

Appendix 3 - Detailed responses from Other Stakeholders

Freeways Catering Service
Family Carers
<p>Some carers were concerned about Freeways moving out of the Gravesend Social Education Centre building</p> <p>Some carers felt concerned about direct payments</p> <p>Some carers felt that Freeways was a safe place and they felt uneasy about any changes.</p> <p>Some carers felt that the current facilities and equipment at Freeways was old and tired.</p> <p>Many carers were concerned about their son/daughter/sister/brother and their ability to cope with change.</p> <p>Some carers felt it was important to develop better training to support people</p> <p>Most carers felt it would be better to advertise, develop a website and improve income and get more customers.</p> <p>Some people felt any new organisation should be a not for profit organisation.</p> <p>Most carers were concerned about whether people would be safeguarded against abuse.</p>
Members/Councillor
<p>1 Councillor felt strongly that people with learning disabilities should be more visible in the community</p> <p>A Councillor felt that marketing and increasing income was key to keeping the services going but increasing awareness too.</p>

A Councillor felt strongly that training and development would support people to develop as well as having a supported working environment.

Nolan's Table and The Check In Cafés

Family Carers

Some carers wanted to make sure that people attending the service were listened to through the process.

Some carers were concerned about staffing changes

Some carers felt strongly about the need to pay people for the work they do in the cafés

Some carers were concerned about their son/daughter/sister/brother and their ability to cope with change.

Members/Councillor

1 Councillor felt that working in partnership with a range of organisations would aid development of the services.

The Councillor felt that communication between Kent County Council and Maidstone Borough Council should be strengthened.

The Councillor also advised that further consultation would be necessary with potential future employers.

Comments from Other Stakeholders

The landlord of the premises where Nolan's café is situated felt that the café was important and was needed by the 25 community groups that are based within the building.

Employment opportunities were considered to be essential for people working in the café.

Training was listed to being important

Wood 'n' Ware

Family Carers

Some carers were interested in the benefits of transferring to another organisation and indicated the move towards the service being run outside of KCC could bring significant benefits

2 parent carers had significant reservations towards the changes

1 carer was concerned that there would be a reduction in service for his son

1 carer felt it was important to develop better training to support people

Some carers said the consultation meeting was beneficial to some in attendance.

Members/Councillor

2 Councillors asked extensive questions regarding the concept of a social enterprise and the procedures for moving forward towards a social enterprise

1 Councillor gave insight regarding social enterprises and competition regulations

2 Councillors thought Wood n Ward could benefit from moving towards being a social enterprise.

1 Councillor said the consultation was genuine and a positive step towards supporting people with learning disabilities to gain more opportunities

Wood and Leather Craft
Family Carers
Some carers were concerned that the service would be located in a different place and that it would stop running.
Some carers were concerned about the current equipment
Some carers wanted assurance of the support that would be available to people using the service from Advocacy For All.
Some carers were concerned about transport
Knowing if another organisation would achieve expected benefits was a concern.
Members/Councillor
1 Councillor felt that working in partnership with the community would aid development of the services.
A Councillor said it was important to avoid cuts to frontline services
<ul style="list-style-type: none"> • that money from sales should be reinvested. • health and safety to be considered. • enquired whether another organisation would benefit from taking over the service.
District Partnership Group
The group were concerned that the services would move out of the local area of Thanet

The group wanted people that currently use the service to be able to continue

The group gave some suggestions on how to find a good organisation to take over the services

Hadlow Pottery

Family Carers

NB: The following responses are from a core group (the group) of 15 family carers who attended the initial carers meetings and requested a further two meetings, one including Graham Gibbens, Cabinet Member for Adult Social Care and Public Health

The group were clear that they wanted Maggie (the current Potter) to remain running the pottery and extend it to 5 days a week.

The group confirmed their support for KCC wishing to see the pottery grow. However one of the pottery's main strengths is pastoral care. The carers want to be reassured that this will be enshrined in the tender documents.

The group were concerned that the decision was a financial one, with a view to KCC making savings.

Members of the group questioned whether the pottery needed to go out to tender from a legal and procurement perspective, as it was already meeting the criteria required.

If the decision is made to outsource the pottery, members of the group have expressed a wish to be involved in all stages of the tender process.

The group want to ensure that any new organisation provides what is required and so want to make sure the correct amount of funding is put in to the pottery to ensure its success.

In the groups opinion the pottery needed more money to run properly, a 2nd member of staff was needed, maybe a vehicle for deliveries and marketing events, cover for weekend fetes, etc

The group were concerned that Hadlow College might decide they don't want the pottery on their site in the future.
Members of the group were worried that if any new organisation failed what would happen to the service users who attended and to the pottery itself.
Members of the group said that Maggie expects high standards & hard work and this leaves the service users feeling proud of their achievements.
There was a general view 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.
Some of the group questioned why service users were being spoken to by advocacy, as they didn't believe some of them had the mental capacity and level of understanding to give informed answers.
A core group of parents & carers have sent a letter to KCC to register an Expression of Interest in line with the Right To Challenge, to run Hadlow Pottery as an Independent Mutual.
Members/Councillors
All 3 Councillors who attended the initial briefing gave feedback that they were very impressed with how the pottery worked, the quality of the pots being produced and could see how the service could be developed further if taken on by another organisation, outside KCC.