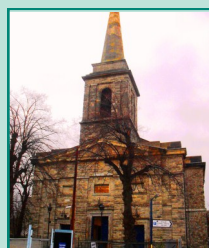


Good Day Programme Advocacy for All

report about making services
better in Kent



Freeways Catering



Nolan's Table and
Check-in Café



Wood n Ware



Woodcraft and
Leathercraft



Advocacy for All

Advocacy is when one person helps another person talk about their needs and wishes.



An **advocate** is someone who helps you **speak up** for yourself. They make sure other people **listen** to what you say and respect your **rights**.

Advocacy for All helps people in **Kent** when they need an **advocate**.



the Good Day Programme

The **Good Day Programme** is run by **Kent County Council**.

It works with different services in Kent to make sure they are **helping** people get **involved** in the community and have **jobs**.

The Good Day Programme is working with:

- **Freeways Catering** in Gravesend
- **Nolan's Table** and **Check-in Café** in Maidstone
- **Wood n Ware** in Ashford
- **Woodcraft** and **Leathercraft** in Thanet





Part of the **money** for these services comes from **Kent County Council** and part comes from **selling things**.

The **Good Day Programme** thinks these services might work **better** if they were **independent**.

the consultation



A consultation is when you find out what someone thinks about something.



The **Good Day Programme** wanted to find out what was **good** and **bad** about **Freeways Catering, Nolan's Table** and **Check-in Café, Wood n Ware, and Woodcraft and Leathercraft**. They wanted to **find out** what people thought about **changing** who **runs** the services.

They asked **Advocacy for All** to help them find out.



The consultation **started** on **26 March** 2012.

It **ended** on **25 June** 2012.

what we did



- 1) We went to **meetings** to meet the **students** who use the services and find out about the **consultation**
- 2) We organised **workshops** for the students to talk more about **changes**. At the workshops in **Gravesend** and **Maidstone**, we used **questionnaires** to ask students what they thought
- 3) We went with the students to see **other services** that had changed. These were **Princess Christian Farm** and **Yeoman's Landscape Services**
- 4) We organised more **workshops**
- 5) We **met** students **on their own** to talk about how they felt about the changes

All the different services met separately.

All the meetings had different things to say.

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Freeways Catering, Gravesend



- **Freeways** is at **Gravesend SEC**
- the **students** make **lunch** for people who go to the day centre
- they also run a **tuck shop**
- there are **2 staff** who help the students



Who did the work?



Chérie Reid



James Burt

Read more about the consultation in the introduction, page 2.

workshop 1



- **5 students** came to the workshop
- **Chérie** and **James** said what **advocacy** is.
They said they can **help** people understand about the **consultation**.
They can **listen** to what people think about it, and tell the **council**
- we looked at a **questionnaire** about **Freeways**
- we talked about what **changes** could happen to **Freeways**
- people had different **ideas** about the changes. 1 person thought the changes were a very **good idea** and 1 person thought they were a very **bad idea**
- we talked about the visit to **Princess Christian Farm**
- we talked about what is **good** about **Freeways** now and what is **not so good**

Princess Christian Farm visit



- **9 Freeways students** went with students from Nolan's Table and the Check-in Café
- Freeways students said they would like to visit the **other cafés** too
- people talked about the **cooker** not working
- people said it was good to have a **team day**

workshop 2



- **10 students** went to the workshop
- people asked when they would visit the **cafés** in **Maidstone**
- everyone at the workshop said they wanted to **carry on** working for **Freeways**
- everyone got a **pack** about **advocacy** and about the **consultation**

1 to 1 meetings



- **12 students** met **Chérie** or **James** on their own to talk about **Freeways**

what people said



about staff

- **most** people **like** the **staff**
- **some** people would be happy to have **new staff** if they get to **know** them first

introduce you to new people. Meet new people lots – not start working here straight away

staff are very helpful. We could do work more staff



about training and money

- **most** people want to be **paid**
- **some** people would like **training**, like cooking training

not very happy when they stopped paying me. We go to work, not for fun

I don't understand why they stopped it, why we have no more money

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

help to get a qualification. I'll do that, yep.

what people said



about having friends

- **lots of people** talked about their **friends** at Freeways
- **some people** would like **more people** to work at **Freeways**

Good teamwork. Some are ladies, not many men. Want a nice mixture, nice ladies and men. Anyone can come in.

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

more people [students]. Some of them left

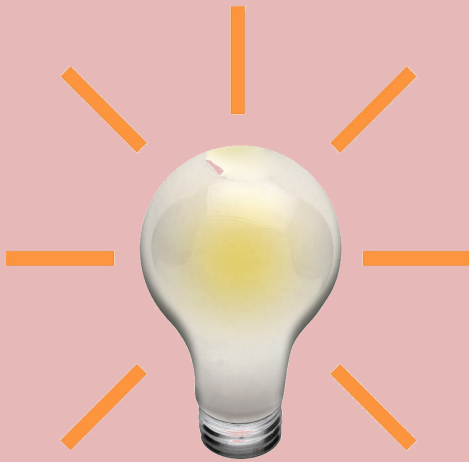
I would like this [staying with my friends]. Stay here.

about choosing who runs Freeways

- **7 students** said they want to **help** choose who runs **Freeways**
- **2 students** said they did **not know**



what people said



about changing Freeways

- people talked about getting the **cooker fixed** and getting **more space**
- people talked about having **new staff** and **students**
- some people were **worried** about any sort of **change**

not enough room. Changing rooms are a bit small. We need a bigger one

sort the oven out. We have to go down there to the other kitchen.

We are getting fed up

Stay at Freeways. I don't want changes

I would like new people to work in Freeways

Strange seeing a new people. Nervous. I don't want to move on

Nolan's Table and Check-in Café, Maidstone



- **Nolan's Table** and **Check-in Café** used to be at **Boughton Mount Day Centre**
- they were called **Table Talk**
- now the **Check-in Café** is at **Maidstone Community Centre**
- **Nolan's Table** is in **Trinity Foyer**
- they make food for the **public** and people who **use** the **centres**



Who did the work?



Chérie Reid



James Burt

Read more about the consultation in the introduction, page 2.

workshop 1



- **6 students** came to the workshop
- **Chérie** and **James** said what **advocacy** is.
They said they can **help** people understand about the **consultation**. They can **listen** to what people think about it, and tell the **council**
- we looked at a **questionnaire** about **Nolan's Table** and **Check-in Café**
- we talked about when **Nolan's Table** and **Check-in Café** moved from **Boughton Mount** before
- people wanted to know what has happened to **Boughton Mount**
- we talked about other **changes** that could happen
- we talked about the visit to **Princess Christian Farm**
- We talked about what is **good** about **Nolan's Table** and **Check-in Café** now and what is **not so good**

Princess Christian Farm visit



- **7 Nolan's Table** and **Check-in Café students** went with students from **Freeways**
- students asked **Freeways** to visit them

workshop 2



- **3 students** went to the workshop
- people asked when **Freeways** are coming to **visit**
- the students filled in their **questionnaires** together
- everyone got a **pack** about **advocacy** and about the **consultation**

1 to 1 meetings



- **6 students** met **Chérie** or **James** on their own to talk about **Nolan's Table** and **Check-in Café**

what people said



about staff

- people talked about **good staff** and **bad staff**
- **some people** said they like **permanent staff better** than agency

We would like 1 person we can get used to and they can know our names. We want 1 person to stay

the staffs more friendly. The staffs are helpful as well

we like staff who know what they are doing. Sherie was useless. She kept asking Tony where things were

I won't want to work with staff I don't know

can't keep having agency. Too expensive

I'd rather not have new staff. No changes.

about choosing who runs the service

- **5 people** said they want to help **choose** who runs **Nolan's Table** and **Check-in Café**



what people said



about where the service is

- **lots of people** like where it is now **better** than **Boughton Mount**
- **1 person** said the **café** should be more in the **town centre**

everyone welcomed us in the Maidstone Community Centre. The people in the building

It is better here than down the road. The public are here

When at the centre and everyone went out, we were stuck in

I think it has opened up more wider opportunities for us

at the centre it used to be really noisy

[don't like] the location. For members of the public walking past. They have to come out of their way

I like the kitchens. Better than Boughton Mount

I enjoy working with people. I enjoy meeting the public

what people said



about friends

- **seeing friends** at the café was **important** to lots of people

we are best friends and we stayed together

we normally work with friends. Me and C get on well together



about training and money

- **some people** talked about **not getting paid** any more
- **some people** were interested in making their **skills better**
- **1 person** said it was **important** that people get **real qualifications**

I would training to get a job.
A proper certificate

I would like training now.
First aid, food hygiene

being able to do more food
prep

I'd like to be paid wages
again. We work, other
services have fun

what people said



about changing the service

- people had **different ideas** about how to **change Nolan's Table** and **Check-in Café**
- People want to be kept **up to date** about any **changes** that will happen

I'd like some days out as a team and meet other people

new uniform, name badges. As like a proper workplace as possible

I think it's a shame we've lost the police wardens who used to come in and have teas and coffees. They used to use the training office up there

Wood n Ware, Ashford



- **Wood n Ware** started out as a **woodwork** session at the **day centre**
- now it is on **Henwood Industrial Estate**
- it makes **garden products** to **sell** to the community
- students use adapted **tools** safely and independently



Who did the work?



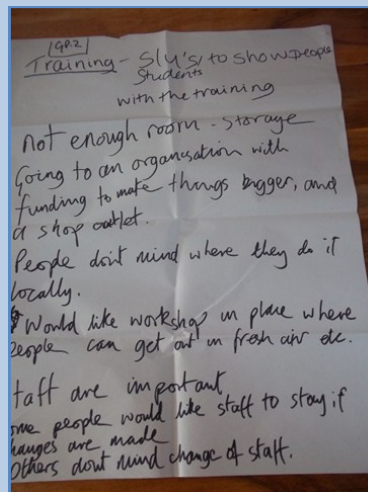
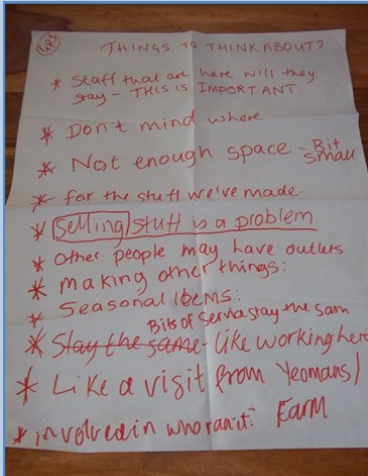
John Nairn



Emma Bates

[Read more about the consultation in the introduction, page 2.](#)

workshop 1



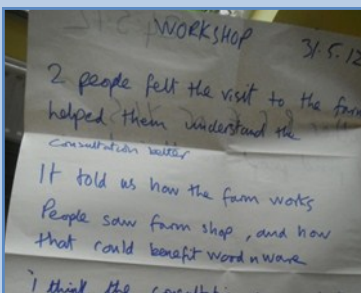
- **9 people** went to the workshop
- **John and Emma** said what **advocacy** is. They said they can **help** people understand about the **consultation**. They can **listen** to what people think about it, and tell the **council**
- students had **ideas** about how **Wood n Ware** can **change** and get **better**
- many students want to help **choose** who will **run Wood n Ware** in the future
- some students wanted to visit **Princess Christian Farm** or **Yeoman's Landscape Services** to hear about how those services **changed**

Princess Christian Farm visit



- **students and managers** gave guided **tours** of the **farm**
- students from **Yeoman's Landscape** services came to the farm and did a **question and answer** session after lunch
- it was **hard** for people to say how the **farm was like Wood n Ware**

workshop 2



- **9 people** went to the workshop
- we talked about **Wood n Ware** having a **shop**

1 to 1 meetings



- **19 students** met **John** or **Emma** on their own to talk about **Wood n Ware**

what people said



about staff

- **most people** talked about the **staff**
- staff **support** them **well**
- people will **carry on coming** to **Wood n Ware** even if **staff change**

the present staff are important to me. I would like them to continue working here

I might struggle at first if I don't know new staff, but I'd like there to be more staff

still want to come here if the staff changed

I would like the present staff to stay on if someone else took over



about training and money

- **some people** wanted to earn **money**
- **some people** were interested in making their **skills better**

I would feel confident to show others what to do if they let me

I would like to increase our life skills by being shown new work skills involving selling things

what people said



about where the service is

- only **1 person** said they mind **where** the service is
- **everyone** wants to be somewhere **bigger**

it would be nice to be somewhere we could go outside for a bit of fresh air

doesn't matter where I go to do it, because I'm happy doing it.

the building needs to be bigger for all the stuff

I want it to stay here. Why would they change it? It's nice here.



about having friends

- seeing **friends** at **Wood n Ware** was important to **everyone**

I like to meet people here and do different jobs

It's great I get to see my mates

what people said



about changing Wood n Ware

- people had **good ideas** about how to **change Wood n Ware**

we need to develop. More advertising, more storage, more training

we need signs advertising as no one knows what we do

get a shop in town

I would like to make different things again like we did before



about choosing who runs Wood n Ware

- **7 people** said they want to help **choose** who runs **Wood n Ware**

I would like to be involved in the process. Interviewing and visiting. What plans do they have?

Woodcraft and Leathercraft, Thanet



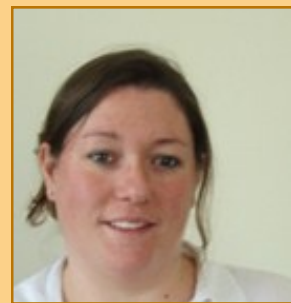
- **Woodcraft** makes **wooden products** to sell in different shops
- it is based in **Thanet Day Opportunities Service**
- **Leathercraft** makes products to sell to the **public**
- it is based in the **Gallery, Margate Old Town**



Who did the work?



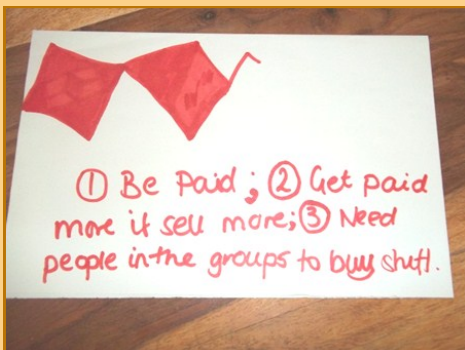
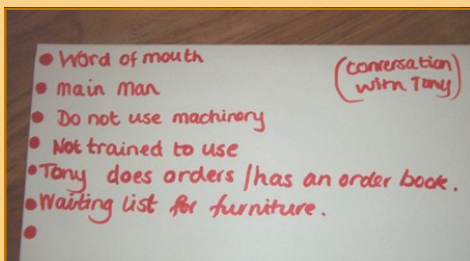
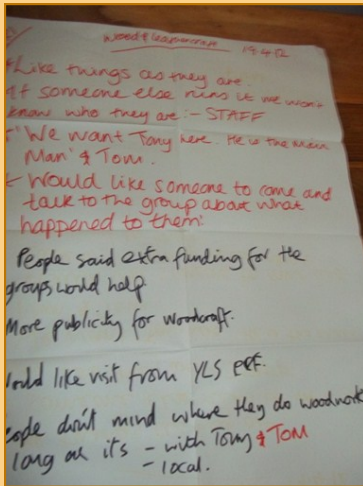
John Nairn



Emma Bates

Read more about the consultation in the introduction, page 2.

workshop 1



- there were **2 workshops** at **Thanet Day Centre**
- **John and Emma** said what **advocacy** is.
They said they can **help** people understand about the **consultation**. They can **listen** to what people think about it, and tell the **council**
- we talked about what had **changed** about the services in the **past**
- we talked about what is **good** and **bad** about **Woodcraft** and **Leathercraft** now
- **some students** were **confused** about **changes** in the future
- students want to help **choose** who will run **Woodcraft** and **Leathercraft** in the future
- some students wanted to visit **Princess Christian Farm** or **Yeoman's Landscape Services** to hear about how those services **changed**

Princess Christian Farm visit



- **students and managers** gave guided **tours** of the **farm**
- students from **Yeoman's Landscape services** came to the farm and did a **question and answer** session after lunch
- it was **hard** for people to say how the **farm** was like **Woodcraft** and **Leathercraft**
- **1 person** was worried that Yeoman's Landscape students did **not get good information** during the **changes** to their service

1 to 1 meetings



- **all** the students met **John** or **Emma** on their own to talk about **Woodcraft** and **Leathercraft**

what people said



about staff

- **most people** talked about the **staff**
- only **1 student** was **not sure** about carrying on with **Woodcraft** or **Leathercraft** if the **staff changed**

I like the staff, we are friends. I just want to carry on doing Leathercraft here at the Gallery. I don't mind if the staff change

might worry if someone I didn't know. They would have to take their time

still want the staff. If they retired someone else could do it

I would still do it if the staff changes, as long as that person is trained in leathercraft and learning disability



about having friends

- seeing **friends** at **Woodcraft** and **Leathercraft** was important to the students

I enjoy it. I have made a lot of friends

I like being here. My friend is in the next room doing art!

what people said



about where the service is

- **some students** talked about **where** the services are
- **all the Leathercraft** students are **happier** now it is at the **Gallery**

better here at the Gallery.
The general public come in
sometimes

suppose I would still go if it
was not here. I've got my
bus pass

if it were a bit closer to
home!

much better here



about training and money

- **some students** were interested in **training** and **earning money**
- **some students** were **not interested**

I'd like to get paid for the
woodwork

training sounds good.
A certificate to take on
further

I'd like it to be a job and get
paid for it rather than going
back to the council. We only
get the pride of what we
make, nothing else

what people said



about changing the services

- students had **very good ideas** about how to change **Woodcraft** and **Leathercraft**

would like to sell more.
Oh yes!

I can use drills, but not allowed to use the electric tools. If it could be done safely I'd like to give it a go

going to the shops round here, showing them. Might be able to make a profit

it could change. The sessions are all the same



about choosing who runs Woodcraft and Leathercraft

- **some** of the students said they want to help **choose** who runs **Woodcraft** and **Leathercraft**

I would like to be involved in getting tender people and working it out

I would like to be involved if it changes. I understand and can stop them cutting back

about this report



Everyone had a chance to say what they think at **workshops** and **private meetings**.

Students said it was **good** to **talk** about the **services** where they work.



This **report** shows their **views** and **ideas** about the services **now** and in the **future**.

This **easy read report** was put together by **Bromley Sparks Easy Read Group**.



The **Bromley Sparks Easy Read Group** are a group of people with a **learning difficulty** who make sure things are **easy** to **understand**.

