

# Suffolk Brokerage Ltd

(Registration number: 05703578)

## Annual Report 2017/18

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

*It is always quite strange to be writing a piece about the last year some time after it has finished, the tendency being to include everything of note and not just what occurred in the time period in question. This has been especially difficult this year given the number of changes that have happened in the second half of this calendar year, but I must confine myself to July 2017 to June 2018. At the risk of sounding like a broken record, and starting every annual report off with it has been a tremendous year for us, it has. The Brokerage has gone from strength to strength, and the staff team have continued to work really hard to ensure that, not only do we maintain our reputation and place in the sector, but also to improve the services we offer. They are an extremely small and dedicated team and it is a pleasure to have the opportunity to thank them publicly for all they do. So on behalf of the Board, and all those we work with, THANK YOU to all of you.*

*It has been the first full year of operating with our new Board structure and, as such, has been a learning curve for all of us, both in terms of the staff team working with people who want more information to help them take effective decisions, and the Board members in learning how to be involved but not interfere. We seem to have got it almost right and, between us, will continue to work hard to ensure we continue to provide a service that is meaningful and useful for the sector. The Brokerage has continued to be successful in securing Skills for Care funding for qualifications and we continue to work with employers to enable them to make the best use of the funding available. We have maintained our close working relationship with Adult Social Care and look forward to continuing to work closely with them to ensure that the workforce in Suffolk is confident and competent.*

*We have been actively involved in the 360 (now RANCH) meetings again, focussing on workforce development and attracting people into the sector. This remains the biggest challenge that faces us all, how to ensure that we have sufficient staff to deliver the quality of service that we want, as well as thinking about developing new skills and services. The I Care...Ambassador scheme and other programmes, such as work experience and apprenticeships, continue to showcase the positives of working in the sector. The importance of talking to young people at an early point about the value and positive feelings that can be gained from working in the sector is being recognised and facilitated. We have run a full range of masterclasses over the year and the managers network continues to provide a resource for managers to gain peer support as well as information.*

*Overall this has, again, been a very positive year. We certainly have challenges to face in the next 12 months, but I do firmly believe that the Brokerage (or Care Development East as it became in June 2018) has the staff team and Board support that will enable it to meet those challenges positively.*



Liz Taylor  
Chair  
Suffolk Brokerage Ltd

## Board of Directors 2017/18

<i>Name</i>	<i>Started</i>	<i>Type</i>	<i>Resigned</i>
Liz Taylor	April 2007	CH	
Ian Turner	April 2007	VC	
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	Dec 2017
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:**

**38 QCF Level 2 Diploma/Apprenticeships**

**45 QCF Level 3 Diploma/Apprenticeships**

**9 QCF Level 4 Diploma/Apprenticeships**

**7 QCF Level 5 Diploma/Apprenticeships**

## Key achievements 2017/18

- **Helped 18 employers fund the training of their staff**
- **Kept the sector informed of changes through regular newsletters, websites, events and e-news**
- **Continued to facilitate the successful Registered Managers Network to inform and provide networking opportunities**
- **Provided workshops and masterclasses on a range of topics – led by sector demand**
- **Worked in partnership with Suffolk County Council through Integrated Workforce Groups to identify areas where funding is most needed**
- **Continued to run and expand the I Care...Ambassadors scheme**
- **Worked with 23 schools and colleges to promote care as a career of choice for young people**
- **Continued to develop and promote our dedicated career information website, Care Careers Suffolk**
- **Continued to provide a sector specific business advice service**
- **Continued to provide critical friend “health checks” to care businesses**
- **Worked with partners across Norfolk and Suffolk to develop a project which focuses on skills development and career progression**
- **Delivered a second very successful Suffolk Care Awards gaining further recognition for the sector**
- **Continued to develop the online learning information portal Carewise which keeps the sector up to date on changes in good practice and legislation**
- **Set up a successful not for profit sister company delivering recruitment solutions to the sector**
- **Successful rebrand as a result of sector consultation**
- **Three year partnership agreement agreed with Suffolk County Council ensuring continuity and development of services to the sector**
- **Carried out 53 one-to-one career advice sessions**
- **Attended 34 careers events**

## Messages from our partners

*I was delighted to be elected to the Chair of SAICP Limited in the summer at the Association's AGM, taking over the reins from Hilary Gibbs who has now stepped back and is enjoying a much-deserved retirement.*

*We have a long history of joint working with Care Development East and we are hoping to work even more closely in the future, whilst respecting the demarcation of the different remit of both services. The Association has enjoyed the co-production of the recent care awards which I think were a great success and helped raise the profile of the sector and the excellent care services which are available to the residents of Suffolk.*

*The sector continues to face seemingly insurmountable, issues in relation to funding. With there being such a shortage of funding available to the sector it can be frustrating to learn that providers are not taking advantage of sector skills training funding available through Care Development East. We do encourage all our members, whenever possible, to engage and access the funding which can only help development and capability within their workforce, and have the added benefit to aid retention of staff.*

*Collaborative working between PVI providers of care in Suffolk (represented by SAICP) and other key stakeholders – Suffolk County Council ACS, NHS and Care Development East will ensure that there is robust and sustainable provision of care services for the elderly and the vulnerable within the county.*



**Prema Dorai, Chair of Suffolk Association of Independent Care Providers**

*I would like to take this opportunity first and foremost to congratulate and celebrate our colleagues right across our sector who have undertaken personal and career development this year – it is never an easy challenge for people to balance learning against work and family commitments – so well done to you all!*

*During the last year Skills for Care have continued to work closely with Care Development East as our key delivery partner in Suffolk to ensure we have a workforce that is delivering the very best care and support for older people and working-age adults across the county. This year, the Workforce Development Fund allocation for Suffolk has yet again been successfully distributed by Care Development East to social care providers right across the area. The efforts of Care Development East do not stop there, they have also supported our sector and our workforce in so many different ways from leading registered managers networks to advising on apprenticeships – and everything in between! All of this collective effort supports the recruitment and retention of the fantastic social care workforce working so hard right across Suffolk.*

*From a Skills for Care perspective please do keep in touch with our website and our Locality Manager for Suffolk and Norfolk, Fran Simons – [fran.simons@skillsforcare.org.uk](mailto:fran.simons@skillsforcare.org.uk). Finally I would like to wish Care Development East, employers and the workforce across Suffolk the very best for the year of learning ahead.*



**James Cross, Skills for Care**

*We have been happy to work with, and fund, Care Development East as a strategic partner during 2017-18, and delighted to agree our partnership arrangements for the next three years. Care Development East have played an important role in helping us to get through the first stage of a joint bid with Norfolk County Council and other partners to apply for European Social Funding for an ambitious project to develop qualification programmes across the sector. This project, alongside the establishment of the not-for-profit Care Careers East sister organisation, will enable us to work together in providing support to the sector with the challenges of recruitment and retention. Care Development East continue to co-ordinate the Suffolk Care Awards, which in itself is a huge undertaking in terms of validating submissions, visiting and reporting on services, supporting panels and judges and hosting the event.*

**Loretta Greenacre, Suffolk County Council, Adult and Community Services**



# 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.*

*A big thank you to all those who have provided help, support and advice throughout the year.*

CareKnowledge

Christine Laverock Training Services

Health Education England

Holden Systems

Ipswich and East Suffolk CCG

Ipswich Hospital

Jobcentre Plus

MENTA

New Anglia LEP

My Go

Norfolk County Council

Norfolk and Suffolk Workforce Partnership

Parker Communications

Printing for Pleasure

Reflective Learning

Scils

Skills for Care Eastern

Suffolk Association of Independent Care Providers

Suffolk Coalition of Disabled People

Suffolk Family Carers

Suffolk County Council

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 2018

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Turnover	265,891	412,990
Cost of sales	(87,836)	(195,785)
Gross surplus	178,055	217,205
Administrative expenses	(286,822)	(197,442)
Other operating income	108,767	178,509
Operating surplus	-	198,272
Surplus before taxation	-	198,272
Surplus for the financial year	-	198,272

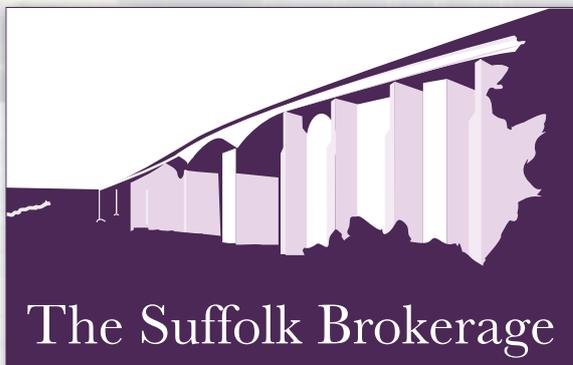
# Balance sheet

Balance Sheet at 30 June 2018

	<b>2018</b>	<b>2017</b>
<b>Fixed assets</b>		
Tangible fixed assets	2,660	4,768
<b>Current assets</b>		
Debtors	21,500	9,905
Cash at bank and in hand	717,182	854,915
	738,682	864,820
Creditors: Amounts falling due within one year	(351,934)	(584,872)
<b>Net current assets</b>	386,748	279,948
<b>Net assets</b>	-	284,716
<b>Capital and reserves</b>		
Other reserves	284,716	284,716



For more information, visit [www.suffolkcareawards.com](http://www.suffolkcareawards.com)



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