**Case Study – Coproducing an engagement plan and materials**

**North East Lincolnshire Day Services Review**

Day Services are offered to adults with disabilities or complex needs, including people with sensory and learning disabilities and this service currently operates from two main centres: one in Grimsby, at Cromwell Road Resource Centre; and one in Cleethorpes, at the Curzon Centre.

The review aims to gain an understanding of:

* Experience of the current provision from the viewpoint of the service user and their carer(s); including:
  + What is working well
  + What could be improved
  + If the service is meeting the needs of carers
* Whether there is an appetite for more community-based Day services and activities, rather than the current service which is predominantly based within Centres.
* How service users and the public currently access information about Day services.
* The method of transport being used by service users to access Day centres
* How service users and their carer(s) adapted to the restrictions which were implemented in response to the Covid pandemic; when in many cases, Day centres were closed for several months, or operating with reduced capacity.

During the Summer of 2021, the CCG brought together a small working group to be involved in the design of two surveys – one to find out the experience of user of Day Services, and another to capture the views of their carer(s). This working group consisted of a local carer, two community members from Accord, the manager of Healthwatch North East Lincolnshire supported by two members of the CCGs Adult Services and Engagement Teams.

The group met several times during September, using Microsoft Teams, to first identify the key questions which would need to be included in each of the surveys to meet the identified engagement goals, and then co-produce the questions in an easy to understand and accessible way.

Once a set of final questions had been produced, we worked with ‘[Speakup’](https://www.speakup.org.uk/) a self-advocacy company, who also produce documents (including surveys) in an Easy Read format – the standard for making printed information accessible to all; especially people with a learning disability, using clear language and descriptive images. Speakup developed an Easyread version of both surveys, which were provided in paper format - with the text also being utilised in the online version of both surveys.

Our work with the co-production Group continued into the autumn with them providing valuable input, from commenting on draft copies of the surveys, to testing the online Service User and Unpaid Carer surveys, identifying errors which would need to be fixed prior to public launch. During this process, the CCG also worked closely with its Community Forum and Accord Steering Group members, inviting them to also test and comment on the surveys.

The process of co-producing both surveys took place over a period of three months and was key to ensuring the success of the project – without involving our communities, we could not ensure that our surveys were going to be accessible. If the surveys weren’t accessible, then this would have a significant impact on the ability of service users and their carers to be involved and have their say.

As well as steering the development of both surveys the conversations we had with the Group, along with the Community Forum and Accord Steering Group, helped to inform and enhance our stakeholder mapping processes, identifying additional groups and avenues for promoting the surveys.

[Day Services Review Findings Report](https://northeastlincolnshireccg.nhs.uk/data/uploads/adult-social-care/day-services-engagement-report-v7-final.pdf)

[Day Services Review You Said, We Did update](https://northeastlincolnshireccg.nhs.uk/data/uploads/adult-social-care/you-said-we-did-day-services-v2-final.pdf)