Changing Learning Disability Services
Consultation Summary Report
for Nolan’s Table & Check-In Cafe

With Outcomes and Decisions
October 2012

Better Days for People with Learning Disabilities in Kent
The Good Day Programme

This report can be made available in other formats and large print copies are available at Nolan’s Table & the Check-In Café.
During March to June 2012 we have been in consultation, talking to people about their views on the future of Nolan’s Table & Check-In Café.

The proposal was to find another organisation (not KCC) to run and develop Nolan’s and The Check-In Café Services.

The proposals took into account ideas from:
- The Localism Act (2011)
- Valuing People Now (2009)
- Bold Steps for Kent (2010-14)
- Better Days for People with Learning Disabilities in Kent.

The aim is to develop the services in the following ways:
- To get the right balance between social outcomes and business outcomes
- Training and development opportunities
- Business and employment
- Access to other income streams
- It would enable people to use Direct Payments to access these Services, which at the moment they cannot.

This report is the outcomes and decision for Nolan’s Table and the Check-In café.

If you would like a copy of the report for the other services please contact: Tahsina Rahman on 01622 221484 or email Gooddayprogramme@kent.gov.uk
What happened during consultation?

A consultation is when you find out what people think about something.

Consultation packs were sent out and a series of presentations, workshops and 1:1 meetings took place with people who use the services, their family carers, staff, KCC Members, Councillors and other people who were interested.

Independent Advocacy supported people who use the service, including those with complex needs to make sure their views were included.
What did people who use the service say?

After Advocacy for All supported group and 1 to 1 meetings, it was clear that people attending the cafes are really proud of both Nolan’s and the Check-in.

People told us how much they enjoy meeting and serving the public and felt they should be paid for doing this. People were keen to see the cafes develop with a lot of ideas as to how this could happen.

“I would like to be involved in finding a new company”

“We would like one person we can get used to and they can know our names. We want one person to stay (permanent staff member not agency)”

“I enjoy the training. I’d like to be paid for working at the Check-in and Nolan’s café. I’d like to be involved in interviewing with support and as/or part of a group.”

“I’d rather not have new staff. No changes. I don’t want anything to change. I would like to be paid again.”

“Everyone welcomed us in the Maidstone Community Centre. The cleaner always speaks to me. The boss who runs here (Trinity) always speaks to us.”
What did Family Carers and other people say?

Family Carers attended 2 meetings and asked about:

- **The Staff**
  They said how important the existing staff have been and how much they have valued their support and knowledge. They would want any new staff to be the same.

- **Student Payments**
  Carers felt that service users should still be receiving some kind of payment and one that would not affect their benefits.

“How can you make this café profitable enough to pay the minimum wage?”

**Maidstone Community Support Centre**

- MCSC said how much they value having the Café in their building and how they also believe in the training and support it offers people with learning disabilities.

- They said that they would be keen to ensure their needs were also met if KCC were to look for another organisation to run the Check-in.

A local County Councillor made the following points:

- When you consult with people don’t forget to include local employers as this doesn’t seem to happen.

- There are a range of training and supported employment services in Maidstone, these need to be working more closely together.
We took people's views and comments to the Cabinet Member for Adult Social Care and Public Health for him to look at and make a decision.

He agreed the outsourcing of five group based Learning Disability Day Services (Freeways Catering Service, Nolan’s Table Café & The Check Café, Wood n Ware, Wood & Leather Craft and Hadlow Pottery) to external organisations.

It is important we take time to find the right organisation to take over Nolan’s and the Check-in Café services.

To do this we will make sure things are planned carefully with full involvement from people who use the service, their carers and the places (Trinity and Maidstone Community Support Centre) where the cafes are based.

Together we will set out what we want and this will help us to find the right organisation.
Thank you to everyone who has taken part in this consultation and given their views and ideas.

For more information please contact:

Anita Ward
Provision Manager
Kroner House
Eurogate Business Park
Ashford
Kent
TN24 8XU

Tel: 01233 898602

This summary report is available in alternative formats and can be provided in a range of languages.

Please contact us on 08458 247 100