

# **Central Bedfordshire Council**

## **Consultation on the Future of Amphill Day Centre**

Appendix 5 - Consultation Response Report  
20<sup>th</sup> August 2018 – 12<sup>th</sup> November 2018

## 1. INTRODUCTION

- 1.1 Central Bedfordshire Council is committed to offering a wide-ranging day offer to older people and adults with disabilities focusing on those who are assessed as having eligible care and support needs. The overall aim is to secure better outcomes for current and future customers within Central Bedfordshire, encompassing older people and adults with disabilities, which includes people from the age of 18 with a physical and/or learning disability.
- 1.2 In early 2016 the Council began the process of developing the future day offer for older people and adults with disabilities. The new day offer is a joint vision between Central Bedfordshire Council and the people that use the service. This is a two-phase process. Phase 1 involved agreeing a set of key components and principles<sup>1</sup>. These were developed following a period of engagement and formal consultation with current day centre customers, carers and wider stakeholders. This feedback was then consolidated and in April 2017 the Council's Executive agreed to their implementation.
- 1.3 These are:
- Key components
- Meet customer outcomes for social interaction and physical and mental stimulation
  - Meet carer outcomes for respite and peace of mind.
  - Meet care and support needs
- Principles
- Promote and maintain independence in a way which is personalised flexible and responsive
  - Promote learning in a stimulating and supportive environment
  - Deliver greater integration and partnership with local communities
  - Maximise the use of community facilities that can be accessed by older people and adults with disabilities
- 1.4 Phase 1 of the project is now complete, and the Council will review each of its day centres individually as part of phase 2.
- 1.5 The Council are reviewing Ampthill Day Centre and undertook a mapping exercise with each of the current day centre customers to identify their interests, friendship groups, where they travel from and what they would like to see from their day service. Alongside this the project team identified a number of community venues across West Mid Bedfordshire. These were then evaluated for their suitability to provide a space for day services. A request was also shared on the Council's social media platforms to encourage external individuals or

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<sup>1</sup> [Consultation](#) on the future day offer 2017, [Components and Principles](#)

organisations to share their skills or facilitate activities with day service customers.

- 1.6 The project team consolidated all of this information and using this, commissioned pilots. These were designed to test how day services could run from alternative venues. More details about this can be found in Engagement Activities section 4 of this report.
- 1.7 After an evaluation of these pilots and a comparison evaluation of Ampthill Day Centre, the Council believe the service delivered at Ampthill Day Centre could be delivered in a different environment which would better meet the key components and principles. We worked with Grand Union Housing Group who facilitated their own evaluation with the tenants at Wingfield Court, following the pilot there.
- 1.8 The Council ran a formal consultation on the proposals for the future of Ampthill Day Centre and have investigated the following options:
  1. Do nothing – continue to run Ampthill Day Centre in its present form
  2. Move to a hub and spoke delivery model and close Ampthill Day Centre
  3. Move customers to other Central Bedfordshire Council Day Centres and close Ampthill Day Centre
  4. Refurbish Ampthill Day Centre
  5. Commission an independent day service and close Ampthill Day Centre
- 1.9 The Council have considered the above options, and the preferred option is option 2, to move to a hub and spoke delivery model and close Ampthill Day Centre.
- 1.10 This option would mean there would be a main ‘hub’ which would run from Monday to Friday and then several ‘spokes’ in community venues which would run on different days of the week alongside the hub.
- 1.11 The Council suggests that the main ‘hub’ could be Silsoe Horticultural Centre, which is currently a day centre for adults with learning disabilities. Both services would operate from the same building. It should be noted that the proposed option does not produce any significant change in service to the customers of the Silsoe Horticultural Centre.
- 1.12 Following an extensive mapping process, we propose that at this stage the spokes would be based in community lounges within various sheltered housing schemes across the area.
- 1.13 The formal consultation began on 20<sup>th</sup> August 2018 and ran for 12 weeks, ending on 12<sup>th</sup> November 2018. The hub and spoke model was identified in the consultation as the Council’s preferred option.

- 1.14 Feedback to the proposals were collected via paper and online versions of consultation questionnaires. These were provided in both standard and easier to read versions. Customers and relatives were invited to individual consultation meetings to discuss the proposals and answer any questions they had. Additional engagement meetings were held with the current customers at Silsoe Horticultural Centre and also by an advocate to collect their views on how they felt the proposals could impact on them. Other stakeholders were also informed, see section 4 for information relating to engagement activities.
- 1.15 Members of the project team have been based at Ampthill Day Centre for over a year to provide reassurance to customers and be on hand to answer any questions or concerns about the day centre review.
- 1.16 A Social Worker has been involved throughout the consultation process to understand customers' capacity to input into the consultation and to ensure that the current Ampthill Day Centre customers were consulted, without causing distress to those who may have difficulty understanding what is happening.
- 1.17 An Independent Advocate was also involved in the consultation process to gain feedback from both Ampthill Day Centre customers and Silsoe Horticultural Centre customers. Further details can be found in appendix F.

## **2. RESPONSES RECEIVED**

- 2.1 The formal consultation was designed to capture both quantitative and qualitative data from respondents, with results summarised within this report (percentages are rounded to the nearest one decimal place).
- 2.2 The Council have received 77 responses to the formal consultation via the consultation survey. Additional feedback from meetings with customers who chose not to complete a questionnaire but still gave a view, the views of customers who lacked capacity and did not complete the consultation questionnaire, views of Silsoe Horticultural Centre relatives and representatives and the outcome of the advocacy meetings with customers can be found in appendices C, D, E and F.
- 2.3 49% (38) of respondents to the consultation questionnaire were customers of a Central Bedfordshire Council Day Centre, 25% (19) were a relative/carer of someone who attends a Central Bedfordshire Council Day Centre, 1% (1) was a Town or Parish Council, 1% (1) was a local business, 8% (6) were a voluntary or community organisation and 16% (12) described themselves as 'other'. Respondents that answered 'other' included residents of Central Bedfordshire, an interested council tax payer, an Ampthill Town Councillor and someone who said they have involvement with people with a learning disability.
- 2.4 Details of respondent demography are recorded in appendix A.

### 3. RESULTS OF THE CONSULTATION: QUESTION AND RESPONSE OVERVIEW

Full details of the qualitative responses can be found in appendix B.

#### 3.1 Q1 What are your views on our preferred option?

76 out of a total 77 respondents replied to this question providing a range of feedback. 36% did agree with the Council's preferred option and could highlight the benefits of this alternative approach. 27% of responses were more mixed, with respondents highlighting the benefits of the hub and spoke model but also saying they liked it at Ampthill Day Centre. Some of these were also happy with the preferred option as long as it meant they continued to access transport to and from their day service. 27% did not agree with the Council's preferred option and the majority of this response wanted to re-utilise Ampthill Day Centre. The remaining respondents made other suggestions for the future of the service or did not give a clear view on any of the proposed options.

There were a few responses that raised concerns about how the figures relating to refurbishment were calculated and believed that the proposal is driven by cost saving.

#### 3.2 Q2 Do you think all options have been correctly evaluated?

	Number	%
Yes	27	35
No	14	18
Don't know	28	36
Did not answer	8	10

#### 3.3 Q2a If no, please state which one(s) and why you think it should be evaluated differently.

12 of the 14 respondents who answered 'no' to question 2 went on to provide further details. Responses reiterated concerns about whether financial calculations published in the Options Analysis were an accurate reflection of the true cost of the different options.

There was also a response saying the proposals could have been more imaginative. Another respondent questioned why the Council are not encouraging use of the centre by the voluntary sector. One respondent suggested whether the Council has intentionally run down the building in order to propose the closure. It was suggested by two respondents that the decision had already been made.

There were concerns about the impact the change would have on customers and a respondent felt that the views of customers had not been taken into account.

A respondent also referred to the Pilot Evaluation Report and said that the majority of customers that responded as part of the evaluation quite liked the service as it currently is. A respondent reinforced their view shared in their response to question 1 that they wished to remain at Ampthill Day Centre.

A few of these respondents questioned how the Council had evaluated the different options against the key components and principles. One respondent went on to say that they did not agree that Ampthill Day Centre fails on the four key elements of the proposed day offer, especially the points that Ampthill Day Centre is not as well connected in the community as Silsoe Horticultural Centre.

**3.4 Q3 Are there any options listed that you think the Council should investigate in more detail?**

	Number	%
Yes	20	26
No	28	36
Don't know	21	27
Did not answer	8	10

**3.5 Q3a If yes, please state which one(s)**

Of the 20 people that answered 'yes' to question 3, 19 went on to provide further details. Of these, around half suggested retaining or re-utilising Ampthill Day Centre. Three respondents raised concerns about whether the hub and spoke model would meet the needs of people with a diagnosis of dementia.

**3.6 Q4 Are there any other option(s) that you think the Council should consider that are not in the document?**

	Number	%
Yes	20	26
No	33	43
Don't know	21	27
Did not answer	3	4

**3.7 Q4a If yes, please explain what these option(s) are.**

Of the 20 people that responded to this question, feedback shared expressed the need to consider the growing population and specifically the needs of people

with dementia. There was also the suggestion that generations should be brought together. Eight of the respondents proposed retaining the existing building but opening it up to the wider community to better utilise the space. Three respondents said that they would like the day service to offer more outings.

**3.8 Q5 Throughout the process we will be conducting individual meetings with customers and their relatives and providing advocates where necessary. What else could the Council do to minimise the impact of any changes on the existing customers and their relatives at Ampthill Day Centre?**

The majority of respondents to this question highlighted the importance of communication throughout this process. A number of respondents felt that they had been well supported so far and found the meetings helpful. They asked that they are continued to be kept informed of project developments. Just under a quarter of respondents said that they could not think of any other ideas, some of these shared that they had no concerns. Seven responses said they would like to see further visits or trials arranged at alternative venues prior to any move. The future provision of transport was also a key theme.

**3.9 Q6 Do you have any further comments about the proposals?**

Due to the nature of this question, responses covered a range of areas. These included respondents reiterating the view that they wanted Ampthill Day Centre to remain as is whereas others said they are positive about the proposed changes. There were concerns from five respondents that the Council had not considered the impact of the proposed change on customers. A respondent added that they felt the evidence base on which recommendations have been made about the future of Ampthill Day Centre is too small. Two of the respondents went on to say they felt the decision about the future of the centre had already been made.

A couple of respondents said they felt unsure about the proposed venues. A respondent made suggestions about how the space could be better used at Silsoe Horticultural Centre to accommodate both existing customers and a group of older people which would enable specialist staff to concentrate on their activities.

Several respondents said they would like to see a broader range of activities (e.g. pottery, educational options, talks, outings) which would support social interaction. Respondents said they look forward to the opportunity to try new activities in the future.

It was reiterated by some respondents that there was a need to consider the impact of change, particularly on customers with dementia. It was also raised that it would be nice to know that staff could come too if they have to move.

Similarly, to previous questions, points were raised around future location and transport.

Almost half of the total number of respondents to this questionnaire either did not respond or put no further comment to this question.

#### 4. ENGAGEMENT ACTIVITIES

- 4.1 As part of the Ampthill Day Centre review, a mapping stage was undertaken where members of the project team met with customers on an individual basis to collect information about what activities they enjoy, where they travel from, who their friends are and what they would like to see from a future day service. Day centre staff and relatives were also involved in this process, where appropriate, to help build up a picture of individual customer preferences.
- 4.2 From this information the project team commissioned pilots at alternative schemes, where it was thought that customers would benefit from being in a homelier environment which may have also been more local to them. Each of the pilots ran for one day a week for between eight to ten weeks. Pilots took place in two sheltered housing schemes and Silsoe Horticultural Centre, further details can be found in the Pilot Evaluation Report. Feedback was collected from customers that participated in these pilots as well as from tenants at the sheltered housing schemes and customers at Silsoe Horticultural Centre. This feedback was consolidated and outlined in a Pilot Evaluation Report which is a paper that accompanied the consultation documents. The experience gained from the pilots tested out the viability of the proposed hub and spoke option.
- 4.3 Newsletters have been produced for Ampthill Day Centre customers and wider stakeholders to keep them informed of project progress. The most recent newsletter specifically relating to Ampthill Day Centre was issued in June 2018 which gave an update of pilot activity and provided information about what would happen next in terms of the consultation.
- 4.4 A [Day Offer video](#) was published in August 2018 and was designed to give an overview of the project and specifically how the pilots had worked. This included stories from customers and sheltered housing tenants of their experiences of the pilots in which they were involved over the preceding months. This video helped provide an explanation of the project in an alternative and more accessible format.

- 4.5 Visits to Silsoe Horticultural Centre have been ongoing throughout the consultation to offer the opportunity for customers that were not involved in a pilot to see one of the proposed alternative venues.
- 4.6 A co-production group was developed in phase 1 of the Day Offer project and has been meeting regularly during the review of Ampthill Day Centre. The co-production group includes representatives from the Council, relatives of day centre customers and independent organisations.

#### Communication and Engagement

- 4.7 Awareness of the consultation on the future of Ampthill Day Centre was generated via a range of channels including the circulation of consultation documents to customers, relatives, day centre staff and other interested parties. This included consultation papers sent to organisations that use the day centre for other purposes outside of normal day centre hours. Papers were hand delivered to three of these five organisations to discuss the proposals in more detail with members. One organisation was contacted over the phone and a meeting was arranged with the fifth to discuss concerns they raised about the proposals.
- 4.8 Background information to the project as well as electronic copies of the consultation documents were made available on the CBC web pages from 20<sup>th</sup> August 2018. Notification of the consultation was published in staff newsletters Connect and Staff Central and there was a targeted email distribution to notify of the consultation as well as posts on Central Bedfordshire Council social media.
- 4.9 A Members Briefing was produced at the start of the consultation to inform Members of forthcoming consultation activity. West Mid Beds Members, the locality in which Ampthill Day Centre is situated, were also emailed directly about the consultation start. The Mid-Bedfordshire MP, Nadine Dorries was also notified by email.
- 4.10 Other stakeholders notified of the consultation include:
- Central Bedfordshire Council Customer Services
  - The Older People's Network
  - Ampthill and Flitwick Town Councils
  - Age UK Bedfordshire
  - Alzheimer's Society
  - Bedfordshire CCG
  - Carers in Bedfordshire
  - Healthwatch Central Bedfordshire
  - MIND
  - Stroke Association
  - Via Just Ask

4.11 Appendix G provides more detail of the audience social media posts, CBC web pages and e-bulletins reached.

#### Consultation process

4.12 To ensure that our current customers were consulted without causing distress to those who may have difficulty understanding what is happening, dedicated members of the project team, which included a Social Worker, offered individual meetings to all Ampt Hill Day Centre customers.

4.13 All new customers that started at Ampt Hill Day Centre during the consultation process were also informed of the proposals.

4.14 The following documentation was produced to help customers, relatives, stakeholders and other interested parties have their say:

- [Consultation questionnaire](#)
- ['Have Your Say on the Future of Ampt Hill Day Centre' overview document](#)
- [Options Analysis](#)
- [Pilot Evaluation Report](#)
- ['Have Your Say - easier read version'](#)
- [Consultation questionnaire - easier read version](#)
- [Consultation Update Report](#)

4.15 To ensure that all our current customers were consulted in the most appropriate way, support to understand the proposals was provided to customers in one-to-one meetings. These meetings used an easier to read version of the consultation questionnaire, along with an easier to read version of the 'Have Your Say' overview paper, which details the different options the Council has considered. These papers were drafted and shared with the Day Offer Co-Production group for feedback. One member of the Co-Production group responded to this request and the papers were adapted based on this feedback to ensure messages were delivered in a clear and user-friendly way.

4.16 The consultation ran for 12 weeks from **Monday 20<sup>th</sup> August until Monday 12<sup>th</sup> November 2018** to offer the opportunity for customers and stakeholders to share their views, feedback and experiences on the proposals for the future of Ampt Hill Day Centre.

#### Consultation meetings

4.17 The Council currently supports around 64 customers at Ampt Hill Day Centre, with up to 27 currently attending on any given day. The average attendance was 21 customers per day. Individual consultation meetings were held with 49 Ampt Hill Day Centre customers during the course of the consultation. The remaining 15 were either in respite, had not attended the day centre for a considerable period, were unwell throughout the consultation or family members requested

they were not contacted due to concerns the consultation process may distress them. Due to the customer cohort, it was recognised that not all customers may have capacity to understand the consultation therefore a Social Worker met with these customers and carried out a Mental Capacity Assessment when appropriate.

- 4.18 Where known a relative or representative was contacted for each customer as part of the process to discuss the proposals over the phone and invite them to an individual meeting either with, or separately to the day centre customer. If they were unable to travel to the day centre, members of the project team visited their homes. 29 relatives accepted the invitation to a meeting with 24 relatives attending.

#### Consultation Update Report

- 4.19 Mid-way through the consultation a Consultation Update Report was produced, the content of this was shared with the Co-Production group. This was circulated on 18<sup>th</sup> October 2018 to customers, relatives, stakeholders and West Mid Beds Members directly. A copy was also made available in MIB and emailed to the Mid-Bedfordshire MP.
- 4.20 The report was designed to let people know what consultation activity had happened to date, provide answers to the most frequently asked questions raised at consultation meetings and understand the next steps.

#### Silsoe Horticultural Centre Engagement Meetings

- 4.21 Following the pilot at Silsoe Horticultural Centre, members of the project team met with existing customers to collect their views on how they felt about the group of older people being based at Silsoe Horticultural Centre. This feedback was shared in the Pilot Evaluation Report.
- 4.22 During the consultation period, 24 relatives or representatives of current Silsoe Horticultural Centre customers were contacted over the phone by a member of the project team and offered the opportunity to discuss the proposals in a one-to-one engagement meeting. Six relatives or representatives were not contactable over the phone but were sent letters advising them of the proposals and offering an invitation to meet with the project team to discuss further. In total, two relatives accepted the offer of a meeting with only one attending. Comments shared can be found in appendix E.
- 4.23 An independent advocate held group meetings with customers at Silsoe Horticultural Centre to understand and capture their views on the proposals. Further details of the responses from Silsoe Horticultural Centre customers can be found in appendix F.

4.24 Members of the project team were also available at Silsoe Horticultural Centre on different days to answer any questions customers or staff had about the proposals.

## 5. SUMMARY

- 5.1 The Council have received a mixed response to the consultation on the proposal to deliver the day service currently at Ampthill Day Centre through a hub and spoke model and to subsequently close Ampthill Day Centre.
- 5.2 A number of responses from customers and relatives said that customers enjoyed the opportunity to pilot having a day service from an alternative venue and could list different benefits for this model. There were comments in favour of trying out alternative opportunities if the preferred option is agreed.
- 5.3 A small number of customers stated that they have been coming to Ampthill Day Centre for a long time and did not want to move. Some responses said they could not see anything wrong with the current facilities at Ampthill Day Centre.
- 5.4 Some comments expressed the need to consider the demand from the growing population and the impact the proposed changes could have on customers.
- 5.5 There was concern about whether transport would still be provided if customers moved to alternative venues. Several customers were in favour of the new model on the basis that they would still continue to access transport.
- 5.6 There have been some comments about how the figures in the Options Analysis paper have been calculated, particularly the cost of refurbishment of Ampthill Day Centre. There were further comments suggesting the proposals are a money saving exercise and that the decision has already been made.
- 5.7 The majority of responses said it is important to continue the engagement and be kept informed of developments throughout the process. A number of responses said they feel supported by the Council and found individual consultation meetings helpful.
- 5.8 In conclusion, feedback received during the consultation period has been mixed with some responses agreeing with the proposed option and the opportunity to move to alternative venues, whilst others want the centre to remain as it is currently or to be refurbished. It is clear that engagement with customers and relatives during this process has been helpful and that they, understandably, want to continue to be kept informed in such a way.

## 6. THE COUNCIL'S RESPONSE

- 6.1 The Council is committed to continuing to offer day services to older people and adults with disabilities. The future offer will be based on the key components and principles outlined in the Introduction and will apply to current and future services.
- 6.2 Whilst the Council has a duty to provide best value, the main focus is to continue to provide high quality care and support to those who need it, now and in the future.
- 6.3 The Council recognises that any proposals to change existing services are likely to receive a mixed response and this has been evident during the consultation. We are grateful to all of the people who took time to respond to the consultation. We understand that this is an important decision and that it is therefore important to listen to and address the concerns of individuals, especially customers and their relatives/representatives, before any decision is made about the future of Ampthill Day Centre.
- 6.4 We are glad that people found the opportunity to meet face to face with staff from the Council useful. In the sections below, we set out the Council's response to the main issues that were raised.
- 6.5 Keeping the centre as it is

The Council recognises that many customers are happy with the current service they receive. Customers value the day centre staff, the activities delivered and their friendships. The Council's view is that all these elements can be achieved in a more suitable, less institutional environment.

The current centre is too large for the current numbers of customers and the distances from facilities is not ideal for customers whose frailty is increasing. The pilots evidenced that smaller, homelier settings could offer a nicer environment for customers and promote social interaction.

Some respondents suggested that the use of the centre could be extended to the wider community (e.g. the voluntary sector) to make it more viable. The centre is currently available for the community to use, but there are only two regular outside organisations that use the centre during the day and only three groups in the evenings. The Council could consider promoting the use of all centres, however this would not address the issue that the day centre is too large for the number of day centre customers that use it.

## 6.6 Refurbishing or rebuilding Ampthill Day Centre on the same site

These options were discussed in the consultation documents along with the reasons why it was not felt they met the key components and principles. Both refurbishing and rebuilding would mean additional customer disruption as they would need to move twice, once to an alternative centre during a renovation or rebuild of Ampthill Day Centre and then again once the renovation is complete. For more vulnerable customers two such moves may not be in their best interests.

## 6.7 Cost of rebuilding/refurbishment

The financial costings of rebuilding / refurbishment were provided by the Council's Assets Team who used industry recognised publications, namely BCIP and SPONS, which detail guidelines for all aspects of construction. The costs include disconnection of existing utilities, demolition and removal, rebuild costs, professional fees, planning and building control costs and land costs where needed, along with associated access provisions.

## 6.8 The suitability of the alternative venues

Members of the Day Offer project team visited a number of community venues across West Mid Bedfordshire and evaluated the suitability of each against the key components and principles. When alternative venues were identified, the project team piloted running a day service from these venues to ensure they were suitable for customers. More details about this and how the alternative venues were evaluated during the pilot stage can be found in the Pilot Evaluation background paper.

If the decision is made to move to the hub and spoke model and close Ampthill Day Centre, the Council would look to make adaptations to bathroom facilities to ensure that personal care needs of customers continue to be met.

## 6.9 How the Council intends to meet the needs of people with a diagnosis of dementia

The Council envisages that the hub would be able to provide the five day a week consistency from which a customer with a diagnosis of dementia might benefit, as well as providing a safe and stimulating environment.

The pilots however showed that some customers with less advanced dementia enjoyed the smaller, more comfortable settings offered by the spokes.

We hope that current day centre staff would remain with the service which would help provide continuity to customers. Should the preferred option be agreed, there would be a formal staff consultation period.

Representatives from specialist dementia organisations have been involved in shaping and supporting with the Day Offer. Their continued involvement would help inform how the service is delivered in line with the needs of customers with dementia.

The service will continue to develop a wider range of suitable activities for all customers, alongside ongoing staff training, to ensure that the service meets the key components and principles. For example, the Council has invested in 'magic tables', an interactive set of games and activities suitable for people with dementia.

The Council will ensure that customers' needs will continue to be reviewed as part of the needs assessment process under the Care Act 2014.

#### 6.10 The impact of moving for current customers

We understand this concern. The Council has a team of staff that has developed considerable experience and expertise in arranging and managing moves, including for people with a diagnosis of dementia. The team would work with day centre staff who know the customers well to ensure that individual concerns are addressed. Our experience is that with careful and sensitive support we are able to minimise potential anxieties that may be experienced by some customers. In all cases, before we support a customer to move, we would discuss the plans with them and their relatives to develop the best outcome for them.

The Council would maintain engagement with the customers at Silsoe Horticultural Centre, which is currently a day centre for adults with learning disabilities. Support would continue throughout any changes to their centre to minimise the impact this may have on them.

#### 6.11 The provision of transport as part of the proposed model

Provision of transport is an important element for customers accessing day services. The Council has been working closely with colleagues in our Transport Team to ensure they are aware of the proposals and should the preferred option be agreed, teams would work together to ensure customers continue to access transport to their day service. We hope that the proposed hub and spoke model would mean that, for most customers, their day service would be more local and reduce travel time, however for other customers it could mean a slightly longer journey. The impact of transport would be reviewed for each individual customer individually.

#### 6.12 The concern that friends will be separated and that smaller customer groups will mean there is less social stimulation

We understand the importance of friendships that are made at the day centre and would aim to maintain these where possible. If the preferred option is agreed, the

project team would have individual meetings with each of the customers and their relatives or representatives to develop the best outcome for them.

Feedback from the pilots at sheltered housing schemes showed us that customers benefited from smaller groups which created a greater level of personal interaction. It was also a good opportunity for day centre customers to mix with tenants at these schemes, providing socialisation for both.

6.13 The belief that the proposals are motivated by cost savings rather than enhancing day services

The Council's intention from the start of the Day Offer project has always been to enhance day services for older people and adults with disabilities. The Council has worked with customers, carers and other stakeholders to develop key components and principles that a future day offer should achieve.

While the Council has been led by the key components and principles of providing quality day services to secure better outcomes for current and future customers, in consideration of the options, it continues to have a duty to use public money to the best effect. Savings delivered through the closure of an under-utilised building while still enhancing the day service, offers benefits in both regards.

For clarification, no decision on the future of Ampthill Day Centre has been made at this stage and the Council retains ownership of the building. The focus of the Day Offer is to enhance day services for our customers in line with the key components and principles. The future of Ampthill Day Centre will solely be determined by the Executive's decision.

## Appendix A: RESULTS OF CONSULTATION

### Demographic profile of respondents from the public consultation survey

#### Q7. Are you responding as a:

	Number	%
Customer of a Central Bedfordshire Council Day Centre	38	49
Relative/ Carer of someone who attends a Central Bedfordshire Council Day Centre	19	25
Town or Parish Council	1	1
Local Business	1	1
Voluntary or Community organisation	6	8
Other	12	16
Did not answer	0	0

#### Q8. Are you:

	Number	%
Male:	30	39
Female	44	57
Did not answer	3	4

#### Q9. What is your age?

	Number	%
Under 16 years	0	0
16-19 years	0	0
20-29 years	1	1
30-44 years	4	5
45-59 years	13	17
60-64 years	7	9
65-74 years	18	23
75+	33	43
Did not answer	1	1

**Q10. Do you consider yourself to be disabled? Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long-term adverse effect on his/her ability to carry out normal day to day activities.**

	Number	%
Yes	32	42
No	42	55
Did not answer	3	4

**Q11. To which of these groups do you consider you belong?**

	Number	%
White British	63	82
Black or Black British	2	3
Asian or Asian British	1	1
Mixed ethnicity	0	0
Other ethnic group	8	10
Did not answer	3	4

Other:

- 4 respondents described themselves as 'White English'
- 1 as 'White Irish'
- 1 as 'White Spanish'
- 1 as 'White Ukrainian'

## Appendix B: FULL QUALITATIVE RESPONSE

### Q1 What are your views on our preferred option?

1. I think whilst it may save the council money, it is likely to cause disruption to staff and customers, which I think could be detrimental to the council in the long run. It may also split up customers from some of their friends as they may live in a totally different area.
2. Hub and spoke - I think it is good but I don't like option 5 to commission a new provider. I want the day service to be run by the Council.
3. If it is going to cut the cost it's good because it is always about the cost. I liked Silsoe, I liked going in the garden and being able to buy fresh fruit.
4. I think the hub and spoke is fine but I don't like the idea of Ampthill Day Centre being closed.
5. Seems like the most acceptable option, especially in the long term.
6. Ignore CBC proposal
7. Sounds sensible
8. The most appropriate solution would seem to be retaining the status quo but not necessarily in the existing premises. We all know that land sold for in Ampthill for housing in Ampthill would raise a small fortune. Hence perhaps a better option would be to relocate - Is there no land available @ Chicksands or alternative for example the ex-garden centre @ Centre Parcs? The suggestion would be to balance the books over say 2 years and provide better facilities for customers in perhaps a less expensive location.
9. The Council's preferred option is flawed. The summary report states that the 'investigation of alternative day services the project team have fully involved customers from Ampthill Day Centre. The majority of customers have been involved in pilots so have already experienced what the hub and spoke model would offer including accessing services from alternative facilities'. However, further investigation of the full evaluation reveals that of the 65 users of Ampthill Day Centre, only 35 participated in the consultation of which the following numbers participated at the following locations 28 at Ampthill Day Centre, 5 at Gale Court, 8 at Wingfield Court and 5 at Silsoe Horticulture Centre. Is this a wide enough base to make the evaluation meaningful? Where for example are the equally valuable input of the carers of these residents? Surely with the greatest number of responses in favour of a location Ampthill Day Centre comes out top. The report seems to set out with an answer it wants to achieve namely the closure of Ampthill Day Centre, with questionable interpretation of the evaluation. For example under the options document it is claimed that if the building was fully refurbished this would cost between £810,000 and £2,900,000. This is ludicrous as the refurbishment of similar buildings in Ampthill, namely Parkside Community Hall and Ampthill Town Council/Ampthill Football Club cost in the region of £500,000 to £600,000. Indeed

with such inflated figure it puts in to doubt the validity of the costs for each option. How exactly were these figures calculated?

10. I like the idea of smaller and cosier venues. I'm not worried if I have to travel further as long as I can get there.
11. I don't know if I would want the move to Silsoe, although it is a nice place.. Ampthill is more central and has more potential. I would prefer the option of refurbishing Ampthill, although it seems okay as it is.
12. I am not interested in going to a smaller setting. For me, the closeness is the most important thing. I am on the bus for so long and the bus is uncomfortable when it goes over bumps.
13. The Council quoted nearly 3 million to refurbish Ampthill day centre- this seems to be an exaggerated amount of money. I think the Council is going backwards rather than forward. The population of Ampthill and Flitwick is significantly increasing and there is a need for an ongoing day centre. You could knock Ampthill day centre down and build a smaller building.
14. I don't want to get any further from home - I don't want to travel too far.
15. I like the Hub and spoke idea.
16. Positive more forward
17. The idea of having an "Ampthill Day Centre" that is not in the centre of Ampthill is a non starter to start with, and who ever thought of that idea, should try to understand that a day centre should be easily accessible to clubs such as the [Organisation A] which is for handcapped people.
18. I think the users of the service should be consulted but the premises should be visited by councillors or their representatives. I'm not sure Silsoe has a horticultural college so I'd like to visit that too.
19. As long as the care of the people attending the existing Day Centre is maintained, they are happy with the changes and they will benefit from more varied activities.
20. If it costs less money thats good.I don't mind were I go as long as I get entertainment.
21. No set views but concern would be regarding operating with smaller groups both from personal contact and services offered
22. Not worried about anything. What you are all doing is in the interest of all of us.
23. I don't really think the day centre is too big. I can't see anything wrong with it. I don't mind moving to a new venue as long as it's not too far and I see the same people.
24. As long as my [my relative] has social interaction with others we are happy, he needs to see other people otherwise he only sees me.
25. I don't mind but would like to still go to Ampthill. I don't mind either way if we do move to somewhere else.

26. People with dementia need to be taken to the same day centre all the time. I think my [relative] would be quite upset if he wasn't coming here.
27. SHOULD STAY AS IT IS
28. As long as it's the same quality as here I think it's okay
29. It must be because of the cost. If they can't afford to run it then they'll have to close it.
30. I don't really want Ampthill Day Centre to shut. Everything is here and it's in the perfect spot. I'd prefer it to be refurbished.
31. I don't know what the smaller venues are like so it's hard to make a judgement
32. I don't think it's a good idea - the other settings would be too small. I like it here.
33. I would rather keep the day centre as it is. I understand though that it's an expensive asset. My only concern about a smaller group- is how the people in the sheltered scheme would feel about the day centre people coming in.
34. Not sure as it is my [relative] that attends and his well being is what I would consider first.
35. When I visited Silsoe I didn't feel like it had any atmosphere and I would like to stay with my friends. I felt anxious about the customers who attended the Silsoe Centre.
36. Not sure about the new service. I like Ampthill Day Centre
37. I feel like the Council are wasting money. I think the Council might be spending more money transporting people to more venues. It would be important to be picked up. I have a shower on a Wednesday and would still need this.
38. I don't agree that the day centre is too big but I did like going to Wingfield Court and the activities there.
39. I think as long as the clients are looked after with the least disruption and change it will be fine
40. Okay but friendships are very important
41. I think the Council's preferred option sounds like a good idea as it seems to offer customers more choices, particularly for the more abled customers who can visit community venues (spokes) to take part in their preferred activities. I would be interested to see how this can be managed, to keep track of customers whereabouts.
42. Ampthill needs a Day Centre which meets the needs of Ampthill residents. Scattering the residents to small 'Homes' using their lounges with little storage space for putting activities and developing them will not meet their needs. People with Dementia need 'cognitive stimulation' developed and resourced by experts. People with mobility issues need appropriate exercises and an area in which to do this. I see no evidence your hubs have this. It would need a lot of people to manage these hubs effectively.
43. My [relative] and I have been using the day centre for 3 months because we knew nothing about it but we are very pleased to now be using the facility. I believe the

Day Centre should be sustained with a great deal more publicity about its use to promote the numbers who use it.

44. I think it's the best idea.
45. I liked Silsoe but am concerned in the winter months. I like the idea of Wingfield and Ellenshaw as they are near to where I live and I wouldn't need to travel far.
46. I would prefer to stay at Ampthill, but have been to Silsoe and like it.
47. I think that it is the right option
48. I am happy with the idea, I liked Wingfield Court when I tried there.
49. I'm happy with it
50. I wouldn't mind going to the different places.
51. I quite like Ampthill day centre. I like the building- it doesn't feel big. The people are nice. I don't mind moving to a new centre as long as I am with people I know. I wouldn't like to be with strangers. I also need to be picked up and dropped back home.
52. Not much. I've got used to coming to Ampthill. I've been coming here 3 or 4 years. It might not be the same in a different place. Although it might be nice to meet new people.
53. I'm very happy at Ampthill day centre. I'm not too bothered about moving to a new venue- it might be good to go to a new place.
54. It is a blatant money saving exercise. The needs of the current cohort will not be met, particularly those who are physically disadvantaged and require hoists. To take away the day centre facilities and not provide like for like is discriminatory
55. I like it here. The staff are friendly. I don't mind moving to a new centre as long as it's not too far.
56. I'm concerned that it could have a negative affect on the people who have dementia and require continuity. How will the cope going to a different place everyday. Is the hub large enough to accomodate everyone? Is there enough staff to work at the hub and spoke. What if you attend a spoke and need personal care will be able to move straight to the hub... will there be enough space?
57. I believe that it is not in the best interests of the people currently attending Ampthill daycentre. I think it is in the best interests of the council.
58. I don't think this building is too big. I think the Council want to sell it and make money from it.
59. I'd rather stay at Ampthill Day Centre - I've got used to it here. I didn't like Silsoe Horticultural Centre and I found it cramped.
60. Good
61. I don't mind going to a different place, it might make it more interesting.
62. I am happy to go with the councils plan as they know what we need.

63. [Town Council X] [TCX] agree with the proposals as long as the needs of Ampthill residents are met with either a hub or a spoke.
64. I don't think much to the idea of the centre closing. I like coming to Ampthill. I don't think it's too big.
65. Believe this offers the most flexible, cost effective and immediate option to reduce dislocation of services in the circumstance
66. The "options considered" document does not provide a fair and balanced set of information on the options to be considered. In particular: - Costing information is inconsistently reported across the options. There is no per resident per day cost quoted for options 3 - 5, and the amounts quoted have no context. - The Environmental Impact is not considered in the Options document - CO2 load from transport, and refurbishment should be calculable. Although the reduction in customers travel to a center for this option seems like a positive, it is not stated. - "Minimal disruption for existing customers" is not established in the options documents, - "Improved Quality" Cannot be established in the options document, however less travel and smaller out centres seem like a good idea.
67. The day centre is there to serve its local population and should remain in the community. If the centre moves out of the area then the cost of travel could exclude many from using the facilities offered by the day centre.
68. I have reservations about the mix of needs proposed in these plans. Learning Disability is very different from dementia in terms of management and support, this could be difficult to manage in a support network where staff are outposted away from clinical and managerial oversight.
69. Keep in Ampthill
70. I would be happy to stay at Ampthill. I wouldn't mind going to the new places as long as I was with my friends.
71. I would prefer my [relative] to stay at Ampthill Day Care Centre, Houghton Close, Ampthill
72. I think the proposal seems sound. Ampthill Day Centre could be made more of, however, by using screens to create smaller, more intimate groupings. Some of the rooms could be leased out as refreshment centre for people leaving nearby GP surgeries or social centre. Some rooms could be used for TV/music.
73. I support a hub and spoke arrangement - as it often allows for more local, responsive service
74. Please see question 6
75. In recent years there has been a flurry of activity in local government redesigning Day Offers for older people. The responsibility to provide a Day Offer its shape, scope, outcomes and how to ensure a quality service have been interpreted by local authorities in different ways is not prescribed specially in legislation. I have engaged as part of the co-production group in both stages 1 and stage 2 of this process and even before that engaging with customers of Ampthill Day Centre listening to their views of how they spend their time, their aspirations and life

stories. There is a consensus that there should be a Day Offer and that the Day Offer should suit the needs of its customers well and that it should be forward looking and future proofed. It should be the best it can be given financial constraints so customers while they are ageing can lead their best lives irrespective of the challenges that come with getting older. In replying to this consultation, I urge everyone involved to consider what elements of a best life is reflected in the preferred option for each customer. What does quality in this context look like? I am not sure that the pilots and their evaluation show quality adequately. When redesigning a service from a customer or laymen point of view a way of looking at it is for them to describe “my worst Day Offer day” and the learnings from this to help shape what could be “my Best Day Offer Day”. There is also a bank of research evidence that has built around the Day Offer/Centre provision. I fail to see how this has been used in the proposals for change or even referenced. As I understand it Day Offer Services are not regulated by the CQC in the same way as residential care nor are they regulated in the same way as Day Nurseries that are regulated by Ofsted. This suggests that it would be prudent to have robust scrutiny of Day Offer Services internally or independent review or peer to peer review between local authorities. I agree the hub and spoke model in the preferred option is the least risky option. With regard to introducing changes to current customers I welcome the acknowledgement that this will be handled sensitively. Staff ratios are not touched on in this proposal including overall staff ratios and trained staff ratios including staff ratios of staff who have or are working towards recognised qualifications in the care of people living with dementia. Although this consultation is not concerned with the future of current staff it is apparent from conversations with current customers that they value the staff and are concerned for themselves with regard to the changes. A key component of service re-design alongside other consideration is that there should be a demonstrable improvements in the service for customers. On the evidence, so far, I have a lingering doubt that without more detail this is not shining through powerfully enough in the preferred option. I understand that the ‘spokes’ may be more homely and that journeys to them may be shorter and less arduous for customers and be seen as improvements. I am glad that customers were consulted over that activities offered in the pilots and they chose ones they enjoyed however it seems a very limited offering thereby reducing the ability to personalise the service. Safeguarding in shared facilities is a greater challenge as well as being objectively safe it is important for customers to feel safe as well. I would welcome the use of multidisciplinary teams in line with the integration of health and social care which is not heralded in the proposal here. Finally, I would be impressed if the NHS vehicle for valuing patients time was time was adopted (in relation to Day Offer customers) called “The Last 1000 Days” so older people using some of their last 1000 Days in Day Care Live their best lives on those days too.

76. Not a lot, just another way to close a village facility so it can be sold for development

**Q2a Do you think all options have been correctly evaluated? If no, please state which one(s) and why you think it should be evaluated differently.**

1. As per previous answer
2. No, in light of my previous answer. Firstly in terms of improved quality of facilities/services for Ampthill Day Centre, I would question has the Council let these run down over time again to facilitate this proposal of closure. It would have been a helpful to see a typical calendar showing the typical usage of the Centre as compared to a few years ago. At the moment the 28 respondents seem largely quite satisfied with the services on offer. Why for example aren't you offering the Centre for greater use by the voluntary sector for the benefit of those residents and carers in need. Secondly, how were the figures in terms of value for money calculated and in light of my previous answer have figures been inflated to make one option appear better than the other. Thirdly, in terms of the key components and Principles of the enhanced offer, I can't see that see that Ampthill Day Centre fails on the 4 elements as this has clearly been assessed by someone with little knowledge of Ampthill. In terms of promoting independence the evaluation talks about 'due to a lack of facilities and access to the community it is difficult to offer a flexible service. Activities are limited to on-site facilities'. Is the lack of facilities due to a lack of investment overtime and clearly they don't know what an active community Ampthill has! For example we have a local Library just a short distance away and a very activity packed community hall, namely Parkside Community Hall. Plus have local community groups been asked to engage and be involved to give a better offer to users. Again, this seem to point to a lack of investment over time and also a lack of interest/imagination with the site. Furthermore in terms of partnerships with the local community where is any evidence that overtures have been made to the local community, as I'm sure local voluntary groups and indeed the Town Council would have been more than interested in forging these alliances for the benefit of users. The last point is laughable as the Centre is in the centre of Town right by doctor's surgeries and a short walk from the library. This is no more inaccessible than the favoured site of Silsoe Horticultural Centre. Indeed I would contend that the fact Silsoe has passed on all these measures is very subjective and worded to meet the Council's desired outcome on a very small evidence base, namely 5 Ampthill Day Centre users. Indeed the questions asked in Appendix 3 of the Evaluation show only one example of the questions asked at Wingfield Court. Were the same questions asked with regards all other locations and how were the questions framed. This is not apparent from the consultation documents. It is very telling that in the evaluation of Wingfield Court that it states in the last paragraph 'One further comment was that the decision to continue [with the proposed hub and spoke approach] had already been taken and there was no point to the survey', a point I'm inclined to share.
3. VIEWS OF RESIDENTS NOT BEEN TAKEN INTO ACCOUNT
4. for a full evaluation people currently in the system should be included in the survey ie those assessed as needing day centre services but not yet attending
5. The building is up for sale so the two options that state it could be redecorated etc are false options and never really up for evaluation.

6. I disagree with the hub and spoke being the best option
7. [TCX] believes that the refurbishment costs have been overstated. [TCX] successfully refurbished Parkside Hall and Ampthill Football Club recently with a total spend of between 500k – 600k.
8. costing for options 3 - 5 is incomplete - please provide per customer per day estimated costs for each option All options no environmental impact survey has been produced. No explanation is provided about how each of the options meets, does not meet the key components and principles. Option 5 should meet the "Principles and components" and "Improved Quality of facilities and services" criteria. Otherwise, a Commission should not be offered as part of the tendering process. It has not been explained how options 3 - 5 disrupt customers less than the hub and spoke arrangement
9. Have you fully investigated using a range of sites for spokes? It seems odd that sites such as Parkside hall weren't considered. What were your criteria?
10. I care for my [relative], the change will affect her
11. More imaginative use of Ampthill Day Centre. See comments on previous page.
12. CBC have given a 4 out of 4 for the answer they were trying to get, when answer 4 is the best for Ampthill

**Q3b Are there any other options listed that you think the Council should investigate in more detail? If yes, please state which one(s).**

1. Could do more to try them out the places.
2. Building a new centre in a cheaper location.
3. Yes, as where is there evidence of an impact study, into the impact the proposed changes will have on users and their carers? I see little or no evidence of engagement with carers. I believe it was premature to put this out to consultation without that engagement included in the consultation documents. Indeed with regards carers it would have been interesting to see the thoughts of 'Carers in Bedfordshire' about the proposals as the needs of carers seems to have been ignored. In terms of impact I would argue that a change of a venue (that they have come used over time) can be traumatizing to some. In addition such a change could lead to the break of friendship circles, to greater travel times and could be more inconvenient to carers. Such an assessment would likely have favoured Ampthill over Silsoe and may have been why it was omitted.
4. Look into renovating existing property and have a variety of visiting individuals on a range of activities.
5. Costing are vague and impact on customers re staffing
6. The idea of utilising this building more. An example could be having a nursery at the day centre.
7. I would like Ampthill to be refurbished.

8. Look at building a new purpose built, well designed Day Centre which attracts more people and charge a reasonable rate for a day/part of a day.
9. I believe the Council should conduct a survey of people across the area to promote interest and use of the Day Centre.
10. I think on the refurbishment of Ampthill the council could of wrote more about the cost and explained how that would be spent.
11. The hub and spoke should have been investigated in more detail as to how this will affect people who have dementia.
12. The hub and spoke option needs to be looked at a lot closer as in "What are the benefits for people living with dementia?" What if they need personal care and theres no space at the hub? Suddenly their choices are taken away from them.
13. Using prudent and stringent budgeting, [TCX] believes that refurbishment is the best option.
14. Commissioning a new provider - Does a provider actually exist? Refurbishment
15. The users of the day centre change over time so a snap shot investigation does not reveal the future trend. Once the day centre has gone from the town it will be too expensive to re-instate.
16. Retain the use of the ampthill day centre site for alternative use. Every time a site is sold the council loses options for the future whatever they may be. The money from the sale does not belong to social care services but to the corporate council for whom windfall receipts are valued at this time of austerity.
17. Ampthill
18. See previous
19. Option 2 uses less 'miles' the people who go there are more likely to know other users. They would spend long in company as will get to Ampthill quicker.

**Q4a Are there any other options listed that you think the Council should consider that are not in the document? If yes, please explain what these option(s) are.**

1. More outings and going out in the community
2. Going out on more trips
3. As suggested
4. As mentioned in the previous answers they has been a clear lack consultation outside the 35 users of the Centre. Why for example has the Centre never been actively promoted for usage by the wider community? Also how do residents in need get referred to the Centre as this is not made clear? Indeed, have referrals diminished in the past few years due to lack of promotion with the ultimate goal of leading to the closure of the Centre.

5. Retain the existing centre. To make the existing centre more attractive to its customers (re look at how it was run about 25/30 years ago when Mid Beds was interested in the service it provided for its customers.
6. If you are going to go to Silsoe transport would need to be costed in
7. Give more trips out in the summer
8. Looking at utilising the space more.
9. Redevelop a well thought out Centre which attracts a wide range of people with a coffee shop/parking where people can meet friends, have activities.
10. Ampthill population is growing and the Day Centre should be promoted to capture more customers.
11. A full time day service offering 3 days a week to everyone who wants to remain in their own homes and needs support with an attached 8 bed respite unit
12. A separate dementia unit or a larger building that can accommodate a dementia unit for 5 days in a row.
13. A new purpose built centre within the catchment area.
14. The Council could look at hiring the centre out and making money from it this way.
15. [TCX] believes that the building could be refurbished to provide a multi-use community centre. This would benefit the wider community and could be promoted for greater use by the voluntary sector.
16. Commissioning an external provider to provide services at the existing center.
17. Dementia is a horrible thing, mum doesn't cope with any change, she got to know and trust the staff and can confide in them, confusion to any change affects my [relative] in a big way
18. Leave out rooms for community café
19. Have you seen old people's home for four year olds? Why are we not looking at doing more services to bring generations together?
20. Make more use of the Dial-A-Ride service who run out of the day centre to carry your users around rather than large vans who's drivers just sit around during the day

**Q5 Throughout the process we will be conducting individual meetings with customers and their relatives and providing advocates where necessary. What else could the Council do to minimise the impact of any changes on the existing customers and their relatives at Ampthill Day Centre?**

1. I think there could be a trial period where all customers could go to a different venue for a period of time before any decision is made. This would give everyone an opportunity to see if they like the alternative offer.
2. Arrange travel to new places

3. Support me if changes happen by explaining things.
4. Meetings are helpful and having the team in the day centre to answer questions.
5. Continuous and regular communication, even when there's 'nothing to say'.
6. If it aint broke dont fix!
7. Small outings to proposed site for all customers
8. The suggestion would offer a slightly worse services in the short term in the old premises; spending as little as is reasonable with the promise of an upgraded service in 2 years.
9. This question rather confirms that the decision has already been made and is certainly premature to be asking this in this consultation exercise.
10. I think trying out the new places is a good idea.
11. A move would be stressful for some people and not for others. Ampthill for me is the preferred option and is very pleasant. It is also easy for me to get to.
12. Looking at shorter distances for people would be less stressful.
13. I don't think it would effect her if my [relative] moved someone else. Trying the new venues out is a good idea.
14. I don't think the council could do any more. My 1-1 meeting was very good.
15. Open discussions, involved in planning.
16. See above.
17. Help with travel expenses if an alternative location is proposed
18. Meet with the existing customers regularly during the process to ensure they understand the process fully
19. Can't think of anything.
20. Probably a very simple presentation/drawings showing outline of how it will work.
21. Should not think so, staff very supported
22. I'm not too worried as long as the bus picks me up and takes me home and it's not too far. I also need to keep to the same days as my [relative] works on those days.
23. We have been informed and thats good. Having the meetings are helpful to understand what is going on as my [relative] can get confused.
24. Keep us informed. The meeting has helped me to fill in the form.
25. I think continuity of venue is important for my [relative] - going to different venues during the pilots could make him quite confused.
26. Ensure there is still transport
27. It wouldn't worry me.
28. No

29. No - I think I would find it quite interesting and exciting.
30. I wouldn't be worried
31. I would like to go with my [relative] on the first day to help him settle him in or the Council run both places simultaneously. Visits to the new centres.
32. No have been really pleased with what support you are already giving.
33. No don't think you need to do anymore than you already are.
34. The meetings are good.
35. Would still need a shower and transport.
36. Don't know
37. No
38. To minimise the impact of the changes, I think it would help to inform people as soon as final decisions are made and perhaps organise another visit, this time to bring familiarity to customers regarding their changed circumstances.
39. Be more imaginative in the provision, target a wider range of customers.
40. I doubt whether existing customers will be able to comment on the proposals, meeting with relatives would be more productive. Day Centres are closing down across the UK due to cost.
41. I wouldn't be stressed.
42. It is nice to have 1-1 meeting as it keeps us upto date on what is happening.
43. I don't think there's anything else.
44. I don't think so.
45. No I wouldn't be nervous to move
46. Keep us updated.
47. The most important thing is to be picked up by the bus and to be with my friends.
48. It would be nice to have music playing at the new venue.
49. I don't really know.
50. Not make the changes which are cost cutting and not putting people at the centre of the decision. This decision will increase your demand for care home places. It is another foolish economic decision, ill thought out and full of discrimination
51. I can't think of anything really.
52. I'm not sure
53. Consider the impact this will have on people that currently attend. These people have dementia and the moving around will not benefit them, also how will you staff these hubs and spokes? The meal that they currently receive, where is their choice on what they eat at these spokes? If a person requires personal care and

this cant be delivered at a spoke and theres no space at the hub, Do they then have the service taken from them purely because they have needs that were once able to be catered for and now because the council wish to save money, they cannot be offered this?

54. I am worried about losing my friendships. As you get older it's important to feel comfortable with your surroundings. Keeping my friendships will be important to me. I would also need to make sure transport is arranged if I move to a new centre and would like the quality of the dinners to remain the same.
55. I don't think so
56. No
57. No. I appreciate the work the council do.
58. CBC should consult with their customers, relatives and carers to see what they require if changes are made to the day service.
59. I don't want to be too far from where I live.
60. Difficult, there are bound to be some disruptions, including temporary breaking of friendship groups, may I suggest WiFi facilities and assistance provided including laptops with cameras so that groups broken up can communicate with each other, this need only be a temporary fix.
61. The population of the country is raging and around the Amptill area the increase in population over the next few years significantly alters the numbers wishing to use the Day centre. Short term money saving maybe a false economy. The council needs to consider future needs and give the local people a procedure to force the council in the future to return the day centre back to Amptill.
62. Very little, families will be anxious, possibly with good reason, periods of upheaval and change are known to have a negative impact on people with dementia. Level of support need to be increased at the point of change and service users as well prepared as possible. Not every one with a dementia has a positive view of people with a learning disability and not every one with a learning disability takes change well or indeed passively.
63. Will have no place to go
64. Continue to keep me informed
65. Listen to what customers/relatives have to say. Dementia patient doesn't understand if you was to talk to them. I have spoke to my mum and she gets upset and worrys whats going to happen, who's going to be with her. Will the staff be the same, also said she will be lonely, she wants to know where she is. The staff have got to know my mum when she has good or bad days. Most of all mum knows her way around Day Care, ie toilets, different rooms, lunch times etc
66. All seems fine
67. Consider more the needs of your future customers

68. The use of independent advocates would be beneficial in every case. Sensitive language and sympathetic body language in meetings would put customers and relatives at ease.
69. Remember that these are elderly people who do not want to be carried off to other side of the County nor to their family want to think of them going miles in all weathers, Ampthill DC has a good kitchen and reputation. Advertise it as a venue for weekend sales/weddings/ clubs.

**Q6 Do you have any further comments about the proposals?**

1. I think the staff should also be asked on what they want as it will have an impact on them, for example, relocation, hours etc.
2. If we move to new places the Council haven't said where they could be
3. I think it is good because you have to move forward.
4. Don't change - I can't fault Ampthill Day Centre
5. No.
6. I feel the evidence base on which the recommendations have made for the closure of Ampthill Day Centre is too small. It seems that it is also premature in that it should have included input from relatives/carers. It is equally disappointing that Central Beds Council actually omitted initially to include [Town Council X] in the consultation process from the outset. Indeed has the result of the consultation exercise has all the hallmarks of been predetermining from the start and this current exercise is just playing lip service to wider community engagement. It is what the consultation and evaluation documents don't say that makes this exercise seem part of a decision that has already been made with little regard to the impact on users. Indeed to emphasize the point that the decision has already been made to close the Centre it is notable that both [Organisation B] and the [Organisation A] have already been told that they need to find new premises for their activities. In addition, from a Town Council perspective it would be good if we were paid the courtesy of been privy to Central Beds Council's plans for the site post closure of Ampthill Day Centre. At least be honest that this is part of a wider future plan for the Central Beds Council owned area of Houghton Close and not dress this up as a consultation that will enrich the lives of users of Ampthill Day Centre through your proposals.
7. I don't mind where I go as long as I can get there and meet other people.
8. I would like to have more educational options in the day centre such as talks about local history.
9. Not at the moment.
10. I think this is to do with the Council saving money.
11. I'm happy enough coming to the day centre as it is.
12. Positive it will all be ok
13. Good going forward to have more activities, social and outings.

14. Horticulture is a lovely activity but perhaps provisions for it could be made on a small scale in Ampthill Day Centre
15. None
16. Not really as long as I get out and I am picked up by transport.
17. Not at the moment.
18. None
19. I like the day centre. The people are friendly and I don't think it's overcrowded.
20. I would like more activities that we could join in with more pottery and entertainment would be good.
21. For my [relative] he will find change confusing however I think he would get used to it.
22. I wouldn't want the new places to be too far.
23. No
24. No
25. I like the day centre as it is.
26. Ampthill day centre has a lot of potential for expanding the services that's offered- eg a dementia café could run from there.
27. You rather stop at Ampthill Centre but do understand that if you do have move then we will and its nice to know staff can come too.
28. Ampthill centre is important to me as I have been attending for nearly 30 years.
29. The Council would be better adapting Ampthill day centre.
30. As long as there is provision for care, food, transport and stimulation.
31. The centre is very good as it is
32. I find the Council's approach and consultations very reassuring.
33. The [Organisation A] started in 1976 has over 50 members and helpers, all voluntary who use the DAY CENTER alternative Thursdays. If we can attract so many so could you. We were very disappointed to be told we had to leave the centre by Nov 1st. The [Organisation A] was started by Social Services who still allow us to use the centre free. We will now need to find a new venue which will cost us rent. Disappointing since we target people with disabilities in Cbeds. We are fulfilling the needs of our target group with a variety of interesting activities. As chairman of the [Organisation A] using the Ampthill Day Centre regularly I was surprised to have notice of this consultation from one of your clients not from you. I do not consider this to be a 'consultation'. A decision has been made to move/close/demolish the Ampthill Day Centre. If the centre is no longer fit for purpose, build a new better one with targeted activities THEN relocate. Silsoe is not the centre for an Ampthill facility, nor is it totally suitable.

34. I would like to see more activities such as walking started for the customers also more liaison with charities such as the Azheimers Society to increase Day Centre numbers.
35. No
36. I hope the final outcome is not based on the money it will save.
37. I would not mind moving to an alternative centre.
38. No
39. No
40. I'm excited about the proposed changes
41. No
42. I've got used to being at Ampthill and it might not be the same in a smaller place. But it might be nice to meet new people.
43. No.
44. No other than the decision to close will be fought
45. No
46. I think that needs of the older people have not been looked at. We are an aging society and this has not been taken into account when looking at the hub and spoke as not all needs can be met at the spokes.
47. No.
48. None
49. We hope that consideration can be made for a multi-use facility as it could be an amenity for all age groups in the town.
50. If I have to go to another venue, I'm okay with it as long as I can still sit with the men and the men and women are separated.
51. None
52. Most councils are cash strapped these days and trying to find ways of cutting costs to divert money to other essential services but I feel the day centre has to be considered as one of those essential services that needs to be preserved.
53. No
54. No
55. How it's going to deal with the impact of care that the people who have only know Ampthill Day Care
56. More could be done to utilise the day centre
57. If Silsoe is the preferred option for 'hub and spoke'. Whilst appreciating the hard work and commitment by many during this consultation there are still concerns especially about winter - time when the learning disability clients will sometimes be indoors all day. This could be challenging for the elderly, learning difficulties and staff. Perhaps a solution to some of the problems could be a separate

building with integration where appropriate. This would enable the elderly to: have their own space in a nice environment, have peace and quiet, have the full attention of their specially trained staff and this would enable the learning disability customers and their specialist staff to concentrate on their activities.

58. Consider kindness over expediency in all that you are doing. Keep people very well informed throughout. Be transparent always.
59. If you go ahead with this closure it will just be the start I can see Leighton Buzzard being next, so this is why you must stop and think because once these places have gone they cannot come back.

## Appendix C: SUMMARY OF AMPHILL DAY CENTRE CUSTOMER MEETINGS

### **Responses from customers who did not want to record their views through the consultation questionnaire at the consultation meeting.**

Customer A: Did not want to give a response through the formal questionnaire but happy to share their view: "The most important thing is the people not the venue"

Customer B: Completed a joint questionnaire with their relative prior to the consultation meeting. At the meeting the customer said they would like to go to a venue near where they live and does not want to travel more than an hour. The customer said they like the centre as it is currently.

Customer C: Did not want to give a response through the formal questionnaire but was happy to share a view. The customer said they were not keen on Silsoe Horticultural Centre when they visited but would still attend if the proposals are agreed.

Two customers did not consent to sharing a view wider.

## Appendix D: RESPONSE FROM AMPHILL DAY CENTRE CUSTOMERS WHO LACKED MENTAL CAPACITY TO CONSENT TO SHARING THEIR VIEWS

A Social Worker met with Ampthill Day Centre customers who it was felt may lack the mental capacity to understand the consultation fully. The Social Worker carried out a Mental Capacity Assessment (MCA) for each of these customers. It was felt that eight of the customers she met with lacked capacity to participate meaningfully in a full consultation. However, six of those customers were able to express a view. After speaking with relatives/representatives it was felt to be in their best interests to share their view as part of the consultation.

1. Customer 1: "I liked the visit to Silsoe. I would like to play drafts, darts and card games at the day centre".
2. Customer 2: "I like smaller groups and looking out of the window".
3. Customer 3: "I'm happy at this day centre".
4. Customer 4: "I like attending the day centre and I don't want it to close".
5. Customer 5: "I would be happier in a smaller venue".
6. Customer 6: "I would not mind moving to a new venue as long as I get transport".

## Appendix E: BRIEF SUMMARY OF SILSOE HORTICULTURAL CENTRE RELATIVE/REPRESENTATIVE FEEDBACK

Feedback from relatives/representatives of customers at Silsoe Horticultural Centre shared during the consultation period. This information was collated following a range of engagement activity including telephone calls to understand the views of the relative / representatives, prepared by the Day Offer project team.

### Relative/Representative Questions

- Will the Silsoe Horticultural Centre customers have to attend fewer days?
- Will Silsoe Horticultural Centre customers lose their service?
- Can customers join in with activities?
- Will the older people coming to Silsoe Horticultural Centre affect what the customers who already attend do?
- When would the older people start to attend Silsoe Horticultural Centre?
- How many days would they attend?
- How will the kitchen be used?

### Relative/Representative Concerns

- Silsoe Horticultural Centre customers may lose out on days due to space
- Customers having different lunchtimes - they should eat at the same time.
- Silsoe Horticultural Centre customers may not understand that they have to do skills-based activities whilst the older people get to do other leisure activities which may cause conflict.
- It is important to keep a younger customer group at Silsoe Horticultural Centre as well as older people.

### Relative/Representative Comments

- There will be mutual benefits for both sides and it sounds like a great idea.
- Nice to hear that others will go there
- It's a wonderful idea
- It's good for [my relative] to meet new people
- [My relative] will enjoy other people coming
- Customers could learn a lot from each other, it is nice to integrate customers together.
- The customer groups seemed to get on well when I was there.
- They don't mind older people coming as long as this does not affect Silsoe customers.
- There will be something to gain on both sides
- [My relative] has mentioned it and seemed happy about the older people coming to Silsoe.
- Change is good as it is good for [my relative] to meet new people.

- Perfectly happy and think [my relative] will love the older group of customers going to the centre.
- A lovely place and they could learn a lot from each other, it is nice to integrate them together.
- [My relative] is getting older now and it would be good for them.
- Don't see it as a problem and I would like [my relative] to interact more with others.
- No concerns as having seen the customers at the pilot it seemed like everyone got on well.

## Appendix F: REPORT PRODUCED BY AN ADVOCATE

**An email was received with the content below. This is a copy of the full content of a report written by an advocate from POhWER regarding the outcome of her meetings with customers from Silsoe Horticultural Centre and customers from Ampthill Day Centre:**

Feedback on Improving the day offer from Silsoe centre clients.  
September/October 2018.

Pohwer were asked by Central Bedfordshire council to obtain the views of service users of the Silsoe day centre in relation to recent pilots that that been held at the centre involving people from the older peoples day centre n Ampthill.

I have worked with Silsoe centre for a number of years and all who attend the centre know who I am and that my role is to get their voices heard.

I have met with all service users that use the centre as groups and individually to gain their thoughts on the pilot.

Most enjoyed having the older people with them for a day but none realized the older people would be there every day. When they were informed that the older people would be there every day their sentiments changed.

Their comments are below:

I like helping old people.

Lots of old people in wheelchairs. They will take up a lot of room.

They have got a nice new room but we can't use it.

There is a posh toilet but its only for old people to use.

I got a bit fed up of them

They got in my way.

I don't want to spend my day with people like my Gran.

I would really like younger people to come here.

I feel too young to be stuck with old people

Cant the biggleswade centre people come here instead.

What can we do if we don't like it?

Are they (the council) doing this to save money?

No one told me they would be here every day.

I am not happy about this at all.

The old people get dinners, we don't.

I like to be myself, now I will have to behave well all day, too much.

Whilst meeting with an individual at Ampthill day centre on a different matter I was asked by some of the centre users if I to come and talk with them about the Ampthill day centre and potential changes

I came to the centre on 7<sup>th</sup> November and met with 8 people who use the centre. Their comments are as follows:

Cant fault Ampthill centre at all, the staff are fantastic.

Ridiculous idea to shove us with backward people.

No one explained what would be happening.

Backward people, I don't think it will do our girls any good, will the backward people laugh at them?

Not enough toilets.

Where will I get a bath?

I would rather stay at home.

There were no different activities at Silsoe.

Silsoe was awful, no atmosphere.

Modernise this centre. I love it here.

Sandra Pearce [Advocate for POhWER]

**Please note the above information was not produced by the Council.**

## Appendix G: STATS FROM THE AMPHILL DAY CENTRE CONSULTATION PUBLICITY ACTIVITY

An e-bulletin was sent out to notify of the consultation on 30<sup>th</sup> August 2018. This was successfully delivered to 11,680 recipients and was opened 5,749 times.

A second e-bulletin was issued on 5<sup>th</sup> November 2018. This was successfully delivered to 13,248 recipients and was opened 6,098 times.

Between 20<sup>th</sup> August 2018 and 12<sup>th</sup> November 2018:

Amphill Day Centre Review webpage (<http://www.centralbedfordshire.gov.uk/health-social-care/adults-older-people/day-opportunities/amphill-review.aspx>) - There were 1,102 page views (885 unique page views) and 158 clicks on the button to the questionnaire.

Referrals to the Amphill Day Centre Review webpage came from the following sources:

- GovDelivery (i.e. ebulletin) – 533
- Google – 256
- Direct (i.e. links in emails that aren't CBC e-bulletins) – 136
- Facebook – 87 (As this information is produced by Google Analytics, not Facebook, we're unable to identify which specific posts these relate to)
- Bing - 8

The Future Day Offer for Older People and Adults with Disabilities webpage (<http://www.centralbedfordshire.gov.uk/health-social-care/adults-older-people/day-opportunities/improving-day-offer.aspx>) – There were 422 page views (163 of which then clicked through to the Amphill Day Centre Review webpage) and 300 unique page views.

Consultations are promoted generally on the Central Bedfordshire Council Facebook page. There have also been 86 clicks from Twitter posts about the consultation.

Staff and councillors were also made aware of the consultation via articles in different newsletters including Staff Central, Connect and the Members' Information Bulletin.



**Central  
Bedfordshire**

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