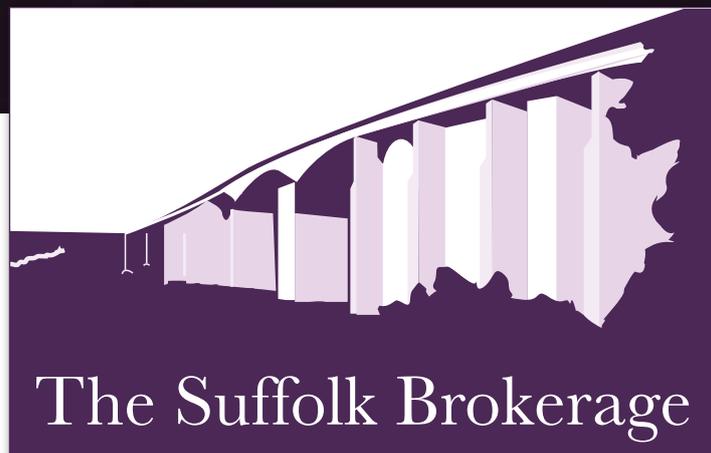




Winners of the Suffolk Care Awards 2017



Suffolk Brokerage Ltd

(Registration number: 05703578)

Annual Report 2016/17

The Suffolk Brokerage is an independent, non profit making organisation dedicated to raising care standards in Suffolk by providing impartial advice, guidance and information to support the county's health and social care sector.

Chair's message

At the risk of sounding like this is my opening gambit for all annual reports, the year has again been very positive for the Brokerage. The staff have continued to work with a number of stakeholder groups to ensure the voice of the sector is heard and that we are able to respond to information and support needs. Working closely with the Commission for Learning group we have identified and responded to a number of areas of concern and challenges using road shows, masterclasses and specific training events to provide employers and staff with the information and skills they need to deliver high quality services. The Registered Managers' network has been particularly useful in enabling managers to raise issues and share solutions, and it provides a key networking opportunity for this group. Whilst we took the decision last year not to undertake an annual survey, partly due to the exceptionally low response rate, we have continued to seek feedback after each of the events and services we have provided. This has enabled us to identify what works for those in the sector, as well giving us information about how we might improve our services, especially as the response rate is much higher using this route.



The Brokerage has continued to take steps to ensure that the sector is kept informed about the changes that might affect them, through e-news, the newsletter and CareWise. Whilst there have been times when the number of up-and-coming changes have been considerable, the Brokerage has been able to highlight the key points so that those working in the sector can take an informed decision about what to investigate more fully, and what has potentially less impact on their services. In committing to the Suffolk Care Awards, along with Suffolk Association of Independent Care Providers, the Brokerage has shown a strong commitment to ensuring that the best of what Suffolk has to provide is showcased and that good practice is shared for the benefit of all. Those involved in the judging continue to be amazed at the innovative practice that is there within Suffolk, and is not known about more widely. We have continued to work closely with Skills for Care, both accessing funding for the sector and ensuring that both organisations have an understanding of the key issues for Suffolk.

During this year we took the decision to advertise for directors who could bring a different skill set to the Board, and Fiona, Trish, Gary, and John have certainly brought that, along with a wealth of knowledge and experience. It has been a year of learning new ways of working and thinking, but it has had a very positive effect on the working of the Brokerage.

The next year holds some significant challenges for the Brokerage. We are looking to separate out our paid-for and free services, so that there is clarity about what we do and how that is funded. We also know that the current Partnership Agreement is coming to an end, and any new agreements will be subject to tender. This will make for an interesting discussion and mean that we have to get much smarter in our thinking and approach. The Local Enterprise Partnership, and working more closely as a region, will also have an impact on what we do, and we continue to be involved in the discussion around developments in that field.

The Brokerage staff continue to work hard, and across a range of roles to ensure that we both listen and respond to the needs of our sector. On behalf of the Board, I would like to thank them for their continuing dedication and ability to turn their hands to almost anything, whilst doing at least two tasks at any one time.

Liz Taylor, Chair, Suffolk Brokerage Ltd

Workforce Development Manager's message

This has been a successful year for the Suffolk Brokerage. Not only have we continued to listen to providers and deliver services accordingly but we have also received excellent press coverage highlighting all the sector has to offer. This was particularly so in the coverage of the very first Suffolk Care Awards. The press coverage featured many of the finalists' stories in detail and showed to the general public that care services can be caring, innovative and have a positive impact on people's lives. The sector was also highlighted in the business section of the East Anglian Daily Times with an eight page pull-out facilitated by Brokerage staff and featuring a number of local care employers showcasing the many varied careers and career pathways available to those working in the sector.



The development of the LEP Sector Skills Plan across Norfolk and Suffolk also garnered positive press coverage showing that many partner organisations coming together can develop a comprehensive plan for the development of the workforce. Many care employers worked with us on the development of the plan and I would like to thank them for their efforts. Having the plan in place is important as it puts the sector on a positive footing to be able to access additional funding for training and development projects.

There have been a number of fundamental changes this year, particularly the changes to both the structure and funding of apprenticeships. We delivered information roadshows to assist employers to understand and plan for these changes and have offered one-to-one sessions with employers to look at this in detail. The next change to hit will be the introduction of the new General Data Protection Regulations and we are already gearing up to deliver sessions on this in the New Year.

During this year we delivered roadshow workshops looking in particular at recruitment and retention and we know this is one of the greatest pressures for care providers at the present time. In response we delivered a project focussing on wellbeing of both managers and their staff. The managers who took part reported that this project had really helped them to put wellbeing at the heart of everything they do which can only have a positive effect on staff retention in those organisations. To support providers with recruitment pressures we have spent this year developing an all-encompassing recruitment service which will deliver the services of a recruitment agency with the values of the Suffolk Brokerage and on a not for profit basis. We look forward to working with employers on this exciting new venture.

Louise Whitley, Workforce Development Manager, Suffolk Brokerage Ltd

Board of Directors 2016/17

<i>Name</i>	<i>Started</i>	<i>Type</i>	<i>Resigned</i>
Liz Taylor	April 2007	CH	
Ian Turner	April 2007	VC	
Hilary Gibbs	April 2007	D	Dec 2016
Prema Fairburn Dorai	Sept 2010	M	
Lorraine Clarke	Feb 2015	M	
Pat Smith	Feb 2015	M	
Maggie Fisher	Dec 2014	M	
Ruth Sime	July 2015	M	
Lin Barnes	Dec 2015	M	
Gary Lee-Scott	Dec 2016	D	
Fiona Denny	Dec 2016	D	
Trish Townsend	Dec 2016	D	
John Drake	Dec 2016	D	

CH – Chair

VC – Vice Chair

M – Member

D – Director

Funding performance at a glance

**We have contributed via Skills for Care WDF
towards the funding of the following qualifications:**

68 QCF level 2 Diploma/Apprenticeships

58 QCF level 3 Diploma/Apprenticeships

3 QCF Level 4 Diploma/Apprenticeships

19 QCF level 5 Diploma/Apprenticeships

Key achievements 2016/17

- **Helped 23 employers fund the training of their staff**
- **Kept the sector informed of changes through regular newsletters, website and conferences**
- **Continued to facilitate Registered Managers groups to inform and to provide a networking opportunity**
- **Provided workshops and masterclasses on a range of topics – led by demand from the sector**
- **Worked in partnership with SCC through Integrated Workforce Groups to identify areas where funding is most needed**
- **Assisted 22 people to access apprenticeship roles in the sector**
- **Continue to run I Care...Ambassador scheme, the largest of its kind in the country**
- **Worked with 22 schools and colleges to promote care as a careers choice for young people**
- **Continued to develop the Care Careers Suffolk website which is an information point for anyone interested in a career in health and social care**
- **Continued to provide a sector specific business advice service to the sector**
- **Continued to provide critical friend “Health Checks”**
- **Worked with partners across Norfolk and Suffolk to develop a Sector Skills Plan for this sector which was welcomed by the Local Enterprise Partnership**
- **Delivered the very successful first Suffolk Care Awards gaining recognition for the sector with the public through good press coverage**
- **Worked with the NHS to provide rotational apprenticeships across health and social care giving young people experience of different parts of the sector**
- **Continued to develop the online information portal “Carewise” which keeps the sector up to date on changes of practice and legislation**
- **Delivered a successful project supporting managers to address wellbeing of their staff and of themselves**
- **Produced an 8 page insert for the EADT highlighting careers in the sector**
- **Delivered targeted roadshows on Recruitment and Retention and on Apprenticeship Changes**
- **Delivered a successful work placement project**

Messages from our partners

2016/17 has not been an easy year for providers. CQC are inspecting more provisions under the new fundamental standards and funding as usual remains a big issue. There will be more changes from CQC in November. The State of Healthcare and Adult Social Care Report agrees that this year has been especially challenging but most providers have managed to maintain good safe care.

SAICP working with the Brokerage means that there is a joined up network with information flowing both ways. With the increasingly complex needs of the people we care for it is important that our staff have the knowledge and understanding to care for these vulnerable people. We have seen this year more providers reluctant to claim money for training which is a pity as this remains available. The Brokerage has also met the needs of the sector by running sessions, requested by providers through the Commissioning for Learning group, (which have been funded by SCC) and these have been well attended.

The Suffolk Brokerage has again, this year, held the Skills for Care Workforce Development Fund contract for Suffolk. This funding is open to providers to help with the costs of any training. It is important that as many providers as possible make more use of this.

I would like to thank all providers in Suffolk for continuing to care for their clients and staff in more and more innovative ways. This was reflected in the Suffolk Care Awards submissions which were a pleasure to hear about and which showcased the high quality level of care delivery in the county.



Hilary Gibbs, SAICP Ltd.

As is often the case when it comes to reviewing the past 12 months, it seems to go quicker each time! This year as in previous years, Skills for Care has continued to work closely and productively with the Suffolk Brokerage as our key delivery partner in Suffolk to ensure we have a workforce that is delivering the very best care and support for some of the most vulnerable people in our society.

Much of this has centred around the Workforce Development Fund allocation for Suffolk which has again been successfully distributed by the Brokerage to social care providers right across the county. However, the Brokerage has also support social care providers and their staff teams in so many other ways, from the promotion of the very best practice to supporting networks of registered managers. All of this effort supports the recruitment and retention of the high quality, values driven workforce we want to see working across Suffolk – however we all know this is an ongoing challenge.

It continues to be a financially challenging time for all of us working across social care, so we must continually seek new and efficient ways of supporting and developing our workforce – on this note do keep in touch with our website and our Locality Manager for Suffolk and Norfolk, Fran Woodall – fran.woodall@skillsforcare.org.uk

Finally I would like to offer my huge thanks and congratulations to the Brokerage board and team for all of the work you do for our sector. Skills for Care very much look forward to continuing to work with providers and partners in Suffolk over the next year.



James Cross, Skills for Care

A vote of thanks to our partners

We are particularly grateful to the many companies, organisations and individuals without whose contributions we would be unable to achieve and deliver everything we do.

On behalf of the team, I would like to take this opportunity to say how much we appreciate the help, support and advice we have received from all of you throughout the year.

Best regards, Louise Whitley

Babcock International
Care Knowledge
Christine Laverock Training Services
Crooks Design
Health Education England East
Holden Systems
Ipswich and East Suffolk CCG
Ipswich Hospital
Jobcentre Plus
KDS Print
MENTA
Millsom Hotels
My Go
Norfolk County Council
Norfolk and Suffolk Workforce Partnership
Parker Communications
Reflective Learning
Scils
Skills for Care Eastern
Suffolk Association of Independent Care Providers
Suffolk Coalition of Disabled People
Suffolk Community Healthcare
Suffolk Family Carers
Suffolk County Council
Suffolk Independent Living Services
West Suffolk College
West Suffolk CCG
West Suffolk Hospital
Wise Communications

Not forgetting all the training providers that form part of our database, the many schools and colleges that we work with and all our partner employers who have used our services.

Income and expenditure account

Profit and Loss Account for the Year Ended 30 June 2017

	2017	2016
	£	£
Turnover	412,990	381,477
Cost of sales	(195,785)	(186,270)
Gross surplus	217,205	195,207
Administrative expenses	(197,442)	(197,545)
Other operating income	178,509	2,338
Operating surplus	198,272	-
Surplus before taxation	198,272	-
Surplus for the financial year	198,272	-

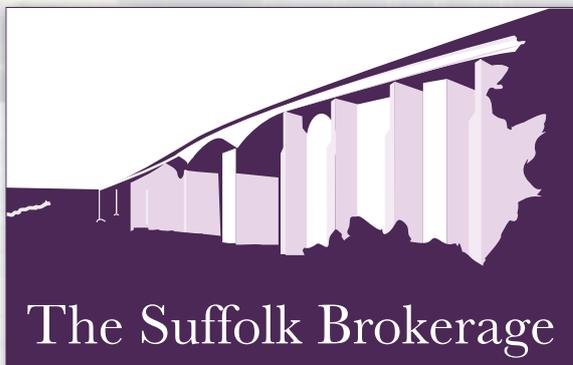
Balance sheet

Balance Sheet at 30 June 2017

	2017	2016
Fixed assets		
Tangible fixed assets	4,768	7,750
Current assets		
Debtors	9,905	42,227
Cash at bank and in hand	854,915	841,332
	864,820	883,559
Creditors: Amounts falling due within one year	(584,872)	(804,865)
Net current assets	279,948	78,694
Net assets	284,716	86,444
Capital and reserves		
Other reserves	284,716	86,444



For more information, visit www.suffolkcareawards.com



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