



# CARE DEVELOPMENT EAST



## ANNUAL REPORT 2019-2020

Care Development East 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.

## MESSAGE FROM THE CHAIR



I always find it difficult to sit and write the annual report about a period that ends in June, especially when the year has held so many changes as this one. The second half of 2019 saw a number of changes for Care Development East. It is really pleasing to be able to say that Christian Bone, who joined us in March, has really brought a fresh approach to the organisation and is already moving us into new relationships whilst maintaining existing ones. A restructure of the company to enable us to work in a more focussed, cost effective and targeted way provided a firm foundation for the work ahead.

And then COVID -19 and all its challenges hit the sector. I am amazed (in a good way), by how the staff team have changed their working practices to ensure that we are still in touch with the sector and continue to deliver a service that enables providers in Suffolk to maintain the delivery of excellent and innovative services. It will be great to celebrate some of those achievements next year at the Care Awards. The work on the Health and Social Care Ambassador project has produced some wonderful results, and Kerrey and Hannah especially need to be congratulated for their hard work, innovative thinking and dedication to achieving positive outcomes for the sector. Kate too has worked hard to ensure that providers have access to funding and that the apprenticeship and work experience programmes continue. It is to her credit that she has been able to maintain these programmes in the latter half of the 2019-2020 year despite the challenges of COVID. I also can't forget Cass who works away in the background ensuring that bills and salaries are paid, and that the information our funders require is readily available. On behalf of the Board, our funders and customers, thank you all of you.

The registered managers network has grown and regular meetings throughout the first three quarters of this year produced good discussion and the opportunity to share new ideas and good practice. There was a hiatus initially when COVID struck, but that established network paid dividends and enabled technology and virtual discussions to continue the process of sharing, joint problem solving and support to continue. Thanks go to everyone who contributed information and ideas and just shared the pain. Similarly, existing links with commissioners meant that CDE was able to fulfil a key role in enabling the dissemination of significant and vital information, as well as providing an additional voice for the sector. I know that without the work that goes into maintaining relationships this wouldn't have been possible. Thanks again to everyone involved.

As I look forward to the next year, it is clear that COVID will continue to provide us with significant challenges, but what I do know from past experience of working with you all, is that you will put the knowledge gained during this time to good use. Changes in practice will be built upon and developed to ensure that people in Suffolk who need support are receiving high quality services from well trained and supported staff. As things ease, which they surely must, we will celebrate together and be rightly proud of all that we have achieved, no matter what the size of the original challenge.

Liz Taylor

Chair



## KEY ACHIEVEMENTS

- Helped 15 employers fund the training of their staff
- Supported funding for 44 qualifications
- Facilitated 11 Apprenticeships
- Arranged 18 work placement programmes
- Worked with 25 schools and colleges to promote care as a career of choice for young people
- Attended 38 careers events
- Carried out 73 one-to-one career advice sessions
- Continuing to build and support our Health and Care Ambassador network.
- 278 Health and Care Ambassador recruited with a 50/50 split between the sectors.
- Extended the reach of the Next Generation project into North East Essex engaging with 10 schools in the area.
- Key partner in the scoping, implementation and delivery of the ICS wide Health and Care Academy programme.
- Provided information, advice and guidance to approximately 3500 young people and adults, promoting roles, opportunities and other programs within health and care.
- Presented to 200 attendees at the Suffolk Careers & Labour Market conference to showcase The Next Generation Project and the support we offer to schools, colleges and their students.

## MESSAGES FROM OUR PARTNERS

The 2019/2020 year has seen significant changes and unforeseen challenges. The care sector is working through the changes that an EU Exit will bring in addition to the Coronavirus pandemic which has brought ways of working that were unseen at the end of 2019.

The beginning of 2020 has seen much of the work supporting the care sector move into a virtual space. Care Development East has been able to use their Registered Managers Network to support managers with guidance, as new ways of working have emerged and help them to maintain their resilience as the world changed.

Suffolk County Council has been pleased to work with Care Development East as a strategic partner to support the care sector in Suffolk.

**Karen Keeler**  
**Head of Service Development & Contracts**  
**Suffolk County Council**



When we take some time to reflect on the year that has passed since the last Care Development East Annual Report, I think we would all agree it has been an immensely challenging year for our sector and the people we support, alongside some incredible achievements and recognition for care providers and our workforce. Could we have imagined a year ago people across this country coming out of their houses once a week to show their appreciation for the amazing work our front-line workforce does in adult social care?

Despite the challenges, I know colleagues in our sector right across Suffolk have undertaken personal and career development this past year which has been ably supported by Care Development East. This is testament to the dedication of our workforce, and also the importance of training and development in maintaining the very highest quality of care and support. It is increasingly important to

**James Cross**  
**Head of Area (Eastern)**  
**Skills for Care**



maintain this momentum despite the restrictions we all face to our daily lives.

During the last year, Skills for Care have continued to work closely with Care Development East as our key delivery partner in Suffolk on a number of key work areas all with one ultimate aim – to ensure the social care workforce across Suffolk are knowledgeable, skilled and have the right values to provide the very best care and support. This has included the distribution of the Workforce Development Fund allocation for Suffolk supporting the sector to meet the costs of qualifications.

From a Skills for Care perspective please do keep in touch with our website ([www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)) and our locality manager for Suffolk – Karen Andrew ([karen.andrew@skillsforcare.org.uk](mailto:karen.andrew@skillsforcare.org.uk)).

Finally, I would like to wish Care Development East, employers and the workforce across Suffolk the very best wishes in what I am sure will be another challenging year ahead.

Suffolk and North East Essex Integrated Care System has been working in partnership with Next Generation over the last 18 months to deliver the Health & Care Academy Model.

This has enabled young people to gain insight and a better understanding of the career opportunities available to them locally in health and care. Next Generation has developed its relationships with system partners: expanded the network of Health and Care Ambassadors; and enhanced engagement with local schools and colleges.

Next Generation's dedication, support and innovative thinking has contributed to the delivery of successful virtual programmes to young people across Suffolk and North East Essex

**Lisa Llewelyn**  
**Director of Workforce**  
**Suffolk and North East Essex**  
**Integrated Care System**



**North East Essex**  
**Clinical Commissioning Group**

## LOOKING AHEAD

COVID related job losses in key regional sectors including hospitality, retail and aviation have had an immediate impact on the jobs market and the economy.

Over the next few months, Care Development East will be working closely with its partners to promote Health & Social Care as an alternative career pathway



Prior to the COVID 19 outbreak, the UK had over 120,000 vacancies in the sector and the last few months have been a challenging time. However, the profile of the Care Sector has been significantly increased as people have come to understand more about the vital work that takes place within residential care homes and through provision in the wider community.

We have launched a job listing service on our Care Careers Suffolk site, not only to help care providers with their recruitment needs, but also to show job seekers the rewarding range of roles that are available. People have now come to value the work that takes place in Health and Social Care even more, and this service connects those with an interest in the Sector to providers who can offer jobs and other opportunities.

As well as recruitment we will also be working with our partners to ensure the sustainability of care providers, building better business resilience and continuity. This work will encompass support for workforce development through the ongoing DSHSC project and for digital integration through the rollout of the Data Security and Protection Toolkit (DSPT)

On a final note, I would like to thank our outgoing directors, Fiona Denny, John Drake and Ian Turner for their contribution. In particular, I would like to thank our Chair Liz Taylor for all the help and support she has given myself and the team over the last few months and for her long-term commitment to Suffolk Brokerage and its growth and development into Care Development East.

Christian Bone  
Chief Executive  
Care Development East

# FINANCIAL STATEMENTS

SUFFOLK BROKERAGE LTD

BALANCE SHEET ANALYSIS

AS AT 30 JUNE 2020

	See Note	30/06/20	30/06/19	30/06/18
<b>CASH AT BANK AND IN HAND:</b>				
Current account		437,166	396,333	415,384
Deposit accounts		302,794	302,235	301,749
Cash in hand		69	54	49
		<u>740,029</u>	<u>698,622</u>	<u>717,182</u>
<b>ANALYSIS (further detail on each category is provided below):</b>				
CREDITORS - amounts owed by the company, payable on demand or within 1 year				
	1	363,025	341,948	351,934
LESS DEBTORS - amounts owed to the company, receivable within 1 year				
	2	(7,407)	(24,643)	(21,500)
<b>SHORT TERM PAYABLES LESS RECEIVABLES</b>		<u>355,618</u>	<u>317,305</u>	<u>330,434</u>
ESOL AND INTEGRATED WORKFORCE GRANTS REPAYABLE ON CESSATION LESS NET BOOK VALUE OF FIXED ASSETS				
		104,692	104,692	104,692
		(4,997)	(8,091)	(2,660)
<b>LONG-TERM LIABILITIES LESS LONG-TERM ASSETS</b>		<u>99,695</u>	<u>96,601</u>	<u>102,032</u>
<b>REMAINDER OF CASH - ATTRIBUTABLE TO RESERVES</b>		<u>284,716</u>	<u>284,716</u>	<u>284,716</u>

## NOTES

### 1. CREDITORS - amounts owed by the company, payable on demand or within 1 year

Suffolk County Council - unexpended amounts, including accrued interest	228,261	236,105	315,664
Skills for Care advances/refunds due	-	-	-
Suffolk Care Awards deferred income	-	500	10,800
HSC Ambassadors Project deferred income	120,000	73,500	-
Deferred recruitment membership fee income	-	1,651	-
Other creditors and accruals	14,764	30,192	25,470
	<u>363,025</u>	<u>341,948</u>	<u>351,934</u>

### 2. DEBTORS - amounts owed to the company, receivable within 1 year:

Care Careers East	-	8,921	4,773
Other debtors and prepayments	7,407	15,722	16,727
	<u>7,407</u>	<u>24,643</u>	<u>21,500</u>



# CARE DEVELOPMENT EAST

## Contact

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