Singing | 26% |
| Painting or drawing | 25% |

It is worth noting that in this survey the 'other' section was well populated by respondents, showing a broad range of interests. Key trends in activities mentioned as follows:

- Gaming/video games
- Trampolining/Adult soft play
- Parties and dating
- Theatre trips
- Going to the gym
- Contact sports (Rugby, martial arts etc)





When would you like to do activities?

Preference for afternoon activities both weekday (38%) and weekend (44%)

Morning activities were less preferable

There was also a significant appetite for evening activities with a slight preference for evening activities from Monday-Friday (38%) as opposed to the weekend (30%)

The option for activities in school/college holidays, had highest responses of all available

What matters most to respondents?

| | |
|--|------------|
| Being with my friends | 73% |
| Having new experiences | 62% |
| Increasing my independence | 55% |
| Health and wellbeing | 52% |
| Staying Active | 51% |
| Having a space which is peaceful and quiet | 51% |
| Finding out what I want in the future | 51% |
| Having a clear structure and routine | 48% |
| Being in groups with others | 45% |
| Meeting new people | 43% |

Hopes for the future

(% as important or very important):

| | |
|--|------------|
| Having a paid job | 81% |
| Getting more training or continuing in education | 75% |
| Living independently | 73% |
| Volunteering | 37% |

Direct quotes from young people or those caring for them:

““

It's important to me that people looking after me have the best understanding of my needs and communication. ””

““

I like cycling. I can ride a bike, but would love someone to come on a bike ride with me. ””

““

Being PMLD (profound and multiple learning disabilities) it's all about having the opportunity for new experiences which are suitable for my disability. ””
(completed by mum)

““

I enjoy playing video games & learning about the stories/mechanics behind them. I also enjoy watching Youtube a whole lot. ””

““

We like everything that non-disabled/special needs 16-25 do but you do not provide enough trained staff to enable support to the right level... I Think you probably have no idea what any of the above entails for some service users who need it most! Wheelchair/mobility issues are the users who are the most under supported! ””
(completed by parent)

Summary of young people findings

- Young people want most to be with their friends and do what others their age do
- They want to continue to learn and have new experiences
- Being active and learning skills to increase independence is very important
- They want support to 'figure out' what they want from life and plan for their future
- They want to be involved in purposeful activity and for many they want to get a job
- Being social is important to young people who responded they want to go to parties/ date and connect online (social media and gaming)
- Music is important to young people, as is watching movies and TV and being online
- Having the chance to go 'out and about' is important particularly day trips and trips to the cinema, restaurants etc
- Structure and a safe, familiar space are important to maintaining wellbeing



Families and carers - key findings

Families and carers

- 100 respondents completed online or on paper
- The youngest respondent was 27 years old and the oldest respondent was 88 years old
- 64 years old was the mean average age of the carers who responded
- Of those carers who responded, 73% were female and 27% were male



What works well with Day Services?

Out of 100 responses the following themes were most frequently mentioned:

| Rank | Theme |
|------|---|
| 1 | The opportunity to learn new skills and the range of activities currently offered |
| 2 | Well trained and supportive staff |
| 3 | The chance to socialise, make new friends and build peer networks |
| 4 | Provides a break, so I can to do things I want/need to do (respite) |
| 5 | Offers a caring, safe and understanding environment |
| 6 | Provides safe and reliable transport |
| 7 | Allows people who attend a degree of independence |
| 8 | Provides a healthy, main meal of the day |
| 9 | Gives routine and structure to the day |
| 10 | Offers support and advice to families and carers |



Direct carers quotes:

“

It enables Christopher to leave the house and be around others which wouldn't happen without day services. Routine is very important and familiar faces make him feel safe. The staff at day care understand Christopher and are very supportive of his mental disability and very kind. For myself to have a few hours to myself also being able to leave the house. ”

“

It provides a structured routine. Fiona enjoys all activities. She is helped greatly by the staff. They understand her ways and needs. With their support she now has an understanding of her behaviour and how this affects others. Transport to and from home to day centre is a great help. ”

“

It enables me to continue to care and for Peter to spend time with his friends which he enjoys. ”

“

It gives her an interest and a sense of belonging. ”

“

A caring safe environment with wonderful, long serving staff. Together with the transport to and from the day centre, it means I can leave my son in safe hands from the moment he leaves home in the morning until he returns in the afternoon. There are lots of different activities which clients can choose from. This gives them personalised programme that can be changed if they want to try something different. The staff know my son well and are aware of all his medical and dietary needs, which means I don't have to keep repeating this vital information to different people. ”

What doesn't work well with Day Services?

24 respondents left this question blank and a further 28 stated 'nothing' in response to the question 'What doesn't work well?'. Out of the 48 remaining responses the following themes were most frequently mentioned:

| Rank | Theme |
|------|--|
| 1 | Staff shortages, lack of staff support or turnover of staff |
| 2 | The need for varied hours, longer days or weekends |
| 3 | Not enough staff to take people out of the buildings (especially those with complex needs) |
| 4 | No in-house lunch offered by most services |
| 5 | The need for improved communications |
| 6 | More variety on activities and especially things that are more active |
| 7 | More flexibility needed with transport |



Direct carers quotes:

““

Slightly longer day would be ideal. Perhaps until 4pm. Some days he is home by 3.20 doesn't give me any time to do anything in the afternoon. ””

““

Due to staff shortages, opportunities to go out within the community are limited. A few years ago, they had a wonderful staff member whose role was to find activities that were enjoyable, but her role was lost. ””

““

Mixing physically handicapped but mentally AWARE people with learning difficulty people. Very frustrating for aware people. ””

““

That not everyone can do more, but they can have a future to look forward to. ””

““

Sitting in the wheelchair most of the time which is not good. Should be able to get more support for using equipment like standing frame and personal care. ””

““

We need a modern building fit for the 21st century. ””

““

It took a long time to find this service. I didn't know it existed - even though I looked. We didn't have a social worker before, not until Dad was 91 years old. ””

Summary of carer findings

- The service is held in high esteem, is trusted and offers valuable respite
- The professional experience and caring approach of staff is highly valued
- Overall, carers are happy with the activities offered but would like to see more trips out
- There is a concern about a reduction in staff and an awareness that this may mean that fewer people can be 'out and about'
- Flexible and reliable transport is a key component of the service offer
- They would like to see improved communications from the service



Staff - key findings

Staff

- The Transformation Programme Team attended 20 team meetings at Day Centres across Hertfordshire between Nov 2019 and Jan 2020 to inform staff about the transformation programme and to engage and consult about opportunities and concerns.
- The team delivered interactive workshops on potential transformation and the key drivers for change. As part of the workshops, staff were asked to participate in a group activity to discuss and respond to the following questions about change:
 1. What are you excited about?
 2. What are you concerned about?
- Qualitative data was collated from discussions and then separated into key themes. Over 350 staff attended these workshops and these findings provide an accurate representation of staff's thoughts about the transformation of Day Services.



Top 10 themes for Question 1. What are you excited about?

Themes below were identified from responses to Question 1

| Theme | Percentage |
|---|--------------|
| Partnership work with other organisations and companies | 14.6% |
| Buildings must be fit for purpose/"feel like home" | 13.9% |
| Attracting younger service users | 13.9% |
| Greater ability to offer a wider service - hours, days | 13.1% |
| New Technology for staff and service users | 12.4% |
| Greater variety of activities | 9.5% |
| Recognition it is the service of choice | 8% |
| Income/direct payments/SU buying into service | 6.6% |
| New business opportunities | 3.6% |
| Have greater independence as a service | 3.6% |



Key summary of Question 1

- Staff were excited about the prospect of greater flexibility that would come with transformation in terms of the ability to negotiate with partners, offer a broader range of activities and better equipment, and a more flexible service in terms of the number of hours and days. This theme broadly reflects the responses from service users and carers/families about the need for a greater range of activities and a more flexible service in terms of opening times and days.
- Staff were positive around the potential modernisation of buildings and equipment that would be used to improve service user and staff experience.
- There was positivity around promoting and attracting younger people to the service and diversifying the client profile.
- Optimism around to having greater independence to lead and control the direction of service.
- It was recognised that with the potential move to new ways of working, the service would be able to receive direct payments and would improve the overall accessibility of the service.
- The overall theme was the capacity to turn over a new leaf and to have a greater degree of autonomy to change and explore business opportunities.



Top 10 themes for Question 2. What are you concerned about?

Key themes mentioned in the group activities alongside the percentage of how often they were mentioned below:

| Theme | Percentage |
|---|-------------------|
| Changes to T&C of contracts | 21.3% |
| Working nights/weekends/ bank holidays | 19.7% |
| Staff losses | 9.8% |
| Not all buildings are fit for purpose | 9.8% |
| Budgets-enough money & resources | 9% |
| Older generation not being a 'priority' | 9% |
| Service user-staff ratio changes | 8.2% |
| Staff implications surrounding new potential models of service delivery | 5.7% |
| Transport costs - how will people come into the new service? | 4.1% |
| Staff abilities & training | 3.3% |

Key summary of Question 2

- A significant theme raised by many staff was the potential changes in contracts that a different delivery model may bring, and the possibility of working evenings, weekends etc.
- Potential staff redundancies were a concern and the uncertainty surrounding this.
- The suitability of buildings and having enough money and resources to facilitate this transformation was another key concern raised by staff.
- The possibility that older people would no longer be a 'priority' for the service was also raised by staff and how this may impact on their current service users.
- Having the right skill set and training to deliver this transformation operationally was another theme raised by staff and how they would be supported to achieve this.
- Overall staff were interested to explore in more detail the impact that any service changes would have on service users or them personally.

Summary of staff findings

- Staff were generally enthusiastic and optimistic about the Transformation Programme and the opportunities it would enable, in terms of having greater flexibility to shape and deliver services in a different way.
- Staff were excited about the potential to turn over a new leaf and to explore new business opportunities.
- The transformation objective of attracting younger service users was well-received by staff and many welcomed the idea of diversifying the range of service users.
- Staff were positive about transformation but raised understandable questions about how their contracts, hours and benefits may change in the future.
- Staff also expressed concern over the ability to fund and facilitate the transformation.

Summary

Summary

The findings detailed in this report came from existing service users, families and carers, potential future service users and existing staff. Although respondents to this study varied in knowledge of the current service, age, sex, level of ability and need, several themes emerged:

- The opportunity to develop and grow to meet personal goals
- Being active and improving wellbeing
- Increasing or maintaining independence (financial, jobs, independent living etc)
- Personal choice over how time is spent i.e age appropriate activities that people choose to engage with
- Having the chance to experience new things with peers
- Having a sense of belonging and feeling understood, regardless of ability
- The desire to actively engage with the communities in which they live
- The importance of a clear structure and a safe, familiar environment

From this we can assume the following about the future of day opportunities delivered by Hertfordshire County Council. There is a need to:

- Offer a wide range of activities/ opportunities to meet people's needs and interests
- Continue to nurture and build on the networks that exist within the service
- Increase opportunities for people to engage with/be a part of the wider community
- Improve pathways to independence and ETE (Education, Training and Employment)
- Increase opportunities to improve health and wellbeing
- Clearly communicate the service offer to different audiences (older, younger people)
- Better understand how we can offer a blended approach to service delivery (i.e. online, within the community and from specialist hubs)

Next steps

Next steps

Phase 2 Co-Production: Co-designing of a new service model, will take place from May 2020 onwards and will help the production of an interim Business Plan and longer term Business Case.

The start date of Phase 2 was delayed due to the Covid 19 pandemic and will begin in May 2020 and run for six months. Due to ongoing social distancing measures, much of Phase 2 Co-Production will take place remotely using online video conferencing. This means that those getting involved will need to have a web-enabled device, WIFI and support to get online. Those existing service users in who are, because of personal circumstances, continuing to use centres during will use HCC facilities and have the technical support of staff members to get onto the virtual platform.

Below is the proposed plan for Phase 2 Co-Production:

- Expressions of interest go out for the programme's 'Co-production Advisory Group'. This group should be made up with representation from: current and future service users, carers, and staff (May 2020)

- Expressions reviewed and members appointed. Terms of reference agreed, and technical support is provided (June 2020)
- First Co-production Advisory Group takes place and to continue to meet bi-monthly for the duration of the programme

Co-production Members role is to guide co-production within clear parameters, to co-design the service model, take conversations back to the individuals they are representing and to advise on additional input needed. Discussions will focus on bringing greater clarity to the points highlighted in the above summary.