

15th February, 2007

Ms Fiona Connolly  
Principal Manager Resource Centres for Older  
People 22 Hollyfield Road  
Surbiton, Surrey  
KTS 9AL

Dear Fiona

### **Budget Process 2007/2008**

Further to my letter of 9<sup>th</sup> February, I wish to point out the following observations and concerns of those of us using Newent House Centre:

Newent House has nice facilities, including a lovely garden which we are able to enjoy during the summer, a big conservatory which is used for various functions, including musical entertainment, and which also provides space to give us the occasional opportunity to see and buy clothes etc. We have a TV room, DVD and Internet facilities, and an area and resources for flower arranging, card making and other activities to keep us occupied and alert if we wish to. Food is prepared and cooked on the premises and served in a nice dining room.

The staff are very professional and caring. As you know, the staff, including drivers and escorts can make or mar a Centre. Newent House is Al.

We understand that Hobkirk House is a smaller Centre than Newent House. We would like to know what facilities and amenities Hobkirk House has to offer to entice us to endure the extra traveling that would be necessary if the decision is made to close Newent House and transfer Users to Hobkirk House Centre.

I'm sure you can see from the above that we are feeling very insecure about the proposed changes to our Centre and would appreciate receiving some reassurance as to the situation we would find ourselves in should Newent House Centre close.

A further concern is in relation to the increased numbers that will be using the Centre should one be closed.

Yours sincerely

Mrs JC