

## **Older People Services Consultation Questionnaire**

We are undertaking a programme of consultation from 20<sup>th</sup> September 2021 until 1<sup>st</sup> November 2021

Your views are very important to us so please help us by completing this short survey – this should take no longer than 15 minutes.

### **Proposal Summary:**

We are exploring the possible combining of older people's service provision so that we can improve, modernise and tailor these services at one location - The Hive, Park Barn Drive, GU2 8EN.

The Shawfield Day Centre needs a significant upgrade to meet our vision for Older People's Services – which is to support people of all ages to live well and independently and to provide care that is accessible and upholds the confidence, participation, self-fulfilment and dignity of older people at all times.

To provide our elderly residents with the care they deserve, we are proposing that the day care services provided for older people at the Shawfield Centre combines into the Activity Hub at The Hive where intergenerational and targeted social activities for older people will run 5 days a week alongside lunch provision.

Community Transport will collect all customers from across the borough to ensure everyone is able to receive care and support. No-one will be at a disadvantage because of where they live.

Alongside the older people's Activity Hub, customers will have access to a family coffee shop, hairdresser, podiatry service, community fridge and community wellbeing programmes.

If this proposal is progressed, we will work with local councillors, partnership agencies and local community groups about the future use of the Shawfield Centre.

As well as the questions below – we are asking you to consider the following options about the provision of older people's services in Guildford that we can offer within the resources available to us.

### **Option 1:**

To continue to operate two centres for older people's provision in Guildford – The Hive and The Shawfield Centre but with existing limited provision and services available to residents.

### **Option 2:**

To close the Shawfield Centre to day care services for the elderly and combine provision at The Hive to provide more modernised, wider ranging activities and efficient services for all communities.

**Older People Services Questionnaire:**

**Please Tick the response most applicable.**

**1. Are you responding to this consultation mainly as**

Older person using the service

A carer

Family member

Member of the public

Health representative / GP

Day centre employee

Voluntary/ Community sector organisation

Private sector organisation

Local ward councillor/ Member of Parliament

Other - if other, please specify

If applicable, please provide the name of your organisation:

Comments:

**2. Do you or the person you look after/know have any special needs, long-term medical conditions or disabilities?**

Yes

No

**3. Prior to the Covid-19 pandemic, have you or the person you look after/know used any of the centres stated below? If so please tick relevant centres.**

The Hive (Park Barn Centre), Guildford

Shawfield Centre, Ash

**4. How often in normal circumstances (e.g. before the Covid-19 crisis) would you use day centre services in Guildford Borough?**

More than 5 times a week

3-5 times a week

1-2 times a week

A few times a month

Once a month

Less than once a month

I do not use any day care centres

**5. For what reason do you or the person you look after/know use our older people's services?**

A hot lunch

Activities

Socialisation

Other – please specify

Comments:

**6. How would you or the person you look after/know normally get to and from the centre you use?**

Community Transport Service

Public transport

Drive independently

Family member supports you

Other – please specify

Comments:

**7. Do you think the proposed changes will have a positive, negative or no impact on you, your family and/or others?**

A positive impact

A negative impact

No impact

Don't know / not sure –

(please explain in the box below)

Comments:
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**8. We believe that with the right support in place, while taking a person's own strengths and capabilities into consideration, we would achieve a better outcome for the older person and their families.**

**Do you agree or disagree that the proposed changes will achieve this?**

Agree

Disagree

Don't know / not sure

(please explain your answer in the box below)

Comments:
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**9. Do you have any suggestions for alternative ways that the Council can deliver Older People Services?**

Comments:
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**10. Which option do you think the Council should take around Older People's provision.**

Option 1:

To continue to operate two centres for older people's provision in Guildford – The Hive and The Shawfield Centre but with existing limited provision and services available to residents.

Option 2:

To close the Shawfield Centre to day care services for the elderly and combine provision at The Hive to provide more modernised, wider ranging activities and efficient services for all communities.

**Do you have any further comments that the Council should consider? Please write in the box below.**

Comments:

**About you:**

The information you provide in the 'about you' section gives the Council additional information about who has responded to the consultation and will help in the analysis of the feedback. Your feedback is always treated confidentially and will not be shared with any third party. We will ensure that it will not be possible to identify individuals when reporting results.

**11. What is your home postcode? This question will be used for analysis purposes only.**

Post Code:

**12. Which age group do you belong? Please one box only.**

Under 18

18 – 24

25 – 34

35 - 44

45 – 54

55 – 64

65 and over

Prefer not to say

Please return your completed questionnaire in the envelope provided. The closing date for the survey is 1<sup>st</sup> November 2021

Thank you for your feedback.