



Your Day, Your Say

Report from the consultation about your
day opportunities

REPORT





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SECTION A



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Why was there a consultation about Day Opportunities?

If a person is eligible for Council arranged support, we want to make sure there are different day opportunities and services available.

This will mean that people will have more choice of activities and when they want to use them.

Some people may like or need to have their day opportunity or service in a building.

Others may like to have day opportunities or services that are in the local community.

Services are arranged using a Service Specification. Service specifications are instructions given to support providers from the Council.

It tells providers what services they should be providing.

But to know what people want, we needed to ask them.

This was called the Your Day Your Say consultation.

When did the consultation happen?

The consultation started on Monday 11th October 2021 and ended on Sunday 9th January 2022.



How people shared their ideas:



- We had both paper and electronic questionnaires.
- Questionnaires were sent out by email and post and included a freepost envelope.
- People were able to fill them in themselves or get help.
- Some people got help from their families or support.
- Copies were left in public buildings for people to pick up and complete.
- We held events for people to tell us what they think both in person and virtually.



What we are doing with what you tell us.

We have put all the things people have told us into this report and will help tell us how to plan services in the future.

This report will show you how many people answered questions.

It will also include some of the comments people made.

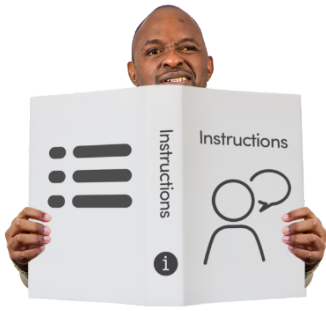
Not all the comments will be in this report.

Lots of people said the same things.

Others will be unique ideas and suggestions.

All the comments are available for you to see if you would like.





This information will help the Council to develop a new set of instructions for organisations who provide services. This is called a **service specification**.



There is a group of volunteers from Day Services and family carers who are helping to design a new service specification for Day Opportunities in Sefton.



The following pages are a summary of what we were told during the consultation.

This report has brought together information from the different ways people shared their ideas with us.



Thank you to everyone who took part.

A

Section A questions asked about the activities people did during the pandemic and what activities they would like to do in the future.

1. Those who filled in the questionnaire were:



211

People who live in Sefton

116

Live in Sefton and go to a day centre/service in Sefton

25

Care for someone who goes to a day centre/service in Sefton

17

Have an Education, Health, and Care Plan (EHCP) or a Special Educational Needs Support Plan

5

Work for a local business

6

Speak for a community group in Sefton

35

Not answered



2. Those who completed the questionnaire on behalf of someone else

126

Yes

140

No

If yes, please explain in the box below.

Those who completed on behalf of someone else because they needed help or could not complete it themselves.

- This includes parents or carers.
- Partners or relatives.
- Support workers in day centres or services.



3. We asked - During the pandemic how often did you do each of the following?

	Not at all	Sometimes	A lot of times
Stayed at home and watched TV	10	70	183
Stayed at home doing my hobbies (e.g. reading, painting and gaming)	57	105	94
Stayed at home spending time in the garden	75	124	53
Went outdoors for walks and exercise	60	118	82
Did exercise in my home	123	87	37
Met up with people in my 'bubble' indoors	99	100	55
Met up with people in my 'bubble' outdoors	120	105	27
Went to my day service / day centre	119	61	71
Kept in contact through the telephone	66	92	96
Kept in contact through the internet (e.g. ZOOM)	128	62	59

We asked - What other activities people did during the pandemic?



There were 138 comments.

Some said they did not do any activities in the pandemic.

Some of the positive things people mentioned included:

- Enjoyed being with family and friends.



Indoor activities like

- Reading.
- Jigsaws.
- Arts and Crafts.
- Colouring.
- Lego.
- Word Searches.
- Watching TV, DVD's or Netflix.
- Gardening.
- Cooking and Baking.
- Cleaning and Housework.
- Snooker.



Outdoor activities like:

- Exercise and sport.
- Football.
- Swimming.
- Bike rides.
- Hockey.
- Going to the gym.
- Basketball.



Using Technology

People used technology like zoom to:

- Keep up with family and friends.
- Activities such as quizzes.
- Baking and Talent contests.





Day Centres

Some people carried on going to their day centre.

Some days centres were closed.

Some people used support that was sent to them from the day centre.

People appreciated the activities offered by the day centre. These included

- Days out.
- Drama.
- Online quizzes.

I missed my normal routine and the activities the day centre offered.



Negative comments

Lost motivation to do activities.

Very little contact from the day centre, just a phone call on a Friday to 'tick a box'. Was not given the information about what support was available to us such as shopping, day centre staff coming to give support at home.

Frightened of going outside even when we could.

I missed my friends, girlfriends, and boyfriend. I cried a lot.

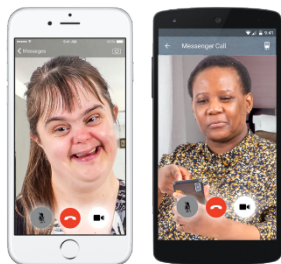


Mental Health

Some people struggled during the pandemic. Some reported feelings of

- Stress.
- Anxiety.
- Depression.
- Loneliness.





4. We asked - Were you able to learn any new skills?

There were 187 comments.

New skills included

- Needle Felt.
- Video calls.
- Calls on snapchat.
- Online concerts and pantomimes.
- Learnt how to use the I pad and Apps.
- Used Zoom to keep in touch with faith group.
- Had lessons on zoom including music sessions from day centres.
- Listening to instructions and building teamwork in my house.

Negative

My son does not have hobbies, any activity needs to be routine based and has to keep them busy through physical activity.

Nothing – didn't really go out for 18 months.

Social isolation led to loss of being able to speak well.

Lots of walking but gained 2 stone in weight in the 18 months.

New skills do not come easy to my disability, but I loved my version of my social life.

I never know who is going to look after me and I cannot tell them how to look after me.

5. We asked - Have you used any technology during the pandemic?



94

What's App calls and messages

96

ZOOM

60

Alexa

31

Google Home

Any other technology you use



- Smart phones.
- Laptops.
- I pad.
- Kindle.
- CD.
- Video Camera.
- Face book.
- Messenger including Face time.
- Sky box.
- X box.
- Nintendo Switch.



Comments

Technology needs Wi-Fi Access and this is not affordable for some people.

Help to use equipment such as tablets.

6. We asked - Are there any activities that you would like to do in the future?

	At least weekly	Up to once a month	Not at all
Meet friends for a cuppa or something to eat in a local cafe, restaurant or pub	107	87	58
Meet up with other people to do indoor exercise	110	51	91
Meet up with other people to do outdoor exercise	67	60	122
Meet up with other people to do art and craft activities	93	62	88
Doing volunteering	41	45	153
Doing work experience/getting a job	38	37	166
Would prefer to do activities alone at home or in the community (with support)	97	61	83
Would prefer to mix some activities in my own home or in the community and some group activities in a building	111	61	67

	At least weekly	Up to once a month	Not at all
Doing activities, the same as before the pandemic	194	23	33
Want to independently visit art galleries, cinemas, museums etc	29	43	173

We asked if people had any other ideas about what they would like to do in the future.



Day Centre

Get all my day centre days back as they were before the pandemic.

Being at the day centre to be with friends and happy doing the current group activities, such as drama, cooking and art and craft.

Some people would like to see the activity programme have more choice and for the activities to be meaningful.

Some people asked for more days at the day centre.

A few respondents said that they preferred to have a routine.

Meeting my old friends at the day centre.

I am very happy with my current routine at my day centre and happy with the activities I am currently doing.

Holidays with my day service.

Joining a group where I can practice, I would love to go target shooting.



We asked if people had any other ideas about what they would like to do in the future.



Football sessions back at the day centre.

Additional bus at day centre for trips out.

More jigsaws and games in the day centre.

Staff training for trampoline

Activities in the community



I do not know about other activities other than my day service.

Some interest in continuing or starting activities in the community, but most people said they would need support to do this.



The suggested activities included

- Shopping
- Going to the café and pubs
- Having lunch and socialising
- Museums
- Concerts and shows
- Art Activities
- Walking group
- Learn to Cook more
- Karaoke
- Swimming
- Football



Volunteering at different places.



Linking in with voluntary and other groups in the community that gives self-esteem to the volunteer. That could include food banks, park maintenance, litter picking, and beach cleans.



We need special needs sports clubs that can support people with Severe Learning Disabilities.

The adapted cycle scheme is only open one day a week, more people can use and benefit from adapted cycling used as part of community activities.



Affordable sports where the carers and support workers are not charged to access the activities supporting the person.

Lunch clubs with pick up.



Memory cafe that has been started helped find information and answers to questions after diagnosis and beyond.

Loss of skills due to pandemic means I need support to access the community and shop for essential items such as clothes.



7. We asked - When would you like to carry out the activities?



231

Weekdays (Monday – Friday)

80

At weekends (Saturday and Sunday)

141

Mornings

138

Afternoons

76

Evenings



8. We asked - Is technology something you would like to use in the future?

112

Yes

77

No

66

Maybe – I want to know more



9. We asked - Would you like support to access online activities?

83

Yes

104

No

64

Maybe – I want to know more



10. We asked - Is there anything stopping you using activities in Sefton?



	Not at all	A little	A lot
Fear of catching COVID	88	80	75
Mobility Issues	113	55	75
Safety concerns	64	90	79
Wider health issues	109	60	63
Difficulty accessing transport	84	63	90
Lack of information and advice	72	67	92
Worries about cost	87	82	63
Communication issues including language differences	106	59	70



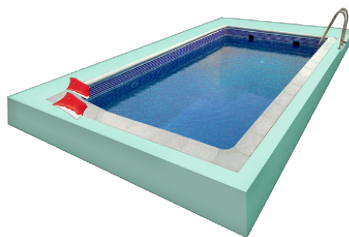
11. We asked – What other things do you want to tell us about how the pandemic affected them or what they would like to do in the future.

I am very sad that I missed most of my last year in college. I think it would be good for people like me to be able to gain the work experience we have missed it is difficult enough under ordinary circumstances but now it's almost impossible.



I would like to carry on going to the day centre because I love being there, meeting my friends and doing the activities that we do.

It made me realise how essential day services are and how carer burnout happens very quickly when day centres are removed.



Exercise is very important for someone who is immobile. One of the few forms of exercise which is safe is hydrotherapy, but this is impossible to access in Sefton as there are so few facilities with hoists. Please review as this is such a beneficial activity for me that I really enjoy too.



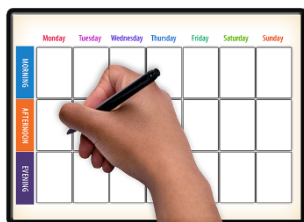
The pandemic allowed me time to think, and I feel a lot better in myself now.

I do not know of any activities available for me in Sefton. There is no information easily accessible to me.



XXXX stated he/she can't use public transport alone and specialised transport is not available at the weekend. Support at times lets him/her down and doesn't follow through his/her wishes.

11. We asked – What other things do you want to tell us about how the pandemic affected them or what they would like to do in the future. Continued.



My carers are unable to take me to morning (pre-noon) activities due to my lack of a reliable sleeping pattern and I could give up the morning hours at day care but I really need to be able to look forward to leaving the TV and enjoying friendship, exercise and keeping cheerful

I can't explain my distress, agency/bank staff can easily mistakenly think I'm okay because I am unable to communicate my needs.

People also shared their ideas in meetings.

This is what we were told by the people who use the centre at these meetings.



I love coming to the day centre love the company.

The food is very good.

Staff delivered food to us at home.

My days have reduced, I would like to go back to what I had before.



I don't do anything on the days I am not in the centre.

I was not able to use the shower at home.

Continue to use transport for days out.

I felt sad when returned to centre

It took me 18months to come back – my social worker said I didn't deserve to go to the day centre.



Difficult finding places in the community to go/visit as toilet facilities not always accessible - find this a barrier to accessing the community.

At the weekend I go shopping but need to be back before dark as my support worker tells me I can't go out because it is not safe.

We talk about information, and I would like a talking session to be set up.



It's nice to keep in touch with people and be social. Lot of people are lonely so it's good to mix and not feel alone.

We could have a gym group/health eating or gym room at the centre.

I don't like change; I get upset when things change.

I have got no confidence to get on the bus but would like to with support.

I like being part of the events team, who co-ordinates the events.



How to get involved with the group developing the service specification for day opportunities.

The Sefton Day Opportunities Reference Group meets to develop the service specification for day opportunities.

If you would like to get involved, please contact

Phone - 0151 934 3747

Email - yourdayyoursay@sefton.gov.uk



Your Day, Your Say

Consultation about your day opportunities

Section B



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Questionnaire

Family Carer questions

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B

Section B – part of this report tells us the responses to the questions carers answered.

Family Carer questions



We wanted to know how the pandemic affected family carers and what their ideas are for the future for day opportunities.

Please note all Council arranged services are subject to eligible assessed needs.

12. Has your caring role increased since the start of the pandemic?



98

Yes

10

No

169

Not answered

There were 108 comments. The summary of the comments mentioned about the Carer role increasing is centred around the following themes:



- Due to people shielding and activities being reduced the caring role significantly increased and became 24/7 for many carers as they didn't have the respite needed to support them.
- This had a detrimental effect on their physical and mental health and that of the person they care for.



A few carers reported that they felt lonely and isolated as they didn't see anyone.



13. Has your caring role affected your own health either physically or mentally?

76	Yes
32	No
169	Not answered



There were 81 comments. This is what people said:

- Carers reported that due to the extra demands placed on them because of their caring role and other commitments, they were more tired and exhausted, affecting some carers sleep patterns.
- Some carers said that they had low moods and/or depression and felt stressed more, affecting their physical and mental health.
- The increased caring role had an impact on their own medical conditions.
- Some carers felt isolated for themselves and the people they care for and was hard to keep motivated.
- Some carers report that due to the extra demands they were not able to think about their own needs, for example, exercising, hobbies and work.
- A couple of carers expressed concerns of the financial implications of keeping a loved one occupied.



People also shared their ideas in consultation meetings.

This is what we were told by the family carers at these meetings.

Comments included:

When my son/daughter moved to a Supported Living all his/her Direct Payments stopped. The Day Centres where he/she used to go opened and he/she had to pay entirely from his/her PIP and ESA to support him/her in day activities. But on a much more limited scale not what he/she was doing before because they cannot afford it, and everything has to be budgeted.



I feel that small activities are required inside existing facilities instead of creating bricks and mortar centres so she is looking at "how can we make these people active"?



Mental Health is a very big thing if they are isolated, lonely, constantly watching television. My son/daughter is having problems, he/she is very isolated, showing aggression since he/she has moved into this place.



Would like to see some kind of provision, not necessarily a whole day provision but some activity and socialising.

Sometimes even in a day centre they can be isolated.



My son/daughter lives in Supported Living and is well supported with a one to one so has no problem with going out to do things, the problem is that the things aren't there for him/her to do.



It is important to remember that some people who use services are young fit people, and they want to do things that all young people want to do. He/she has to be outside he/she would not go to a Day Centre, but outside can be involved with groups of people doing things and also, he/she wants to do things that are constructive.



Even with the Active Leisure Card he/she only gets a 90p discount for him/herself and his/her Carer and it still costs £ 9.60 to go swimming.



I was really surprised at the cost to take physical activity. I found this shocking especially at the time when the pools appeared to be less used during the day and yet they were pensioners sessions 3 or 4 times a week where they only paid £1 to swim. You had a lot of well-off middle-class 60+ using it, whereas the unemployed and people with difficulties were paying the full price.



My son/daughter wants to give something back in volunteering work and doing something that he/she can take pride in and whether it is planting flowers or something similar and he/she can go past and say, "I helped to do that".



I was looking for my son/daughter who has Autism/Asperger's for something that is continuous. Cookery courses which were for just six weeks. Just as he/she is getting into it and getting to know the other participants it finishes.



There was a Computer Course that my son/daughter found themselves which was at the College, and it turned out that there weren't enough participants to run the course. That course was for 30 weeks, and he/she was so disappointed that this wasn't going to run.



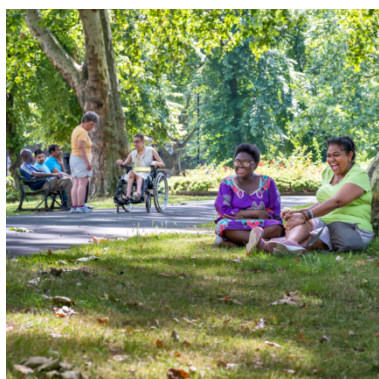
He/she doesn't particularly want or couldn't cope with Day Opportunities 10-4pm as he/she is more of an afternoon person anyway so something between 2pm and 4pm on an ongoing basis that was structured would be ideal.



A lot of people with disabilities like my son's/daughters don't seem to be morning people and their sleep patterns are different - so to get him/her anywhere in the mornings would not be easy at all.



My son/daughter has a review every year. It has taken 18 months for me to speak to a social worker. My son/daughter lost his/her social worker and lost 2 days care.



Have projects linked to the work of the Councils Green Sefton teams to help with climate. Use the parks like Derby Park for people to learn skills to help.

Why when a young person turns 19 the aiming high support to access leisure facilities ends. There is nothing to help people to continue to be active.



A full gym membership is not suitable for my son/daughter because due to his/her mental health he/she can't go all the time. To have some kind of discount card to enable him/her to go for one session when he/she wants to.

I don't understand why for the people who are severely disabled that can't access these things normally and have to have a Carer with them.



Direct Payment seems to be the same amount, but the costs of care have gone up.

Young people with LD need to know how to use technology. There is no-one at the day centre with expertise to teach technology/speech technology.



Need face to face contact and a named social worker. Social workers don't know my son/daughter, I didn't get a copy of review meeting and when I did, 90% of the conversation was missing.

We asked – Has your caring role increased since the start of the Pandemic?



Stressful – seen no-one and the Memory Clinic have been shut. All the appointments have been delayed.

People who are helping us don't seem to understand their needs.



My son/daughter goes to day service which costs money but needs a support worker and there is a cost for that too.

It is difficult to raise a concern and escalate a concern.

We asked – Are there any other services that you feel could be developed to support the person you care for in the future?



Do not mix people with dementia with young people.

My husband/wife goes to a day centre for 4 days – the service is excellent. I'm now able to talk to people at the Carers Centre, so many things we don't know about.



Improve how people understand conditions such as Autism or ADHD.

I previously worked for a company and found that people are disabled by the society that we live in.



Getting a social worker, getting assessed and accessing support in Sefton was very difficult. The process was confusing and hard and took a long time. It was hard to get a social worker, and this was frustrating.



Where my son/daughter previously lived there was a different system, that appears easier and more efficient. People with autism had a social worker attached to them from an autism specific social work team who understood people's needs and what is available. My son/daughter used to have access to a named social worker to call on for help and support.



I used to take my grandson / granddaughter to a Children's Centre when he/she was a baby, and the best part of that time was sitting in the café talking to other Mums. They don't need to go and talk about Autism they need to go and let the children have a nice time. Get other people to get to know children with Autism and ADHD etc and although they may have their differences, they are still children, they are still individuals, and it



doesn't have to have about their disability all the time. It is a matter of finding out about those Services in the Community as I found it difficult to find things about Services for my own mother.



Having an adult son/daughter with a physical disability, I found that all his/her life he/she has been pigeonholed by society as a disabled person. Where in reality he/she mixes mostly with his/her able-bodied peers, and he/she doesn't necessarily want to mix in a disabled world.

Why do they have to be in a Specialist Provision and only mix with people just like them? For this reason, I believe, until we all mix together as a community, we are not going to break down those barriers.



Some Questions About You

These questions were optional, people do not have to answer them. But information in this form will help us make sure we are reaching everyone in Sefton.

The answers are brought together to give this information.

15. How old are you?



Under 18	2	18-29	56	30-39	47
40-49	33	50-59	33	60-69	20
70-79	22	80-84	11	85+	11
Prefer Not to say	6	Not Answered	36		

16. Gender



129



108



5

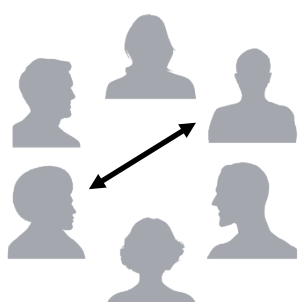
Male

Female

Prefer not to say

People who are planning to, started to or have changed their sex are protected by the Equalities Act.

17. Are you planning to, started to, or have changed your sex? This is called gender reassignment.



1

Yes

190

No



25

Prefer not to say

18a If you answered Yes to question 17.

Do you currently live as the sex you were given when you were born?



58

Yes

3

No



17

Prefer not to say

18b If you do not live as the sex you were given at birth, are you?



0

Transgender



0

Nonbinary



0

I identify differently



30

Prefer not to say

19. Relationships - How would you describe your sexual orientation?

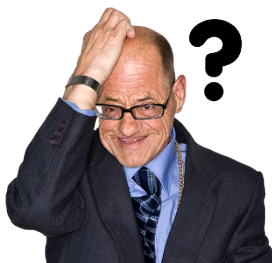


Heterosexual or straight	143	Gay	4
Lesbian	0	Bisexual	3
I identify differently	2	Prefer not to say	59

Please tell us how you identify

- There were no replies.

20. Disability - Do you have any of the following?

 Physical Impairment 55	 Visual Impairment 50
 Learning difficulty 102	 Hearing impairment / Deaf 34
 Learning disability 108	 Long-term illness that affects you daily life 50
 Autism / Asperger's 58	 Dementia 23
 Mental Health condition 42	 Prefer not to say 13

If you have Cancer, diabetes, or HIV this is seen as a disability under the Equalities Law.
Or you have selected any of the boxes in question 5.

21. Do you think of yourself as disabled?



82

Yes

74

No

41

Prefer not to say

22. What is your religion or belief?

No religion or belief	30	Christian		132	
Hindu		0	Muslim		0
Jewish		0	Sikh		0
Other: •Buddhist •Jehovah Witness •Catholic •Roman Catholic •Protestant •Callice religion	8	Prefer not to say		48	

23. Race and ethnicity - do you identify as

Prefer not
to say



12

Asian or Asian British



Indian	0	Bangladeshi	0
Pakistani	0	Black	0
Chinese	0	Other Asian background	0

Black or Black British



African	0	Caribbean	0
British	0	Asian	0
Other Black Background	0		

Mixed Ethnic background



White and Black Caribbean	0	White and Black African	0
White and Asian	0	Other mixed ethnic backgrounds	0

White



Welsh	0	Irish	2
Scottish	2	English	116
Northern Irish	0	British	66
Other white backgrounds	• None		

Other



Gypsy or Irish Traveller	0	Roma	0
Polish	0	Latvian	0
Portuguese	0		



This information shows what groups of people are responding.

We can see from the report that most people have a disability or sensory need.

We can also see that people of all ages responded.

This is important as we know we are not missing people because of any of their protected characteristics.

We need the ideas of **all** people who use day opportunities services and their families.