



**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**8<sup>TH</sup> MAY 2019**

**THE FUTURE OF COMMUNITY DAY CENTRES –  
CONSULTATION REPORT**

**REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION &  
COMMUNITY SERVICES IN DISCUSSIONS WITH COUNCILLOR GERAINT  
HOPKINS, CABINET MEMBER FOR ADULT COMMUNITY SERVICES &  
WELSH LANGUAGE**

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**1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to update Members on the outcome of the six week focussed consultation exercise undertaken on the future of the remaining open access community day centres and to make recommendations to Cabinet following that consultation.

**2. RECOMMENDATIONS**

It is recommended that the Cabinet:

- 2.1 Considers the responses to the public consultation exercise undertaken in respect of the remaining four open access community day centres as identified in paragraph 4.1 of the report;
- 2.2 Subject to 2.1 above, approves the closure of the remaining open access community day centres, with the exception of Gilfach Goch Community Day Centre which will remain open; and
- 2.3 Subject to 2.2 above, authorise the Director, Public Health, Protection & Community Services to explore alternative provision for existing service users through existing third sector organisations in the communities concerned or where appropriate, through the developing Community Hubs.

### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 There are four remaining open access Community Day Centres in the County Borough. These provide a relatively small number of daily meals and a limited programme of activities for people over 50 years of age.
- 3.2 The majority of the remaining open access community day centres are under-utilised and the current service model does not meet the needs of the majority of older people in our communities and is no longer sustainable. There is a need to continue to modernise and reconfigure the community services offer to our people through the continued development of Community Hubs that support a wider range of service provision through a neighbourhood network working in partnership with the third sector. It is proposed that any potential contribution these proposals will make to the Council's Medium Term Financial Plan will be used to maintain essential assessed adult social care services.

### **4. BACKGROUND**

- 4.1 At its meeting of the 21<sup>st</sup> November 2018, the Cabinet approved that a six week focussed consultation with service users and the local communities be undertaken on the future of the remaining four Community Day Centres:
- Gilfach Goch Day Centre;
  - Brynnar Jones Day Centre, Gelli;
  - Teifi House Day centre, Maerdy;
  - Nazareth Day Centre, Williamstown.
- 4.2 This decision was made in response to concerns over the low usage (people are choosing not to attend); the increasing cost to the Council of providing the day centres; the potential significant capital investment required to retain the centres, and the wider pressures on the Council's budget from the growing needs of residents requiring assessed care and support. These issues were set out in greater detail in the [Cabinet paper presented on 21<sup>st</sup> November 2018](#).
- 4.3 The consultation exercise ran for a period of six weeks from the 21<sup>st</sup> January 2019 to the 4<sup>th</sup> March 2019. The consultation exercise involved eight drop in events; two held at each of the four day centres. An online survey was created and placed on the Council's website.
- 4.4 In total, 331 responses were received to the consultation survey. The drop in sessions at each day centre were well attended by service users and in some instances residents of the local communities. The full consultation report is presented at Appendix I and the key points are summarised as follows:

- 89.4% of the respondents to the survey attend one of the four days centres.
- 82.7% of the respondents said that the main reason for using the day centres was to meet friends and socialise.
- Many respondents said they would not access alternative community facilities if the day centres were not available.
- Some service users were also concerned about clients attending the learning disability services at both Brynnar Jones and Gilfach Goch day centres.
- Respondents suggested more promotion, broadening the use of the facilities and including intergenerational uses as ways to improve the centres.

4.5 A petition was received in support of Gilfach Goch Day Centre with 488 signatures. A letter from Councillor A. Roberts was also received in support of Gilfach Goch Day Centre and this is included at Appendix II.

4.6 The most significant potential issues identified by current service users are the perceived loss of opportunities to meet and socialise in these premises and the loss of access to a subsidised meal.

4.7 Other residents who attended some of the drop in events were concerned over the buildings being potentially left empty and falling into disrepair. They expressed support for exploring wider community uses that would keep the buildings open and may be more sustainable.

## **5. DISCUSSION**

5.1 It is clear from the consultation exercise that the majority of service users would understandably prefer that the centres remain open and that the provision of hot meals and activities remain available. Service users identify the potential for greater social isolation and the loss of hot meals as being significant impacts from the potential closure of the day centres.

5.2 The centres are clearly valued by the existing service users. However, this must be considered in the context of relatively low usage of these facilities by people over 50 in the communities. Table I provides a detailed breakdown of the average meals provided each day and the net cost to the Council.

**Table I – Community Day Centres – Usage & Net cost per meal**

Community Day Centre	Average meals per day			Net cost per meal served 2018/19
	2016/17	2017/18	2018/19	
Teifi House	15	13	11	£20.96
Brynnar Jones	29	25	22	£11.43
Nazareth House	21	19	20	£16.90
Gilfach Goch	30	29	34	£7.03

- 5.3 The low usage levels at these facilities has remained fairly static with relatively few meals being provided each day. The net cost per meal to the Council is significant at all centres and in one case is nearly £21 per meal.
- 5.4 There is a programme of activities at Teifi House and Brynnar Jones (only one afternoon each week) and Gilfach Goch although these programmes are generally very limited. There are no activities held at Nazareth Day Centre in Williamstown.
- 5.5 Members will be aware that following the closure in 2018 of St George’s Day Centre in Tonyrefail, service users were signposted to Gilfach Goch Day Centre as an alternative. The usage for Gilfach Goch Day Centre is therefore likely to increase in 2019/20. This centre has the highest usage of the remaining four centres and the lowest net cost per meal. Gilfach Goch Day Centre and Brynnar Jones Day Centre support clients from learning disability services who also access meals at the centres.
- 5.6 The repair and maintenance requirements for each building have been assessed by Corporate Estates and it is estimated that over the next five years repair requirements of all four buildings would cost the Council approximately £500k. The estimated repair costs for each building are all significant; the greatest cost being in respect of Nazareth House, Williamstown estimated at approximately £165k and Teifi House, Maerdy, estimated at £193k.
- 5.7 On the evidence of the small number of service users it can reasonably be argued that the existing model no longer caters for the majority of older people in our communities. The low usage and ongoing cost to the Council is not sustainable in the long term.
- 5.8 The Council has recognised the need to reconfigure its community assets and services through the development of Community Hubs. These facilities include a range of services provided by the public and third sector in accordance with the direction of travel set out in the

Social Services and Wellbeing Act. Bringing services together provides a better public service offer and creates economies of scale in terms of staffing and building costs. Making better, more cost effective use of our community assets and reinvesting resources in new or retrofitted, fit for purpose buildings will enable services to be sustainable in the longer term.

- 5.9 In Aberdare, through the RCT Together programme, the Council has agreed a leasehold transfer of St Mair's Day Centre to Age Connects Morgannwg (ACM) who are developing a Community Hub with a range of services for the local community. The Council in partnership with a third sector organisation Fern Partnership, is developing a Community Hub in Ferndale at the former Ferndale Infants School that will serve the Rhondda Fach. The South Cynon area will be served by a Community Hub located at the former Mountain Ash Day Centre. The capital investment works at both Ferndale and Mountain Ash Community Hubs is nearing completion and both are expected to be open in the early summer of 2019. Plans are also being prepared to open a Community Hub at Porth Plaza as part of the Porth town centre regeneration strategy and similarly plans are also being developed to situate a Community Hub facility at the Llys Cadwyn (former Taff Vale) site, which will be retained by the Council to provide a number of community-based functions.
- 5.10 It is anticipated that each Community Hub supports a "neighbourhood network" of community based services and provision within each community zone or area. This will link services and communities together and ensure a more strategic and sustainable approach to the delivery of community based services. The third sector provide a number of excellent facilities across the County Borough that make a significant contribution to the health & well-being of our communities with or without direct support from the Council.
- 5.11 In Maerdy for example there is a well-equipped Community Centre a short distance from Teifi House privately run by a community group. The Council could explore opportunities to link this and other facilities to the neighbourhood network model, thereby making it more sustainable and increasing usage. Residents of Maerdy will also be able to benefit from the newly developed Community Hub in Ferndale.
- 5.12 Similar opportunities exist elsewhere in the County Borough. For example, service users from Nazareth House could be signposted to nearby and well established facilities. Strengthening the links and relationships between these community assets and services will assist in mitigating and potential negative impact on service users from changes to the Community Day Services and create more sustainable services with an enhanced Community based offer.

- 5.13 RCT Together is the Council's innovative approach to engaging with its residents and communities to explore how they can work together to develop alternative delivery models that maintain services and facilities for the future. This approach has successfully led to a number of community asset transfers that has ensured that those community assets have continued to provide valued services to their local communities.
- 5.14 This approach may provide a further opportunity in respect of the community day centres should the Council determine it can no longer support the current services. This may particularly be the case in respect of facilities such as Brynnar Jones day centre which is in relatively good repair, has a design that lends itself to a variety of uses and has good transport connections.

## **6. EQUALITY AND DIVERSITY IMPLICATIONS**

6.1 The Equality Act 2010 introduced a general equality duty and a specific public sector equality duty that is applicable to Councils. Section 149 of the Equality Act 2010 (Public Sector Single Equality Duty) requires public authorities to demonstrate that they have paid 'due regard' in their decision-making process to the need to:

- Eliminate unlawful discrimination, harassment and victimisation;
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it;
- Foster good relations between people who share a protected characteristic and those who do not.

The relevant protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

6.2 The Council must have due regard to the impact of any proposals on those with a protected characteristic. The Council has a specific duty to publish information to demonstrate how it has paid due regard to the aims above as part of its decision-making. Undertaking an Equality Impact Assessment screening exercise (and if necessary a full Equality Impact Assessment) would be evidence that the Council has considered its legal obligations in making the decision on the recommendations in this report.

6.3 There is a potential impact on some vulnerable groups with protected characteristics (specifically older people) due to the proposed changes. Consequently a full Equality Impact Assessment has been undertaken, informed by the consultation feedback and is included at Appendix III.

## **7. CONSULTATION/INVOLVEMENT**

- 7.1 At its meeting of the 21<sup>st</sup> November 2019, the Cabinet approved that a six week focussed consultation with service users and the local communities be undertaken on the future of the remaining four Community Day Centres.
- 7.2 The consultation exercise ran for a period of six weeks from the 21<sup>st</sup> January 2019 to the 4<sup>th</sup> March 2019. The consultation exercise involved eight drop in events, two held at each of the four day centres. An online survey was created and placed on the Council's website. The full consultation report is presented at Appendix I.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 The net budget for the Council of providing the four remaining Community Day Centres is £267,380, excluding management and support costs which it is proposed are retained to support the developing Community Hubs programme. The detailed breakdown of the 2019/20 budget for each centre is presented at Table II.

**Table II – Community Day Centre 2019/20 Budget**

<b>Community Day Centre</b>	<b>Expenditure Budget 2019/20</b>	<b>Income Budget 2019/20</b>	<b>Net Budget 2019/20</b>
Teifi House	£96,320	-£30,860	£65,460
Brynnar Jones	£100,720	-£38,180	£62,540
Nazareth House	£101,600	-£25,160	£76,440
Gilfach Goch	£97,410	-£34,470	£62,940
	<b>£396,050</b>	<b>-£128,670</b>	<b>£267,380</b>

- 8.2 There is a growing demand for and pressure on assessed social care services. Any potential financial contribution these proposals will make to the Council's Medium Term Financial Plan will be used to maintain essential assessed adult social care services.

## **9. LEGAL IMPLICATIONS**

- 9.1 There is no statutory duty on the Council to provide Community Day Centres.
- 9.2 Where consultation is undertaken it should be done when proposals are at a formative stage; give sufficient reasons for any proposal to

permit intelligent consideration and allow adequate time for consideration and response. Following completion of the consultation process Cabinet must now give consideration to the outcome of the consultation process prior to any decision(s) being made on the future of the remaining open access community day centres.

## **10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT**

- 10.1 The development of Community Hubs contributes to the Council's corporate priorities through redesigning local services to ensure they are integrated and efficient. The Council is committed to working in a way that makes the best and most sustainable use of our limited and decreasing resources, always looking at alternative ways of doing things.
- 10.2 This proposal contributes to the requirements of the Social Services and Wellbeing Act and the well-being goals under the Well-being of Future Generations (Wales) Act. The proposals set out in this report support the Council's aim to provide a **long-term sustainable future** plan for the delivery of community services in RCT and the region's aims set out in the Area Plan and Well-being plan. Working in **collaboration** with communities and third sector organisations creates the opportunity to address unsustainable service models and **integrate** service delivery for the benefit of residents

## **11. CONCLUSION**

- 11.1 The Council must continuously review and challenge its service delivery to ensure it is cost effective, remains fit for purpose and is meeting the Council's commitment to deliver the best possible services for our communities.
- 11.2 The consultation exercise has demonstrated that existing service users highly value the service provided through the existing service model. However, the fact remains that the current service model in three of the four locations is no longer sustainable.
- 11.3 Gilfach Goch Community Day Centre is the most well used centre providing nearly 40% of all the meals sold across the four open access day centres. Furthermore, the recent closure of St George's Day Centre, Tonyrefail, is expected to result in a further increase in the usage figures of the Gilfach Goch facility. Also the level of subsidy provided per meal in Gilfach Goch is significantly lower than the other day centres.
- 11.4 In the context of sustained and growing pressure on the services providing for assessed care needs of vulnerable people in the Council's

care, it is increasingly difficult to justify the continued support for three of the four open access day centres. It is therefore proposed to recommend to the Cabinet that the Council retains the Gilfach Goch Community Day Centre but closes the other three open access day centres.

- 11.5 However, the Council recognises the need to build a sustainable model of provision for the wider range of community based services it supports and this is best done through the development of more innovative service models in partnership with the wider public and third sectors. This is being taken forward through the developing Community Hub model being rolled out across the County Borough.

**Other Information:-**

***Relevant Scrutiny Committee***

Health & Well Being Scrutiny Committee

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

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**Background Papers**

- Cabinet; 19<sup>th</sup> April 2018 - Developing Community Hubs in Rhondda Cynon Taf
- Cabinet: 21<sup>st</sup> November 2018 - Proposals to Review the Provision of Community Day Centres in Rhondda Cynon Taf

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# The Future of Community Day Centres Consultation Report

*Rhondda Cynon Taf County Borough Council*

*April 2019*



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## EXECUTIVE SUMMARY

- This section provides a summary of the main findings from the consultation.
- The purpose of the consultation was to seek views on the 4 Community Day Centres and to explore opportunities for alternative service delivery.
- The consultation period ran for 6 weeks from the 21st January to the 4th March 2019.
- 331 responses to the online consultation were received.
- 89.4% of respondents to the survey attend one of the Council's Community Day Centres.
- The main reason people stated they use the Day centres was to meet friends and socialise (82.7%).
- Over half of the respondents who attend Teifi House and Brynnar Jones are a member of a group that is based in the Centre.
- There seems to be little group activity in Nazareth House, with this day centre used solely for socialising and having lunch.
- Over half of the people who attend Gilfach Goch do so to take part in an activity that is provided at the day centre, as well as the high levels that use the centre for socialising and having lunch.
- Around half of the service users who attend Teifi House do so to have lunch, which is lower than the average across all of the centres.
- Only 17.4% said that they would access alternative community facilities
- Respondents were asked what impact any closure of the day centres would have on them. The following themes emerged;
  - Travel / Transport Links are a concern
  - No Alternatives in area
  - Loss of social interaction
  - Hot meals (nutrition issues and unhealthy alternatives)
  - Loss of activities
- Respondents were asked for any other comments/suggestions or alternative proposals. In addition to a large number of comments asking for the centres to remain open, the following themes emerged;
  - Some people are prepared to look at alternatives, although this often has some caveats, such as the provision of transport.

- The centres should be promoted and advertised more.
  - The centres could be used for multiple purposes, including intergenerational activities.
  - There were some concerns about how the proposals would impact upon the Learning Curve service
  - There was concern about the location of the day centres and the impact of any closures on communities, particularly for Teifi House, the community of Maerdy and the Rhondda Fach as a whole.
- A number of common themes emerged from the drop in events at the day centres.
    - **Social Isolation/Loneliness** - The centres are seen as a central meeting point that allows the older community to socialise and maintain friendship groups. Loneliness in old age was a common theme that emerged and all users felt that having a day centre to attend for socialising was important to their well-being.
    - **Accessible to whole community/More activities** - most people agreed that the day centre buildings could be better used to open up facilities to the wider community. The feeling that there should be a change to the current model rather than losing the service altogether.
    - **Advertising/Promotion** -there should be more advertisement of the current services and activities available at Day Centres.
    - **Accessibility/Transport** - having a centre that can be accessed by public transport
    - **Provision of a hot meal** - the ability to access a hot meal was a common theme that emerged as being an important factor to most day centre users.

# 1. INTRODUCTION

- 1.1 This report presents the findings of a consultation on the future of the 4 Community Day Centres located across Rhondda Cynon Taf.
- 1.2 The consultation aimed to ask service users for their views on the current service delivery model and to explore opportunities for alternative options either through developing Community Hubs or through existing third sector/voluntary organisations.
- 1.3 Section 2 outlines the background to the proposal and the proposed new charges that were consulted upon.
- 1.4 Section 3 details the methodology used.
- 1.5 Section 4, 5 and 6 present the consultation results.

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## 2. BACKGROUND

- 2.1 There are 4 Community Day Centres located across the County Borough. These provide daily hot meals and a programme of activities for people over 50 years of age. The numbers of meals provided are very low and the cost to the Council is gradually increasing as usage declines.
- 2.2 The usage levels at these facilities have either remained static or slowly declined with relatively few meals now being provided each day. The net cost per meal to the Council is significant at all centres and in one case is nearly £17 per meal. There is a programme of activities held at Teifi House and Brynnar Jones (one afternoon each week) and Giffach Goch although these programmes are generally quite limited. There are no activities held at Nazareth Day Centre in Williamstown.
- 2.3 The repair and maintenance requirements for each building have been assessed by Corporate Estates and it is estimated that over the next five years repair requirements of all four buildings would cost the Council approximately £500k. The low usage and ongoing cost to the Council is not sustainable.
- 2.4 It can reasonably be argued that the existing model no longer caters for the needs of the majority of older people in our communities. Therefore the Council needs to explore opportunities for alternative service delivery, either through the developing Community Hubs or through existing third sector/voluntary organisations.

### 3. METHODOLOGY

3.1 The consultation period ran for 6 weeks from the 21st January to the 4th March 2019.

3.2 A total of 8 drop in engagement events were held in the 4 day centres.

<b>Community Day Centre</b>	<b>Dates</b>	
Teifi House	30 <sup>th</sup> January	8 <sup>th</sup> February
Brynnar Jones	6 <sup>th</sup> February	22 <sup>nd</sup> February
Nazareth House	13 <sup>th</sup> February	1 <sup>st</sup> March
Gilfach Goch	15 <sup>th</sup> February	27 <sup>th</sup> February

3.3 The events used paper questionnaires and FAQ booklets as discussion prompts and notes were taken. The events were facilitated by the consultation team, along with the Manager of the Day Care service.

3.4 Easy read versions of the proposals were provided for all service users, including those service users in the Learning Curve.

3.5 In addition to the face to face engagement drop in events, an online survey was created and placed on the Consultation pages on the Council's website.

3.6 331 questionnaire responses were received (online and on paper). In addition, an email from a service user and a letter from the RCT Older Persons Advisory Group were also received.

3.7 A petition was received in support of Gilfach Goch Day Centre with 488 signatures.

## 4 CONSULTATION RESULTS

### Results – Online Survey

- 4.1 89.4% of respondents to the survey attended one of the Council's Community Day Centres.

<b>Analysis % Respondents</b>	
<b>Base</b>	<b>100.0%</b>
<b>Q1 Do you attend one of Rhondda Cynon Taf's Community Day Centres</b>	
Yes	89.4%
No	10.6%

- 4.2 The highest number of responses to the survey was from people who attend Teifi House in Maerdy.

<b>Analysis % Respondents</b>	
<b>Base</b>	<b>100.0%</b>
<b>Q2 Which day centre do you attend? (Select all that apply)</b>	
Teifi House (Maerdy)	43.1%
Brynnar Jones (Gelli)	22.1%
Nazareth House (Williamstown)	10.0%
Gilfach Goch	26.2%

- 4.3 The main reason people stated they used the Day centres was to meet friends and socialise (82.7%).

<b>Analysis % Respondents</b>	
<b>Q3 What are your main reasons for using the day centres?</b>	
To meet friends / socialise	82.7%
To have lunch	68.0%

I'm a member of a group that is based in the day centre	43.9%
To take part in an activity that is provided at the day centre	35.4%
Other (please state)	19.0%

4.4 Of the 19% who stated 'other', responses included;

- Learning Curve

*"Day Service - Gilfach Goch learning Curve"*

*"We use the Day Centre for Treforest learning Curve Monday - Friday as our Base"*

*"My Daughter is a service user in the Learning Curve Group. I use the base for Gilfach Goch learning curve - Monday – Friday"*

*"We are part of Gilfach Goch Learning Curve"*

- Activities/Classes

*"OAP Guild"*

*"Meetings"*

*"Teach an adult education class"*

*"I've facilitated 5x 3Cs (Conversation, Companionship and Creativity) projects"*

*"Adult Education RCT. Teach Students with learning disabilities."*

- Information/Recycling bags

*"We use this for my recycling bags"*

*"Find out what is going on locally, recycling bags"*

*"To pick up recycling bags"*

- Drop In/Other

*"I am the local PCSO and attend on a weekly basis to talk to the individuals that attend."*

*"To see my work coach DWP"*

*“To vote”*

*“Use the shower 5 days a week”*

*“I am autistic and attend 4 days a week as part of my routine.”*

4.5 The table below shows a breakdown of the reasons people stated that they use the day centres, by the 4 Day Centres.

In summary;

- One of the main reasons that all Day Centres are used, is for people to meet friends and socialise.
- Over half of the respondents who attend Teifi House and Brynnar Jones are a member of a group that is based in the Centre.
- There seems to be little group activity in Nazareth House, with this day centre used solely for socialising and having lunch.
- Over half of the people who attend Gilfach Goch do so to take part in an activity that is provided at the day centre, as well as the high levels that use the centre for socialising and having lunch.
- Around half of the service users who attend Teifi House do so to have lunch, which is lower than the average across all of the centres.
- The higher figures for ‘other’ in Brynnar Jones and Gilfach Goch can be attributed to responses from residents who use the Learning Curve service that takes place within these 2 centres.

Break % Respondents	Total	Which day centre do you attend? (Select all that apply)			
		Teifi House (Maerdy)	Brynnar Jones (Gelli)	Nazareth House (Williamstown)	Gilfach Goch
What are your main reasons for using the day centres?					
To meet friends / socialise	83.3%	81.6%	81.0%	93.1%	85.3%
To have lunch	68.4%	50.4%	74.6%	89.7%	86.7%
I'm a member of a group that is based in the day centre	44.4%	58.4%	52.4%	3.4%	32.0%
To take part in an activity that is provided at the day centre	35.4%	38.4%	25.4%	3.4%	52.0%
Other (please state)	18.4%	9.6%	17.5%	10.3%	37.3%

- 4.6 Respondents were asked if they would access alternative community facilities, if the day centres were to close. Only 17.4% said that they would.

Analysis % Respondents	
	Base 100.0%
Q4 If the day centres were to close, would you access alternative community facilities?	
Yes	17.4%
No	82.6%

- 4.7 Of those respondents (17.4%) who stated they would use an alternative community facility, the following are some of the responses received;

General

*“Local fish and chip shop”*

*“I no longer drive so if facilities is easily accessible by means of public transport possibly”*

Teifi House Responses

*“Maerdy Hub”*

*“Other groups meet at the hub”*

*“To my knowledge there are no other facilities available”*

*“Occasionally- Aberdare St Mairs”*

Brynnar Jones Responses

*“Llwynypia learning curve”*

*“The nearest to Treorchy”*

*“The one most convenient to Ystrad Rhondda”*

*“Trebanog Activity centre”*

*“Treorchy hotel”*

Gilfach Goch Responses

*“Gilfach Community”*

*“Friends tried every centre in the area and always returned to Gilfach Goch stating that this is the best.”*

*“Service users will always access other venues. Talbot Green Llwynypia Treforest Day Centre”*

*“Social Services would hopefully find an alternative.”*

*“Unsure as yet. We'd have to source a building to relocate our group.”*

### Nazareth House Responses

*“As local as possible”*

*“Within the Community (Porth)”*

*“As near to the bus stop”*

*“Taylors Café, Fish and Chip shop - more expensive and not a good diet”*

*“Pubs / Cafes Would be acceptable but would be disappointing”*

*“If services were moved elsewhere. Preferably close by (but prepared to travel).”*

### Impact of any closures

4.8 Respondents were asked what impact any closure of the day centres would have on them. Overall, a number of themes emerged;

- **Travel / Transport Links to current centre**

4.9 There were a number of comments and concerns regarding the difficulties with travel arrangements and the current centres being part of a local bus route and/or close to where they live and therefore accessible. Some comments included:

#### Brynnar Jones

*“As a small group we wouldn't be able to find anywhere else to go. Brynnar Jones is local to all of us as some of us are disabled and would find it difficult to travel elsewhere.”*

*“..My current day centre is on the bus route and easy to access with my limited mobility and disabilities.”*

#### Nazareth House

*“I wouldn’t go to any other centre simply because they aren’t convenient for travelling.”*

*“I am not in very good health and the day centre I go to is very near to where I live.”*

#### Gilfach Goch

*“I don’t drive and the bus service in Gilfach is not that reliable to wait about in the cold.”*

*“It would be a bad day if this centre were to close. It is so convenient on a bus route which is vital for us old folk.”*

*“I would find it difficult to meet up with my friends and I would find it difficult to travel long distances.”*

#### Teifi House

*“I will be unable to travel to other day centres.”*

*“I suffer with mental health issues and make an effort to go to Teifi House on a daily basis. To lose this centre would have a massive impact on my life as I use a mobility scooter I would find it extremely difficult to use any other provision offered to me.”*

*“I can’t travel so Teifi House..... is my lifeline.”*

- **No Alternatives**

4.10 Another theme that emerged in the comments provided was that attendees felt closing the day centres would leave them with no alternative venues to use and the impact this could have on the community. This came across strongly in the comments relating to Teifi House and the Maerdy community as a whole.

#### Teifi House

*“It would be another nail in the coffin of Maerdy and the older population would have nowhere to go.”*

*“Maerdy is a community that likes to keep in touch with what’s going on, what’s happening, new people in the community. Maerdy could become a very isolated place.”*

*“Maerdy is falling apart and the Council don’t seem to care. Without the community centre at Teifi House there would be nowhere for older people to go for food or somewhere to meet, not everybody can travel to Ferndale.”*

*“There will be nothing in Maerdy if Teifi House were to close. Maerdy has already lost railway, factories, chapels, Maerdy Hotel, Maerdy Hall, infant school, betting shop, café, Post Office, Library, Church, Bank, Teifi House hours cut, Bus Service cut, Colliery, Butchers, Newsagent, Street lights, Surgery and prescriptions to Ferndale.”*

*“This is the only day centre we have left in our little valley – Rhondda Fach.”*

#### Brynnar Jones

*“Would not be possible to attend elsewhere. Please keep open.”*

*“The closure of Brynnar Jones day centre would be a big loss. To our community and the people I get to socialize with every day. We don’t have much in the valleys and it would be a big loss for me and my friends.”*

#### Gilfach Goch

*“Nowhere local to have dinner.”*

*“Due to the geographical location and lack of facilities in Gilfach, I don’t see how these elderly people will attend elsewhere and I will lose a vital link with a big group of my community. I have seen first-hand how a vulnerable group from the community come together and be happy to have company and have a warm meal.”*

- **Loss of social interaction**

- 4.11 One of the most common themes that emerged from all 4 centres was the impact any closure would have on the social interaction of the people who use the centres. This was evident in a high number of comments and was equally weighted amongst all 4 centres showing this to be an area of great impact for attendees. Some comments included:

Brynnar Jones

*“A significant loss of being able to meet friends or just to have the ability to socialise or attend meetings.”*

*“I would have no social life, this is the only contact with people (other than family) that I have.”*

*“If the day centres were to close I would lose my only opportunity of socialisation and become isolated.”*

*“Lonely, depressed, hungry and angry.”*

*“Loss of a community forum to meet friends.”*

Nazareth House

*“A lot. We used it 2-3 times a week. Chance to get social, don't see anyone otherwise.”*

*“I suffer with anxiety. Helps me socialise with people.”*

*“I would be in my own house if it was not for Nazareth House.”*

*“To close this centre will be terrible for me and the people coming here. First thing is the social side of it, most of the people come at least one hour early to have a talk and a laugh which otherwise they'd be on their own looking at four walls because most of the people that come here are on their own like me.”*

### Gilfach Goch

*“My social well-being would have a huge impact as this is the only social place that I go to have a meal which is excellent and to meet my friends.”*

*“I know everyone around Gilfach, it’s my hometown and I like socialising with them. If we were further away, I wouldn’t see enough people.”*

*“I would be at home all day. I don’t live far from the Centre so it’s not far to travel and have a lovely meal, spend a couple of hours there. Breaks the day up and meet friends.”*

*“If I can’t access the day centre will be isolated at home.”*

*“This is the only place we go to get out of the house.”*

### Teifi House

*“As I live alone it affords me an opportunity to meet and chat with people of my own age group which perhaps I would not otherwise do on a regular basis.”*

*“Be confined to my home. It’s where I go to meet friends so closing Teifi would have a big impact on my social life.”*

*“Devastating” As it’s the only socialising I do!”*

*“I live alone and I depend on Teifi House to meet friends and enjoy a superb meal. It enables me to leave the house a number of days.”*

*“I would become more isolated and not want to go out. I go there to meet up with friends.”*

*“Would impact on social interaction and independence.”*

- **Hot meals**

- 4.12 The provision of a hot meal was another theme that emerged in this section. The impact of this on attendees was equal across all centres with the meal provision proving to be an important service to those who access the centre. The comments highlighted that this service provides them with a nutritionally balanced meal and that possible alternatives could be unhealthy. There were also comments that indicated the

financial impact of having to go elsewhere for food would be high.  
Comments included:

Brynnar Jones

*"It would be devastating for my father as he is unable to cook for himself."*

*"It would mean we lose contact and we will miss having a lovely hot meal made for us."*

*"Unable to make my own dinners."*

Nazareth House

*"As I live on my own, to make cooked dinners like I get over the day centre would be too expensive to buy the meat and veg."*

*"I would change my eating habits totally as my wife works shifts, I am not the best of cook. I rely on this day centre for regular meals."*

*"Lunch would cost more at local cafes/pubs."*

*"We would have to look into what cafes are around and that would mean either cooked breakfast type meals or meals with chips, not very appetising all week and not exactly a place to socialise are cafés."*

Gilfach Goch

*"I would miss the nutritious meals that your staff prepare."*

*"If I can't come to the centre for lunch it would mean extra shopping trips to superstores for food etc."*

*"Shocking. Many people rely on the centre for dinner. Unable to cope at home."*

*"Would miss going for lunch would find it very hard to have to cook every day when you can't stand for a long period of time."*

Teifi House

*"It would cost much more a week to eat."*

*"Lunch would cost more at local cafes / pubs."*

- **Loss of activities**

- 4.13 There were also a number of comments indicating that the loss of the activities provided by the day centres would also have a big impact on attendees. Implications on health and well-being as well as the social aspect these activities provide were the main reasons provided. Some comments included:

Brynnar Jones

*"I would not be able to meet friends and go to education classes."*

*"It would mean that our group would have to move after being here for 13 years and we would have to readjust activities and look for alternative premises and deal with the effect these changes would have on our group."*

Nazareth House

*"As for activities in this centre which you said in your letter is not being used, it's up to the council to put things on which they haven't done over the years. There's a lift for disabled and older people and a fire escape and a lovely hall."*

Gilfach Goch

*"I would miss the lovely meals prepared with love by a dedicated and friendly staff, also the coffee morning and afternoon bingo."*

Teifi House

*"A great impact. I meet friends there for a coffee etc. and attend line dance class every Monday morning."*

*"Because our group is small we would not be able to go elsewhere. As a result the Rhondda Fach will lose one of the few, if not only, place to practice the traditional art of Welsh quilting. We also make lap quilts for stroke victims and wall hangings for Ysgol Hen Felin."*

*"I attend the dancing on a Wednesday. This allows social contact with other couples and helps to keep me active both physically and mentally. There are no other similar activities in the village."*

*"I have a meal in Teifi twice a week and ran a dance afternoon on a Wednesday. All surveys report dance is an important activity for OAP's."*

*"The classes I attend are really important to my health and getting me out of the house every day. It will be a big setback to me."*

### **Other Comments/Alternatives**

- 4.14 Respondents were asked for any other comments/suggestions or alternative proposals. In addition to a large number of comments asking for the centres to remain open, the following are a selection of the other comments received.

#### Positive Responses

- 4.15 A number of the responses to this question show that some people are prepared to look at alternatives, although this often has some caveats;

*"As long as there are alternatives provided. To shut down and not have anything would be sad"*

*"If some sort of travel arrangements were made, it would make it easier as now the day centre where I go is very near to where I live."*

*"Most town centres have cafes, why not just signpost people there?"*

*"Any other groups that is suitable for my needs, however can't see this being a solution as they would probably cost the same to run."*

*"Suggest Hub moves to Teify House."*

- 4.16 A number of **ideas** were suggested;

*"Why not run Cafe style facilities in Town Centres. Possibly renting much smaller buildings than the underused Day Centres. People could drop in as required. Facilities would still be available for disabled and elderly in a much more "normal" setting. This could help regenerate town centres and maybe generate a profit or be self-sustaining"*

*"You need to consider what other groups do/could operate in the community and find ways to attract them to the centre, which is well located and in good condition. Leisure centres have seemed to have thrived by looking at what people want and adapting to meet the needs"*

- 4.17 A number of respondents suggested that the Council should **promote the centres** to increase their usage and

*“Be a shame to lose it. A lot of people should come here, but they see it as below themselves. Societies - restroom. It’s not well advertised and should be”*

*“Bring back more activities in the day to encourage more people in.”*

*“do more to promote the facilities. I have not seen any interest shown by council staff to encourage new activities or the extent on the meals provided*

*“I can understand where the council is coming from but I feel more effort should be made to attract residents to use the facilities. There are a people in the village who do not know/understand what goes on in the building.....”*

- 4.18 A number of people suggested that the centres could be **multi-purpose** use, including **intergenerational activities**.

*“I think the centres need to adapt. Try including misc special needs and able bodies, various ages together. Providing a safe place for them to socialise and interact and provide a nourishing meal in a safe, hygienic environment”*

*“This centre has many rooms, a large hall accessed by a lift and stairs which could accommodate large groups where many venues fail to do so. The hubs are too small for the activities that Teifi accommodate”*

*“Open door to the community all ages”*

*“Perhaps the day centre could be open to all ages and not 'age' related e.g. parents and toddlers 9am-11am, elderly 11:30-2pm and River Forum meetings could be held there in the evenings”.*

*“I think perhaps you could encourage younger people to come to Teifi even though I am in my mid 80's I still like to converse with people of all ages. It's what keeps me young at heart and we as pensioners have a lot to teach younger people with age comes a lot of wisdom and experience”*

*“Could use empty rooms for a play group or the dining area to be open to the public as a place for mothers to meet after dropping children off to school.”*

*“Kitchen staff could cook on demand also night classes or use rooms for meeting and children's parties use the building as a community centre”*

*“More multi-age group facilities”*

- 4.19 A number of alternative **specific activities** and uses were suggested, including;

*“Computer Classes Digital Photography Internet Support and Social reasons Armchair Aerobics”*

*“Crafts”*

*“Maybe some exercise class during the evening. Maybe learning Welsh or other hobbies such as a gardening or photographs, a book club maybe.”*

*“Keep centres open and provide more centres for groups such as mental health support groups, and such as Alzheimer services. We need to support the community - not detract from it.”*

- 4.20 A number of respondents were concerned about how the proposals for the community day centres would **impact upon the Learning Curve service** that has a presence in Gilfach Goch and Brynnar Jones Day Centre.

*“There is also a disability group who depends on Gilfach Goch Day Centre on a daily basis. Closing said Centre would greatly affect these peoples’ lives.”*

*“The learning Curve have been moved a few times already and it’s not fair to them”*

- 4.21 There was concern about the location of the day centres and the impact of any closures on particular communities, with this being especially noted for Teifi House day centre, the community of Maerdy and the Rhondda Fach as a whole.

*“Why are all amenities being closed in Maerdy we pay the same council tax as Rhondda Fawr and all our money seems to go there as a more prosperous valley”.*

*“Why Maerdy yet again? RCT is a really big area so why us!!”*

*“Teifi house is the only day centre left in the Rhondda Fach as it is vital for the elderly, the lonely, carers to socialise. I suggest that the council look at closing buildings in other areas e.g. Cynon valley etc. as the Rhondda Fach has nothing left - deprived area.”*

## Equalities Impact

- 4.22 Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people because they may have particular characteristics.

Respondents reported the following impacts, exemplified by some of the comments received;

### Age

*“We are an ageing community in Gilfach Goch and the loss of the centre will leave very little in that part of the community.”*

*“I am 94 years of age and this centre closing would have a big impact on my life”.*

*“my age and mobility...w would be an obstacle for me to go anywhere else should you close Teifi House”.*

*“As an elderly person, I would find it difficult to travel outside the area to find things which I have an interest in”*

### Disability

*“people with special needs don’t like a change in routine”*

*“disability issues, lack of mobility, inability to travel far, mental health issues.”*

*“It’s a worry as we need an accessible building for our service, due to the disabilities we work with”.*

*“Learning curve disabled people who use the centre have been moved around a few times already.”*

### Gender

*“This quilting group is all female so it does more than one thing for me. I am able to socialize with like minded people... I am able to speak about issues affecting me and vice versa, so it is helpful for mental health”.*

*“For older women in the Rhondda Fach there are few places to meet...”*

### Relationship status

*“Single males suggesting that they cannot cook for themselves.”*

- 4.23 Under the Welsh Language measure 2011 and the Welsh Language Standards, the Council has a duty to look at how its decisions impact the Welsh language. With regards to the Community Day Centre proposals the following are a selection of comments made;

*“I don’t see the Welsh language provision would be impacted upon. It is the social impact that will have the most detrimental impact”*

*If the venues would shut it would definitely affect the Welsh language. People will not be able to speak Welsh as the centres if they were to close”.*

*“This would be a negative impact, as one of the groups that use the centre is for Welsh learning.”*

*“If the building closes it will have an impact on the Welsh language, as people who converse in Welsh at the centre (Teifi House) will not be able to do so.”*

*“The Group that meets in Teifi House i.e. Bore Coffi is the only place or group that speaks Welsh as National language in the Rhondda Fach”*

### Respondent Profile

- 4.24 In total 331 people took part in the online survey. The breakdown by type of respondent (Gender and Age) is shown below.

#### Gender

Analysis % Respondents		
Base		100.0%
Q7 Gender:		
Male		35.3%
Female		64.0%
Prefer not to say		0.6%
Other (please state)		-

#### Age

Analysis % Respondents		
Base		100.0%
Q8 Age:		
Under 25		0.6%
26-35		4.1%
36-45		5.6%
46-55		11.3%
56-65		20.6%
66-75		29.7%
75+		28.1%

## 5 Other Responses received

- 5.1 A petition was received in support of Gilfach Goch Day centre, with 488 signatures.

*For older people to have a good meal, company and the staff know each Other and every one of us, it's a 5 star, well run, purpose built and we have, special needs, its wheelchair friendly and near a post office, shops, bus stops. The village, because of its terrain in winter, many roads to leave the valley are closed. We can as golden oldies be safe in our communities, please sign to keep our vital day centre open....*

- 5.2 A response was received from the Rhondda Cynon Taf Older Persons Advisory Group (OPAG), including;

- *Whilst we appreciate the need to close some of the day centres, we do not see the need to close them all.*
- *The Welsh Govt. has just sent out a consultation on Loneliness and Isolation. We are well aware that these day centres serve to address this by providing a meal and chance for older people to meet and socialise.*
- *... there is a percentage of child poverty in the valleys.... The day centres should be open for parents and children to meet for a meal and to socialise in these centres during the school holidays. Move from calling them day centres primarily for older people an opening them up to all residents.*

- 5.3 A letter was received by Cllr. A Roberts in support of Glifach Goch Community Centre.

- 5.4 An email was received from the parent of a service user in Gilfach Goch Day Centre, expressing concerns regarding the proposed closure of the centre, in particular the impact on the Gilfach Goch learning Curve.

## 6 Results - Face to Face Engagement

- 6.1 A number of drop in engagement events were held at each of the 4 community day centres. There were 2 events arranged in each centre.

Overall there were a number of common themes emerging from all of the day centres. These are outlined below.

### **Social Isolation/Loneliness**

- 6.2 In each of the centres, the importance that attending had on users was evident with all those we engaged with wanting to highlight how the social side of the centre was vital. The centres are seen as a central meeting point that allows the older community to socialise and maintain friendship groups. Loneliness in old age was a common theme that emerged and all users felt that having a day centre to attend for socialising was important to their well-being.

Some comments included:

*"It would be a big impact if this place were to close- it's the only way to keep in touch with friends and be sociable."*

*"The social side is the main benefit- opportunities for people to meet and talk."*

*"Loneliness, everyone should have something to look forward to."*

*"If no centre, wouldn't go out at all."*

*"We wouldn't see each other, can't afford to go anywhere else."*

*"People won't meet up, will miss the social side/interaction."*

### **Accessible to whole community/More activities**

- 6.3 When asked about possible alternatives, most people agreed that the day centre buildings could be better used to open up facilities to the wider community. The feeling that there should be a change to the current model rather than losing the service altogether came through in these comments with most people agreeing that the buildings should be better used with more community activities to attract new people to them. There were suggestions provided about additional activities that could attract more people to use the centres.

Some comments included:

*“More than happy to take part in intergenerational activities and share our skills with young people.”*

*“We should have more community buildings with no age limits.”*

*“Open the facility out for a wider usage.”*

*“Make it more of a Community Centre- not limited to older people. Lots of people with drug and alcohol problems in community. Could there be wider benefits?”*

*“Lots of support for opening the facility out to wider groups, generations.”*  
*“There shouldn’t be age specific buildings, this could be open for all ages and be a community building.”*

*“If this was a community building, we could have the police based here.”*

*“Could do with more things going on- we have dancing, exercise class and fat club but it’s more like a drop in.”*

*“New clubs/classes are needed to attract people but recognise the Council can’t do it all.”*

*“Activities in the evening would be welcome.”*

*“Majority of people are coming here to be fed. If there were other activities that might attract more people.”*

*“Place is underutilised. Could benefit people with disabilities.”*

*“Could put on other activities that older people could engage in e.g. discussing politics, watching sport/rugby etc. Social events where people can stay a while.”*

*“Exercise classes- could link in with Leisure to provide in the Community.”*

### **Advertising/Promotion**

- 6.4 A common theme from all engagement events was that there should be more advertisement of the current services and activities available at Day Centres. There was a consensus that the Council should provide more advertising services to the Day Centres and make use of the marketing team to target new members to use the facilities.

Some comments included:

*“More advertising for people to come here for food/classes is needed. The council has a marketing department that should be used to promote this service.”*

*“Could we advertise for new groups to come into the centre?”*

*“Centre is not well publicised- people don’t know it’s there.”*

*“Council should put more effort into putting things on. Cannot expect people to run these themselves.”*

*“Try and promote the facilities more widely. People have got the wrong impression that the place is just for old people.”*

*“Advertise the centre more. The council doesn’t market these services, more people would use them if they were advertised.”*

### **Accessibility/Transport**

- 6.5 Of great importance to users of the Day Centre is accessibility and having a centre that can be accessed by public transport would be important to current users who rely on public transport.

Some comments included:

*“The bus stop is a 300 yard walk from the new Ferndale Hub.”*

*“There will come a time when we can’t drive. Need to have services locally to be able to access them.”*

*“Have to be able to access services by bus.”*

*“Would be prepared to go elsewhere if there was an alternative but needs to be nearby. Don’t want to feel trapped.”*

*“Public transport is terrible to get to anywhere else.”*

*“Parking is good here at Brynnar Jones.”*

*“Bus stop outside, accessible/flat, disabled user friendly.”*

*“This building is in perfect location for bus users.”*

### **Provision of a hot meal**

- 6.6 The ability to access a hot meal was a common theme that emerged as being an important factor to most day centre users. There was acceptance of costs being high for the council and some users agreed

that they would be prepared to pay a small increase to ensure the provision still continued.

Some comments included:

*"Meals are so important, it makes sure users have a hot meal, get out of the house and socialise."*

*"Meal provision is very important – open to pay extra if needed."*

*"It's somewhere for the older people to go to access a meal."*

*"We would be happy with an increase in price, we would pay a couple of bob more."*

*"Living on my own, come here every day, very beneficial. Nothing else around, no hot meals around unless you go to a pub."*

*"Lots of widowers who can access a meal and get company."*

- 6.7 In addition some of the comments were more specific to the day centre we were visiting, including;

#### **Specific concerns- Teifi House**

- 6.8 Attendees in Teifi House felt strongly that they would be affected negatively should the day centre close. People felt like Maerdy as an area has declined in recent years and that there were limited services remaining in the local area, particularly that the elderly can access.

Some comments included:

*"This Valley loses everything, nothing in Maerdy. Communities First has gone as well."*

*"Maerdy has nothing you closed the library."*

*"We have lost a lot in this area including the library and swimming pool."  
"Everything is taken from Maerdy, we feel like we're the forgotten village."*

*"Feeling that Maerdy and this valley comes off worse than other areas of RCT. Loss of banks, shops etc."*

*"Many things have been lost to Maerdy. Day centre would be another loss."*

*“This is one of the areas with least provision. There is enough deprivation in the area.”*

*“Things have been gradually taken from the area and it’s enough.”*

*“Take Teifi House out of Maerdy and that’s another nail in the coffin of Maerdy.”*

### **Specific concerns - Brynnar Jones**

6.9 Attendees in Brynnar Jones felt strongly that there was great potential for the building to be used for alternative purposes and to run extra classes. Some of the suggestions for additional/alternative uses included:

- Bingo
- Flower arranging
- Needle work/crafts
- Baby crèche
- Welsh classes
- Coffee mornings
- Speed dating for the over 70’s
- Armchair aerobics = sports and leisure links
- Rent the rooms out
- Would be interested in computer classes as they do not know how to use them, they commented that everything seems to be done online these days

### **Specific concerns - Nazareth House**

6.10 Attendees in Nazareth House voiced specific concerns over the promotion of the current centre and felt that this was having an impact on the number of people who attended. They believed that improved awareness of the centre and what is on offer would encourage more people to attend.

Some comments included:

*“Promote more to the over 50s”*

*“Centre is not well publicised- people don’t know it’s there”*

*“Council should put more effort into putting things on. Cannot expect people to run these themselves”*

*“Try and promote the facilities more widely. People have got the wrong impression that the place is just for old people”*

### **Specific concerns – Gilfach Goch**

- 6.11 The location and geography of the surrounding area was a strong theme in the event attended at Gilfach Goch. People felt that there would be a significant impact to the local area if the centre were to close due to there being no alternatives and issues with local transport.

Some comments included:

*“One way in and one way out, the geography is unique here and provides the case to retain a day centre in Gilfach Goch.”*

*“Any alternative would involve a bus ride that can take 50 minutes to Porth, with 2 stops.”*

*“The centre covers more than Gilfach.... Evanstown, Pontyclun, Porthcawl.”*

**Aurfron Roberts**  
**The County Borough Councillor for the Gilfach Goch Ward**  
**Cynghorydd Bwrdeistref Sirol Ward Y Gilfach-Goch**

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## **APPENDIX II**

Mr Paul Mee  
Director, Public Health, Protection & Community Services  
Ty Elai  
Dinas Isaf Industrial Estate  
Williamstown  
Tonypandy  
CF40 1NY

Dear Mr Mee,

### **Re: Closure of Gilfach Goch Day Centre**

I would like my comments to be included in the Council's consultation process as follows:-

The Day Centre is well used by the community of Gilfach Goch and is the focal point for community activities. If the Day Centre was to close it would rip the heart out of my community.

The Day Centre is used by the Council during the Elections as a Polling Station. It is not only used by the local community but by residents from surrounding areas for many different programmes, clubs and activities. It has disabled facilities and disabled access.

I fear the closure of the Day Centre in Gilfach Goch will have a detrimental impact on the residents of Gilfach Goch,

Yours sincerely

County Borough Councillor A. Roberts

## EQUALITY IMPACT ASSESSMENT FORM

**Please ensure that you refer to the 'Equality Impact Assessment Guidance' when completing this form. If you would like further assistance please contact the Equality & Diversity Team.**

### Details

Name of initiative to be assessed: The Future of Community Day Centres

Name of responsible officer: Paul Mee

Group/Directorate: Community & Children's Services

Service Area: Public Health, Protection & Community Services

Date: 9<sup>th</sup> April 2019

**a) What are you assessing for impact?**

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal	Information/ Position statement
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

**b) Please name and describe below:**

The Council currently has four remaining open access Community Day Centres in the County Borough. These provide daily hot meals and a programme of activities for people over 50 years of age. These are open from Monday to Friday from 10:00 a.m to 4:00 p.m.

The average number of meals provided per day varies from one centre to another and ranges from, on average 11 meals per day (Teifi House, Maerdy) to 34 per day (Gilfach Goch). Numbers of meals provided are low and either declining slowly each year or remaining static. The net subsidy per meal ranges from £7.03 (Gilfach Goch) to £20.96 (Teifi House, Maerdy) and the cost to the Council is gradually increasing as usage remains low or static and costs increase. The costs to the Council in calculating the net subsidy per meal are inclusive of all direct costs; employees, premises, supplies & services and management. There is limited scope to make further efficiencies in respect of these costs.

There is a programme of activities held at Teifi House, Alec Jones, Brynna Jones (one afternoon each week) and Gilfach Goch although these programmes are generally quite limited. There are no activities held at Nazareth House in Williamstown. The Council has learning disability satellite services based at both Brynna Jones and Gilfach Goch Day centres.

The Local Authority does not have a statutory duty to provide a Day Centre service with subsidised meals and activities for people over the age of 50. there is limited demographic data on the service users due to the open access nature of the provision.

## EQUALITY IMPACT ASSESSMENT FORM

The repair and maintenance requirements for each building have been assessed by Corporate Estates and it is estimated that over the next five years repair requirements of all four buildings would cost the Council approximately £500k. The estimated repair costs for each building are all significant; the greatest cost being in respect of Nazareth House, Williamstown estimated at approximately £165k and Teifi House, Maerdy, estimated at £193k.

The Council has undertaken a six week focussed consultation with service users and the local communities on the future of the remaining four Community Day Centres, exploring opportunities for alternative service delivery models either through the developing Community Hub model where appropriate or through existing third sector organisations located in the communities concerned.

- c) Is the delivery of this initiative affected by legislation or other drivers such as codes of practice?  
If so, please identify what and how**

The Council has no statutory duty to provide open access community day centres. The Council must continuously review and challenge its service delivery to ensure it is costs effective, remains fit for purpose and is meeting the council's commitment to deliver the best possible services for our communities.

The Well-being of Future Generations (Wales) Act 2015 places an emphasis on the principle of sustainable development. This proposal makes a direct contribution to the seven national well-being goals, in particular a prosperous Wales, a resilient Wales, a healthier Wales and a Wales of cohesive communities. Making better, more cost effective use of our community assets and reinvesting resources in new or remodelled, fit for purpose buildings will enable services to be sustainable in the longer term.

The development of community hubs are identified as strategic priorities in the following plans and projects:

Cwm Taf Well-being Plan 2018- 2023 - the Public Service Board's aim to promote safe, confident, strong and thriving communities improving the well-being of residents and visitors and building on our community assets can be achieved through the development of community hubs. The proposed hub at Mountain Ash can help to reduce loneliness and social isolation by creating a town centre venue where a wide range of activities and events can be facilitated and a programme developed in partnership with all of its users.

## EQUALITY IMPACT ASSESSMENT FORM

The Cwm Taf Regional Plan 2018-2023 - This five year plan sets out how the Cwm Taf Social Services and Well-being Partnership Board will respond to the findings of the Population Needs Assessment completed in 2017.

Evidence gathered from talking to people for the Population Assessment demonstrated that the following are important to the wellbeing of people with care and support needs:

- Making connections with others
- Access to Information and advice
- Organisations working better together
- Stopping problems before they start or get worse

The needs of vulnerable people and families can sometimes escalate into statutory services because there are limited opportunities available for people to seek help earlier. Good practice research has identified that strong community based initiatives are effective in providing low level support options and these are usually available from a community hub or open access facility.

It is intended that the proposal to create Community Hubs in up to ten town centres across the County Borough will provide wellbeing opportunities for those who are most vulnerable in the community as well as providing a wider range of activities for our communities.

Our Valleys, Our Future - this plan's priorities for ensuring better public services includes an action to use existing, and create new, community hubs as well as a range of actions that will improve the health and well-being of communities.

**d) Does the initiative directly affect service users, employees or the wider community?**

Yes   
No

Continue assessment

No need to continue screening or carry out an EqIA

## EQUALITY IMPACT ASSESSMENT FORM

Screening/Relevance Test: Is an equality impact assessment required?

Screening is used to decide whether the initiative you are responsible for has a high or medium impact on any of the protected groups and will require a full EqIA.

Please provide details of the possible impact your proposal may have on the following groups, this may not necessarily be negative, but may impact on a group with a particular characteristic in a specific way.

You should also identify whether this constitutes a high, medium or low impact.

Please refer to Equality Impact Assessment Guidelines for further information.

Protected Characteristic	Impact
Age	High. Overall there is a disproportionately higher risk of impact on adults aged over 50 and they have shared their specific anxieties around the proposed changes to existing services. In particular older customers of the Day Centres who attended the consultation events and completed the customer surveys expressed concerns regarding the potential impact on their well-being. Some Day Centre users indicated that they would be unable to access alternative provision if the day centres were closed. See mitigations in the full Equality Impact assessment below for how this will be addressed.
Disability	Medium. There are potentially negative and positive impacts on people with disabilities. Two of the centres currently have satellite bases for learning disability services and should the day centres be closed the clients would need to be relocated elsewhere.  The existing day centres also have varying degrees of accessibility to people with disabilities.
Gender Reassignment	Neutral - there is no evidence to suggest that an impact is likely.
Marriage and Civil Partnership	Neutral - there is no evidence to suggest that an impact is likely.
Pregnancy and Maternity	Neutral - there is no evidence to suggest that an impact is likely.
Race	Neutral - there is no evidence to suggest that an impact is likely.
Religion or Belief	Neutral - there is no evidence to suggest that an impact is likely.

## EQUALITY IMPACT ASSESSMENT FORM

Sex	Neutral - there is no evidence to suggest that an impact is likely.
Sexual Orientation	Neutral - there is no evidence to suggest that an impact is likely.
<b>Other Characteristics</b>	
Welsh Language	Low positive - access to additional training rooms at Community Hubs will facilitate the delivery of Welsh language classes or other community learning classes in the medium of Welsh if there is a demand for these locally.
Carers	Neutral - any decision to relocate service for learning disability clients would be in full consultation with carers and the individual. Alternative provision would be identified.
Armed Forces Community	Positive - access to additional meeting rooms at Community Hubs will enable Veteran advice services to be delivered at the venues.

**If after completing the EqIA screening/relevance test, you determine that this service/function/policy/project is not relevant for an EqIA you must provide adequate explanation below. (Please use additional pages if necessary).**

**Are you happy that you have sufficient evidence to justify your decision?**

Yes  No

Signed: Paul Mee  
Community Services

Position: Director - Public Health, Protection &  
Date: 09/04/2019

**N.B. If the initial screening process has identified actual or potential high or medium negative impact on a particular group or groups then you MUST carry out a full EqIA.**

Approved by Head of Service or Director

Signed: Gio Isingrini  
Services

Position: Group Director - Community & Children  
Date: 10/04/2019

**Full Equality Impact Assessment**

## EQUALITY IMPACT ASSESSMENT FORM

You should use the information gathered at the screening stage to assist you in identifying possible negative/adverse impact and clearly identify which groups are affected.

In terms of any disproportionate/negative/adverse impact that the proposal may have on a protected group, what steps (if any) could be taken to reduce that impact for each group identified. Attach a separate action plan if necessary.

### Age

Concerns were raised by Day Centre users about potential changes to the meals provision specifically the possible loss of 'cooked dinners'. There was also a concern that the activities supported at the day centres would be lost.

Some service users indicated that they would not be able to access alternative provision due to transport/mobility barriers and that this would lead to social isolation and loneliness.

When St George's Day centre closed in 2018, the service users were signposted to Gilfach Goch. These service users may be affected by any further changes.

#### Actions to address the issues:

Relevant Council Officers will continue to engage with customers about the current proposals to allay their anxieties. Ways in which a hot meal can be accessed elsewhere will be explored to address the concerns of Day Centre users.

In order to address anxieties relating to the loss of Day Centre activities, continued engagement will take place with relevant stakeholders and customers to develop an agreed programme of activities provided either at nearby third sector facilities, public libraries or at the newly developed Community Hubs that will meet the needs of the majority of service users.

In relation to service users that were displaced from Tonyrefail, a small number now use Gilfach Goch instead, but all are able to travel independently and make use of a number of facilities across the County Borough.

Service users over 60 would be eligible for bus passes and the Community Hub developments are located in town centres with good transport links.

### Disability

A concern for service users is the potential impact on clients of learning disability services at both Brynnar Jones and Gilfach Goch day centres should they close. Care would be necessary to minimise any distress to service users should they need to be re-located to other facilities to receive ongoing support. Learning disability service users access a range of opportunities within their wider community. The satellite base is a small part of the service provision overall. Alternatives to the day centres would be identified.

## EQUALITY IMPACT ASSESSMENT FORM

If a decision is made to close the day centres a full consultation with learning disability clients and their families would be undertaken regarding alternative provision. The aim would be to ensure the individual remained within their existing locality with minimal impact on travelling distances. The majority of individuals are supported with contracted travel by the Council.

Legislation stipulates that provision should be made for car parking spaces for Blue Badge holders wherever conventional parking spaces are provided. According to 'Inclusive Mobility' where 'the provision of designated parking spaces close to a building is not possible, a setting down point for disabled passengers should be provided on firm and level ground close to the principal entrance to the building.' These requirements will be an important consideration in the development of the Community Hubs.

If ways of reducing the impact have been identified but are not possible, please explain why they are not possible.

Should the four remaining day centres be closed, every effort will be made to provide alternative provision either through the new Community Hubs/Neighbourhood Networks and to signpost service users accordingly. However it may not be possible to identify alternative provision that suits the needs and expectations of all service users in every location.

### **Evidence Sources**

(i) Give details of any data or research that has led to your reasoning above, in particular, the sources used for establishing the demographics of service users.

Service usage and financial data held with Adult Services was used to ascertain service level and activity data for the Day Centres and the cost to the Council. Demographic data was collected throughout the consultation exercise.

(ii) Give details of how you have engaged with service users on the proposals and steps taken to avoid any disproportionate impact on a protected group and how you have used any feedback to influence your decision.

A consultation exercise ran for a period of six weeks from the 21st January 2019 to the 4th March 2019. The consultation exercise involved eight drop in events; two held at each of the four day centres. An online survey was created and placed on the Council's website. Consultation events took place on the following dates:

Teifi House - 30<sup>th</sup> January & 8<sup>th</sup> February 2019

Brynnar Jones - 6<sup>th</sup> February & 22<sup>nd</sup> February 2019

Nazareth House - 13<sup>th</sup> February & 1<sup>st</sup> March

Gilfach Goch - 15<sup>th</sup> February & 27<sup>th</sup> February

Full details of the consultation are provided in the Consultation Report produced by the Consultation team.

Key feedback from the consultation were as follows:

## EQUALITY IMPACT ASSESSMENT FORM

In total, 331 responses were received to the consultation survey. The drop in sessions at each day centre were also well attended by service users and in some instances residents of the local communities.

89.4% of the respondents to the survey attend one of the four days centres.

82.7% of the respondents said that the main reason for using the day centres was to meet friends and socialise.

17.4% of respondents said they would access alternative community facilities if the day centres were not available.

Respondents identified a number of potential adverse impacts should the centres close: difficulty in travelling further; no alternatives nearby; social isolation; loss of hot meals and a loss of activities.

Concern was also expressed on the potential impact any closure would have on learning disability services provided at both Brynnar Jones and Gilfach Goch day centres.

When asked for suggestions to improve the centres or alternative proposals, respondents suggested more promotion; broadening the use of the facilities, including intergenerational uses.

A petition was received in support of Gilfach Goch Day Centre with 488 signatures. A letter from Councillor

Are you satisfied that the engagement process complies with the requirements of the Statutory Equality Duties?

Yes

No

**Decision Log** - detail how Elected Members and Senior Managers have been involved in the decision process (give dates of key meetings and decisions made).

Cabinet decision to initiate a consultation process on the future of the community day centres - 21<sup>st</sup> November 2018

### Review

**Date of Next Review:**

**If review is not required, explain why:**

**Completed by:**

Paul Mee

**Signature:**

**Job Title:**

Director - Public Health, Protection & Community Services

## EQUALITY IMPACT ASSESSMENT FORM

<b>Date:</b>	9 <sup>th</sup> April 2019
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**This assessment must be approved by an appropriate Head of Service or Director**

<b>Approved by:</b>	Gio Isingrini
<b>Signature:</b>	
<b>Job Title:</b>	Group Director, Community & Children Services
<b>Approval date:</b>	10 <sup>th</sup> April 2019

**Please return a copy to:**

Equality & Diversity Team  
The Pavilions  
Cambrian Park  
Clydach Vale  
CF40 2XX

Email: [equality@rctcbc.gov.uk](mailto:equality@rctcbc.gov.uk)