

**REPORT TO: COMMUNITY SERVICES COMMITTEE 3 DECEMBER 2003.**

**SUBJECT: MORAY RESOURCE CENTRE CAFÉ.**

**BY: DIRECTOR OF COMMUNITY SERVICES.**

**1. Reason for Report**

- 1.1 To inform the Committee of a need for additional staffing to operate the Moray Resource Centre café
- 1.2 To invite the Committee to consider a proposal to evaluate the forming of a partnership with an approved service provider who will take over the management and day to day operations of the café at Moray Resource Centre.

**2. Background**

- 2.1 Moray Resource Centre operates a café which provides a range of simple, nourishing and healthy food at a subsidised rate for service users. Disability in its many forms is one of the main indicators of poverty in the UK and the provision of good quality, hot food at a reasonable price is an important aspect of the café service. The café also provides a social focus around which much informal work, networking and socialising takes place this latter has an important role in preventing social exclusion and isolation.
- 2.2 The café is currently supported by a 25 hour cook post and this permits opening between 10.15 a.m. and 1.30 p.m. Monday to Friday. Service users have indicated their dissatisfaction with these opening hours in writing to Director of Community Services as well as to Elected Members. The Commission for the Regulation of Care has also highlighted this as a recommendation for improvement in a recent inspection report. The recommendation is that the café remains open until 3.30 PM each day.
- 2.3 The staffing permits the provision of limited choice in meals, usually soup, baked potatoes, sandwiches. Customer feedback indicates that a wider range of menu choices would be desirable. Additional staffing would permit greater choice, the availability of hot meals and permit the café to cater for people who require a specialist diet such as for those people who have diabetes or a who have a gluten allergy.
- 2.4 At morning coffee time and lunch time, there is an especially high demand upon the cook and help is needed with preparation, serving and operating the till. Driver/escort/carer time to assist with these tasks is very limited because of lunchtime transport and care needs. Additional care time is already utilised in assisting people who cannot feed themselves and need help. Additional assistance is needed to operate

into the afternoon and to close down the café safely and appropriately at the end of the day. The café currently serves on average 40 meals per day plus snacks and drinks.

- 2.5 The café has in the past offered work placement experience for a number of people with special needs. These placements have provided additional support to enable the café to operate more fully. This is not now appropriate for a number of reasons:-
- Many clients of Moray Resource Centre are increasingly less able, the more able people having been successfully integrated into the wider community.
  - The requirements of health and hygiene concerned with running a café are increasingly stringent.
  - The Resource Workers are fully committed with their main task to provide the appropriate support, facilitation and information to clients and are not available to support the café as was the case in the past.
  - Many Resource Workers have developed highly specialist knowledge and skills to a high degree and there is a need to focus these skills more effectively.
- 2.6 The café can not now be operated as it has in the past. Additional staff input is required to permit longer opening hours and to assist at times of high demand.

### **3. The Proposals**

- 3.1 That an Assistant Cook post be added to the establishment of Moray Resource Centre to meet immediate demand.
- 3.2 That an evaluation be carried out regarding the forming of a partnership with an approved, not for profit, provider Organisation that has demonstrated significant and appropriate ability to run an independent community based café project. The partnership would be created to set up and run a café project based around the Moray Resource Centre resources.
- 3.3 Preliminary work has been done to identify a number of organisations that have appropriate expertise, knowledge and previous experience of running a similar café based project. Organisations identified to date are Momentum, Turning Point Scotland, Capability Scotland and the WRVS, all of these have indicated their interest in participating in a project based around Moray Resource Centre cafe.
- 3.4 That Service Manager (Physical & Sensory Disability) is given authority to manage this process on behalf of the Moray Council.

### **4. Financial Implications**

- 4.1 Assistant Cook Post @ MAN2. With on-costs at 21% total cost will be £12,562. To be met from Community Care (Strategic Review Monies set aside from New Burdens) on a recurring basis.

### **5. Staffing Implications**

5.1 The possibility that the cook post and the proposed assistant cook post could form the basis for a secondment or transfer to a project will need to be investigated further.

## **6. Environmental Implications**

6.1 There are no environmental implications

## **7. Corporate Plan**

7.1 The following principles from the corporate plan are reflected in this proposal:-

- Responsive Services
- Accessible services
- Sustainable services
- Modern Services.

## **8. Accommodation**

8.1 There are no accommodation issues.

## **9. Consultations**

9.1 Consultation on the content of this report has been made with the Head of Community Care who is in agreement with this report.

9.2 The Head of Financial Services has been consulted and concurs with the financial information in this report.

9.3 Senior Personnel Advisor has been consulted and concurs with the information in this report.

## **10. Recommendations**

10.1 **It is recommended that the Community Services Committee agree:-**

- (i) to recommend to the Policy and Resources Committee that 1 FTE Assistant Cook post is added to the staffing establishment of Moray Resource Centre; and**
- (ii) that an evaluation be carried out regarding the forming of a partnership with an approved, not for profit, provider organisation that has demonstrated significant and appropriate ability to run an independent community based café project. The partnership to be created to set up and run a café project based around the Moray Resource Centre resources; and**
- (iii) that Service Manager (Physical & Sensory Disability) is given authority to manage this process on behalf of the Moray Council.**

Author of Report: Charles McKerron, Service Manager (Physical & Sensory Disability).

Background Papers: No background papers.

Ref: