

Development Director’s report for Care and Support West’s AGM

Prepared by: Mik Alban

Date: 17th November 2018

I have continued to be involved with Care and Support West for what has been my tenth year. My key areas of focus include:

1. Running the Registered Managers Network sessions

Completing the fourth year RMN sessions

This last year has seen the completion of Year 4 of the Registered Managers Network sessions in each of the four local authority areas and we have now completed 2 of our 3 sessions in our 5th year. These networks are part funded by Skills for Care but we have also needed to charge for sessions to cover the cost of administering the Networks, developing and delivering sessions and developing accompanying resources.

The financing of these Networks is going a lot better. Raising the price to £70 for the 3 sessions whilst maintaining the numbers means that the Networks effectively pay for themselves and actually generate some level of surplus towards C&SW. It is important to me that along with being enjoyable, the RM Networks still provide cost effective training and development opportunities.

Network	Organisations	Participants
B&NES	9	17
Bristol	18	45
North Somerset	15	30
South Glos	21	44
Total	63	136

We currently have 136 signed up participants across the 4 RM Networks from 63 different organisations. Total numbers are therefore up by 6 on last year.

The Google Drive spreadsheet makes it far easier to keep a track of payments. There are still a few outstanding invoices, which I am actively continuing to chase but the vast majority have now been paid.

The current (fifth) round of sessions are devoted to a detailed look at CQC’s compliance requirements and how these can best be met. The Registered Manager’s Network resource page is being increasingly populated not only with the presentations used at the sessions but with a good number of useful resources. Generally, the sessions are well attended although we would like to continue to build the numbers across all Networks but particularly for the B&NES Network. I have recently sought feedback from participants which has been very positive about the sessions and I plan to do a short presentation at Provider’s Forums and update our publicity material to try and encourage even more people to join. If you know anyone who would be interested in joining the Networks, then please get in touch.

2. The Issues we Face report

I completed my 'The Issues we Face' report back at the tail end of 2017. I was particularly pleased with this as it is designed to represent the voice of providers, which is often lacking in reports about the sector. It offers something of a reality check and it provided a sophisticated reflection of people's views and experiences in relation to:

- ❖ Staff recruitment and retention
- ❖ Regulation and oversight
- ❖ Relationships with local authorities
- ❖ Service models (Registered Care v Supported Living).

I circulated it not only to the membership but also to local authority directors, elected members, all the MPs in this area, Care England and the Chair of the Health and Social Care select committee. I have also used it to generate a number of blogs to help generate insights and conversations and I will continue to do this. I guess the good thing about this report is that, unless things change dramatically, it will continue to be an accurate reflection of the experience of providers.

3. Being used as a consultant for Care and Support West

I have had a relatively busy year in this regard. I did a piece of work around service reconfiguration and another supporting an organisation with their PIR. For the majority of this consultancy work I have been involved in doing Independent Service Reviews (6 at the last count) and I continue to use the process to refine and improve our model and the value it can provide to services and organisations. I didn't this year, but I have previously supported people to challenge their draft CQC reports (with some degree of success).

4. Cost of Care

Last year I wrote our 5th consecutive Cost Pressures report. It looks like we are taking a break from doing one for 2019/20 as although I believe these are a very useful exercise for the association, I recognise that there is a question mark over how much influence they actually have with local authorities. I will however still be involved in the North Somerset Cost of Care group which does seem to have some influence on the annual uplift process.

Overall

Over the last year I have been meeting regularly with David and with Angie during his time in Gibraltar. I have been trying to work closely with both of them to help develop products for our Association and to respond to the needs of our membership.



Signed:

Name: Mik Alban (C&SW Development Director)

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