

Festival for Older People



6th October 2016
The Rufus Centre, Flitwick, Bedfordshire



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Foreword

The Festival for Older People is facilitated and delivered by Healthwatch Central Bedfordshire (HWCB), in partnership with Central Bedfordshire Council (CBC), Aragon Housing Association's Resident Involvement Group (ROAR), South Essex Partnership Trust (SEPT) and Flitwick Town Council as a local initiative to complement the Government's national campaign, 'Full of Life', designed to celebrate the life of older people and the contribution they make to society.

The Festival for Older People is an annual event held in Central Bedfordshire in October, to coincide with International Older Peoples Day. The theme for this years Festival was '*Taking a stand against ageism*'.

The Festival attracts a large audience from across Bedfordshire. Exhibitors are invited to attend and display literature and materials designed to offer advice, information, guidance and support to older people living locally.

This year's exhibitors included representatives from different services within the Council, Aragon Housing Association, South Essex Partnership Trust and Flitwick Town Council, who provided a wealth of information about Social Care, Leisure and Culture, Trading Standards, Public Health, Housing and Accommodation and Community Services. Many other organisations joined us to exhibit offering support to older people including Bedfordshire Clinical Commissioning Group, Age UK, Carers in Beds, Sight Concern and The Royal British Legion. A full list of exhibitors can be found on Page 9.



Many local volunteers kindly gave their support to the Festival and were a great help on the day. Volunteers guided visitors to various rooms to view many different stands, offering information about exhibitors and the entertainment programme. They also handed out information about the event at reception including the programme for the day, helped to serve refreshments throughout the day, and encouraged visitors to complete feedback about the event.



Summary



The 2016 Festival for Older People was held on Thursday, 6th October at The Rufus Centre, Flitwick, in Central Bedfordshire.

A poster advertising the event was designed and widely distributed across Central Bedfordshire utilising HWCB's website and distribution lists, local Newspapers, Newsletters and magazines including regional websites, social media, community and social venues. Communications at Central Bedfordshire Council also publicised the event via internal messages, press release and social media.

Due to the positive feedback received from both visitors and exhibitors in 2015, The Rufus Centre was chosen again as the venue for the Festival. Over 40 organisations and service providers exhibited at the Festival and an excellent footfall was achieved with over 300 visitors attending.

In response to feedback from last years Festival, this year we organised a 'Wellbeing Room' for visitors to have their blood pressure taken, receive a relaxing massage and also a manicure.

A Healthwatch Central Bedfordshire volunteer, Christine Shepperd, introduced the event with a well informed talk on the theme for this years Festival; 'Taking a stand against ageism'. Following Christine's excellent speech, she introduced our celebrity guest, Amy Robins, who formally opened the Festival. Amy delivered a delightful opening speech and made reference to the subject of ageism, explaining how she felt connected to Christine's words as she had experienced 'ageism' in her role as an actor.

Our resident compere, Richard Compton, introduced the entertainment programme which included gentle armchair exercises presented by Jeff Beck from Purple Trust, Memories through music presented by Mary, a taster session on 'Mindfulness' delivered by Michelle Audouard a local resident, and a Healthwatch Central Bedfordshire older volunteer who displayed her belly dancing skills.

Light refreshments were provided throughout the day and transport to the event, utilising Central Bedfordshire Councils transport service, was arranged for the disabled and the more vulnerable residents of Central Bedfordshire, to encourage a wider audience.



Christine Shepperd
HWCB Volunteer



Bluebird Care, who are resident at The Rufus Centre, kindly agreed to open their doors to Festival visitors and also provided refreshments whilst offering information and advice about their home care service.



Summary (continued)

Catering students from Central Bedfordshire College, 'Mealtime' at Wrest Park and a HWCB Volunteer supplied a wide range of cakes, scones and pastries for sale by donation. All money donated was in aid of Macmillan Cancer Support. Over £207 was raised in support of Macmillan on the day.

In addition to many information stands, local craft stalls were also invited to exhibit. This included African jewellery, Helen's Handmade Treasures and Flitwick Town Council who displayed jams and knitted goods.

A blood pressure monitor was kindly loaned to HWCB by Highlands Surgery in Flitwick and this year a Healthcare Assistant from Flitwick Surgery was also on hand to undertake blood pressure checks. The monitor proved extremely popular; over 65 visitors took advantage of a blood pressure check.

Visitors were also invited to take part in a topical quiz and a Treasure Hunt. Prizes for the winners were kindly donated by Waitrose in Ampthill, Tesco in Dunstable, Morrison's in Houghton Regis and the Olde Mill at Barton.



Amy Robins
Guest celebrity



Summary (continued)



'Voting Balls'

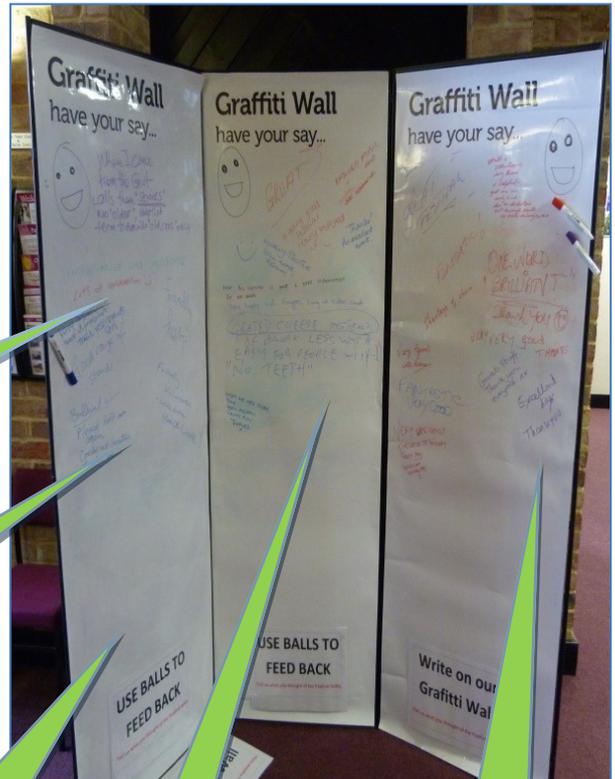
All visitors were encouraged to provide feedback about their visit to the Festival by completing an evaluation form or via the Graffiti Wall and Voting Balls. A copy of the Evaluation Form for visitors can be found at Appendix B.

Visitors were given a choice of answers to the main question asked; *'What did you enjoy most about today's event?'* using the voting balls. Choices given were: 'Music and Entertainment', 'Assistance from Staff and Volunteers', 'Information and Advice stands', 'Refreshments', 'Craft Stands' and 'Venue and Location'.

Results of all feedback received from visitors can be found on pages 11 to 14.

Exhibitors at the Festival were also sent an Evaluation Form after the event and their responses are detailed on pages 15 -17. A copy of the exhibitors Evaluation Form can be found at Appendix A.

Feedback from the event will be used to inform future Festivals to ensure continued success and best practice.



'Graffiti Wall'

'Staff and volunteers were really helpful and supportive'

Friendly volunteers, well done Healthwatch!

One word – 'BRILLIANT!' Thank you

Wish we had more time very helpful, great fun!

Good information for older people

Festival Sponsors



In addition to funding support from Central Bedfordshire Council, HWCB approached other key organisations to support the Festival for Older People 2016. The following organisations very kindly offered to sponsor the event and provide welcome additional funding:

- ◆ Aragon HA Resident Involvement Group (ROAR)
- ◆ Flitwick Town Council
- ◆ South Essex Partnership Trust (SEPT)



Flitwick Town Council



This year's Festival was also supported through the purchase of exhibition space by statutory organisations and Voluntary and Community Groups, in addition to stands that had been identified by the planning group that would be of interest to visitors, such as hand-made crafts, handmade jewellery and other local healthcare representatives.

Securing sponsorship for the event enables free entry to the Festival for all visitors. Our sponsors are vital to the sustainability and continued success of the Festival and Healthwatch Central Bedfordshire are very grateful for their support.





The Festival in numbers

Number of Visitors	324
Number of Volunteers	16
Number of HWCB staff	2
Total number of Exhibitors	47
Stalls providing information	41
Other stalls	6
Average visitors to each stall	72
Lunch served to visitors	225
Number of Entertainers	7





Festival Exhibitors

- ◆ SEPT Nutrition & Dietetics - Food First
- ◆ South Essex Partnership University NHS Foundation Trust
- ◆ Voluntary & Community Action - Timebanking
- ◆ CBC Direct Payments / Social Services
- ◆ SOVA (CBC Safeguarding team)
- ◆ CBC Libraries & Leisure Services
- ◆ CBC Trading Standards/Community Safety/Domestic Abuse/Streetwatch
- ◆ Tessa Jordon (Jewellery)
- ◆ POhWER
- ◆ Older Peoples Network
- ◆ Helen's Handmade Treasures
- ◆ SSAFA (Beds Branch)
- ◆ ROAR (Aragon Residents Association)
- ◆ Alzheimer's Society
- ◆ Carers in Bedfordshire
- ◆ Age UK Bedford
- ◆ Tollers Solicitors LLP
- ◆ University of the 3rd Age (U3A)
- ◆ Disability Resource Centre
- ◆ Flitwick Town Council
- ◆ Wiltshire Farm Foods
- ◆ Oddfellows
- ◆ CBC Public Health / Stop Smoking Service
- ◆ Bedfordshire Clinical Commissioning Group
- ◆ Central Bedfordshire Council Lifeline
- ◆ Central Bedfordshire Council Housing Solutions Scheme
- ◆ Gentle Touch Healing
- ◆ Sight Concern Bedfordshire
- ◆ Guide Dogs for the Blind
- ◆ CBC - STAG
- ◆ CBC - MANOP
- ◆ Volunteer Centre, Bedford
- ◆ Aragon Housing Association
- ◆ Royal British Legion
- ◆ Multiple Sclerosis Society
- ◆ Bedfordshire Rural Communities Charity (BRCC)



Entertainment



Richard Compton - our Festival compere, providing music and commentary to keep our audiences smiling and singing along.

Christine Sheppard - Healthwatch Central Bedfordshire's valued volunteer who delivered a speech on the theme for the Festival, 'Taking a Stand Against Ageism', a subject Christine is very passionate about.

Amy Robins - joined us for the first time in 2016. Amy, is a well known actor from stage and television. Amy lives in Central Bedfordshire and was very happy to join us to support our Festival. Amy made reference to Christine's talk on Ageism and gave examples of where she has encountered these issues in her working life.

Marie O'Rouke - delivered her project 'Memories Through Music'. Mary, with her guitar, provides singalong songs from various decades to encourage those living with memory problems to join in. This was a very popular set and many joined in the singing with smiles and laughter.

Eileen Skinner is a favourite at our Festival. Eileen is in her seventies and living proof that dancing and smiling keeps you young. Performing astounding Belly dances and encouraging others to join in always leaves the audience with a smile on their face.



Jeff Beck - from Purple Trust demonstrated various Armchair Exercises that can be undertaken at home. Many people joined in as he explained the benefits of exercise in later life.

Michelle Audouard - a local resident who demonstrated a taster session on Mindfulness which proved to be very popular with all visitors.



Visitors Feedback



All visitors who attended the Festival were given the opportunity to complete an evaluation form about the event to help us improve the delivery, quality and overall outcomes for visitors to future Festivals.

Of the 324 visitors who attended the Festival, 110 completed the evaluation form. A copy of the evaluation form can be found at Appendix B.

The majority of visitors who attended the Festival stated it was one of the best they have attended. A few also indicated that this year's Festival was better than in previous years due to the number of HWCB volunteers on hand to help and a larger variety of non-information stands.

Of the Visitors who completed the Evaluation Form, 39% were male and 61% were female. The age range of visitors included two under 50 and one visitor who was over 100 years old. The 50 - 60 age range included two people, the 60 - 70 age range totalled 36, the 70 - 80 age range was the highest at 51 and the 80 - 90 age range totalled 19. Of these, 26 considered themselves to have a disability whereas 84 did not.

The majority of people travelled to the Festival by car (77%) and a small minority by community bus. The remainder of visitors walked or used local public transport.

A large number of people heard about the Festival through local Newspapers or Newsletters and many people heard via word of mouth. The remainder of visitors heard through a variety of advertising and local radio. As expected, many visitors were from the local area, although other visitors came from the surrounding towns and villages, including Houghton Regis, Woburn Sands and Bedford.

A high percentage of visitors (83%) stated they were able to visit the majority of stands at the Festival with a small percentage (17%) who said they could not. Reasons cited related to navigating their way through the many visitors who attended. 93% of visitors found the information they wanted with a very small percentage (7%) who, due to transport issues, were unable to visit all the stands. Suggestions for future information stands included advice on 'ageing well', 'weight loss' and 'life style choices'.

Visitors found the stallholders to be welcoming and friendly with good knowledge of their organisation and its services. Negative comments included '*staff busy on mobile phones instead of engaging with the public*' and '*staff restricting their movements to their stands rather than interacting with visitors in other areas*'.

Additional information received is as follows:

	Excellent	Good	Satisfactory	Poor
Guest Speaker, Christine Shepperd	77	24	9	0
Celebrity Guest, Amy Robins	83	22	5	0
Richard Compton	81	23	6	0
Refreshments	92	18	0	0
Venue	74	29	7	0
Car Parking	89	21	0	0
Helpfulness of Support Staff	101	9	0	0
Entertainment	84	20	6	0

Visitors Feedback (continued)



A large majority of visitors, who completed the Evaluation Form, stated they would like to be invited to attend the Festival next year (98%) with a very small minority indicating they would not (2%).

Visitors also gave additional comments relating to what they enjoyed the most about the Festival this year and their suggestions for additional stall-holders next year, as follows:

- ◆ Perhaps more information for older carers of people in their 90s. I found it hard to access all the help that might be available when my mother was alive and would have been glad of one central point to go to.
- ◆ Speakers at lunch time would get a bigger audience.
- ◆ Very happy with everything; would suggest you include some 'Weight loss' stalls.
- ◆ Lots of information in one place; Gives information which you do not realise is there to help.
- ◆ Enjoyment of meeting up with like minded people.
- ◆ Lots of things to look at in one place.
- ◆ I am an older Carer and was glad I spoke to the lady from Carers in Beds who gave me lots of useful information.
- ◆ Every stall holder was friendly and helpful.
- ◆ Virtually everything was covered this year. Many thanks for the invite.
- ◆ Try to get some other groups - not all Bedford based. Podiatry services for Beds and Luton town only. Nothing mentioned for Pottton area.
- ◆ Everyone so friendly and helpful.
- ◆ Could you please grate the cheese as it is easier to eat grated. But all very good.
- ◆ Quite interesting and I enjoyed it.
- ◆ I was a stall holder and had 26 referrals.
- ◆ The experience is so good; they work very hard trying to help us old coffin dodgers in specialist needs.
- ◆ I think this is the best event all year, thoroughly enjoy coming.
- ◆ Lots of information in one place - really good idea!
- ◆ I picked up a lot of useful information about services I didn't know existed. I can pass that information on to my friends who weren't able to come today.
- ◆ I was looking for a social group to join and talked to lots of different people who made me feel very welcome.
- ◆ I was interested in information about housing options and spoke to a lovely lady from Aragon Housing - really helpful!
- ◆ I need a bit of extra help at home and found the Age UK stand very helpful.
- ◆ The entertainment was great, really enjoyed singing along with my friends.
- ◆ I was impressed with the food offered at lunchtime and the cakes were wonderful.
- ◆ I picked up lots of useful leaflets and gadgets to help me at home.
- ◆ I would like to be invited along next year.
- ◆ Very well organised event, there should be more events like this for older people in Bedfordshire.
- ◆ Very crowded but well worth coming along.
- ◆ I like the fact there is something for everyone and lots going on.

Visitors Feedback (continued)



Additional feedback about the event received from visitors to the Festival was gained via the Graffiti Wall and the Voting Balls. All visitors to the event were encouraged to write on the Graffiti Wall, to reflect their experience of the Festival this year.

The majority of visitors found the Festival very informative and enjoyable.

The list below includes general comments and some constructive suggestions for improvement for future Festivals:

- ◆ *Great*
- ◆ *Enjoyed music, enjoyed food, very informative*
- ◆ *A really good festival, really enjoyed it*
- ◆ *Thanks! - An excellent event.*
- ◆ *Lovely people - will come again!*
- ◆ *Wow! This festival is good + good information for old people.*
- ◆ *Very happy with Aragon - living at Hutton Court.*
- ◆ *Wish we had more time. Very helpful. Great fun. Thanks.*
- ◆ *Great Festival*
- ◆ *Staff & Volunteers very helpful, got me an early lunch due to diabetes.*
- ◆ *Fantastic!*
- ◆ *One Word - 'Brilliant' thank you.*
- ◆ *Very, very good. Thank you.*
- ◆ *Very good - well done!*
- ◆ *Fantastic, very good.*
- ◆ *Very, very good. Everyone so friendly (recycled teenagers!)*
- ◆ *Great stuff! Thank you everyone! xx*
- ◆ *Excellent day, thank you.*
- ◆ *Helpful advice and guidance.*
- ◆ *Lots of information.*
- ◆ *Friendly help.*
- ◆ *Very interesting and informative, thank you!*
- ◆ *Good range of stands.*
- ◆ *Friendly volunteers - well done Healthwatch!*
- ◆ *Brilliant! Please hold again. Convenient location, friendly advice.*
- ◆ *Where I come from, the Government calls them 'Seniors' - no 'older' keep that term to describe 'old cars' only.*
- ◆ *Not enough seats.in main dining area.*
- ◆ *Shortage of chairs.*
- ◆ *Grated cheese instead of block - less waste - easy for people with "No Teeth"*

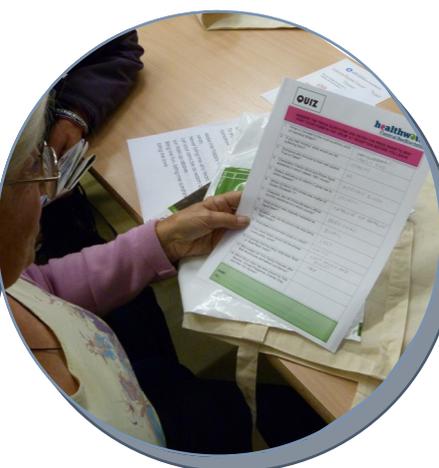


Visitors Feedback - comments



In addition to comments written on the Graffiti Wall, staff also recorded verbal comments from visitors and exhibitors as follows:

- ◆ *“I can’t believe I don’t have to pay for my lunch and drinks. Where else can you get this sort of thing nowadays?”*
- ◆ *“This is the best Festival I have been to. So much information and lovely cakes!”*
- ◆ *“So professionally organised”*
- ◆ *“Sometimes it is great to be old! This has been really good”.*



The Voting Balls gave visitors the opportunity to vote for the part of the Festival they enjoyed the most. The overarching question was ‘What did you enjoy the most about today?’ Of the 324 visitors to the Festival, results from each choice of answer given were shown as follows:

Information and Advice Stands	88
Music and Entertainment	42
Assistance from Staff and Volunteers	89
Craft Stands	26
Venue and Location	36
Refreshments (lunch and drinks)	38

Interestingly, the majority of visitors to the Festival voted for ‘Information and Advice Stands’ and ‘Assistance from staff and volunteers’ as the part of the Festival that they enjoyed the most with ‘Music and Entertainment’ as the third most popular. Surprisingly the least popular stands were the craft stalls.

Exhibitor Feedback



Each organisation, community group or individual stand holder who exhibited at the Festival was sent an Evaluation Form after the event to gain their feedback about the Festival. This helps us to continue to improve the delivery, quality and overall outcomes, for exhibitors and visitors to future events. Of the 47 exhibitors, 25 evaluation forms were completed and returned.

We received some very positive comments from exhibitors who were impressed with the footfall and visitors to their stands. We also received some useful suggestions to improve the planning and organisation of the event which will be taken into consideration for the Festival for Older People in 2017.

A summary of comments received is as follows:

1. What went well for you during the event?

The majority of exhibitors who responded felt that the event had been a good vehicle for engaging with the public and offering information and advice about their service. There was also a number of comments regarding useful networking with other organisations

2. What did not go so well for you during the event?

Comments were received concerning the smaller rooms in particular; it was felt that these rooms were too busy and difficult to move around in and a few exhibitors mentioned that they thought the rooms were too far away from the main hall and could easily be missed by visitors. However the majority of exhibitors stated that '*all went well*' or '*no complaints*'.

3. How many people visited your stand?

The number of people visiting each stand varied. They ranged from 20 to over a 100. A few exhibitors engaged with the visitors and took them to their stands, whilst others remained at their own stand throughout the day.

4. Did you have enough room on and around your stand?

There was a mixed result to this question. Those exhibitors in the smaller rooms felt that there was not enough room for visitors with walkers and wheelchairs to move around freely. Some exhibitors felt restricted as they felt they did not have enough space to put up their banners.

5. Was the positioning of your stand suitable for your requirements?

The majority of exhibitors answered 'Yes' to this question, although some of those in the smaller rooms would have preferred to have been in the main hall.

6. Were you able to give out sufficient literature/information about your organisation?

All respondents answered 'Yes' to this question

Exhibitor Feedback- continued



7. Did the event meet your expectations / was it a good investment of your time?

The majority of respondents answered ‘Yes’ to this question; comments included *‘it was better than I expected because of the large number of people that I spoke to’*. However, three exhibitors did not feel it met their expectations stating *‘Unsure, not so well attended as other/previous events’*. Two respondents, who answered ‘No’ stated that they were disappointed by the number of visitors to their stand and that they *‘would prefer to be in the main hall to be able to see more people’*.

8 / 9 / 10. Please rate the organisation, venue and overall assessment of the event:

	Poor	Good	Satisfactory	Excellent
Organisation of the event	0	2	0	23
Choice of venue	0	5	2	18
Overall assessment of the event	0	2	2	21

Those who answered ‘Satisfactory’ concerning the choice of venue indicated it could be improved. One respondent who rated the overall assessment as ‘Satisfactory’ felt that the stands were too spread out around the building and that some stands may be missed. Another felt that they did not make valuable contact with guests but they did with other stall holders.

11. How do you think we might improve the Festival for the future?

We received some very positive comments relating to the venue; those in the large hall were pleased to have been invited but some in the smaller rooms felt they didn’t have enough room and would like to be put in the large hall for future Festivals. A large number of exhibitors praised the organisation of the Festival, including the lunch, and did not offer any suggestions for improvement.

Additional comments received from those who completed the Evaluation Form are listed on page 17.

12. Would you like to be invited to attend the Festival in 2017?

All respondents circled ‘Yes’ for this question.

Exhibitor Feedback- continued

Additional comments received from exhibitors are listed below:

- ◆ We were able to engage with a wide variety of people from across Central Bedfordshire.
- ◆ If the smaller rooms are full it can put people off coming into them.
- ◆ We met a lot of people we could help and also network with different charities.
- ◆ We were able to network with a variety of people from individuals to other companies. It also allowed us to understand our target audience by meeting many different individuals who would benefit from our services. It was great fun, and a fantastic atmosphere, and we look forward to taking part again next year.
- ◆ Fantastic event. My colleague and I enjoyed it and we look forward to attending again next year.
- ◆ It was well attended and members of the public showed a lot of interest in our display.
- ◆ The Festival went really well.
- ◆ Definitely a worthwhile event, love being part of the process.
- ◆ Although the venue is useful for many reasons I don't think it is the best due to corridor and other rooms being mixed in with other offices, plus the dining area was far too small for people, plus the number of walkers and wheelchairs. It would be good to see various other stalls and people attending.
- ◆ Not so well-attended as other/previous events.
- ◆ The venue is quite spread out and some stands could easily be missed if they are away from the main hall.
- ◆ Would like to see more people but that might help in the main hall.
- ◆ Nice event, calm and good vibes.
- ◆ Thanks for organising.
- ◆ It had a good atmosphere but those who came by bus did not get long enough as the buses left when the first person was ready to go.
- ◆ Good access, plenty of engagement with public, good positioning with appropriate colleagues.
- ◆ I had been told that this would be a good event to attend. The event probably exceeded any expectations because it was so well organised.
- ◆ Last year the event was really good and we had lots of visitors to our stand. I was disappointed with the number of visitors this year. There seemed to be more people in the afternoon last year.
- ◆ A very successful event, a very good atmosphere and very well organised. Good opening speeches, lovely lunch. Thank you.
- ◆ It was better than I expected because of the large number of people that I spoke to. I was not expecting a celebrity to open the event.
- ◆ Please include our email addresses in your circulation list.
- ◆ Managed to speak to lots of people and give advice and support on diabetic foot health and podiatry services, also made contacts to roll out training and contribute to a local magazine.
- ◆ Met loads of people and networked with colleagues, excellent event!
- ◆ Gave out most of my literature and shared information with all visitors to the stand. Will definitely come again next year.
- ◆ Very good event, always a pleasure to come to such a well organised and popular event.

Thank you



Healthwatch Central Bedfordshire would like to give special thanks to all visitors to the Festival, our sponsors, (listed previously), the catering students of Central Bedfordshire College, Mealtime Catering Services (Wrest Park), Christine Sheppard (HWCB Volunteer), and to Amy Robins, local resident celebrity, for opening the event.

Special thanks also go to Diane Hughes of Flitwick Town Council and their staff for their help and support on the day of the Festival and for their assistance planning the event. Additional thanks also go to the staff of the Rufus Centre for the setting up in each room in readiness for the event plus Susan Palmer and her catering staff.

In addition, our grateful thanks goes to all of the volunteers who supported the event and helped out on the day. Without volunteers, giving up their valuable time, this event would not have been possible or as successful. All volunteers have been listed below and we hope they will continue to support Healthwatch Central Bedfordshire in 2017 to enable more local residents to benefit from events such as these.

Finally, the Festival for Older People would not have been possible without the help and support of the Festival Planning Group which included staff from Central Bedfordshire Council, Aragon Housing Association and its residents group, ROAR and members of HWCB

Dave Simpson
Linda Grant

HWCB Director
HWCB Director

Michael Hyde
Leanne Fitzsimons
Nicola King
Nicola Kidby
Christine Sheppard
Linda Harrison
Dennis Fensome
Stefanie Lillie
David DeButts
Brian Scott

HWCB Volunteer
HWCB Volunteer

Chris Mountcastle
Mick Hills
Claudette Livan
Brian Leach

Aragon HA Volunteer
Aragon HA Volunteer
Aragon HA Volunteer
Aragon HA Volunteer





About Healthwatch Central Bedfordshire

Healthwatch Central Bedfordshire is the local consumer champion promoting choice and influencing the provision of high quality health, social care and well being services for all across Central Bedfordshire.

Healthwatch Central Bedfordshire (HWCB) has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

HWCB engages and consults with all sections of the local population so that a wide cross section of views are heard, understood and acted upon. Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience.

Healthwatch Central Bedfordshire is one of three local Healthwatch in the County of Bedfordshire and we all belong to a network of local Healthwatch.

Healthwatch England leads, supports and guides the Healthwatch network which is made up of the national body and local Healthwatch across each of the 152 local authority areas in England.

Healthwatch is the only body looking solely at people's experience across all health and social care. As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.



Ray from Gentle Touch Healing

Festival for Older People 2016

Thank you for taking part in this year’s Festival for Older People held on 6th October 2016 at The Rufus Centre, Flitwick. We would be very interested to hear from your organisation, about the event, to help us to continue to improve the delivery, quality and overall outcomes for you and visitors to the Festival. Please take a few minutes to complete the following questionnaire.

About you (the stand-holder):

Name: Organisation:

Email: Tel:

1. What went well for you during the event? e.g., easy access, position of table, lunch provision, visitors to stand, etc. (please give details)

.....
.....

2. What did not go so well for you during the event? e.g., noise level, parking, unloading, environment, etc. (please give details)

.....
.....

3. How many people visited your stand?

(approx.)

4 Did you have enough room on and around your stand? (please circle)

YES

NO

5. Was the positioning of your stand suitable for your requirements? (please circle)

YES

NO

6. Were you able to give out sufficient literature/information about your organisation?
(please circle)

YES

NO

If not, why was this?

.....

7. Did you feel the Festival was a good investment of your time/Met your Expectations?
(please circle)

YES

NO

Please give details to support your answer:

.....

.....

8. Please rate the organisation of the event? (please circle)

Poor

Good

Satisfactory

Excellent

9. Please rate the choice of venue? (please circle)

Poor

Good

Satisfactory

Excellent

10. What is your overall assessment of the event? (please circle)

Poor

Good

Satisfactory

Excellent

11. What suggestions can you give us to improve the Festival for the future?

.....

12. Would you like to be invited to attend the Festival in 2017? (please circle)

YES

NO

Please leave any additional comments here:

.....
.....
.....

Thank you very much for completing the Evaluation form. Please email the completed form to susan.george@healthwatch-centralbedfordshire.org.uk or send by post to:

**Susan George, Healthwatch Central Bedfordshire,
Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR**

Festival for Older People 2016**Evaluation Form**

Thank you for attending the Festival for Older People held on Thursday 6th October 2016 at The Rufus Centre, Flitwick. We would be very interested to hear from you about the event to help us improve the delivery, quality and overall outcomes, for you and other visitors to the Festival. Please take just a few minutes to give us your feedback by completing this short questionnaire.

About You:**1. Are you Male or Female?**

Male

Female

2. How old are you? (Please tick)

Under 50

50-60

60-70

70-80

80-90

Over 100

3. Do you consider yourself to have a disability?

YES

NO

4. How did you travel to the Festival?

Car

Community Bus (arranged for you)

Train

Bus (local transport)

Walk

Other (please state)

5. How did you hear about the Festival? (Please tick)

- | | |
|---|---|
| <input type="checkbox"/> Local Newspaper/Newsletter | <input type="checkbox"/> Library / GP Surgery |
| <input type="checkbox"/> Local Radio | <input type="checkbox"/> Word of Mouth |
| <input type="checkbox"/> The Poster | <input type="checkbox"/> Local Supermarket |
| <input type="checkbox"/> Other | (Please state) |

6. Where did you travel from to attend the Festival?

.....

The Stands:

7. (a) Were you able to visit the majority of stands at the Festival?

- YES NO

(b) If not, why was this?

8. Did you find the information you wanted?

- YES NO

9. Was there anything you were looking for that was not available at the Festival?

.....

10. Were the stall holders: (tick all that apply)

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Welcoming | <input type="checkbox"/> Not very helpful or friendly |
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Knowledgeable |

Refreshments & Entertainment:

Please rate the following: (tick all that apply)

				
	EXCELLENT	GOOD	SATISFACTORY	POOR
Guest Speaker, Christine Shepperd				
Celebrity Guest Opener				
Richard Compton – Music				
Refreshments				
Venue				
Car Parking				
Helpfulness of support staff				
Entertainment				

11. Would you like to attend the Festival in 2017? (Please tick)

YES

NO

12. Please tell us what you liked most about the Festival?

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Any additional comments or suggested stall holders for next year?

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Thank you very much for completing this feedback form.

**Please post your completed forms in the Healthwatch Central Bedfordshire
'Drum' on reception:**

Or you can send your completed forms to

**Susan George, Healthwatch Central Bedfordshire,
Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR**