

Day Services

3 Key Messages

Having access to and being involved in your local community is essential to everyday life. Local communities play a vital role in people having a good life and in what people do and want to do during their week.



Everyone has dreams, ambitions and new things that they would like to try. Effective support would look to encouraging people to live their best life and make these dreams and aspirations a reality.



People are spending a lot of time at home which contradicts what constitutes a good life for them. Support should enable people to access their local communities, spend time with friends and enjoy doing the things that make them happy



Day Services Report

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1. Introduction

This report outlines the discussions had with people who attend day centres and evening social groups. The work focuses on people with Learning Disabilities, Physical Disabilities, Visual Impairment, Dementia and older people who attend the day centres and social groups.

The list of providers for the groups contacted was provided by Wiltshire Council who currently fund the services.

The work solely centred on conversations with people and was not specifically focused on any current day centre provisions.

Wiltshire CIL's role was clearly defined to ensure service users had a voice and their views of what makes for a good life was heard.

Wiltshire People First supported Wiltshire CIL with elements of the work as part of the partnership agreement between the two organisations. This enabled us to get a broad range of participation and engagement to help Wiltshire Council formulate recommendations and conclusions for future services. All the work was led by user involvement.

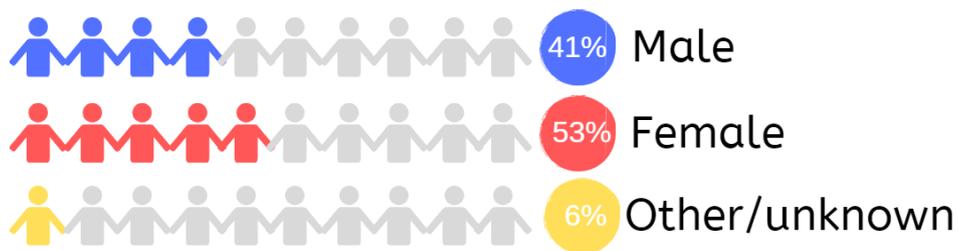
This work was carried out at the request of Wiltshire Council to support the consultation on Day Services across Wiltshire.

Aim – the purpose of the work was to understand what people want to do during the daytime in order to have meaningful lives.

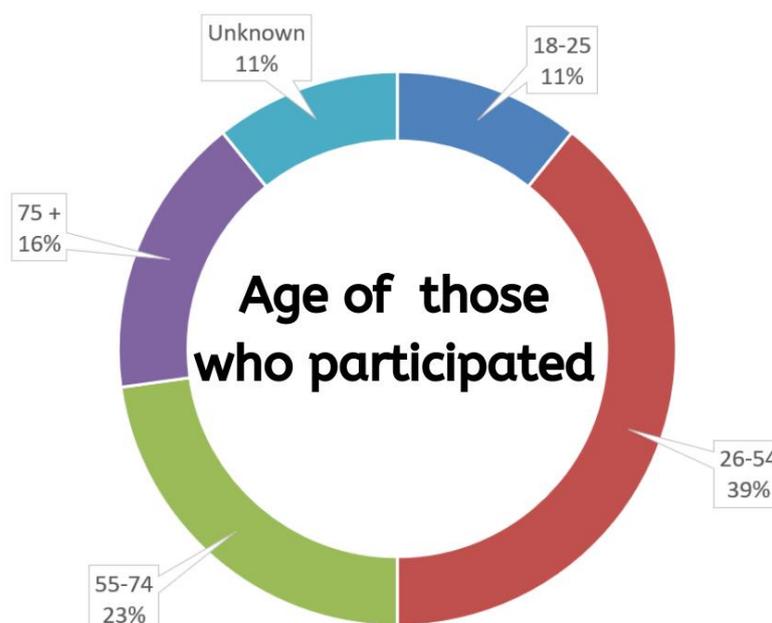
2. Who we engaged with

Between May 2019 and August 2019 Wiltshire CIL Engagement Workers met with 157 people in 13 different day centres / evening social groups.

Just over half of those that participated were female (53%) and 41% were male with a small number either other or unknown.



The participants had a broad age range, with the majority being aged between 26 and 74 years old (62%). Of the 157 participants there were only a small number of younger people aged 18-25 (11%) and about 1/6 were aged over 75 years old.



3. The Day Centres and Evening Social Clubs

Wiltshire Council provided Wiltshire CIL with a list of 12 groups that they wished to be consulted through this piece of work. One of whom was a management committee for a community building (Devizes and District Association for Disabled) and therefore did not take part in the consultation. The majority of the day centres/evening clubs and groups invited to participate in this piece of work were very welcoming and keen on the members that attend the groups being given the opportunity to have their say and participate in the consultation exercise. The management committees for two of the day centres invited to participate declined to allow Wiltshire CIL's Engagement Workers to meet with the members of their groups to do this piece of work.

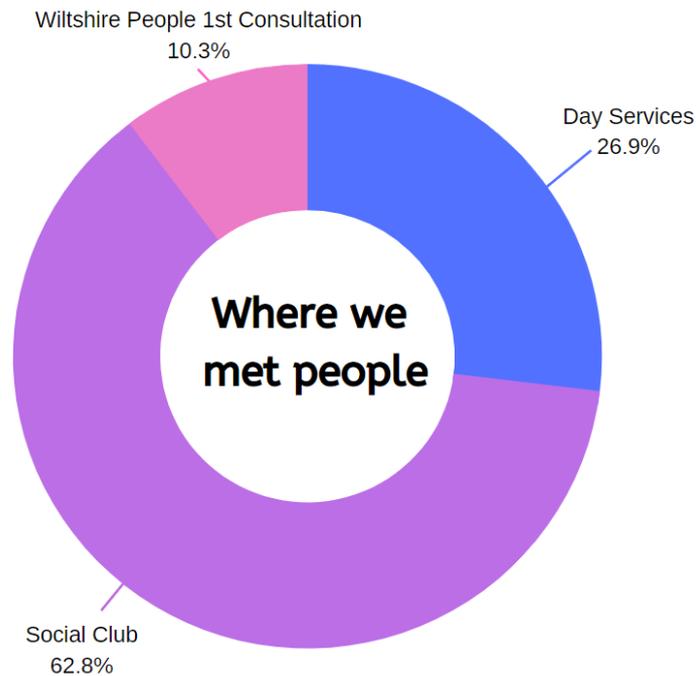
The members of the remaining 9 groups all contributed towards this piece of work -

- Chippenham Gateway Club
- Devizes and District Association for Blind & Partially Sighted
- Devizes Wednesday Club
- Elizabeth House (Evening Social Group)
- Kennet Gateway Club
- Lifestyles Wessex
- New Road Centre
- Redworth Club – Wessex Community Action
- Tuesday Club Malmesbury

Wiltshire People First completed the worksheets used for the consultation with 15 of their members.

In addition, a further 3-day centres/clubs also participated –

- Hft Rowde
- Elizabeth House (Day Centre)
- 3M's Memory Group in Lyneham



Wiltshire CIL's Engagement Workers visited each of the day centres and evening clubs in order to facilitate the members of the groups and clubs participating in the consultation and having their say.

Visits were arranged with the groups through telephone and/or email contact with the organisers and where needed a pre-meet was offered to discuss the piece of work and what it entailed.

All the groups were visited once to complete the work sheets with the members. There was scope for a second visit if there were more people who wanted to participate than one visit could accommodate. A second visit however was not needed for any of the groups.

4. How we engaged with people

The intention of this work was to understand what people perceived as a good life, and what they needed in order to live that life. The findings will enable the development of future services that are based on what people want, ensuring they are person-centred and effective.

We used the central question of ‘what does a good life look like to you’. This question was intentionally broad to enable people to think widely about all aspects of their lives and what they would like their future to look like.

We did not ask any specific questions about current service provision; in doing so we would have created a narrow framing of people’s responses that would prohibit person-centred service development.

Tools Used

National evidence and our own experience show consultation exercises are most effective if people are given opportunities to be creative and interact with each other, this also enables exploration of questions at a greater depth. To that end we developed a workshop consisting of a number of exercises that would encourage everyone to be involved. The workshops proved to be an enjoyable experience as illustrated below:

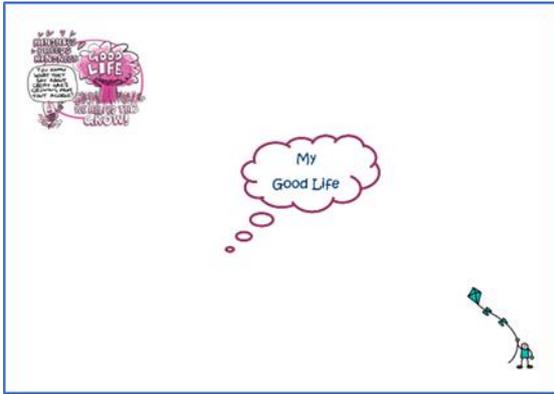
“that was fun”

“Interesting questions”

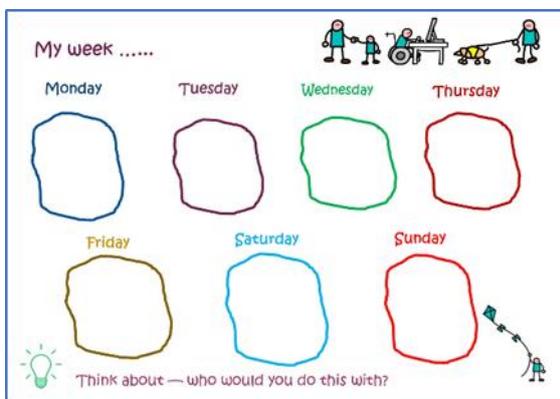
“Made me think about things”

The workshops centred around three questions:

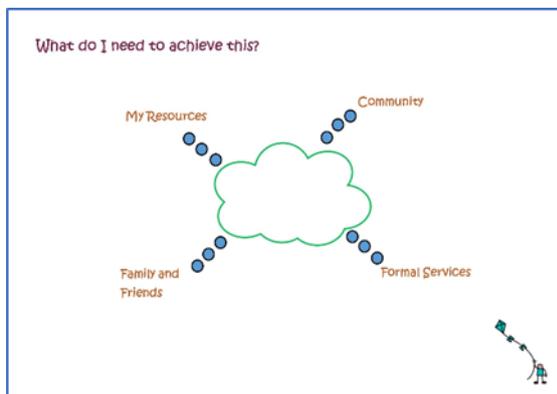
- ‘What makes for My Good Life?’
- ‘What I do/would like to do during the week?’
- ‘What do I need to achieve the good life?’



We devised the questions that were asked so that the participants thought positively about what in their lives makes it good for them.



When looking at what people would like to do with their week, we did not just want to focus on what they already do and the merits or disadvantages of doing this. We were seeking a broader picture of all the things in their communities and beyond that make up their week. From the everyday/weekly routine activities such as food shopping to the one-off or occasional activities such as going to the theatre.



When looking at what was needed to achieve what you wanted to do, we wanted people to think of all of the resources that they have. This includes their own resources, those in the community and from family and friends rather than just thinking about formal 'paid for' services.

When completing the worksheets participants had the choice as to whether they would like to complete them on their own or in groups. Support was provided by Wiltshire CIL Engagement Workers to fill in the work sheets.

Approximately 2/3 of people preferred to fill in the worksheets in groups rather than on their own. Feedback from the participants showed that people enjoyed working in small groups and sharing ideas.

All data was analysed, and four broad themes were identified:

- Community
- Relationships
- Independence
- Things to do

Community

When grouping the answers into themes the most prevalent answer about what makes life good was to do with the community (153/826) and being part of a local community. Whether this be shopping, eating out, going to the pub or doing activities in the community such as going to the cinema or bingo. Many examples were given such as - **“Going out and about – cinema/theatre”** or **“Going for lunch/coffee”** or **“Wetherspoons”**.

Visiting and using local community amenities such as libraries, museums and churches also featured in what in the community made life good for people. **“Singing at church makes me happy”** and **“Libraries in Wiltshire – getting reference books on music and films”** are a few examples.

Relationships

Of all the 826 answers given about what makes life good, friends was the single most frequent answer given (47/826) and therefore the most important thing that makes life good for people. Comments included - **“Spending time with my friends”**, **“Enjoying company of friends”** and **“Chatting with my mates”**. Community activities were interlinked with relationships; providing things to do and places to meet with friends, such as **“Shopping for clothes with my friend”**, **“Out for dinner with friends”** or **“Meeting a friend for coffee”**.

Friends and family made life good for a lot of people (135/826) whether that be immediate family such as parents or wider relations such as nieces and nephews. People enjoyed **“days out with my family”** or doing things such as **“Making hanging baskets for my family”**. The importance of friendships and families was demonstrated through comments such as having friends and company was important because they **“live on *their own*”**.

Friends provide a means to give and receive support; with simple examples provided such as making people laugh and cheering people up – **“talking to people if they are upset or down to cheer them up and find out what is wrong with them”** or **“helping other people – there is always someone out there worse than you”**. As well as meeting in the community people also kept in touch through using mobile phones and social media such as Facebook. People would **“Talk to friends by phone and Facebook”** or **“Text my daughter”**

Independence

Having independence made peoples life good (42/826), for some this was around mobility aids and accessibility so that people could go places more easily, one participant said **“being able to walk out of own front door”** and another said **“going out on my buggy (mobility scooter)”** made life good for them. For others it was about being able to manage their own money - **“being independent with money, having my own bank account”**. Others said that **“having control of my life”**, **“making my own choices”** or **“Cooking my own meals”** made their life good.

Things to do

People wanted a purpose and things to do in their life. The activities were varied and reflected the diverse range of interests represented by the participants.

Nearly a tenth of the answers centred around being active contributing towards having a good life (80/826). People enjoyed a wide variety of activities to keep fit particularly walking, **“walking in the fresh air on a sunny day”**, **“dancing (to Robbie Williams)”** and **“swimming”** as well as some more adventurous activities such as **“skiing”** and **“boating and sailing”**.

Nature, social clubs and hobbies all contributed equally towards having a good life (57/826). Being outside in the garden, countryside and woods in the fresh air and sunshine as well as pets were important to people. People enjoyed spending time in the **“garden watching the birds”**, **“growing flowers and herbs”**, **“Feeding the ducks”**, **“Walks in the wood”** and **“the stars on a clear night and the moon”**. There were a

variety of pets that were important to people – **“3 cats and gold fishes”, “My Snake” and “my dog”**.

The social clubs that were visited as part of this consultation were mentioned 28/826 times by those who felt that social clubs contributed towards their good life, describing them as providing **“friendship, safe, small group, love it”**. Many other groups and clubs were also mentioned such as **“Craft Clubs”, “healthy eating group at the library” and “Singing Groups”**. Some recognised the importance of the clubs that they attend in their lives and the opportunities it gave them for company - **“most of us are on our own so coming here is really important”**.

A wide variety of hobbies contributed towards having a good life (55/826) especially creative hobbies such as **“art and craft”, “knitting, sewing, embroidery – making soft toys for raffles”, “cross stitch” and “photography”**. Hobbies that keep the brain active such as **“reading/audiobooks”, “sudoku”, “crosswords” and “puzzles”** also featured. There were some more specific hobbies enjoyed by people too such as watching **“lorries on the M4”, “Steam Rallies” and “comic conventions”**. Some people recognised that while their hobbies made them happy, they could also be frustrating - **“playing bridge makes me very happy, and can make me very cross”**.

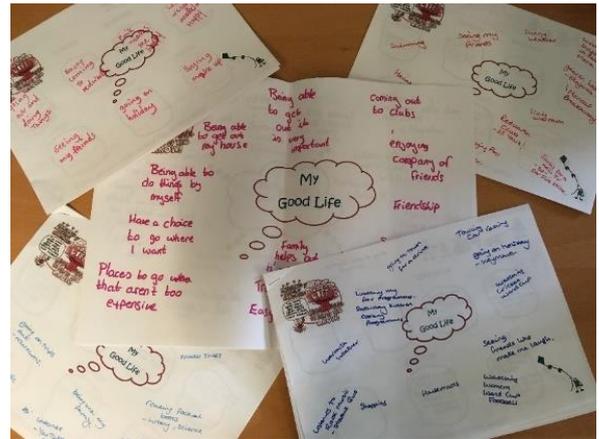
For those who said going on holiday (42/826) made their life good the vast majority of holiday destinations were in the UK to coastal areas like **“Minehead, Weston super Mare” or “Devon”** or places such as Butlins **“going on holiday to Butlins – I played bingo, bowling, did walking and dancing”**. Only a couple of people mentioned holidays abroad to places such as **“Italy”, “going on holiday to Majorca”, “Going on coach trips to Austria – been there 5 times, the people are friendly and helpful” or “going on holiday to Florida on an aeroplane”**.

Technology is important and contributes towards having a good life (104/826) particularly television and watching soaps and sport. Music and films contributed to making a good life, people enjoyed **“watching a film / Netflix”** as did computers to play games on and **“Internet – YouTube, google images” and “stories on YouTube”**.

Doing things at home was mentioned by a small number of people (35/826) as to what contributed towards their good life and this included things such as “**cooking & making cupcakes**”, “**soaking in the bath**” and “**relaxation**”.

For a very small number of people “**going to work**”, “**volunteering**” or “**going to college**” contributed towards having a good life (18/826).

Overall people found the experience of looking at what makes life good for them uplifting and insightful - “**it has been really good and made me think about how many good things I have in my life**”.



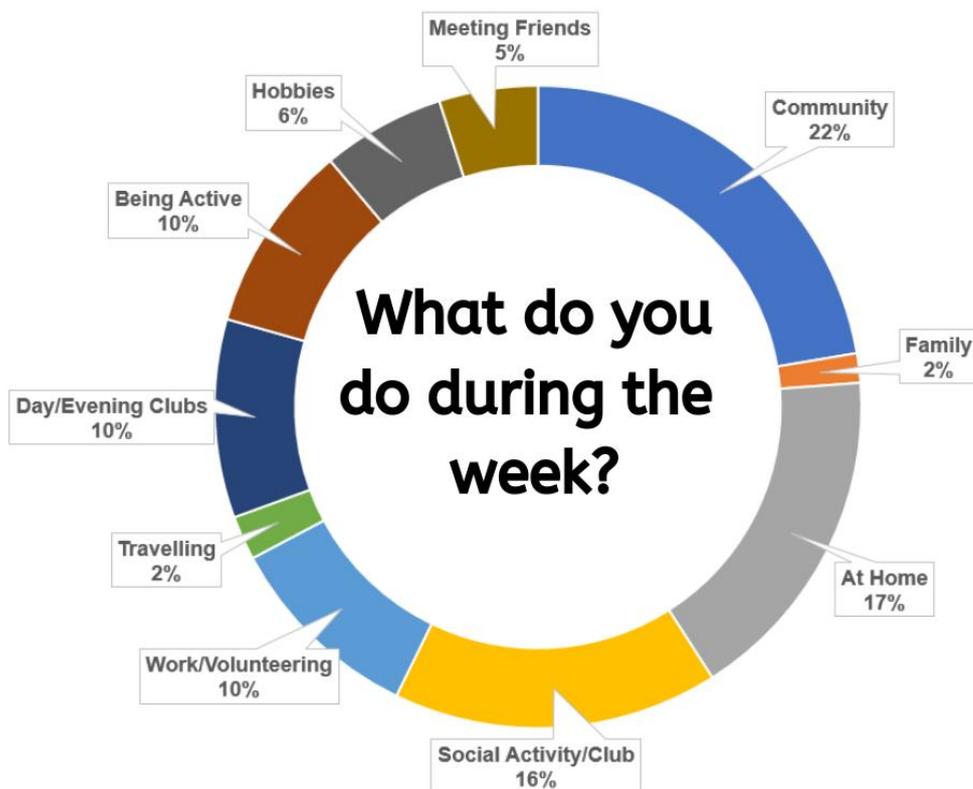
6. My Week

We looked at what people did throughout their week. There were distinctions made by participants about what they did on weekdays and weekends and we will therefore look at these separately.

6.1 Weekdays

Participants gave 811 answers about what they did on weekdays with 256 different examples of things that they do on weekdays being given.

These examples were split into common theme categories so that the prevalence of the activities that people did could be analysed. They were then grouped into the relevant broader themes outlined below.



Community

Just over 1/5th (181/811) of people's time was spent doing things in their local community, the most popular things to do were **"shopping"**, going **"(to town) for coffee"**, going to the pub, **"karaoke in the village pub"** and eating out – **"go to lunch with friend"**. People also spent time doing activities in their community such as **"visit the library and cinema"**, **"having my nails done"** and **"going to the bank"**. This correlates with what people said made their life good for them as doing things in the community and being part of the local community was the most common theme throughout people's answers.

During the week people also spent a lot of time at home (139/811) doing things such as watching television, chilling out and relaxing – **"I do bugger all and, in the evening, I watch my soaps"**. People would also spend time at home doing chores such as **"housework and gardening"** The fact that a lot of time was spent at home contradicts what people said made a good life for them as only 4% (35/826) of people felt that spending time at home and doing things at home contributed towards having a good life. This is echoed by some people describing their days at home as **"a quiet day, I sit and look at myself all day"**.

Relationships

Whereas spending time with friends was the most important thing that made people's life good, in reality, people spent very little time meeting up with their friends during the week as it only made up 5% (40/811) of people's weeks. Those that did see their friends would **"visit friends"**, go **"out to lunch with friends"** or go for a **"drink with friend at pub"**. Even less time was spent with family during the week with only 2% (12/811) of people's weeks being spent with family, people would **"see mum for lunch"** and some would **"babysit grandchildren"**.

A very small percentage (2% 18/811) of people's weeks were also spent travelling or going on holiday. As holidays are once or twice a year occurrence it was not surprising for this to feature quite lowly in what people did with their week.

Things to do

Participating in social activities during the week featured highly and made up 16% (132/811) of people's weeks. People would participate in social activities that involved craft/art such as **"art therapy – colouring"**, going to **"Art Club"** and **"make greeting cards"**. Music based activities were popular such as **"singing in the Methodist Church in Amesbury"** or going to a **"music course at Rowde"**. People also did activities such as **"drama at the Town Hall"**, **"computer skills"**, **"Bible study"** and **"gardening"**.

Many of these activities took place with organisations such as Alabare – **"Alabare Development Centre – gardening, woodwork, computers – I get training certificates"**, Elizabeth House Day Centre where people said they enjoyed **"art, bingo, exercising, warming-up, quiz"**, or at Riverbourne Farm – **"it's really nice, I look after and feed the animals"**. People talked about wanting to go to more activities but found that they **"can't go to all the groups I want to because they are too expensive"**.

Attending the day and evening clubs that were consulted throughout this survey made up a tenth of people's weeks as did working or volunteering and being active.

For those that participated in some form of work (81/811) there was roughly a 50/50 split between people participating in paid work or

voluntary work. There were a variety of voluntary jobs that people did, many volunteered in charity shops and others volunteered at the **“Playhouse in Salisbury as a volunteer usher”** with the **“National Trust – strimming, brush cutting, bonfires”** at a **“care home”** or at the **“food bank”**.

The paid work that people participated in also varied with a wide variety of jobs done by the participants such as working at the **“pushbike shop”**, **“Palmer Gardens Café”**, in a **“dog food factory”**, in a **“school (cleaning)”** and at **“McDonalds”**.

Throughout our conversations with people a desire to work was expressed but was not possible for some, for example one participant said, **“I want to be able to work again but because of health conditions I can’t”**.

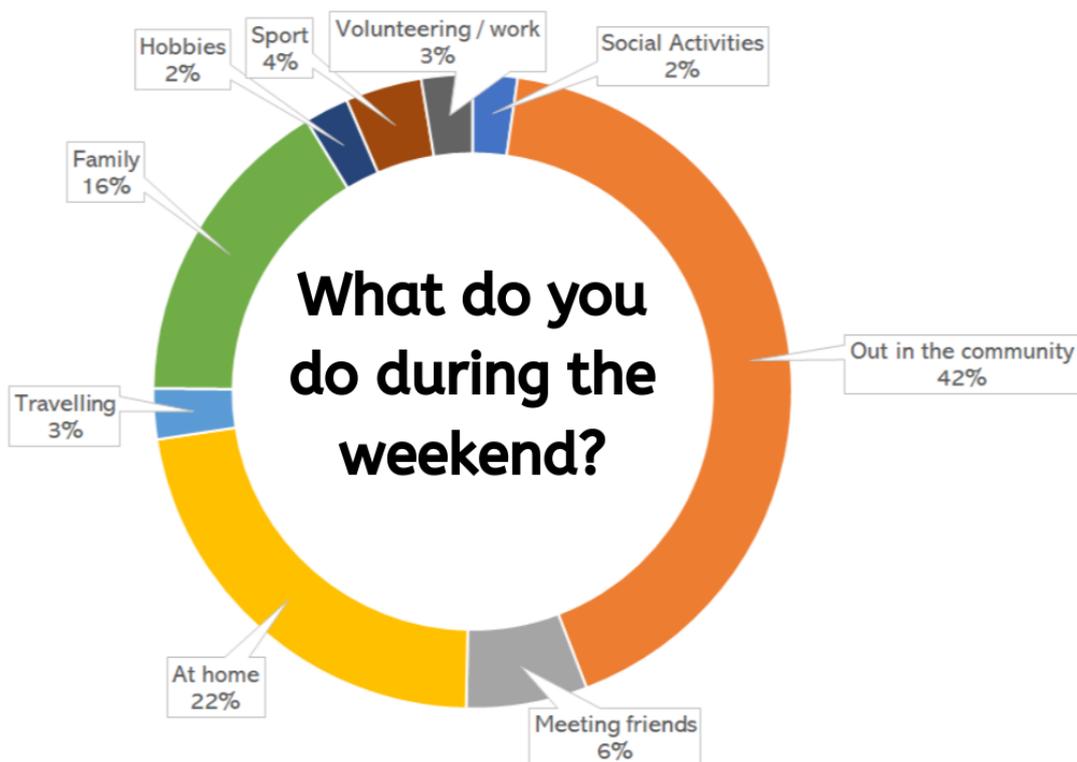
10% (80/826) of people told us that being active contributed towards having a good life and this was again demonstrated in what people do within their week as 10% (77/811) of people’s weeks were made up of participating in physical activities such as **“swimming”**, **“exercise groups at Needham House”**, **“going to the gym – rowing machine”**, **“playing badminton”** or being part of **“Get Wiltshire Walking”**. People also participated in wellness activities such as **“yoga”** and **“Tai-Chi”** and more specialist activities such as being part of a **“Curling Team”** and **“circus skills”**.

Participating in hobbies such as **“knitting”**, **“playing cards”**, **“baking”**, **“listening to music”** and **“campaigning for women’s rights”** made up 6% (50/811) of people’s weeks.

6.2 Weekends

Compared to things that participants did during the week there were far less examples of what people did at the weekends with only 316 answers given about what people did at the weekends with 92 different examples being given.

These examples were split into common theme categories so that the prevalence of the activities that people did could be analysed and grouped into the broader themes illustrated on the next page.



Community

By far the most common thing that people did with their weekends was community based with 42% (134/316) of answers given relating to doing things within their local community over the weekends. This further demonstrates how important local communities are to individuals both in terms of contributing towards them having a good life and in having something to do.

The types of activities that most people did in their communities at the weekend included going to “**church**”, “**look around the shops**”, “**go to the pub for a drink**”, going into town, going to the “**market in town**” and “**eating out**”/going for a “**coffee**” or going to “**watch the band in John Coles Park**”. People also enjoyed going to “**bingo**”, the “**cinema**” and “**museums**”.

The second largest theme for what people do at the weekends is to spend time at home; 22% (70/316) of people’s weekends was spent at home, with many people describing what they did at the weekend as I “**stay at home**”. The main things that people did at home over the weekends was to “**chill out**” or “**relax**”, people enjoyed a “**lie in after a**

busy week". Other things that people would do at home over the weekend included **"watching TV"**, **"housework"** or **"doing things around the house"** and **"doing craft things at home"**.

People were less active at the weekends and preferred spending time chilling out at home rather than participating in sporting activities. Those that did spend their weekends being active would play **"football (then wash gear)"** go **"swimming"**, to the **"gym"** or **"go to the woods for a walk"**.

Relationships

Whereas family and friends featured very highly in what made life good for them neither family nor friends featured very highly in what people did within the week, but, it did however feature much more highly at the weekends.

15% (46/316) of people's time was spent with their family over the weekends particularly with parents. Many people said that they would **"see family"** or **"visit mum and dad"**. Some people would do specific things with family such as have a **"cup of tea with Mum and Dad"** and others would see family alongside it being tied in with achieving something else such as – **"daughter visits and does the cleaning"**. The emphasis also seemed to be on people visiting their family rather than family visiting them – **"visit my daughters"**, **"visit my sister"**.

7% (23/316) of peoples time was spent with friends including boyfriends and girlfriends. People enjoyed doing a variety of things with their friends many of which also incorporated utilising the local community such as **"going out with friends shopping"**, **"meet up with friends in town"**, **"go running with a friend"** or **"see my friend for a chat and a drink"**.

Weekends in general were discussed by many of the groups that we saw and many felt that weekends were not the best time of the week for them.

One person described how **“80% of my weekends and bank holidays I am on my own – I would like to spend less time on my own”**.



Other people commented that **“weekends are a bit blank”**. This is mainly the case for those who do not have family and Sunday was highlighted as the worst day as there aren't any busses running.

Things to do

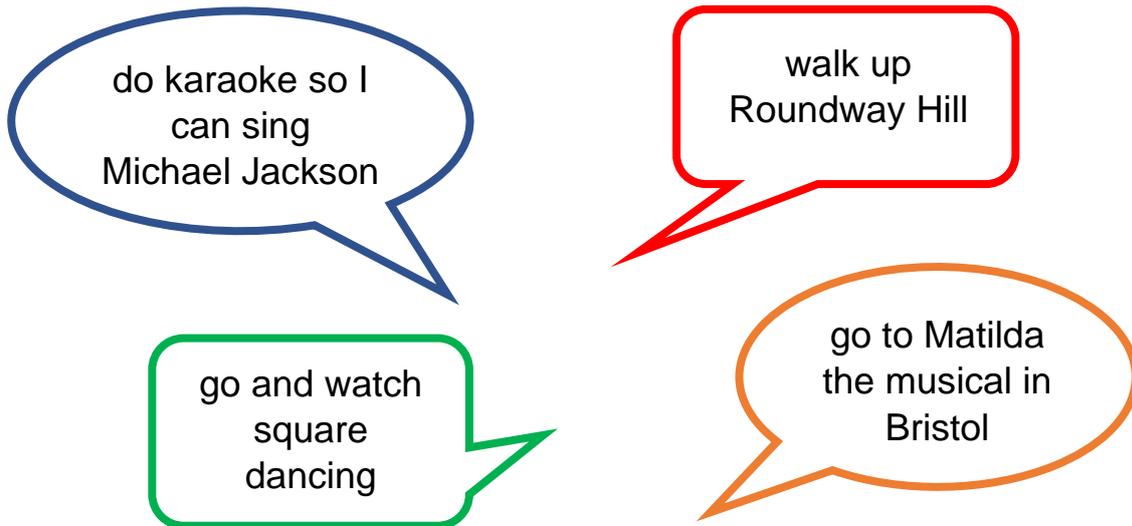
Working or volunteering made up only 3% (10/316) of people's weekends with 7 of those 10 participating in paid work and the remainder in voluntary work.

A small number of people (8/316) spent time at the weekends travelling, this would mainly be on **“day trips”**, going **“out on the bus to a small town on my own”** or to go on holiday.

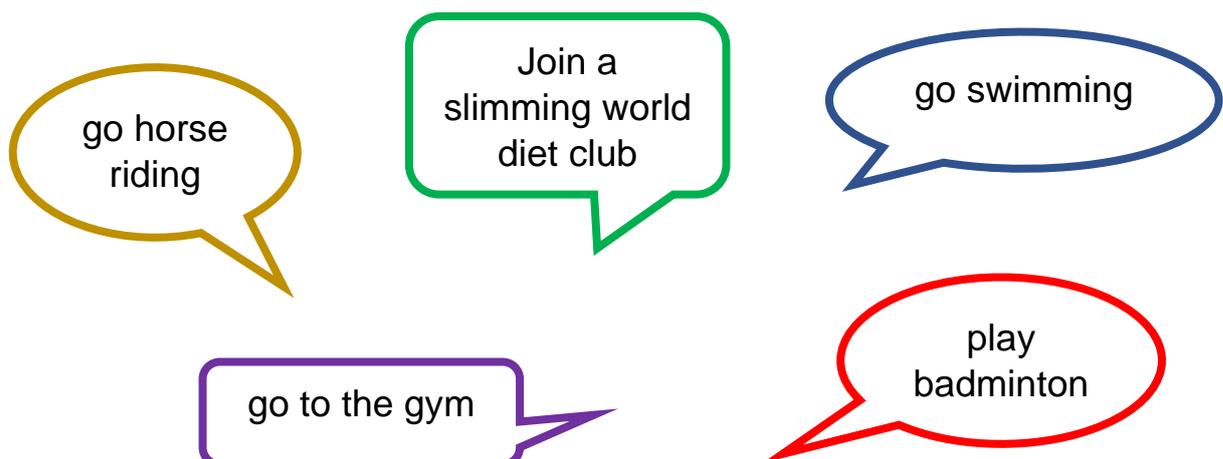
During the weekend 2% (7/316) of people's time would be spent going to social clubs in their local community such as **“Studley Green Club”**, **“Zone Club”** or the **“Conservative Club”**. 2% (7/316) of people's time was also spent participating in their hobbies such as **“gardening”**, **“playing cards”** **“writing love songs”**, playing **“computer games”** or **“playing chess with a resident”**.

This follows the trend throughout this piece of work that local communities play a vital role in people having a good life and in what people do and want to do during their week. Someone simply said, “**I want to go out**”.

There were some more specific things that people wanted to do in their community such as:



People also wanted to do more activities in their local community to keep themselves fit such as:



Travelling featured highly in people's suggestions of things that they would like to do with almost a fifth of people wanting to do something travel related. The majority of people wanted to go on holiday or travel more within the UK and to incorporate going to museums or the ballet in their trips:



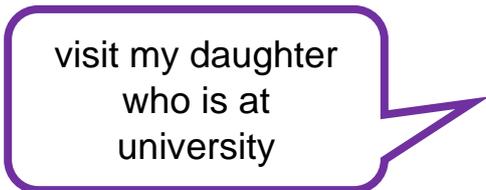
Millennium Stadium
Cardiff to see Wales V
Anyone play rugby or to
see the venue and meet
the welsh players



go to the
Natural
History
Museum



go on
holiday to
Butlins



visit my daughter
who is at
university



go to London
to the Royal
Ballet

Some people wanted to travel abroad:



go to San
Francisco and
swim with dolphins



go on an
aeroplane, never
done this before,
would like to go to
Tenerife



go on a long
cruise around
the world

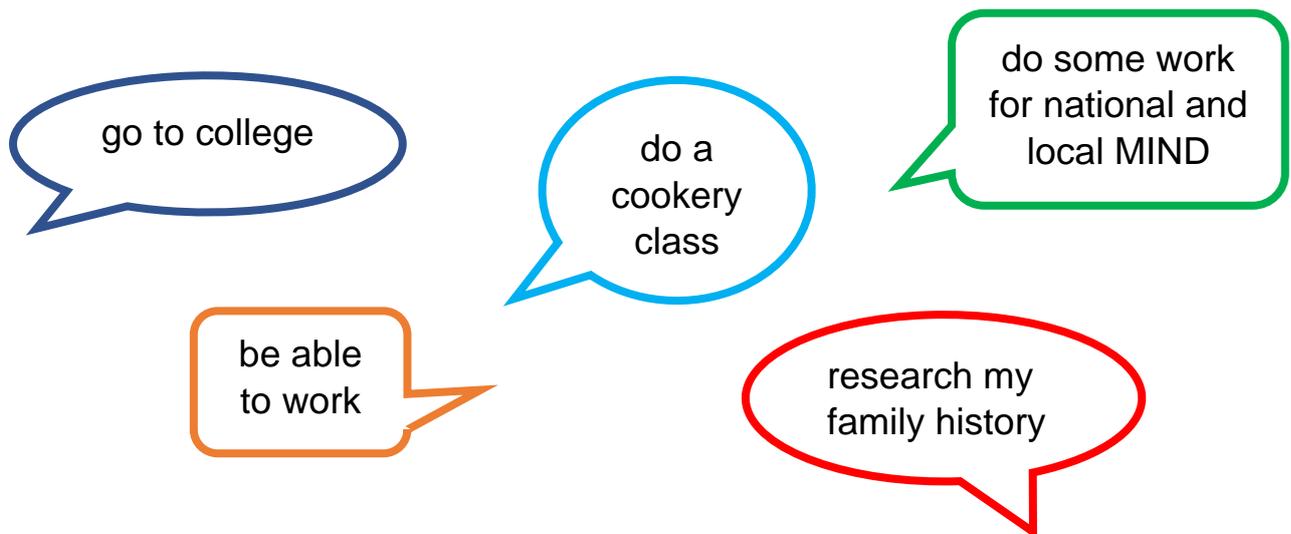


go to
Canada

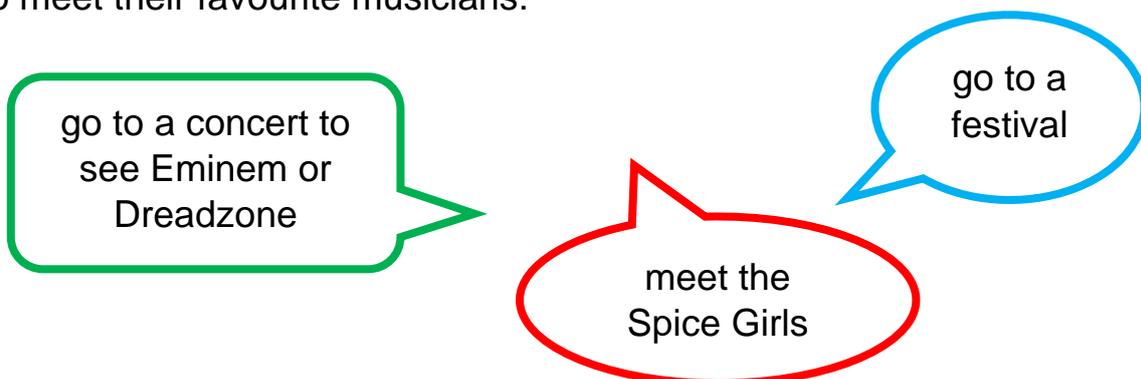
There was a group of more adventurous or ambitious things that people would like to try doing such as:



Some people wanted to work or to do volunteering and others wanted to learn new skills:



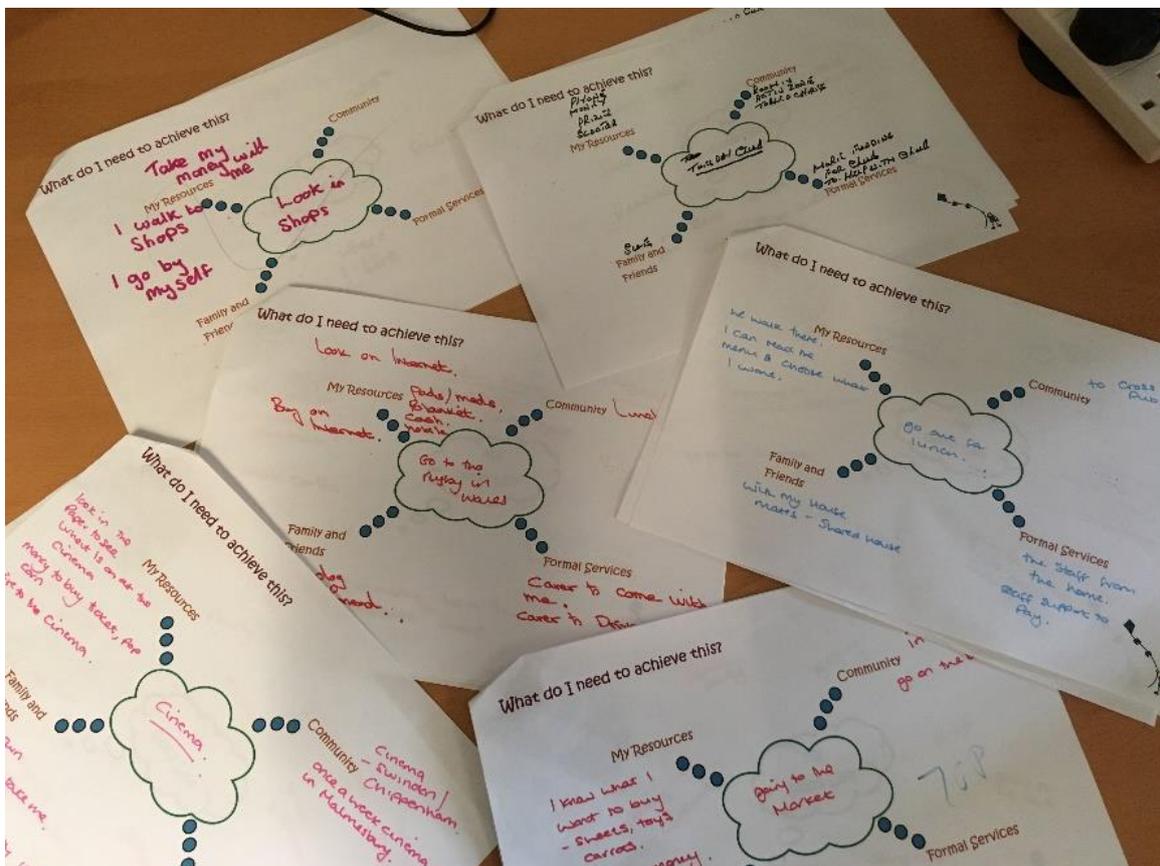
There were a few people who would like to go to concerts, a festival or to meet their favourite musicians:



8. What do I need to achieve this?

Following on from looking at what people would like to do we then looked at what you would need in order to be able to achieve this. We looked at what resources people had, what family and friends contributed, what in the community would assist and what formal paid for services were needed.

Included in this section are 'resource diagrams', which use individual examples from the workshops of things people wanted to do.



8.1 My Resources

People were very insightful about what resources they had and the skills they could utilise to enable them to achieve what they would like to do.



Many of the resources that people had were about essentials and equipment that they needed to remember to take with them. Taking a **“bottle of water”** or a **“drink”** was the most popular thing people wanted to ensure that they had with them. Mobility aids such as – **“I will need my wheelchair/walker”**, medication - **“take my pads and medication”** and **“membership cards”** were also important.

There was also activity specific equipment that people thought of that they would need to bring with them such as a **“passport”** or **“Visa”** if going on holiday or a **“tent”** or **“camping trolley”** if going to a music festival.

“Money” was the single most important resource that people had to enable them to do the things that they wanted to do. Many also recognised the limitations on what they could do due to having minimal funds. One person said that they needed money – **“cost of clubs is too high to attend the ones I want to. I can only go to a max of 2 groups a week”**.

Independent living skills were also a vitally important resource for many. Being able to go somewhere on your own - **“I go by myself”** and being

able to **“do most things independently”** were important. Being able to get yourself ready, knowing where to go and how to get there were also important to people - **“I get myself ready in the morning to go to church and I choose my own outfit to wear”**.

Many of the comments here centred around having choice and control over their lives. It was evident that people knew what they wanted and wanted to be able to do the things that they can do rather than other people doing them for them. This was demonstrated through people’s comments such as **“I choose my own outfit to wear”**, **“I can read the menu and choose what I want”**, **“I know what I want to buy-sweets, toys, carrots”**, **“I can do my own money to pay for taking part in the quiz”** and **“I know what to ask for when I get there”**. Confidence was also mentioned by some - **“I need to be in a ‘happy place’ to do this and to have confidence to do it”**.

Resources around planning and researching what people wanted to do featured prominently with the sense of being prepared and organised an important skill to have – **“Look on internet see where playing and how much it is, think about petrol, food, how to get there, where to stay, medication”**. A variety of methods for carrying out research were given such as looking **“on the internet for opening times”**, **“go online/Facebook”**, **“look in the paper to see what is on”** or **“talk to the post office”** to find out information. Planning with friends about when to go was also important – **“communication with friends to make arrangements”**, **“See when free on calendar”** and **“Plan who to go with”**.

Technology was also another resource that people had available to them and many highlighted that ensuring they had their **“mobile phone”** with them was important. As was taking **“a camera to take photographs”** so that they could capture memories.

When thinking about getting ready to go out many people thought about what they chose to wear or about having suitable clothing for the activity that they were doing. People suggested they would need to – **“make sure wearing gym clothes”**, **“take goggles, swimming trunks,**

towel”, “a blanket to keep my legs warm” or “wear my tracksuit/shorts”.

For some having a car was essential so that they could take themselves to whatever activity they had chosen – “drive to the cinema” or “get there in my Motability car”. Whilst others wanted to walk - “I do a lot of walking” and for those who were going to use public transport making sure they had their bus pass with them was an important resource – “go on the bus- my bus pass is very important”.

Of the four categories looked at when thinking about ‘what I need to achieve this’ people thought of nearly twice as many personal resources that they had when thinking about what they wanted to do than in any of the other three categories. This was highlighted whilst doing the worksheet with comments such as - “it made me realise how much I can do myself”.

8.2 Family and Friends



It was very clear that people wanted to do activities or to try new things with their friends rather than with family with three times as many people choosing friends to do things with rather than their family. People said they would “go with a friend”, “friend would go - need this for confidence”, “we would go with our friends so that we had a good time” and “I would go with a friend, we could go together”.

However, family played an important role in enabling people to achieve what they wanted to do through providing practical support with three times as many people having support from their families rather than their friends to achieve their goals.

The practical help that families could provide centred a lot around family supporting with money management – **“family do my money”**, logistics such as getting to places – **“Mum takes me & picks me up”** or **“my brother will drive me to see my daughter”** and assisting with research such as **“mum would look up the swimming times”** or **“son/daughter will need to go online and look”**.

There were however some people for whom thinking of support from family or friends was difficult as they did not have a support network around them. One person commented that **“the main difficulty is getting out and having someone to take me”**.

8.3 Community

People’s local communities played an important role when looking at what someone needs to be able to achieve what they want to do as it has done throughout this report.



The biggest community resource that was mentioned by people was transport with the most people relying on public transport such as buses or trains – **“go on the train or bus”, “I get to the bank on the bus, I know what bus to get and where to get on and off the bus”**. For some having a taxi service in their local community was a valuable resource as many people chose to **“go by taxi”**. Whereas others preferred to walk to places in their local communities which ties in with being active being an important contributing factor towards having a good life, people liked to **“go somewhere local – Somewhere I could walk to”**.

Some people however found public transport difficult and preferred using transport that had been arranged by the place they are going to and commented that they **“feel safe using the arranged transport”**.

As seen throughout this report people want to utilise the local businesses in their community, they want to go to the **“local pub”, shop, “cinema in Chippenham or Swindon, the once a week cinema in Malmesbury”, “Amesbury Leisure Centre”** and for the activity that they have chosen to do to take place in their local community.

The links that people were building in their local communities were important and contributed towards people’s confidence to access their local community, **“the pub is a friendly, safe place, there is no trouble, we feel comfortable and happy going there”**.

People also want to use local community resources such as, **“the library for information”**, they found the **“church is good at telling you what is going on”, “museums to get a leaflet”** and **“looking on notice board, Facebook, reception, posters”** to find out about what is going on and to aid them in researching their chosen activity.

Neighbours and colleagues were also a good source for finding out information and getting recommendations. People would **“check with colleagues”** or ask their neighbours for advice, information or support. There were also suggestions that having **“a central place online to be able to see everything that’s going on”** would be beneficial.

Organised groups and activities were mentioned as an important community resource for some people. Some expressed a preference for organised activities, saying **“you are more likely to do something if it is organised”**, **“if you’re on your own no one is pushing you to do stuff”**.

Some people also thought about the future of some of the groups that they attended and where they meet, they felt that **“if we couldn’t afford to meet in a big hall it would be better to go elsewhere then not meet all together.”** They talked about how the format of groups could be changed to help with costs and suggested bringing their own tea and lunch or meeting in a smaller venue. Finding alternative venues however can be challenging, as are finding suitable places that are accessible – **“I need to find a pub that is accessible, they all have steps around here!”**

8.4 Formal Services

When looking at formal services people mainly listed support that they receive or felt they would need from support workers in supported living settings and this covered three main types of support – general support, practical support and support to access the community.



General support from **“Support Workers/staff”** was mentioned with a few specifying support from **“Social Workers”** or **“teaching / learning staff”** in college.

Practical support from support workers was mentioned most frequently. The types of practical support that people wanted was around assistance with using the computer to research activities – **“staff to help arrange – look up on internet for bus times”** and **“check on internet re weather”**. Support with getting ready – **“Supported living – people help me with personal care”** and when out and about – **“Support worker – check I have the right change, help hand money over, read the menu, support to order”**.

Money management and support to pay for things was the thing that most people wanted practical support with from support workers. For example – **“Support Worker to help with money – food and clothes shopping”** and **“Support Worker helps me manage my money and bills”**.

Support to get to and access local communities was also important to people such as **“independence training with a support worker to practice trains, bus routes, walking routes. I have help with routes I do not know”** and **“I would need a carer to help me with my wheelchair”**. When accessing the local community some people did not feel confident or able to do this on their own and said that **“staff make me feel safe”**.

Others described the limitations of the support that they have and felt that in order to do more they would need more support – **“I need more support to help me go out more often”**.

At one of the places that were visited to carry out the consultation staff found the exercise of looking at what people would need to be able to achieve doing something really useful – **“it really worked having things broken down into the four areas – we can use this in our support work”**.

9. Conclusions

People who were consulted in this report identified their key requirements for a good life as having the ability to grow and maintain relationships and have meaningful things to do in the communities they live in. They identified several resources in their own personal toolkit that they already had in order to achieve this. The responses also identified that people currently aren't doing this; spending considerable time in their homes, especially at weekends.

Wider context

The findings of this report add to a growing evidence base concerning the important role relationships and our communities play in a person's life.

Wiltshire CIL has recently conducted two pieces of work with service users: the Good Life Project (<http://www.wiltshirecil.org.uk/wp-content/uploads/2018/10/The-Good-Life-Report.pdf>) and the Accommodation and Support Report (<https://www.wiltshirecil.org.uk/my-life-my-experience/>), both of which highlighted the importance of everyday connections, having a sense of purpose and engaging in the community life.

Nationally the focus has been on finding new and flexible ways to work alongside people to grow their own capabilities and foster and grow meaningful relationships within their community. Examples of this approach include the work of Hilary Cottam in rethinking the welfare state and Asset Based Community Development (<http://www.hilarycottam.com/projects/relational-welfare/>, <https://www.nurtureddevelopment.org/blog/asset-based-community-development-5-core-principles/>).

This report, combined with local and national evidence, provides a framework for the development of support for people. To aid putting this evidence into practice we have included recommendations for future support, providing a set of principles to consider. Wiltshire CIL do not provide any specific service recommendations or specifications as the exact make up of any support will depend on what people require and local conditions.

Recommendations for future support

- Provide relational support which prioritises helping a person to develop and maintain meaningful relationships.
- Find ways to connect people into their communities so that they can become valued community members.
- Take time to understand what is important to the person then work alongside them to find ways in which they can fulfil their ambitions and pursue their own interests.
- Help people to identify and use their own personal set of resources and strengths to live a life of their choosing.
- Ensure scheduling and planning are person centred: enabling people to factor in 'down time' within the week as well as supporting people to find meaningful things to do at the weekend.

#InvolveMe

All consultation data is available on request from kate@wiltshirecil.org.uk

Researched and compiled by Wiltshire Centre for Independent Living

User Engagement Team:

Kate Tutssel, Mary Meilton and Zoë Millington
with additional input from Wiltshire People First