

**P-04-366 Closure of Aberystwyth Day Centre –
Correspondence from the lead petitioner to the Clerking team,
06.09.2013**

Dear Naomi,

As a Committee we are disappointed with the letter from Bronwen Morgan ref. BM/SAT 12 July 2013.

We feel that there has been a breach of the Welsh Language Act, in the context of the way the Questionnaire responses were carried out.

When communicating with an older generation, especially users of a Day Centre facility, a more natural flow occurs in dialect when spoken in the mother tongue.

Quoting Bronwen Morgan's letter "she was accompanied by a Welsh speaker" - is not equivalent to a qualified translator.

We are led to believe that stakeholders did not receive a Questionnaire in Welsh.

Furthermore, we are led to believe that questions asked in English were not transferred correctly to the Questionnaire.

Stakeholders asked to meet with Sheila Wentworth, but she declined.

Sheila Wentworth's Recommendations, as yet, have not materialized.

Has your Committee had sight of the Overview & Wellbeing Scrutiny Committee's Report, after their visit to the Basement Day Centre?

Many thanks,

Kind regards,

Martin W. Shewring.
Chairperson, Save Park Day Centre.

21.08.2013 – Petitioner to the Clerking team and Ceredigion County Council

Dear Sian,

Pam Ellis has forwarded your email to the "Day Centre Group". I have a comment on the letter from Bronwen Morgan which Pam has asked me to send to you.

Miss Morgan states :-

"I can confirm that, in line with the Council's policy, the questionnaires used during the above review

were sent to service users, carers and ***stakeholders*** in both Welsh and English and I can further confirm that returned questionnaires were received in both languages."

The bold italics highlighting of the word "stakeholders" is mine. To the best of my knowledge and belief, no stakeholders were consulted. I think this is supported by the extract of the "Wentworth Report" printed below :-

"A Questionnaire was sent to all Day Centre service users and another to their carers I invited any Day Centre service user or carer who wished to discuss issues confidentially, to meet with me privately. Only 3 service users requested this and their comments have been incorporated into the Questionnaire responses.

5) Service User and Carer Questionnaires "

I have copied this to Miss Morgan so that she can correct me if I am in error.

Regards

David Kirby

10.09.2013 – Ceredigion County Council to the petitioner and Clerking team

Dear Sir/Madam,

I refer to the e-mail forwarded to you by David and Meg Kirby on 21st August, 2013 and apologise for the delay in forwarding you the following information, due to Officers' annual leave commitments.

When the Authority's Cabinet agreed to the service being transferred to the new location it was agreed that a review should be undertaken into the first year of the service, to consider whether the outcomes for the Day Centre are being achieved from the perspective of users and their carers, staff, care managers, senior managers and Council Members. In this context the review included discussions with the stakeholders referred to. The questionnaires were designed specifically to obtain feedback from the service users and their carers.

I trust the above information is of assistance to you.

Yours sincerely,

Sonia Thomas, Personal Assistant, on behalf of
Miss Bronwen Morgan
Prif Weithredwr/Chief Executive
Cyngor Sir CEREDIGION County Council