Changing Learning Disability Services
Consultation Summary Report
for Freeways Catering Service

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 Freeways Catering Service.
Background

During March to June 2012 we have been in consultation, talking to people about their views on the future of Freeways Catering Service.

The proposal was to find another organisation (not KCC) to run and develop Freeways Catering Service in Gravesend.

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 Freeways Catering Service.

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 Freeways Catering enjoy working as a team and meeting new people.

People told us how much they enjoy meeting and serving the customers and felt they should be paid for doing this. People were keen to work in a café or restaurant that is open to the general public, with support from Kent Supported Employment.

“I would like new people to work in Freeways”

“I would like to take money from customers. Work on the till with support”

“Help to get a qualification. I’ll do that yep!”

“Good team work. Some are ladies, not many men. Want a mixture, nice ladies and men. Anyone can come in”

“I like meeting with the group. I like working with the other students”

“Not very happy when they stopped paying me. We go to work not for fun.”
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.

• **Safety**
  Carers said that people feel safe, secure and valued at Freeways. They asked how KCC will monitor a new service.

• **Training and Qualifications**
  Carers said it would be good to help people move on and develop further.

“A local County Councillor made the following points:

• The plan is thoughtful and it stands for inclusion in our society.
• It has thrown light on differences and diversity as a strength rather than a worry.
• Training alone without creating a place to further develop and maintain the learnt skills may not be very useful and cost effective.

“Any new organisation taking on Freeways would need to increase sales but should put some of the profits back into Freeways”
Decision

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.

What will happen now?

It is important we take time to find the right organisation to take over Freeways Catering service.

To do this we will make sure things are planned carefully with full involvement from people who use the service, their carers and Gravesend SEC (where Freeways is 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.

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

Please contact us on 08458 247 100