



BHCC Recommissioning of Day Services

Engagement Report 2025



Executive Summary

The purpose of this report is to summarise feedback gained from engagement that was held to inform the recommissioning of BHCC Day Service provision.

Introduction

BHCC is recommissioning Day Services in the city for

- adults with learning disabilities who may be autistic
- neurodivergent adults without a learning disability, who may be autistic

Methodology

For the Learning Disability community the council created 2 surveys, both of which were anonymous.

1. An Easy Read survey for adults 18 years and over, who are currently attending a Day Service that is funded by BHCC.
2. A survey for the parents/ carers of those who are currently attending a Day Service, funded by BHCC.

This survey was also open to parents of a young person/ adult who may attend a Day Service in the future, that will be funded by BHCC.

The surveys were available online and on paper. They were available for one month and on request, the easy read survey was extended by 1 week. In addition, a drop-in event was held at Hove Town Hall on 6.2.25. Attendees to the event were invited to respond to the same questions that were included in the surveys. Links to the surveys and a flyer about the drop-in event was shared with:

- PaCC
- Amaze
- The Carer's Centre
- Speak Out
- Day Service Providers commissioned by the council
- Shared Lives

All of whom were asked to share the information with their networks and to support people to complete the surveys and/or attend the event, if requested. There was a high level of engagement which clearly illustrates the importance of Day Services both to the people who attend them and to their parents/carers.

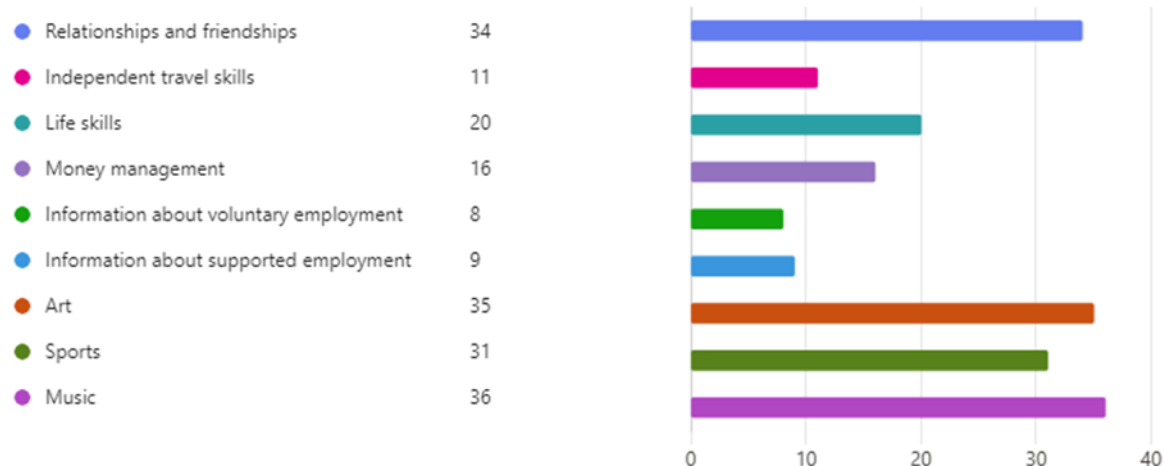
- **48** people responded to the online Easy Read survey
- **30** people responded to the online parent/ carer survey
- **19** people responded to the paper survey, 1 of whom was a parent/carers and 18 of whom were adults with learning disabilities.
- **7** people attended the drop-in event, 3 of whom were adults with learning disabilities and 4 parent/carers/support staff

Total number of responses - 104

Question 1 - people were asked what activities they like to do/ their cared-for person likes to do, at Day Services

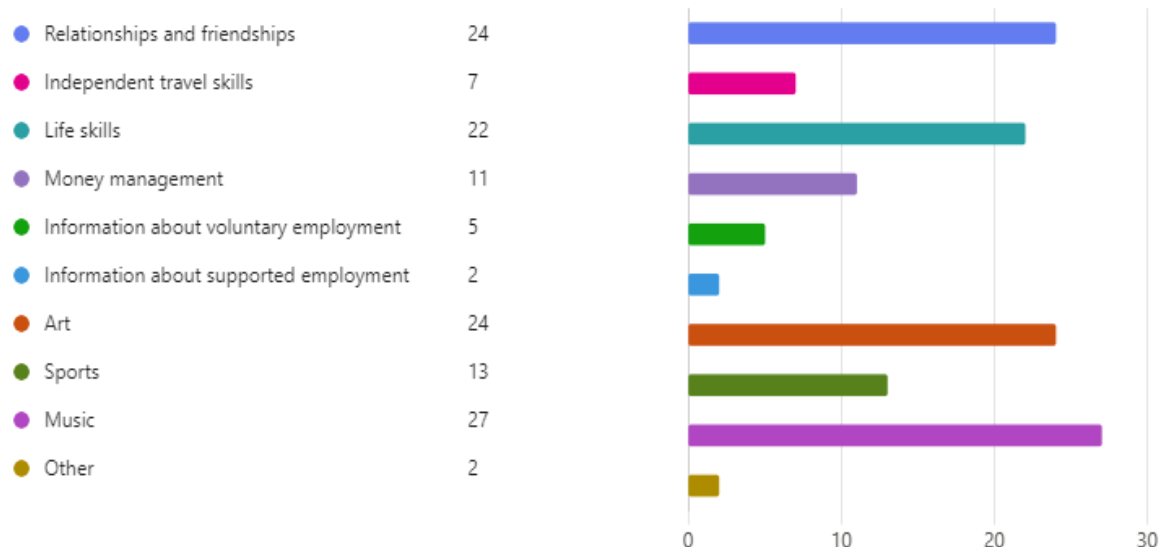
Feedback from the online Easy Read Survey

1. What activities do you like to do at Day Services? Please tick all that apply



Feedback from the online Parent/ Carer Survey

1. What activities does your cared for person like to do, or would like to do at Day Services? Please tick all that apply.



There was no additional detail for the 2 people who selected 'other'.

Question 1 was the only multiple-choice question which enabled the responses to be shown as graphs and which illustrate that the top answers were Music, Art, Relationships and Friendships and Life Skills. The paper survey and drop-in event broadly reflected the responses given in the online surveys for this question. All other

questions were in narrative format, the responses to which have been summarised below.

Question 2: people were asked if there were any other activities they/ their cared-for person would like to do, that are not listed in the graphs above.

People said that they would like:

Access to leisure/ cultural events such as going to:

- Museums, exhibitions, concerts, clubs, discos, the theatre
- Accessing the community/ short breaks

Life skills including:

- Buying food then cooking it
- Money management
- Computers
- Travel skills

Art & Crafts:

- Being able to feel different textures – eg slime, foam, sand
- Modelling/ making badges/ printing pictures
- Painting
- Jewellery making

Physical and Outdoor Activities

- Swimming, horse riding, dance, badminton, football, bowls, boules, tennis, bowling, volleyball, playing catch.
- Hiking, swimming, water activities, climbing, go-karting
- Walks, going to parks, engaging in activities that include animals, wildlife and gardening

Other activities

- Socialising with friends – this is very important to people
- Dressing up, travelling in the minibus, toys, looking at photos, cartoons/ Disney
- Intensive Interaction
- Storytelling/ Bag books/ sensory storytelling/ being read to
- Sensory room – twinkly lights
- Physio exercises/ massages
- To learn Makaton and photography

Parent/carers would also like Day Services to provide:

- A routine/ knowing what to expect
- Structured group activities with peers and friends/ being together with people with similar needs

Safe, outside space featured highly and there was a suggestion that Day Service providers could connect with schools/ colleges with a view to using their outside space and swimming pools when not in use, during school holidays, for example.

Question 3: People were asked what goals they or their cared-for person wanted to achieve from Day Services.

People would like to:

- Gain employment
- Learn about money/ gain money skills
- Gain computer skills
- Develop new skills/ improve current skills including painting, art, mosaics, tennis and bowling
- Spend time with friends
- Go to football matches
- Be supported to become independent
- One person said that they would like to become a taxi driver
- Several people said that they did not understand the question

Parent/ Carers would like their cared-for person to:

- Socialise, meet and make friends
- Be safe, challenged, learn new skills and have fun
- Participate in sporting/ gym/ outdoor activities/ keep fit
- Go to the countryside and have cultural trips out – eg theatres, museums
- Gain independence
- Be supported in terms of their physical and mental health
- Gain voluntary work

One person suggested that Day Services could invite people/professionals in from outside the organisation.

Question 4: People were asked what they like about Day Services

People like:

- Spending time with their friends and seeing their support staff
- Engaging in their activities which include swimming, walking, going to parks and music
- Travelling on the bus
- Everything!
- Sound and laughter

- ‘Organising’
- Socialising/ talking
- Doing different activities
- Some people said that they did not understand the question

Parent/Carers said they like that the Day Service:

- Gives an opportunity for their person to develop new skills and increase confidence
- Provides respite for parents/ carers
- Provides meaningful engagement which in turn supports mental and physical health
- Provides opportunities for independence
- Offers a good variety of activities, both in the Day Centre and trips out to the community
- Provides routine and a sense of belonging
- Is essential to enable their cared-for person to stay living at home
- Is person-centred and safe, that supports people to become more independent
- Is reliable and communication is good
- Has well trained, knowledgeable, supportive, caring and understanding staff

And that:

- Their person is happy, which has supported transition into supported living
- Their person is celebrated for who they are
- Their person is in a safe and friendly place
- Their person enjoys the activities

Finally, people like the social aspect, that their cared-for person can meet with friends/ peers and interact with staff

Question 5: People were asked if Day Services could do anything better

People said:

- Provide transport
- Let people know when their usual support staff will be off
- Being friends with everyone is very important
- One person said they would like staff to make them more comfortable
- “Listen to our ideas, for example provide transport to take us out for sessions such as going to the park, swimming, bowling, photography, just going out to places”.
- “Taxis only take you door to door – not out for a day or half a day”.
- No!
- ‘Help me gain more skills’

- Lots of people answered ‘no’ to this question
- Some people said that they did not understand the question

Parent/carers said:

- Provide more choice and flexibility
- Services are not always tailored or flexible
- Getting out and about is not always available
- Improved communication from some of the Day Services
- Offer basic educational learning/ speech therapy/ fine motor skill work
- For those day services that don’t already have it, to provide safe outdoor space; link in with schools to use their facilities during school holidays.
- Encourage people to expand their interests
- Provide more external activities such as visiting museums, theatres, leisure centres, going for walks, cafes, farms etc
- Put on theatre/ musical performances
- Younger people and older people may want different things from Day Services and to therefore consider providing alternative spaces and activities, for different age groups.
- Offer hours that align to work hours – 8:30 – 6 and/or start later to avoid peak traffic times
- Provide transport
- Provide work experience
- Inclusive Cycling: [CYCALL](#)
- Allow people a longer trial period so that the person can know if the service is the right environment for them.
- Offer a wraparound service to enable parents/ carers to work
- Link Day Services with Housing Hubs for people with additional needs, in purpose-built locations, with care and support

Question 6: Finally, people were asked if there was anything else they wanted to tell us about Day Services.

People said:

- They enjoy their activities, seeing their friends and parties
- “It’s brilliant!”
- “I’ve become more independent and made good relations with my support workers”
- “When the Day Centre closes for staff training for example, it is worrying because it means friends/ partners can’t see each other”
- People are worried about cuts to social services

- People want more space at the Day Centre and want more people to be able to access Day Services
- People want more sessions
- One person told us that they don't like the fire alarm tests and that phone reception in the building is poor
- "Funding is needed!"
- Some people said 'no' and some people said they do not understand the question.

Parent/ Carers said:

There was a lot of positive feedback about the Day Services in the city plus people said:

- They provide opportunities for people to grow and reach their full potential.
- More opportunities for Young People
- Safe outside space
- Community transport
- Increase choice of Day Services
- Longer days/ hours to support people to work
- To recognise that whilst Day Services provide respite, that their main focus should be on providing person-centred activities for those attending.
- They are an investment which support people to stay at home without which, their cared-for person may need to move into a residential care setting.
- Expand provision for people with Severe Learning Disabilities and Profound and Multiple Learning Disabilities - with outside space
- They are essential for the mental and physical health of those who attend them.

Conclusion

The high level of engagement illustrates that Day Services are of vital importance both for the people who attend them and for their parents/carers.

People who attend Day Services want opportunities to engage in a broad range of activities as described above, to learn new skills, increase their independence and to socialise with friends, peers and the staff who support them.

Access to safe, outside space is very important to many people as well as opportunities to engage in outdoor, physical activities.

For parent/carers, Day Services provide an element of respite which gives opportunities to pursue activities which may include work, hobbies or supporting others. It was noted that for some people the time that Day Services are available are not generally compatible with working hours of 9am to 5pm.

Next Steps

BHCC would like to thank everyone who responded to this engagement, the feedback for which will be used to inform the recommissioning of Day Services in the city.