

## **Ian Goodchild Centre (IGC) Frequently Asked Questions**

**Q: *Is the IGC closing down?***

A: No, but the service it provides is going to change.

**Q: *Why is the council changing things?***

A: 1) Due to the current economic situation, the council is under pressure to make the most efficient use of its facilities. This will be achieved by changing the IGC into a community venue that can be used by all age groups whilst still providing high quality day care in the borough at the Windle Valley Centre.

2) Also, the IGC has been in operation for over 20 years as part of the broad range of services the council provides for older and vulnerable people. Due to improvements in living standards and health care the needs of older people are changing as they remain more active later in life - and the services provided need to reflect these changes.

**Q: *Windle Valley is smaller than the IGC and only opens three days a week – how will it accommodate everyone?***

A: A key part of the change is to expand Windle Valley from its current high quality three day a week operation to a five day a week centre for older people.

**Q: *Will any of the current activities be offered in the new look IGC?***

A: This will depend on the outcome of the consultation which will begin in December 2009, starting with the current IGC users and centre staff. Consultation with local groups and the wider community will then follow in the New Year. It is quite possible that some of the social activities may continue but no decisions will be made until IGC users and the wider community have been consulted.

**Q: *What about the high need care services currently provided at the IGC such as bathing facilities?***

A: These services will still be available in the borough as part of the extended 5 day a week service at the Windle Valley Centre in Bagshot.

**Q: *I have been using the IGC for a long time and I am concerned about losing touch with friends.***

A: There will be a period of transition where things might feel slightly unfamiliar but there is no reason why you should not be able to continue to meet your friends at Windle Valley instead of the IGC. Also the care and facilities offered at Windle Valley will be of the same high standard currently offered at the IGC.

Q: ***I currently make my own way to the IGC either by walking or using public transport – how will I get to Windle Valley in Bagshot?***

A: Those users who currently walk to the IGC wishing to go to Windle Valley (and cannot access or use public transport) will be able to use Dial-a-Ride. Those users who can access and use public transport and wish to go to Windle Valley should use public transport, remembering of course that they will still be able to use the IGC if they wish to.

Q: ***Will I be able to visit Windle Valley before the changes take place?***

A: Arrangements can be made for you to be taken to Windle Valley for a visit. Please ask a member of staff at the IGC for details.

Q: ***When will the changes take effect?***

A; The regenerated Windle Valley centre should be fully operational in about six months. The new look IGC is planned to be ready by the second half of 2010.