

Central  
Bedfordshire

**great**  
services



# **A Local Account of Adult Care Services in Central Bedfordshire 2015-17**

**Central Bedfordshire Council's Annual Report**

**A great place to live and work.**

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# Foreword



## A message from Cllr Carole Hegley, Executive Member Social Care and Housing

Welcome to our report on the performance of adult social care in Central Bedfordshire. As well as reporting on our past achievements, we are also looking ahead at the challenges that face us. In recent years we have seen the introduction of the Care Act which marks the biggest change in social care legislation in over 60 years. It aims to simplify and improve existing legislation for adult social care in England.

Our focus for the future is on achieving value for money and driving up the quality of services for our residents at the same time as we are being asked to make unprecedented financial savings. In addition to the budget pressures, the population of older people is growing and the complexities of people's needs are increasing. The role of the community and the voluntary sector will be vital in helping to build a resilient community where we all work together to help support our most vulnerable adults.

I am committed to keeping our residents informed – both about how we have performed as well as our aspirations for the future.

# Introduction and welcome



Welcome to the 2015-17 Local Account. Each council produces its own local account so that local people know what we have done in the past year, how much it cost, what challenges we face to improve services and what our plans and priorities are for the future. There continue to be big challenges ahead in adult social care, and we are changing the way in which we deliver our services so we can continue to offer quality care and value for money.

We have an excellent track record in delivering innovative and value for money services, having already achieved a great deal in previous years. We have transformed our services, increasing the focus on helping people remain in their own home and promoting their independence and resilience. People who need adult social care support and their carers are now able to make real choices about the ways in which they are supported as they benefit from improved access to services for excluded and disadvantaged groups. We have focused on improving quality, involving service users, carers and professionals in the redesign of existing services and the development of new services.

We would like to thank everyone – from those who use our services and their carers, to colleagues and partners in the community – for their continued commitment and enthusiasm, and contributions they have made to improving health, care and wellbeing for the people of Central Bedfordshire. Together, we have been creating effective opportunities for our residents to engage with, and influence, the council.

We hope that you find the information in this local account useful and interesting and would ask you to send us your comments and feedback to help us improve the Local Account for next year.

# 1. THE NATIONAL PICTURE

During the past two years there have been significant changes in the world of adult social care brought about by changes in legislation:

- Implementation of the Care Act 2014.
- Implementation of the Better Care Fund Programme.
- Development of the Sustainability and Transformation Programme (STP)

There continue to be big challenges ahead in adult social care which means we will be changing the way we deliver our services so we can continue to offer quality care and value for money in the future.

## The Care Act & Better Care Fund Plan

In April 2015, the **Care Act 2014** replaced most previous legislation regarding carers and people being cared for. The Care Act outlines how a local authority should determine who is eligible for support and the way in which the council should carry out assessments for carers and customers, focusing on people's outcomes and their physical and emotional wellbeing with a greater emphasis on prevention. It also includes how a council should charge for residential care and community care.

The Care Act 2014 is mainly for adults in need of care and support, and their adult carers. It also relates to the transition of children in need of care and support, parent carers of children in need of care and support, and young carers, recognising the move from Children's legislation to that of Adults.

The **Better Care Fund Programme** is a joint plan between Central Bedfordshire Council and local health services to improve the way in which adult social care and local health services work together, focusing initially on older people and people with long term health conditions. Our plan sets out our shared vision for health and social care in Central Bedfordshire and its objectives include developing integrated outcomes across health and social care to improve outcomes for people and deliver better value for money.

Further information relating to our Better Care Fund Plan is contained later in this document.

## The Sustainability and Transformation Programme

There are 44 Sustainability and Transformation Programmes across the country, responsible for the development and implementation of Sustainability and Transformation Plans (STP's), which look at how health and social care services within the NHS can work more closely together to provide affordable, high quality services for their local communities built around the needs of local population. Central Bedfordshire is part of the BLMK STP, alongside Bedford Borough, Luton and Milton Keynes.

The recently published BLMK STP Public Summary document sets out a vision for the future of health and social care in BLMK and outlines ideas for responding to the challenges ahead. The Summary sets out the key priorities that the team working on the BLMK STP have identified, and gives background information on STPs and the BLMK area. It also outlines how the process will move forward and sets a commitment to involve everyone with an interest in health and social care services, including those who use them and those who work within them, to further develop plans and proposals for the future of local services. The summary forms the basis of STPs, which will show how services will evolve and can become sustainable over the next five years.

## 2. CENTRAL BEDFORDSHIRE COUNCIL'S SOCIAL CARE AND HOUSING SERVICE VISION AND PRIORITIES

### Our Vision and Priorities

Our vision is to ensure that the residents of Central Bedfordshire will live their own lives, enjoy good health, be safe, independent and play a full and active part in the community.

#### To deliver this we set the following priorities:

- Increase the use of reablement services to help customers regain their confidence and skills to remain independent following periods of ill-health or disability.
- Increase the usage of Direct Payments and Personal Budgets, to ensure that people are receiving the appropriate care, in the way they want it.
- Continue to shape and develop our workforce to deliver a more person centred approach to services.
- Strengthen the monitoring of services from suppliers of social care services to ensure improvement in quality and value for money, especially to those in residential care.
- Work more closely with all partners to improve services and peoples experience of care and support services.
- Continue to improve the service to help keep people safe.
- Determining and delivering the Councils' housing offer.

### Our Values

Our values describe the type of Council we want to be and the principles that will guide us in achieving our vision and priorities for the residents of Central Bedfordshire:

- **respect and empowerment** – we will treat people as individuals who matter to us
- **stewardship and efficiency** – we will make the best use of the resources available to us
- **results focused** – we will focus on delivering the outcomes that make a tangible difference to people's lives; and
- **collaboration** – we will work closely with our colleagues, partners and customers to deliver on these outcomes.

## The Local Picture

Central Bedfordshire is a predominantly rural area; the number of residents is set to increase to 297,400 between 2016 and 2021, a 7% rise. A particular challenge will be the increase of older residents, with the number of over 65s rising by 14% over the same period to 55,200, and the proportion of over-85s increasing by 18% to 6,700.

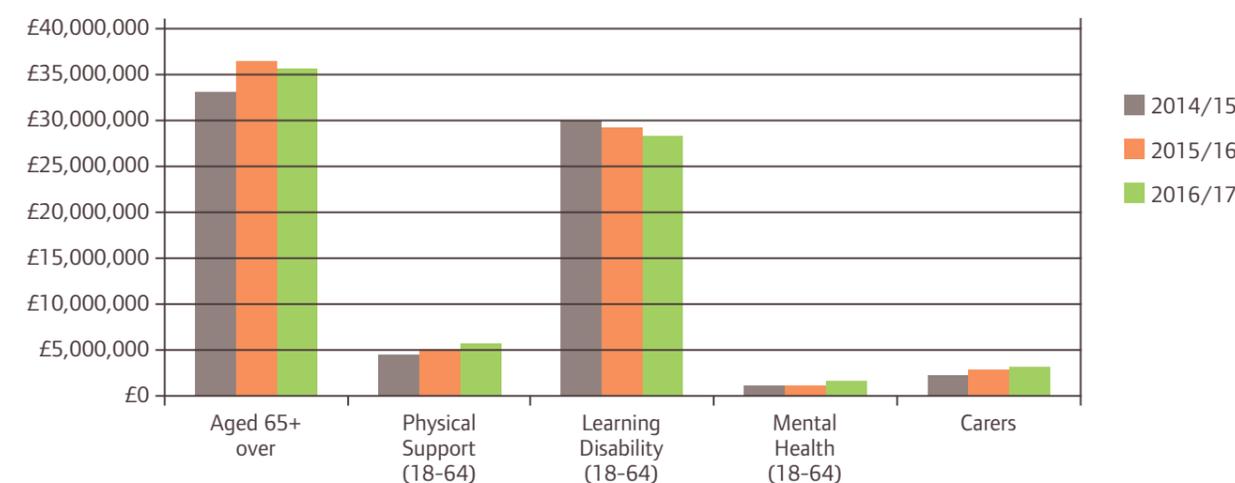
Description	2016	2017	2018	2019	2020	2021
Aged 18-64	169,700	170,500	172,200	173,900	175,400	176,900
Aged 65+	48,500	49,800	51,100	52,500	55,200	55,200
Aged 75+	20,600	21,000	21,900	23,000	24,900	24,900
Aged 85+	5,700	5,800	5,900	6,100	6,400	6,700
<b>CBC population</b>	<b>278,900</b>	<b>281,300</b>	<b>285,400</b>	<b>289,400</b>	<b>293,400</b>	<b>297,400</b>

Sources: Office for National Statistics, Mid Year Estimate of Population, 2016 and Sub National Population Projections, 2014.

## 3. HOW MUCH DO WE SPEND?

The tables below show how we spend the Councils' money, and across which customer groups:

	Total spent on adult social care
2014/15	£71,500,000
2015/16	£73,714,000
2016/17	£73,197,000



## 4. WHAT HAVE WE ACHIEVED?

### Adult social care in numbers

The number of people supported by Adult Social Care is detailed below:

Description	2014-15	2015-16	2016-17
Customers aged 65+ who received residential care support (throughout the year)	756	728	701
Customers aged 65+ who received nursing care (throughout the year)	366	286	296
Number of people using long term community support	3,421	3,121	2,613
Number of carers receiving assessment or review & a specific carer's service, or advice and information (year to date)	1,446	1,806	1,443
Number of customers receiving personal budgets, rolling 12 months	1,403	1,645	2,109
Number of carers receiving personal budgets, rolling 12 months	202	291	357
Number of customers receiving direct payments, rolling 12 months	902	693	454
Number of carers receiving direct payments, rolling 12 months	764	814	689
Percentage of adults with a learning disability in settled accommodation	71%	77%	76%
Percentage of adults with a learning disability in paid employment	5%	9.5%	8.5%
Number of adults with a learning disability in voluntary work	8.8%	10.4%	11.8%

We are aware of the reduction in numbers of both customers and their carers who took up Direct Payments and we are working to understand this change.

### Your feedback:

You told us that telling you how we spend our money and how we are performing gives a good explanation of how the council works

### Adult Social Care Survey 2015-16\*

The following table shows how you felt we were doing.

Definition	Central Bedfordshire Council	Regional Average		
Proportion of people who use services who feel safe	72%	69%		Better than the regional average
Proportion of people who use services who say that those services have made them feel safe and secure	88%	84%		Better than the regional average
Social care-related quality of life score	19%	19%		On par with the regional average
Percentage of adults using services who are satisfied with the care and support they receive	65%	64%		Better than the regional average
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into re-ablement/rehabilitation services	92%	84%		Better than the regional average

\* Unfortunately the 2016/17 results are not available so we are not certain if we have maintained our above regional performance, or improved it.

### Information, advice and engagement

We understand that people want to access more information through the internet, as well as using the more traditional forms of contact by telephone and face-to-face. Our website offers a wide range of social care information which can be accessed by a variety of entry points, and we have launched a new function called 'Recite Me' which provides translation and audio services, so with a click of a button you can see our website in other languages, or have the text read out to you. To use the function just click on the Audio visual link on the home page of the council website.

Customer Service Centre Advisors deal with all kinds of enquiries including equipment/adaptations, changes to existing support packages and information for those people who fund their own care. As well as information about council services, they can access details of local voluntary groups or services which can help people stay independent or can provide more specialist information. You can call on 0300 300 8303

We understand that people who use our services are the people best placed to tell us what works and what doesn't, and the importance of ensuring our customers, carers and the wider community are involved in any change.



The 'Just Ask' outreach project is funded by the Council and run by Healthwatch Central Bedfordshire, supported by other community based services. The project visits specific venues, with an emphasis on rural areas, to distribute social care, health and housing information. Last year, the Just Ask team visited Biggleswade, Houghton Regis, Shefford, Flitwick, Ampthill, Leighton Buzzard, Dunstable and various other locations across Central Bedfordshire.

	People spoken to via Just Ask
2015	1,396
2016	1,678

## Integration – Working together to support residents of Central Bedfordshire

The Better Care Fund plan describes the shared aim between health and social care to work together to deliver joined up services for people. We aim to work as 'one team', across organisational boundaries to improve the health and care of the local population, ensuring that the right care is offered at the right time, in the right place and by the most appropriate person.

Since the summer of 2014, we have been working with our partners in Community Health, Mental Health, the Bedfordshire Clinical Commissioning Group, and GP's to take this work forward. Care will be coordinated around the full range of an individual's needs with prevention and support for maintaining and maximising independence being of the utmost priority.

### Moving to work in Localities

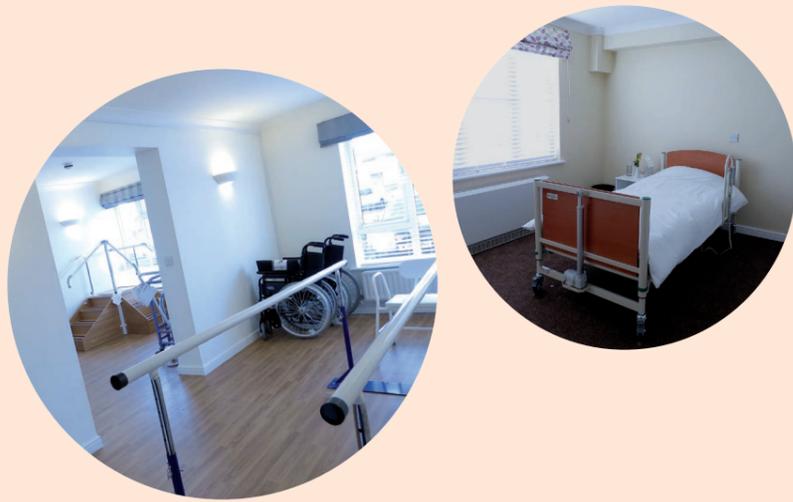
We want to ensure that you have access to good quality, safe, local health and social care across our towns and rural areas. This will be delivered through a 'place based' approach with health and social care teams working collaboratively with community and voluntary groups to empower people to increasingly self-care, improve wellbeing and use their own informal existing support.

**The overarching ambition is to shift the ways in which care and support is provided to residents across the four areas of Central Bedfordshire:**

- Ivel Valley
- West Mid Beds
- Chiltern Vale
- Leighton Linlade

For further information about what is happening in Central Bedfordshire, please visit: <http://www.centralbedfordshire.gov.uk/health-social-care/better-care-fund/developing.aspx>

**Our Better Care Fund Plan sets out the ambition for the development of Locality Hubs incorporating complex care in our four localities across Central Bedfordshire. These Locality Hubs will be focal points for integrated care services to our population, to reduce variations and disparities in health and care experience**



## Prevention and Reablement:

Reablement is about helping people to regain their independence or maintain it for as long as possible. To do this the service helps people to set goals and objectives and customers are supported to meet those goals with the assistance of reablement staff.

From January 2016 the Step Up Step Down service (preventing people being admitted to hospital - Step Up, or supporting discharge from hospital prior to returning home - Step Down) opened in Evergreen in Wingfield Court to support residents in the north of the area of Central Bedfordshire and in particular those in Ampthill, Flitwick and surrounding areas. The Evergreen Service offers 6 rooms plus a small therapy room and galley kitchen, and on site access to physiotherapists and occupational therapists who will encourage and support people to return to independent living at home and improve their personal outcomes.

## Case Study:

Mrs X had been living in a care home for some time due to a hip fracture that could not be operated on due to her frailty, poor health and age concerns. Mrs X was receiving full support with all daily life including needing to use a hoist. When her health improved Mrs X was able to have her operation. She was referred to Evergreen on discharge from the Luton and Dunstable Hospital.

Mrs X was very fearful of walking and falling, she needed support of mobility equipment and 2 members of staff when moving from her bed to a chair. Severe anxiety issues were preventing her from fully engaging in therapy and rehabilitation but time was taken to try to make her feel safe and supported whilst with us at the unit.

Over her time at Evergreen Mrs X became more independent with her personal care and showering, she was able to do her own meal preparation such as making sandwiches with more assistance only needed around cooking. She was able to make all her drinks and able to walk a fairly long distance inside and outside with no staff assistance and only her frame.

Following receipt of support from the Step Up/Down service, Mrs X was able to return to her own home – a house which she had not lived in for a number of years since she fractured her hip. She left Evergreen full of confidence and with a real sense of achievement and pride in her own abilities and accomplishments.

## Rehabilitation and re-ablement in numbers:

Description	2013	2014	2015	2016
New re-ablement customers	897	917	837	561
Percentage of customers leaving re-ablement no longer needed a care package	28.7%	28.3%	32.2%	39.4%
Percentage of customers leaving re-ablement with reduced care package	16.1%	16.0%	13.5%	17.3%

In addition to the Step Up Step Down service we have introduced the Urgent Homecare and Falls Response Service (UHFRS) as an extension to the Council's Reablement Service.

**There are two elements to the service; falls support and urgent homecare:**

## Falls Service:

The purpose of a Falls Service is to provide individual support following a fall. The type of support offered can include:

- Confidence building;
- Provision of guidance and training on the use of equipment (such as a walking frame or bath board, etc);
- Signposting or referral to an appropriate agency for further support, for example, Physiotherapy, Occupational Therapy, Chiropody or Assistive Technology.

## Urgent Homecare:

The purpose of an Urgent Homecare Service is to provide support so people can stay independent at home, usually through help with personal care, including washing, bathing and dressing. Urgent Homecare can be provided for up to 72 hours, depending on the level of care needed, whilst any ongoing care arrangements are put in place.

## Urgent Home Care and Falls Response in numbers:

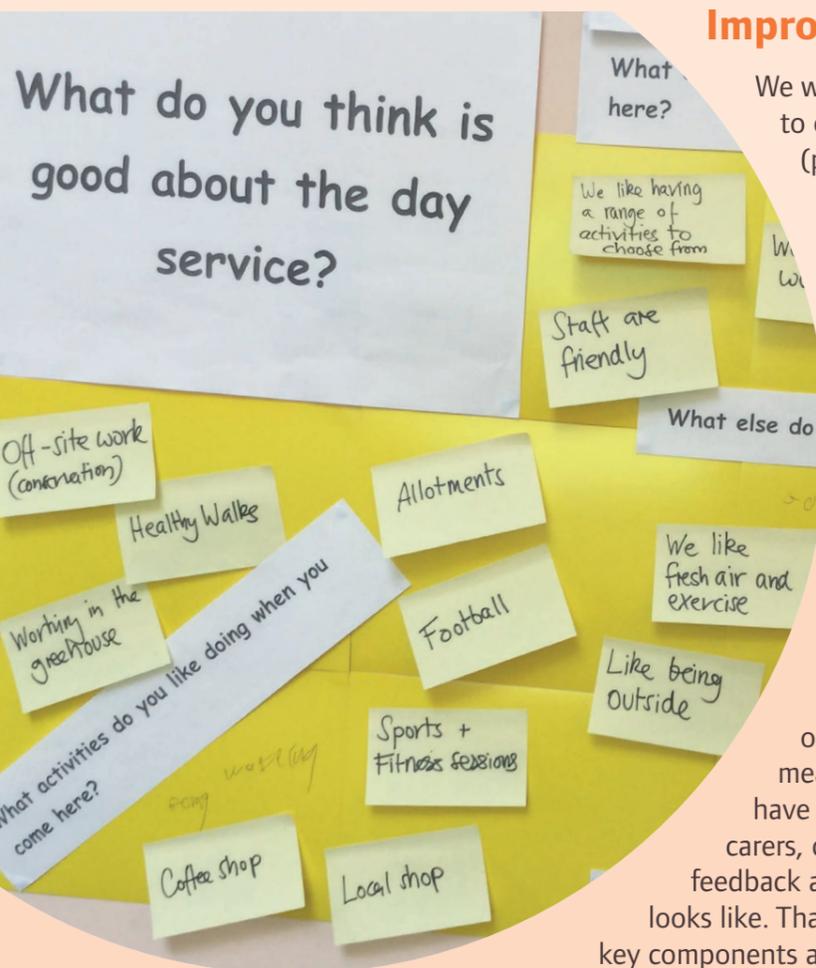
Description	2014-15	2015-16	2016-17
Customers supported by urgent home care	115	110	123*
Customers supported by falls response service	1,200	1,897	1,813
Customers who remained independent at home following falls response intervention	52%	58%	28.4%

\* extrapolated from 72 customers recorded from September 2016 to March 2017

## Peer review – rehabilitation and re-ablement

In October 2016, we took part in the East of England ADASS (Association of Directors of Adult Social Services) Regional Peer Review Programme – each council aims to have a review every three years.

The review team confirmed the current “as-is” state of the service across the organisations, with a focus on offering a good, accessible, consistent experience for the customer regardless of their entry-point. Their recommendations have been collated into a detailed action plan focused on making the service more efficient and effective, through integration and implementation of best practice.



### Improving the Day Offer:

We want to improve the day services available to older people and adults with disabilities (people from the age of 18 with a physical and/or learning disability), and have undertaken a consultation on proposals for a future ‘day offer’.

Traditional day centres have become less popular, with attendance figures reducing over the years and customers saying that a more personalised offer would suit them better. The overall aim of this process is to secure better outcomes for current and future customers whilst delivering better use of council resources.

We have adopted a “co-production” approach to both the strategic design and operational development of this project; this means that since June 2016, the project team have been busy working with customers, family carers, colleagues and external stakeholders to gain feedback and ideas to build up a picture of what good looks like. That feedback was used to develop overarching key components and principles which could be used as a foundation for the future day offer across the area.

A consultation on these principles and standards took place between October 2016 and January 2017. The outcome of that consultation and information about the future of our day opportunities, visit: [www.centralbedfordshire.gov.uk/health-social-care/adults-older-people/day-opportunities/improving-day-offer.aspx](http://www.centralbedfordshire.gov.uk/health-social-care/adults-older-people/day-opportunities/improving-day-offer.aspx)

## Preparing for Adulthood

We recognised that the information and guidance provided to younger people with Special Educational Needs and/or Disabilities (SEND) was not suitable and needed to be reviewed. So throughout 2016 we have reviewed the Preparing for Adulthood branding and information. We have worked closely with a group of Young Researchers (those who have used the services themselves) to redevelop the information to support young people’s journey into adulthood.

We expect that the new documentation will be available in Autumn 2017.

### Your feedback:

“I’ve thoroughly enjoyed working on the Preparing for Adulthood work package so far. I’ve learnt a lot about council schemes when it comes to the transitions process, but also some new personal skills as well. I hope that young people will be more aware of the transitions process as a result of our work.” Liam

## Keeping you safe: Safeguarding our community

We work with our partners to keep people safe as well as protecting the most vulnerable in our communities in Bedford Borough and Central Bedfordshire.

### Safeguarding in numbers

The table below shows the number of people who have been the subject of concerns about their safety, and the number of resulting investigations.

Safeguarding	2015-16	2016-17
Individuals Involved In Safeguarding Concerns	2,118	2,142
Individuals Involved In Section 42* Safeguarding Enquiries	251	351
Individuals Involved In Other Safeguarding Enquiries	395	295

\* Section 42 means that the Council must:

- Make enquiries, or cause others to do so;
- An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

## Case Study:

A safeguarding alert was raised by a manager of the care agency who provided support for Mr X who has memory problems and is cared for by his wife. Mrs X had alleged that a carer took £20 from her husband's wallet, this was not witnessed but it was reported that he had the money when he went to bed and following his shower in the morning it was missing. It was alleged that one particular carer was the only person who may have had the opportunity to take it.

The care agency took immediate action and ensured the named carer worked on double up calls - was paired with another colleague - pending investigation. A search

of the family home did not reveal the cash but equally there was no evidence that the carer had taken it.

Mrs X did not want to make a report to the police however the care agency provided a voucher and an apology to the family, although there was not enough evidence to discipline the carer further. The outcome of the social care safeguarding investigation was inconclusive.

The audit of this case showed a clearly recorded investigation, which flowed well with clear outcomes and recommendations for ongoing care of Mr X.

## Mental Capacity Act (2005) Deprivation of Liberty

### What does it mean?

If a person is stopped from doing the things they want all the time, this is called being **deprived of their liberty**. Sometimes people having treatment or care might be deprived of their liberty to keep them safe. When a care home or hospital needs to stop people from doing something in this way they need to apply for authorisation through Deprivation of Liberty Safeguards (DoLS) from their local council and show they are acting in a person's best interest.

Overall, 195,840 DoLS applications were reported as having been received by councils during 2015-16. This is the most since the DoLS were introduced in 2009.

42% of all those received nationally in the reporting year of 2014-2015 were not signed off by the end of the reporting year.

In Central Bedfordshire Council our performance, although challenges persist, has been significantly better than the national average.



Description	2014-15	2015-16	2016-17
Number of DoLS *Applications received in the reporting year.	665	953	1,302
Number of **Applications completed in the reporting year (of those received in the same period)	459	821	931
Number of ***Applications not signed off in the reporting year (of those received in the same period)	206 (31%)	132 (14%)	371 (28%)

\***Applications received** – The number of requests for standard authorisations received from care homes/hospitals.

\*\***Applications completed** – The number of requests completely processed and a decision is made either to grant or not grant an authorisation (including those that have been withdrawn).

\*\*\***Applications not signed off** – The number of applications received by the council but they had not yet been fully processed or completed in order to make a decision whether to grant them or not.

## Developing Accommodation for Older People: Investment Prospectus

The demand for suitable housing for older people and rising expectations are driving up the quality of both buildings and services. Our older residents have a range of needs, priorities and preferences, and we want them to have a range of high quality accommodation to choose from.

We envision options being available across the range of accommodation types – mainstream housing, specialist housing (with and without care) and residential care and nursing homes, so in July 2016 we launched our Investment Prospectus: 2016 to 2020 at our 'Developing Accommodation for Older People in Central Bedfordshire' conference. The conference hosted people from across the sector who have a keen interest in opportunities to improve the range of housing and accommodation options available to older people in our area. You can download our Investment Prospectus 2016 – 2020 through the following link.

[http://www.centralbedfordshire.gov.uk/housing/independent-living/dev-accom-older-people-bedfordshire.aspx?utm\\_source=website&utm\\_medium=shortcut&utm\\_campaign=opip](http://www.centralbedfordshire.gov.uk/housing/independent-living/dev-accom-older-people-bedfordshire.aspx?utm_source=website&utm_medium=shortcut&utm_campaign=opip)



## Meeting the Accommodation Needs of Older People

Central Bedfordshire Council is investing money and land in affordable housing with care schemes. One example is the investment of £15m in Priory View independent living scheme in Dunstable which was completed in early 2016, and was formally opened by Her Majesty the Queen and His Royal Highness Prince Phillip in April 2017. We see this scheme as the first of many specialist housing developments designed to be suitable for the needs and aspirations of older people.

### Case Study:

#### Priory View resident moved in April 2016

Stella and Don,

“Before we moved into Priory View we lived with our daughter, which was great to help care for Don. When we saw the plans, they looked too good to be true. We moved into Priory View in May 2016. My needs are met by the term independent living, and the ease of getting get out and about, and being able to use my bus pass for the first time.

The care on site is so useful, it’s good to know people are here to support Don if needed.

The café is great to socialise and chat to people. Every day you meet someone new.

There are lots of activities, there’s the bingo and lovely social evenings and exercise classes. It has made such a difference to our lives, they say happiness is a state of mind, your surroundings also help with that. We are so grateful to be here.”



### Case Study:

#### Creasey Park Drive residents moved in February 2016

We are also investing in suitable accommodation for adults with disabilities, and have built four new homes on Creasey Park, a formerly derelict garage site. It is the first council housing built by us in nearly 40 years.

#### A newly married couple finally have a place to call their own.

Dean is a wheelchair user and their bungalow has been specially adapted to make it accessible to him. It means that after six years of living with his parents, he and his new wife Helen, now have their independence.

They said: “After living with Dean’s parents for more than six years it has been brilliant to be able to move into our first home together which we can call our own. We had plenty of say in what it was like so that was great.

“It also means that we will be able to move forward and plan for the future – so, we are thinking about getting a dog and we can also look to start a family, which is something we’ve not been able to do before.”



### Residential Care Homes

We own a number of care homes which currently no longer meet the expectations of customers and regulators in terms of facilities and accommodation. We want the best possible quality of life for all of our residents and are committed to developing and improving accommodation with care for older people.

We have closed two residential care homes, Caddington Hall and Greenacre, as they no longer met the requirements of our customers, and all residents were re-housed in new, modern, residential care homes that had recently opened in the area.

Sites have been identified for the re-provision of two more care homes, and consultation will commence through 2017/18.

## 5. THE FUTURE

Our ambition is for our residents to live their own lives, enjoy good health, be safe, independent and play a full and active part in the community. We are also committed to improving social care outcomes within the constraints of a challenging financial climate. We have already made essential savings and we are working to become even more efficient. We are doing this through reducing paperwork, simplifying processes and cutting red tape, as well as looking at the way we commission services to get better value for you and the council.

Through 2017/18 we aim to continue to deliver the Councils priorities by:

- Further developing locality working
- Progressing plans for integrated health and care hubs
- Implementing the revised customer pathway and reablement/rehabilitation peer review
- Exploring digitisation to ensure self service/management
- Continuing with the reprovision of our Care Homes
- Launching our new Day Service offer for both older people and adults with a learning disability

## 6. YOUR FEEDBACK –

### Have your say on the Local Account

Your views are important to us.

We know that people who use services are best placed to tell us about them, what works, what doesn't and how we can make it better; by continuing to work with our residents we can continue to improve service delivery.

We would like to hear your views about our Local Account 2015-2017 so that we can make improvements to next year's Local Account. Please take a few minutes to fill in this feedback form and return it to: The Service Development Team, Central Bedfordshire Council, Houghton Lodge, Houghton Close, Ampthill, Bedfordshire, MK45 2TG or by email: [Partnershipteam@centralbedfordshire.gov.uk](mailto:Partnershipteam@centralbedfordshire.gov.uk)

Or complete it online at:

<http://www.centralbedfordshire.gov.uk/health-social-care/involved/decisions.aspx>

Thank you!

## 7. USEFUL CONTACTS

Health and Caring **0300 300 8303**  
Emergency Duty Team (out of hours)  
**0300 300 8123**

Safeguarding Vulnerable Adults from  
Abuse Team **0300 300 8122**

Home and Environment **0300 300 8302**

Aragon Housing Association **0300 123 5544**

Care rs in Beds **0300 111 1919**  
Luton and Dunstable Hospital **0845 127 0 127**

Citizens Advice Bureau  
Dunstable: **01582 661384**

Leighton Linlade: **01525 373878**

Mid Bedfordshire: **01525 402742**

### 1) Are you?

- An adult who has received or is receiving social care services in Central Bedfordshire Council
- A carer
- A family friend of someone receiving social care services in Central Bedfordshire Council
- A Central Bedfordshire Council resident
- A provider of adult social care services in Central Bedfordshire
- A member of staff working for Central Bedfordshire Council
- Other

### 2) How useful did you find the Local Account?

- Very useful
- Fairly useful
- Neither
- Not useful

### 3) What would you like to see in the next Local Account?

### 4) Are there any other areas of adult social care you feel we should focus on as a priority?

### 5) Do you have any further comments or suggestions in relation to the Local Account?

### 6) How easy was it to read the Local Account?

- Very easy
- Fairly easy
- Neither easy or difficult
- Difficult
- Very Difficult

### 7) What sort of format would you like to see it?

- Online
- Hard copy
- Easier to read
- Other (please state):

### Your details:

Name

Organisation (if applicable)

Address

Postcode

Contact telephone

Contact email

This information is needed so that we can contact you again for further clarification and to incite you o get involved again at a later date.

- Please tick here if you do not wish to be contacted

### Data Protection Act 1998

Please note that your personal details supplied on this form will be held and/or computerised by Central Bedfordshire Council for the purpose of the Local Account development.

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