



Better Lives in our Communities: Have your say on proposed changes to Adult Social Care day and overnight respite services

Open date: 15 October 2024

Close date: 7 January 2025

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Overview

We want to hear your views on proposed changes to our Adult Social Care day opportunities and overnight respite service, often referred to as ‘Short Breaks’.

We want adults with care and support needs to access high quality day opportunities and overnight respite services so that they can live well and independently as part of their communities. Our [Better Lives Strategy](#) sets out our overall vision and approach to supporting adults to live well and live better lives.

We currently have seven council-run and owned Adult Social Care day centres. One of the centres (Seeleys House) also has an overnight respite unit. The council-run centres currently support 128 adults and the budget for the centres is £3.4 million.

Our current service model is not sustainable. Our council-run day centre buildings are underused, some are in poor condition, and the service is not providing value for money.

We know that there is a demand for more community support from younger adults with care and support needs and, whilst needed for adults with the most complex needs, an overall reduced demand for traditional building-based services.

Buckinghamshire Council must save a total of £95.3 million over the next three years, with £41.3 million to be saved in the current financial year (2024/25). At

the same time, Adult Social Care costs are rising with increased demand. Adult Social Care must make savings of £14.4 million by April 2026. The Short Breaks service must save £700,000. Without changing how services are delivered this will not be possible.

[Cabinet agreed on 8 October 2024](#) to consult on proposed changes to our Adult Social Care day opportunities and overnight respite service.

How demand for the council-run service has changed

Our council-run day centres are highly valued and provide a social environment, increase independence and provide respite to carers. However, our council-run day opportunities and overnight respite services have changed over recent years.

In 2020 there were 330 people accessing the short breaks service and now there are 128. This is a 61% decline in attendance.

The reduction in people using the service is because of several reasons:

- Adult Social Care increasing community-based external services
- providers of residential and supported living improving their day activities so that people don't need to travel to a separate day centre to access support
- a trend in people wanting more personal choice and community-focused services

As a result, our council-run day centre buildings are underused making the current way of delivering the service unsustainable.

Options for change

We have considered three main options for change:

1. **Option 1:** Do nothing/keep all seven council owned day centres
2. **Option 2:** Combine council day centres with more external services
(preferred option)
3. **Option 3:** Close all council day centres and provide external services only

We have considered each option against the following key factors:

- **quality** – to provide high quality services and facilities
- **sustainability** – to deliver our long-term vision for the service, as well as meet future needs
- **value for money** – the cost-effectiveness of the service delivery options

Our preferred option (option 2)

We want to improve our council-run service so that we can provide the best specialist support for adults with complex needs, and increase external services.

To achieve this, we are proposing our council day opportunities service is run from three specialist day centres instead of seven. The three specialist council-run day centres we are proposing to run the service from are:

- Aylesbury Opportunity Centre
- Chesham Short Breaks Centre
- Spring Valley Day Centre in High Wycombe

We would invest in the three specialist centres to improve the buildings and provide high quality environments and facilities. The investment would help us create a sustainable service going forward, by providing the services young people with care and support needs require.

We would also look to strengthen community outreach, including supported employment for adults with learning disabilities, with increased externally-run services.

This would mean no longer delivering adult social care services, including overnight respite care, from the following sites:

- Buckingham Day Centre
- Burnham Day Centre
- Hillcrest Day Centre in High Wycombe
- Seeleys House Short Breaks Centre in Beaconsfield

The type of services currently provided at the above four sites would continue to be delivered from different locations. This might be at council-run or provider-run day centre, shared lives or through a direct payment offer.

Adults currently accessing overnight respite at Seeleys House would be offered suitable alternative placements with local providers.

We know each person's needs are different. Whilst the way in which services are delivered would change, we would continue to meet each person's needs. Social workers would work with individuals and families to discuss how best to meet care and support needs and minimise the impact of any change.

We want to hear from people who use the service, their families and carers, staff, community groups, and our partners and providers.

Related documents and links

Before you respond to this activity, please have a look at the following documents and links at [buckinghamshire.gov.uk/better-lives-in-our-communities](https://www.buckinghamshire.gov.uk/better-lives-in-our-communities)

- Proposal summary for Adult Social Care day opportunities and overnight respite
- Easy Read proposal and survey for Adult Social Care day opportunities and overnight respite
- Day opportunities and overnight respite – Report to Cabinet October 2024 and Appendix 1

Events

We are holding a number of events during the consultation period.

People who use the council-run service and their families and carers, as well as staff, have been contacted directly with details of events.

Providers of day opportunities and overnight respite services will be contacted directly with details for an online event.

We are also holding an online public meeting on Tuesday 19 November at 6pm. Please book using Eventbrite at [buckinghamshire.gov.uk/better-lives-in-our-communities](https://www.buckinghamshire.gov.uk/better-lives-in-our-communities) and send any questions ahead of the event to betterlivesinourcommunities@buckinghamshire.gov.uk

How to have your say

You can tell us your views in one of the following ways:

- complete the online survey at [buckinghamshire.gov.uk/better-lives-in-our-communities](https://www.buckinghamshire.gov.uk/better-lives-in-our-communities)
- complete, and return, a printed version of the survey
- complete, and return, an Easy Read version of the survey
- email us at betterlivesinourcommunities@buckinghamshire.gov.uk
- write to us at Better Lives in our Communities consultation, Adult Social Care Transformation, Buckinghamshire Council, Walton Street Offices, Walton Street, Aylesbury, HP20 1UA.

If you have any questions about this activity, or require this information in another format or language, please email us at betterlivesinourcommunities@buckinghamshire.gov.uk or phone us on 01296 387904 to request a call-back.

Please tell us your views by 11:59pm on Tuesday 7 January 2025.

What happens next

We will consider all of the responses we receive.

We anticipate that Cabinet will make a decision on the proposed changes outlined in this consultation in June 2025. Any changes to how we deliver day opportunities and overnight respite services, if agreed, will be implemented after this decision and phased to ensure that every adult supported has the right suitable care in place to meet their needs.

Privacy

We will use the information you provide here only for this activity. We will store the information securely in line with data protection laws and will not share or publish any personal details. Survey responses will be analysed using Microsoft products including Copilot, Excel and Word. For more information about data and privacy, please see our [Privacy Policy](#).

If you have questions about data and privacy, please email us on dataprotection@buckinghamshire.gov.uk or write to our Data Protection Officer at Buckinghamshire Council, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF.

Better Lives in our Communities – Printed survey

Our vision for day opportunities

- 1. To what extent do you agree or disagree with our preferred option (option 2) which is to deliver the council-run day opportunities service from three specialist day centres instead of seven, and increase external-run day opportunities?**

Please tick (✓) one option

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 I don't know

Please tell us the reasons for your answer:

- 2. To what extent do you agree or disagree with investing in improvements to centres we are proposing to keep open?**

Some examples of the types of improvements are:

- Aylesbury Opportunity Centre – upgrade the kitchen facilities, lighting and garden
- Chesham Short Breaks Centre – redecorate and install a new lift
- Spring Valley Day Centre – redecorate, upgrade lighting and toilets, replace windows and repair the roof

Please tick (✓) one option

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 I don't know

Please tell us the reasons for your answer:

- 3. If there are any other improvements you would like to see at the day centres we are proposing to keep open (Aylesbury Opportunity Centre, Chesham Short Breaks Centre or Spring Valley Day Centre), please tell us the improvements below.**

Aylesbury Opportunity Centre:

Chesham Short Breaks Centre:

Spring Valley Day Centre:

- 4. What support in the community do you think should be available for adults with care and support needs?**

Our vision for overnight respite

5. **To what extent do you agree or disagree with our proposal to increase external overnight respite services and no longer deliver services at the council-run overnight service at Seeley's House?**

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

Please tell us the reasons for your answer:

Other comments

6. **If you have any other suggestions on how to improve day opportunities and overnight respite services in Buckinghamshire, or think there is anything else we need to consider when developing our proposal, please tell us here:**

If your suggestion relates to a specific day centre, please include the name of the day centre in your answer.

About you

We will use the information you provide here only for the purpose of this activity. We will store the information securely in line with data protection laws and will not share or publish any personal details.

7. Do you, or someone you care for, currently access support through the Buckinghamshire Council-run day opportunities and/or overnight respite service?

If you, or someone you care for, access support through one of our providers or organise support through a direct payment, select 'No'.

Please tick (✓) one option

- Yes (go to question 8)
- No (go to question 9)

8. Which of the following do you, or the person you care for, attend?

Please tick (✓) all that apply

- Aylesbury Opportunity Centre
- Buckingham Day Centre
- Burnham Day Centre
- Chesham Short Breaks Centre
- Hillcrest Day Centre (High Wycombe)
- Seeleys House Day Centre (Beaconsfield)
- Seeleys House Overnight Respite (Beaconsfield)
- Spring Valley Day Centre (High Wycombe)

About you

9. Which of the following describe you?

Please tick (✓) all that apply

- I access day opportunities and/or overnight respite services in Buckinghamshire
- I am a family member or care for someone that accesses day opportunities or overnight respite services in Buckinghamshire
- I work at an Adult Social Care council-run day centre in Buckinghamshire
- I represent or work for an external provider of Adult Social Care services in Buckinghamshire

- I represent or work for the health service in Buckinghamshire (e.g. ICB, NHS)
- I live in Buckinghamshire
- I work in Buckinghamshire
- I study in Buckinghamshire
- I represent or own a business in Buckinghamshire
- I represent a community or voluntary group in Buckinghamshire
- I am an elected representative in Buckinghamshire
- I represent a Parish / Town Council or Town Committee in Buckinghamshire
- I work for Buckinghamshire Council (but not at an Adult Social Care council-run day centre)
- I represent or work for another Local Authority
- Other (please give details below):

10. How did you find out about this consultation?

Please tick (✓) all that apply

- Letter
- Staff briefing
- Local media (newspaper, radio, TV, website or newsfeed)
- Social media (Facebook, Twitter/X, Instagram, Nextdoor or LinkedIn)
- Buckinghamshire Council website or Your Voice Bucks website
- Email or newsletter from Buckinghamshire Council
- Buckinghamshire Council staff or other professionals
- Through working at Buckinghamshire Council
- Poster or leaflet
- Friend or family member
- Local community or special interest group
- Councillor, town/parish council or community board
- Other (please give details below):

11. Are you responding as an individual or on behalf of an organisation (e.g. a business or a voluntary group)?

Please tick (✓) one option

- As an individual (go to question 13)
- On behalf of an organisation

On behalf of an organisation

12. Please provide the following details:

Name of organisation:

Your job title:

End of survey if responding on behalf of an organisation

More about you

We want to hear from as many people as possible to understand the views and needs across Buckinghamshire. The following questions help us see if the communities we serve have had the opportunity to be heard through this activity.

All questions are optional. You can skip any questions you do not wish to answer.

13. What is your postcode?

We want to understand the views of people living in different areas. You don't have to provide your postcode, but it helps us plan and make considered decisions.

14. What is your age?

Why we ask this: We want to understand the experiences and views of different age groups.

Please tick (✓) one option

- Under 16
- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- Over 85
- Prefer not to say

15. Do you consider yourself to have a disability / disabilities, impairment(s) or long term health condition(s)?

Why we ask this: We want to understand the experiences and views of disabled people, people with impairments and people with long term health conditions.

Please tick (✓) all that apply

- Disability / disabilities
- Impairment(s)
- Long term health condition(s)
- No
- Prefer not to say

16. Are you:

Why we ask this: We want to understand the experiences and views of different sexes.

Please tick (✓) one option

- Female
- Male
- Prefer not to say

17. How would you describe your ethnicity?

Why we ask this: We want to understand the experiences and views of different ethnicities.

Please tick (✓) one option

- Asian - British
- Asian - Bangladeshi
- Asian - Chinese
- Asian - Indian
- Asian - Pakistani
- Any other Asian background - Please give details below
- Black - African
- Black - British
- Black - Caribbean
- Any other Black, African or Caribbean background - Please give details below
- Mixed or multiple ethnic groups - White and Asian
- Mixed or multiple ethnic groups - White and Black African
- Mixed or multiple ethnic groups - White and Black British
- Mixed or multiple ethnic groups - White and Black Caribbean
- Mixed or multiple ethnic groups - Mixed or Multiple Ethnic backgrounds British
- Any other Mixed or Multiple ethnic background - Please give details below
- White - English, Welsh, Scottish, Northern Irish or British
- White - Irish
- White - Gypsy or English traveller
- White - Irish Traveller
- White - European
- Any other White background - Please give details below
- Other ethnic group - Arab
- Other ethnic group - Arab British
- Other ethnic group - Please give details below
- Prefer not to say

Please give other details here:

End of the survey

Thank you for taking the time to complete this survey.

Please return your completed survey by 11:59pm on Tuesday 7 January 2025.

You can:

- email it to betterlivesinourcommunities@buckinghamshire.gov.uk
- post it to Better Lives in our Communities consultation, Adult Social Care Transformation, Buckinghamshire Council, Walton Street Offices, Walton Street, Aylesbury, HP20 1UA.