Changing Learning Disability Services
Consultation Summary Report
for Hadlow Pottery

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
at Croft House.
During May to August 2012 we have been in consultation, talking to people about their views on the future of Hadlow Pottery.

The proposal was to find another organisation (not KCC) to run and develop Hadlow Pottery Service in Hadlow.

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 Hadlow Pottery.

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.

Service Users and staff from Yeoman's and Princess Christian's Farm came to the pottery to talk to the group. They told them how they had felt about the changes that they had been through and offered support to the services users at the Pottery.

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?

People told us that they enjoy coming to the pottery and like doing different things, from pouring the slip to painting and selling the pots.

People also told us they want Maggie to keep working at the pottery.

“I want to help choose a new company making sure they are nice and sociable”

“I like coming here all the time to see my friends”

“I would like a qualification to help me to be confident”

“If we don’t know who it is we are not going to feel very comfortable”

People had lots of ideas about how the pottery could develop:

“More people and bigger”

“More craft fairs”

“Better equipment, new casting bench”

“I think there should be 2 staff here”

“People who got wheelchairs can’t get through the disabled toilet door”
What did Family Carers and other people say?

Family Carers attended three meetings and told us:

- How important Maggie (the current Potter) is to everyone.

- They would support the pottery growing as long as it keeps doing what people value the most, e.g., individual support that promotes quality, self esteem and confidence.

- How important the right level of funding is to develop the pottery and wanted assurances the proposal wasn’t based on making savings.

- They would want to be involved in all stages of any process to find a new organisation.

- That any change is difficult for both service users and carers and this is causing anxiety. If this has to happen then people want the process to move quickly, with their involvement.
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 the time to get the right organisation to take over the Hadlow Pottery service. So this will be planned carefully with full involvement from people who use the service and family carers.

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:

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Please contact us on 08458 247 100