

Appendix 1

Improving the Day Offer for Older People and Adults with Disabilities

Central Bedfordshire Council are engaging with customers, family carers and other stakeholders to develop a plan to improve the day services we offer older people and adults with disabilities.

We will be talking to customers over the coming weeks to enable the people who attend centres, along with their relatives and carers, to help shape future services.

We know that when councils make announcements like this people can get concerned that the services they rely on may be changed or withdrawn so before we start we want to be clear with you what our intentions are:

We will continue to offer day services

- We know that day services make an important contribution to meeting the care and support needs of customers, and we want these to continue.
- If you are assessed as eligible for a day service, you will still receive one.

We want to improve our day offer

- We want our day offer to deliver better outcomes for the people who use them – more of the things they value and that help them achieve their individual goals and aspirations.
- We think that day services in the future should be more personalised – tailored to people's individual needs.
- We think that in the future we can offer day services that are more integrated with other types of community facilities.

We want to develop new services with you

- We want customers, their carers and families to help shape future services and to be involved in the whole process as partners.
- As well as this everyone will have the chance to have their say on all proposals we develop before they are finalised and put into practice.

We want to deliver better value for money

- Current services are too tied to old-fashioned, institutional buildings that are increasingly not right for the people who use them.
- We want to focus resources more on providing good care and support and less on running unsuitable buildings.

No decisions have been made

- We will not make any changes to services until everyone who wants to has had their say and the future offer is agreed.
- We will not make any decisions or changes to your individual care and support without involving you and your family/carers first.