



Date: Wednesday, 15 November 2017

Time: 12.30 pm

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire,
SY2 6ND

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CABINET

TO FOLLOW REPORT (S)

8 Day Service Transformation - Maesbury Metals and Cornerpatch (Pages 1 - 18)

Lead Member – Councillor Lee Chapman – Portfolio Holder for Health and Adult
Social Care

Report of the Director of Adult Services

Contact: Andy Begley Tel: 01743 258911

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Committee and Date

Cabinet

15 November 2017

DAY SERVICES FOR ADULTS WITH LEARNING DISABILITIES AWARD OF CONTRACT FOR MAESBURY METALS AND CORNERPATCH

Responsible Officer Andy Begley, Director of Adult Services
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1.0 Summary

- 1.1 This report summarises the outcome of the procurement process undertaken to seek a new provider for the Council's day services known as Maesbury Metals and Cornerpatch in Oswestry.
- 1.2 This report is seeking approval to transfer the operation of the two day services to a national provider, Livability, for a period of five years, with an extension for a further five years if both Shropshire Council ("the Council") and Livability are in agreement.
- 1.3 On 15 January 2014 Cabinet approved the externalisation of day service provision generally.
- 1.4 Following that decision, various unsuccessful attempts to secure an alternative appropriate provider for Maesbury Metals and Cornerpatch were made until this latest procurement exercise, which commenced in December 2016.
- 1.5 The result of this exercise identified Livability as to able to take forward and develop the two day services. The transfer of the two services will ensure purposeful daytime opportunity can continue to be delivered in the Oswestry area, ensuring continued social inclusion and participation in the local community and economy for the individuals accessing these services.
- 1.6 There is also the opportunity for Livability to expand and develop commercial links with other local businesses and extend the opening hours for both services. Livability employ Community Champions in their staff teams to build and maintain links with local businesses, charities and communities and have informed the Council that a community wide marketing campaign to raise the profile of both day services will be a first step.

2.0 Outcome of the bid evaluation

- 2.1 Following the procurement process the Council received two tender responses from providers expressing a wish to manage and operate both day services.
- 2.2 The responses were evaluated with further dialogue taking place with the provider identified as most able to take forward the services. This dialogue served to reiterate that both services had to remain in the Oswestry area and enabled the preferred provider Livability to further demonstrate their development plans to ensure that services are sustainable going forward, whilst developing and growing in partnership with the Service Users, staff, relevant stakeholders and the local community.
- 2.3 From the tender response document and follow up meeting, Livability were able to clearly demonstrate to officers that they could manage and operate the day services within the costings they had provided, with a clear trading income plan whilst developing the day service offer in partnership with the users of the service, relevant stakeholders and local community.
- 2.4 Livability have expressed their commitment to the Oswestry area which was a fundamental element of any provider coming in to manage and operate the two services and were able to demonstrate the voluntary and employment opportunities available to the individuals accessing the services, along with training and accreditation opportunities.
- 2.5 Livability are a national charity that work alongside individuals with a learning disability in a variety of settings consisting of day services, residential homes, supported living, employment support, training and education facilities.
- 2.6 The benefits of transferring the two day services are;
 - Further integration of vulnerable people into a supportive local community with a provider that is experienced in delivering person centred enabling support that works from a community based model
 - Opportunity for the individuals attending the service to access meaningful training and employment options within the provider's network of opportunities
 - Development of independent skills on an individual basis that is regularly reviewed through a link worker model used by Livability to ensure care and support is purposeful and outcome focussed
 - Livability are a not for profit organisation and are able to bid for additional investment from grant making organisations to develop both services
 - Ensures both services are able to continue in the Oswestry area maintaining and building on the relationships and support the community provides
 - Transfers the internal property maintenance and repairs liability from the Council to Livability for the contract term
 - The transfer of the two day services will align with the Council's aim of operating more commercially, as the services will be delivered by Livability at a saving of £149,587 to Shropshire Council over the five year contract term, without reduction in service quality as the contract will be regularly reviewed
 - Livability have a demonstrable commercial acumen and commitment to developing community resources in Shropshire

3.0 Recommendation

3.1 Cabinet is requested to

1. Approve the transfer of the management of the day services at Maesbury Metals and Cornerpatch in Oswestry to Liveability to take effect on 1 December 2017, or such other date as may be required to conclude all contractual issues, for an initial period of 5 years with the option to extend for a further 5 years;
2. Delegate authority to the Director of Adult Services to conclude final contractual negotiations with Livability and when an acceptable position is achieved to approve, in consultation with the Portfolio Holder for Health and Adult Social Care, the award of the contract and the completion of all necessary formalities to transfer the services and staff to the identified provider.

4.0 Risk Assessment and Opportunities

- 4.1 Following the evaluation exercise and after meeting with Livability, the risk of non-delivery of qualitative services that are sustainable, enabling and community based is low. Livability have clearly demonstrated to officers at the Council their ability to deliver purposeful, outcome focussed, flexible support in partnership with individuals who access their services.
- 4.2 In terms of opportunities, Livability have the ability to develop both services, drawing from their national resources where needed, to grow and develop the services as required within the Oswestry community. Livability are very keen to establish a valued identity in the Shropshire region and have illustrated how they will ensure that a smooth transition of the service offer takes place, whilst effectively engaging and communicating with individuals who use the services and staff to ensure appropriate continuation of services.

5.0 Maesbury Metals, Maes-y-Clwydd, Oswestry

- 5.1 This is a day service for adults aged 18-65 years that offers the opportunity for individuals accessing the service to develop their metalwork skills in a working environment as well as promoting independence. The service produces high quality bespoke items such as candelabras and garden ornaments for sale and has recently developed new marketing materials to raise its profile in the local area.
- 5.2 The day service operates from a property owned by the Council in the Maes-y-Clwydd Industrial estate. If this transfer is agreed, Livability will lease this building from the Council for the contract term which will enable Shropshire Council to retain this asset but without incurring the management and maintenance overheads of the building.
- 5.3 14 individuals currently access Maesbury Metals during the working week which equates to 59 day places per week and the service normally employs 4 staff. Most of the individuals accessing the service have a moderate learning disability and are in

their forties and fifties and live at home with their parents or carers. However Maesbury Metals have also attracted a younger and more varied Service User client group of late, including young people who have been excluded or have had difficulties in school which has been of positive benefit to some of the less able and older individuals who access the service.

- 5.4 The service is currently carrying 3 vacancies to which Livability will recruit following transfer (the service has not recruited to these posts on HR advice to minimise financial costs associated with any transfer). These posts are currently being covered by interim staff from other day services which is not sustainable nor ideal to ensure optimal delivery of the service.

6.0 Cornerpatch, Bailey Head, Oswestry

- 6.1 This is a day service for adults with a learning disability based in a shop in Oswestry town centre. The service offers the opportunity for individuals accessing the service to develop sewing, knitting and patchwork skills and produce items for sale such as quilts, cushions, bags and baby bedding to name a few. The day service also offers the opportunity for individuals to socialise within an enabling, promoting independence environment and maintain significant relationships, promoting health and wellbeing.
- 6.2 The building is currently leased by the Council from the owner who has given approval for an underlease to be assigned to Livability, this lease is due to expire in January 2020. Livability have informed the Council they would like to seek alternative accommodation in the Oswestry town centre instead of renewing the current lease as the current premises do not have disabled access and the day service is currently operating within a shop that is split over two floors which is not ideal to appropriately support the individuals who use the service.
- 6.3 Cornerpatch is a valued service within the Oswestry town centre and any change in accommodation will need to be agreed by the Council and the individuals that access the service. To ensure Cornerpatch remains within the Oswestry town centre The Council will stipulate within the contract that Livability need to identify any potential alternative accommodation in the summer of 2019 and consult on the proposed move will then take place with service users.
- 6.4 Cornerpatch has capacity for up to 22 day places and currently employs 3 staff

7.0 Staff and Service User Consultation

- 7.1 To ensure meaningful dialogue with individuals who access the services, their families, carers and staff there have been several consultations held in regards to externalising the day services provision supported by Taking Part who are a local advocacy organisation who work alongside adults with a learning disability. People were informed that FUSE were preparing both day services to go out to tender to find an external provider.
- 7.2 Comments from the consultations have been in the main of a positive nature, with comments ranging from “We want to carry on and build it up and be busier” “ We would like more people to come to the shop and do different things” “We are part of our

community and we want to be involved with our community” “I would like Maesbury Metals to be a flagship in Shropshire” to questions such as “What will happen with transport” “ Will the funding that is in place at present go across?” “Will there be checks made on the people who will work/volunteer here”

- 7.3 Drawing from the feedback from the consultation events, Shropshire Council has been able through the tender process to ensure that the new provider Livability can take forward both day services in a meaningful way that addresses and reassures some of the concerns received.
- 7.4 The Council has been able to reassure individuals and their families that funding will remain in place as it is now, securing the services for many years to come and with Livability being a national provider, we have been able to demonstrate their positive track record in supporting people to achieve meaningful outcome focussed goals within a person centred approach.
- 7.5 Livability are an experienced person centred provider in day service provision who actively promote engagement with their local communities and engage meaningfully with those who access their services, in terms of shaping service provision, which is evidenced in other services where every 10 weeks, feedback from Service Users is submitted to the Trustee Board of Livability to support appropriate change.

8.0 Financial Implications

- 8.1 The savings to the Council should the transfer be agreed, will be £149,585 over a five year initial contract term. Should the delivery of services post transfer of prove successful as anticipated, the Council and Livability would like to look to extend the initial contract term by a further 5 years, which would result in further savings for the Council and support the continued provision of the services in the Oswestry area.
- 8.2 The two day services will be transferred to Livability for a contract term of 5 years with a 6 month notice period to terminate the contract to safeguard both services and all parties. The contracts will provide that both services have to remain in the Oswestry local area and that there are to be no reductions in places available without consultation and agreement from the Council. Regular monitoring of the contract will take place to ensure the quality of the service offer remains high.
- 8.3 There is a minibus available to purchase which serves both day services which Livability have informed the Council they wish to purchase to ensure continuity for those accessing the service currently. The Council is looking to sell Livability the vehicle for £4,500 as part of the transfer.
- 8.4 The recommissioning of these services is in line with day services modernisation and the wider Council objective of becoming a more commercial Council.

9.0 Social Value

- 9.1 The Council is obliged to consider the social, economic and/or environmental benefits which can be derived as a result of a procurement exercise.

- 9.2 The preferred bidder has a strong history and previous experience of providing opportunities for the people they support to work towards employment. They have demonstrated how they will bring their previous experience of employability to bear on these contracts through supporting people at Maesbury Metals and Cornerpatch.
- 9.3 They have demonstrated through working from a community based model that is flexible and based on individual presenting need, along with their established links with training opportunities, that there is real opportunity for individuals to develop skills sets to promote further social inclusion and independence.
- 9.4 Each individual who accesses the services will work alongside their link worker to ensure support is purposeful to achieve agreed goals and regular reviews in partnership will ensure and promote meaningful engagement

10.0 Equalities & Human Rights

- 10.1 Service Users have been involved in the procurement process and this has been facilitated with the support of local Advocacy organisations. Livability are currently producing easy read documents that will support the transfer process and the Learning Disability Partnership Board will be kept apprised of progress.
- 10.2 An Equality & Social Inclusion Impact Assessment (ESIIA) has also been completed and updated throughout the project and this is attached as an Appendix.
- 10.3 In summary the overall outcome of the Equality and Social Inclusion Impact Assessment is that the impact of transferring the management of Maesbury Metals and Cornerpatch to the preferred bidder would be low as:
- Overall continuity of care would remain for existing users with the same key worker staff
 - The preferred bidder will bring additional expertise to develop the services further
 - The support to the service and users from the local community and neighbourhood will remain
 - Care will continue to be provided by the same familiar staff due to the TUPE transfer to the new provider.
 - The existing workforce will have terms and conditions of employment protected through a transfer to the preferred bidder under TUPE regulations.

11.0 Staff Transfer and Pensions

- 11.1 The current Council employees for the two services will be subject to the Transfer of Undertakings for the Protection of Employment Regulations (TUPE) and will transfer on existing Council terms and conditions to the new provider.

11.2 The transfer of staff will also require the new provider to offer a comparable pension scheme or seek admittance into the Local Government Pension Scheme (LGPS) subject to the necessary approvals. Livability have indicated that they will be seeking admission to the Shropshire LGPS in order to provide the required pension protections for transferring staff.

11.3 There are currently only 4 members of staff in post who will be transferring to the new provider and 3 vacancies.

11.4 The actuary report is currently being produced and final pension agreements and arrangements will be concluded within the contractual negotiations and the appropriate approvals under the financial regulations will be sought.

12.0 Conclusion

12.1 The award of the contract to Livability will deliver a viable and sustainable offer for the two day services which will be advantageous to the local community of Oswestry and more importantly will provide the individuals who access the services with continued opportunities for greater social inclusion, training, employment.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)
Cabinet 15 January 2014 – ‘ RECOMMISSIONING OF DAY OPPORTUNITIES CENTRES FOR ADULTS WITH LEARNING DISABILITES’
Cabinet Member (Portfolio Holder) Councillor Lee Chapman, Portfolio Holder for Health and Adult Social Care
Local Member/s: Cllr Joyce Barrow Cllr Clare Aspinall Cllr Paul Milner Cllr John Price
Appendices: Appendix 1: ESIIA MM & CP Oct 17

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Shropshire Equality and Social Inclusion Impact Assessment (ESIIA)

Contextual Notes 2014

The What and the Why:

The Equality and Social Inclusion Impact Assessment (ESIIA) tool replaces the Equality Impact Needs Assessment (EINA) tool previously in use by Shropshire Council. It is a tool to help us to identify whether or not any new or significant changes to services, including policies, procedures, functions or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

What we are now doing is broadening out such assessments to consider social inclusion. This is so that we are thinking as carefully and completely as possible about all groups and communities in Shropshire, including people in rural areas and people we may describe as vulnerable, as well as people in what are described as the nine 'protected characteristics' of groups of people in our population, eg Age, eg Gender Reassignment. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging or delivering services.

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services, such as through a new policy or a change in procedure. Carrying out ESIIAs helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010 to have what is called *due regard* to the three equality aims in our decision making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

The How:

The assessment comprises two parts: a screening part, and a full report part.

Screening (Part One) enables energies to be focussed on the service changes for which there are potentially important equalities and human rights implications. If screening indicates that the impact is likely to be positive overall, or is likely to have a medium or low negative or positive impact on certain groups of people, a full report is not required. Energies should instead focus on review and monitoring and ongoing evidence collection, enabling incremental improvements and adjustments that will lead to overall positive impacts for all groups in Shropshire.

A **full report (Part Two)** needs to be carried out where screening indicates that there are considered to be or likely to be significant negative impacts for certain groups of people, and/or where there are human rights implications. If you are not sure, a full report is recommended, as it enables more evidence to be collected that will help you to reach an informed opinion.

Shropshire Council Part 1 ESIIA: initial screening and assessment

Please note: prompt questions and guidance within boxes are in italics. You are welcome to type over them when completing this form. Please extend the boxes if you need more space for your commentary.

Name of service change

Maesbury Metals and Cornerpatch day opportunities.

Aims of the service change and description

To transfer the services at Maesbury Metals and Cornerpatch to an external provider in line with the Council's wish to no longer provide all day opportunities and develop a diverse social care market.

Following transfer the service can attract investment and grants into the service which the Council is not in the best position to access.

To widen target service user group and enable people to move to more open employment or training.

Intended audiences and target groups for the service change

Day centre users with a learning disability

Day service staff

Families of Service Users

Carers of Service Users

Advocacy organisations

Evidence used for screening of the service change

Appendix 1 has details of consultation and service user views.

Consultation meetings – see below

Group advocacy meetings for ALD clients facilitated by Taking Part (Advocacy organisation). Taking Part have supported service users throughout the procurement process leading up to transfer.

Accessible documents have been produced by Taking Part and shared with Shropshire council, reflecting the views and wishes of the service users attending the two services and highlighting the things that are most important to them at this time.

Overall continuity of care will remain for existing users with the same staff group and key working staff as the staff team will transfer under TUPE regulations to the new provider.

The existing workforce will have terms and conditions of employment protected through a

transfer to the preferred bidder under TUPE regulations.

The preferred bidder will bring additional expertise, diversity and choice to the care sector in Shropshire.

Specific consultation and engagement with intended audiences and target groups for the service change

Appendix 1 has details of consultation meetings and service user views.

Maesbury Metals service users, carers and staff on

3rd June 2015,
17th June 2015,
30th July 2015,
17th August 2015,
16th June 2016,
6th October 2017.

Cornerpatch service users, carers and staff on

29th May 2015,
30th July 2015,
19th August 2015
17th October 2016,
6th October 2017.

Potential impact on Protected Characteristic groups and on social inclusion

Guidance notes on how to carry out the initial assessment

Using the results of evidence gathering and specific consultation and engagement, please consider how the service change as proposed may affect people within the nine Protected Characteristic groups and people at risk of social exclusion.

1. Have the intended audiences and target groups been consulted about:
 - their current needs and aspirations and what is important to them;
 - the potential impact of this service change on them, whether positive or negative, intended or unintended;
 - the potential barriers they may face.
2. If the intended audience and target groups have not been consulted directly, have representatives been consulted, or people with specialist knowledge, or research explored?

3. Have other stakeholder groups and secondary groups, for example carers of service users, been explored in terms of potential unintended impacts?
4. Are there systems set up to:
 - monitor the impact, positive or negative, intended or unintended, for all the different groups;
 - enable open feedback and suggestions from a variety of audiences through a variety of methods.
5. Are there any Human Rights implications? For example, is there a breach of one or more of the human rights of an individual or group?
6. Will the service change as proposed have a positive or negative impact on fostering good relations?
7. Will the service change as proposed have a positive or negative impact on social inclusion?

Guidance on what a negative impact might look like

High Negative	Significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available: urgent need for consultation with customers, general public, workforce
Medium Negative	Some potential impact, some mitigating measures in place but no evidence available how effective they are: would be beneficial to consult with customers, general public, workforce
Low Negative	Almost bordering on non-relevance to the ESIIA process (heavily legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)

Initial assessment for each group

Please rate the impact that you perceive the service change is likely to have on a group, through inserting a tick in the relevant column.

Protected Characteristic groups and other groups in Shropshire	High negative impact <i>Part Two ESIIA required</i>	High positive impact <i>Part One ESIIA required</i>	Medium positive or negative impact <i>Part One ESIIA required</i>	Low positive or negative impact <i>Part One ESIIA required</i>
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				Minimal impact. These services will continue to meet the needs of people 18 and upwards as they currently do.
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				Minimal impact. The day services are currently provided for people with learning disabilities who may also have a mental health issue and some physical disabilities and this will

				continue under a new provider.
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				Minimal impact. The day services is available to all users regardless of gender.
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				Minimal impact. The day service is available to all users regardless of marital status.
Pregnancy and Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				Minimal impact. The day service is available to all users subject to the appropriate risk assessment for that environment.
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				Minimal impact. The day service is open to all users regardless of race.
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				Minimal impact. The day service is open to all users regardless of religion or belief
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)			There are currently 8 female service users and 16 male users at Maesbury metals and Cornerpatch	Minimal impact. The day service is open to all users regardless of sex and users will be supported accordingly
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				Minimal impact. The day service is open to all users regardless of sexual orientation
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)				Minimal impact. The level of service offered under a new provider will be the same as current and the benefits to carers will remain the same. The level of service can only change following a reassessment under the Care Act. The fairer charging policy will continue to apply to the care package. The services provide employment for 4 female staff, some of whom work part time. Staff would be protected by TUPE transfer.

Decision, review and monitoring

Decision	Yes	No
Part One ESIIA Only?	Yes	
Proceed to Part Two Full Report?		No

If Part One, please now use the boxes below and sign off at the foot of the page. If Part Two, please move on to the full report stage.

Actions to mitigate negative impact or enhance positive impact of the service change
<p>The provider selected has national experience of supporting people with a learning disability and experience of developing employment and task focussed services.</p> <p>The provider has spent time in both services to get to know the service users and staff to ensure continuity of care following transfer.</p> <p>Overall continuity of care would remain for existing users with the same staff groups and key working staff as the staff teams would transfer to a new provider.</p> <p>The service will continue to provide daytime respite for carers and families.</p> <p>The existing workforce will have terms and conditions of employment protected through a transfer to the preferred bidder under TUPE regulations.</p> <p>A new provider will aim to increase opening days at Cornerpatch shop which will enable more referrals to be considered.</p> <p>The services will continue to contribute to the local economy.</p> <p>The new provider may be able to access grant funding that is unavailable to the council.</p>

Actions to review and monitor the impact of the service change
<p>Regular Learning disability Service user forums and regular learning disability carers/family forums are held which will provide continued opportunity for feedback from users and families on social care services.</p> <p>Following any change in provider, Taking Part, a local advocacy organisation, will continue to talk to the service users on a regular basis and provide feedback to the Council on the quality of the service.</p> <p>Regular contract monitoring meetings will be held between Adult Social Care and contracts with the new provider to ensure that the quality of the service is maintained.</p>

Activity at Part One screening stage

Names (list those involved in carrying out assessment)	Job titles	Contact details
Gavin Bayliss	Day service manager	01743 257707
Date commenced	15/06/2017	
Date updated		
Date transferred to ESIIA	20/10/2017	
Internal Scrutiny by		

Scrutiny at Part One screening stage

People involved	Signatures	Date
<i>Lead officer carrying out the screening</i>		
<i>Any internal support</i>		
<i>Any external support</i>	Advocacy organisation Taking part	
<i>Head of Service</i>		

Sign off at Part One screening stage

Name	Signatures	Date
<i>Lead officer's name</i>		
<i>Head of service's name</i>		

Appendix 1

Maesbury Metals

Consultation meetings and updates on the outsourcing and transfer were held with Maesbury Metals service users, carers and staff on 3rd June 2015, 17th June 2015, 30th July 2015, 17th August 2015 and the 16th June 2016.

The service users were supported throughout the process and in the meetings by Taking Part, local learning disability advocacy organisation.

The consultation was regarding proposals initially for an organisation to support the services to become more self-sustaining and commercially viable and then following this work to put the service out to tender to then be provided by another organisation under contract with the council.

Initial questions raised by service users and carers included

'What will happen with transport?'

'What will happen to the present staff?'

'My concern is the security, and I need to know my son is safe'

People were reassured that the current staff would continue to provide the service, the contract would be monitored by the council and that transport would still form part of the care package.

People asked if the emphasis would become one of profit, would there be referrals for new service users, would the service be able to make its own decisions and would the council continue with the service if there were no tender responses.

'Its our Maesbury Metals and we want to make decisions about it'

'We like the things we make now'

'After 12 months if things don't work out what happens?'

Ruth Houghton, Head of adult social care explained that referrals would continue to be made to the service; good support, not profit would be the important factor for the council; as the service developed making decisions would be an important part of that and that the council would continue to provide the service if there were no tender responses.

Some examples of service user comments were;

'I would like MM to be a flagship in Shropshire'

'Being in control and choice to change'

'We are part of our community and we want to be involved with our community'

'people to respect that we have a job at Maesbury'

Cornerpatch

Consultation meetings and updates on the outsourcing and transfer were held with Cornerpatch service users, carers and staff on 29th May 2015, 30th July 2015, 19th August 2015 and the 17th October 2016.

The service users were supported throughout the process and in the meetings by Taking Part, local learning disability advocacy organisation.

The consultation was regarding proposals initially for an organisation to support the services to become more self-sustaining and commercially viable and then following this work to put the service out to tender to then be provided by another organisation under contract with the council.

Questions initially raised by service users and carers included

'What if no one wants us?'

'Our main worries is that if after twelve months it was not successful, would the service users have a place?'

'How will it affect our people?'

'What advantages/disadvantages would there be?'

'Would the funding that is in place at present, go across?'

Ruth Houghton, head of adult social care explained that the council would still provide the service if the tender was unsuccessful. She explained that the current staff would be transferred to a new provider with the current funding for those posts. There could be advantages to being not part of the council as they would be able to access more grant funding.

There were other questions relating to the safety of service users such as;

'We have vulnerable people, you need to be careful who you employ'

and 'Will there be checks made on people who will work/volunteer there?'

People were reassured that the same checks and balances would apply as they do currently with the council.

People were in general excited about the future; the comments included:

'We would like more people to come to the shop and do different things'

'What about soap making, silk scarf printing?'

'This is an exciting time to expand and be more independent for my sister and she is happy about these changes'

'We want a bigger shop and to be open for more hours.'

'We want to carry on and "build it up" and to be busier!'

'Can we be kept updated all the time during the twelve months?'

'Some of us think change can be good'

'I like the things we make and like the shop is going well'

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