

**Best Value Review of Day Centres  
Proposed Improvement Plan**

Approved by Member Reference Group and Day Centre Representatives at meeting on 27 August 2003

**Aim 1: To improve the image of all the Day Centres**

<b>How/ Objective</b>	<b>What's Involved?</b>	<b>Finance/ Resource Impli- cations</b>	<b>Who's responsible ? UDC/DAY CENTRE MC</b>	<b>Improvements expected – How do we know that we have been successful?</b>	<b>Timetable</b>	<b>Links to Quality of Life Themes</b>
Provide all Day Centres with a "Makeover"	Review Cleaning Contract at each Day Centre in consultation with Steward.	None	UDC/DCMC	➤ Better understanding of expectations and standards by DCMC	By July 2004	B, C
	Consider variations to improve standards as necessary	Depends on variation required	UDC/DCMC	➤ Improvements to standards	By January 2005	B, C
	Each DCMC is aware of what is expected from the Cleaning Contractors to enable effective monitoring and reporting to the Steward	None	DCMC	➤ DCMC able to effectively report non-compliance with standards leading to enforcement of contract by the Steward	By January 2005	B.C

Quality of Life Theme: A = Strong Community Leadership, B = More openness through public scrutiny, C = Improve access to services, D = Protect the environment and character of the District, E = Promote tourism and green leisure opportunities, F = Develop better opportunities for young people

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	Consider and, if necessary, accelerate programme of Planned Maintenance to paint internal/ external of the buildings	Discuss with Property Services/ DCMC	UDC/DCMC	<ul style="list-style-type: none"> <li>➤ Increases in usage</li> <li>➤ Improved user satisfaction</li> </ul>	By July 2004	B,C
	Provision of new furniture, as required in each Day Centre	UDC to assist DCMCs with grant applications	DCMC/UDC	<ul style="list-style-type: none"> <li>➤ Increases in usage</li> <li>➤ Improved user satisfaction</li> </ul>	By January 2005	B

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Consider changing the name of the Day Centres	Discuss with each DCMC	Some publicity material implication	DCMC/UDC	➤ Removal of stereotypical image of DCs being aligned with "Social Services" & therefore, just for old people	By January 2005	B
Consider Lowering the Age Limit for users of the Day Centres	Discuss with each DCMC. Requires a change to Constitutions	None	DCMC/UDC	➤ More "young" people utilising DCs ➤ Increased usage/profits ➤ New blood to help DCMC run DCs	By January 2005	A, C
Undertake feasibility study in conjunction with Housing Services & Hanover HA to provide new Day Centre at Vicarage Mead	Liaison with DC Management Committee/Users  Visit to similar concept  Production of report for Member consideration	Unknown at present	UDC/DCMC/ Hanover HA	➤ Provision of new Day Centre ➤ Availability of hot meals 7 days per week ➤ Increased usage of DC	By June 2004	A, B, C

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**Aim 2: To improve the publicity of all Day Centres.**

<b>How</b>	<b>What's Involved?</b>	<b>Finance/ Resource Impli- cations</b>	<b>Who's responsible ? UDC/DAY CENTRE MC</b>	<b>Improvements expected – How do we know that we have been successful?</b>	<b>Timetable</b>	<b>Links to Quality of Life Themes</b>
Have a coordinated and planned approach to advertising the Day Centres	Develop a programmed and coordinated advertising campaign with each DCMC	Unknown	DCMC/UDC	<ul style="list-style-type: none"> <li>➤ Increased use of /income to Day Centres</li> <li>➤ Increased awareness of Day Centres and their services</li> <li>➤ Individual promotions for specific DCs</li> </ul>	By July 2004	A, C
Re-launch the Day Centres	Produce a Promotional Leaflet for each Day Centre  Offer "taster" sessions and "Open Days" of activities available at DCs	Unknown - look to obtain sponsorship from local companies to pay for leaflet	DCMC/UDC	<ul style="list-style-type: none"> <li>➤ Increased use of /income to Day Centres</li> <li>➤ Increased awareness of Day Centres and their services</li> </ul>	By January 2005	A, C

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**Aim 3: To be inclusive and address social exclusion from Day Centres**

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Improve accessibility to each DC for residents	Advertise the Day Centres in hinterland village's magazines	Advert costs	DCMC	<ul style="list-style-type: none"> <li>➤ Increased use by people from outlying villages</li> <li>➤ Increased membership to UCT</li> <li>➤ Increased use of/ income for DCs</li> </ul>	By January 2004	A, C
	Promote availability of UCT to ensure residents aware of service provision	None	UDC/DCMC UCT		By January 2004	A, C
	DCs make local bus timetables available	None	UDC		By January 2004	A, C
	Promote availability of Village Car Schemes	None	DCMC		By January 2004	A, C
Introduce a GP Referral Scheme	Liaison with PCT, GP Practice Managers	Unsure	UDC/DCMC/ PCT	<ul style="list-style-type: none"> <li>➤ Increasing no. of referrals</li> <li>➤ Increased use of /income to DCs</li> </ul>	By January 2005	A, C

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**Aim 4: To revise all Constitutions and Management Agreements to ensure consistency between Day Centres.**

<b>How</b>	<b>What's Involved?</b>	<b>Finance/ Resource Impli- cations</b>	<b>Who's responsible ? UDC/DAY CENTRE MC</b>	<b>Improvements expected – How do we know that we have been successful?</b>	<b>Timetable</b>	<b>Links to Quality of Life Themes</b>
Use SWDC's Constitution as an example of good practice, to review and introduce new Constitutions	Work with each DCMC to review and revise their Constitution but ensure that each DC retains its uniqueness	None	UDC/DCMC	<ul style="list-style-type: none"> <li>➤ All parties having an understanding of and comply to the Constitution</li> <li>➤ External funding is secured through charitable status</li> </ul>	By January 2005	A, B C  A, C
Review & introduce new Management Agreements	Work with each DCMC to clearly define the roles and responsibilities of both DCMC and UDC	Unknown	UDC/DCMC	<ul style="list-style-type: none"> <li>➤ All parties have an understanding of and comply to their various roles and responsibilities</li> <li>➤ Various protocols/policies are established to improve standards and standardise arrangements e.g. contracts, procedures</li> </ul>	By July 2005	A, B, C  A, B, C

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