

# Annexe 3

## Community Overview and Scrutiny Sub-Committee

### Day Centre Review – Summary of discussions with Centre Managers 30<sup>th</sup> Nov 2007

#### Brief notes

1. The role of Centre Manager is hard work and challenging. They are not well staffed at the Centres, they are often short of staff. The Managers often put in more hours than they are paid for.
2. Staff are managed by the Trustees. Trustees move on and new ones do not always understand the nature of the work. Some managers feel better supported than others. Most Managers felt they were a driving force in the Centre.
3. Managers feel there are opportunities to work more closely together across the Centres – eg shared paperwork, processes.
4. The cook/chef is an important role and with sufficient funds to employ the right person this helps to make a success of the Centre as food (main meals and snacks) are a key element.
5. Given more freedom and more resources the Managers made the following suggestions for change:
  - Open 7 days a week
  - Pay more staff rather than relying on volunteers
  - Run more activities/services
  - Build a new centre (Cranleigh and Brightwells)
6. The Managers struggle to maintain numbers of customers in the Centres and find that the age profile of the customers is rising. They all agreed that they need to attract new customers and are finding they need to reinvent themselves as the needs and expectations of older people are changing.
7. The Centres are under pressure to accept ever more frail older people and have to manage the referrals carefully. The Managers felt that given sufficient funding and a more relaxed criteria there was enough demand to fill the centres with people that required care. Additionally it is difficult to say no to people who grow old and frail with the service as there is nowhere to refer on to.
8. All the Managers said the greatest need was for care services but agreed that there was not the funding to provide that level of care.
9. The customers/clients come from different backgrounds, and while Centres have some reasonably well-off customers most are supporting people with very limited funds.
10. The Managers are all dedicated to the work they do, they are all serving their community and love the job!

Community Overview and Scrutiny Sub-Committee

Day Centre Review – Summary of discussions with Trustees

Nov 2007

1. What do you consider to be the prime purpose of the Day Centre?

*A warm, caring and stimulating atmosphere for older people who are likely to live on their own, to come out, enjoy the company of others and have a good meal. The centres reduce the impact on health and social care services.*

2. Are customer numbers increasing or decreasing?

*Some Centres report falling numbers, others increasing numbers, mostly the rise and fall in numbers is cyclical. Where special efforts have been made to improve uptake (eg at Cranleigh) the numbers are rising.*

3. What is the age profile of your customer group?

- a. Is this increasing or decreasing?

*The age profile is generally increasing, however some activities are attracting younger or more active people (eg walking, exercise, art, computers)*

*Some customers are becoming frailer as they age and therefore have more care needs.*

*Volunteers are also getting older!*

4. Is the number of volunteers increasing or decreasing?

- a. If decreasing what do you plan to do?

*Volunteers are harder to recruit and Centres are having to look for new types of volunteering. (eg students, people re-entering the workplace)*

*Some centres are finding it easier to recruit trustees than others, usually by word of mouth.*

5. How dependant on Waverley for funding is the Centre?

*Some centres are far more reliant on the grant than others. Some would have to consider what services they could offer, if any, if the grant was cut. Others (eg Milford and Villages) are less dependent on the grant but it is still a very important stream of funding.*

6. What would be the implications for your organisation if the Council were to give your grant from Waverley:

- a. an inflationary increase
- b. no increase at all
- c. a decrease of 5%; or
- d. a decrease of 8%.

*The Centres have mainly had the same grant year on year though they have had limited inflationary increases in the past two or three years. This has always put a strain on their finances, though they have all continued to manage generally at a break-even position. Any decrease in funding will have an effect on what services they are able to provide.*

7. What other sources of funding do you have?

a. How do you raise your own funds?

*Generally the Centres raise money through donations and day to day fund raising efforts (eg raffles), by charging fees for their services, and through hiring the facilities (where possible). Some Centres make greater efforts on fund raising (eg by holding special fund raising events) and all have achieved grants from other sources though at differing levels of success.*

*There have been some legacies that have helped one or two of the Centres fund raising efforts.*

*Trustees of Rowleys have made some alliances with local businesses to give mutual support.*

8. What are you doing to attract new customers to use the Centre?

a. Who are your new customers?

b. Are you intending to develop your services for the wider community? If so how? If not, how will you sustain your services?

c. Who are you working with to develop your services?

*One or two Centres have visited The Vyne and aspire to this type and style of centre. All the Centres are aware that they need to move with the times but each one is in a different position to be able to respond to changing needs (eg some are limited by space)*

*The core Centre services are generally promoted for people over 50 but in reality the customers are over 70. The Trustees are realistic about who they are attracting but are all keen to be as inclusive as possible. Most of the Centres are changing their programme of activities and services to attract new customers. (eg computer groups, art classes, reflexology, walking for health, exercise groups)*

*All the centres provide good food and are always seeking ways to continue to improve meals and refreshments to attract new customers*

*The Centres are generally hired out of hours to the wider community to make best use of the facilities.*

9. How do you work with the other centres in Waverley?

*The Managers network with each other especially through their links with officers at Waverley.*

10. How do you balance the service to frailer older people with a service to more active people?

*This is challenging. The Centres have to manage the number of frailer clients carefully by having their own criteria and assessment process. In reality it is a struggle to attract new, more active customers though certain activities and services are proving successful. The Centres generally do not cater for very frail people as they are not funded or staffed well enough to do so.*

11. What additional facility or service would you like to offer and why?

*All the Centres are keen to continue to develop, but most importantly Brightwells Gostrey and Rowleys are awaiting the possibility of a new centre and are both keen to have more space and a building that is suitable for the future. Both Brightwells Gostrey and Rowleys trustees would like the future centres to focus on older people but also be suitable for wider community use.*

12. (Farncombe, Cranleigh, Haslemere ONLY)  
What benefit is there of being an "Age Concern" Organisation?  
a. Are there any negative aspects to this?

*Age Concern in Cranleigh is now integral with Age Concern Waverley and the trustees find the link very useful for the customers of Rowleys. The benefits of being an Age Concern organisation are mostly around getting advice and information to the people that need it (eg benefits advice)*

*Age Concern Farncombe is not affiliated to the national organisation and sees little value or importance in being an Age Concern organisation.*

13. What will your service look like in 10 years time?

*The number of older people will have increased and trustees would like there to be a corresponding increase in the takeup of their services. Most would like to attract more active older people with a broader programme of activities.*