



Annual Review 2016/17



Labake Anisere at the Yarrow Charity Breast Cancer Awareness Tea Party



Radio Mencap in the studio



People supported by Community Integrated Care enjoy visit to Hoylake Sensory Rooms

ARC's Mission:

The Association for Real Change is a membership organisation supporting anyone who is involved in the planning or delivery of support or services for people with a learning disability. Our work also benefits people with other support needs such as autism, mental health issues, long-term health problems and physical and sensory disabilities, and we are therefore committed to sharing our learning and experience across all sectors. **Our strategic vision** is written at a time of austerity, which is impacting heavily on supported people throughout the UK. Never has our work been more challenging or important.

CONTENTS

1

CONNECT AND LIAISE

- Membership (page 3)
- Networks (page 4)
- Communication (page 5)

2

SUPPORT AND DEVELOP

- Training Services (page 6)
- Qualifications and Publications (page 7)
- Workforce Development Fund (page 8)
- Disclosure and Barring Service (page 9)
- David Wandless Bursary (page 10)

3

INFLUENCE AND VOICE

- Influence and Voice (page 11)
- Collaboration is the Key (page 12)

4

WHAT'S NEXT?

- Future Plans 2017/18 (page 13)

Introduction - Lisa Lenton, ARC England Director

Welcome to the ARC England Annual Review. We want to share with you some of the highlights of 2016/17 and showcase some of the main areas of our work over the past year. It has been an exceptionally busy and challenging year for everyone involved in our sector with unprecedented levels of pressure on providers in one guise or another.

We are proud of what we have achieved in respect of supporting, developing and connecting our members across England, working more closely together over the past year than ever before. This review is packed with interesting statistics but the impact of our work goes beyond the numbers.

The sense of an 'ARC Community' continues to grow and we have created greater opportunities for meaningful and positive relationships with our members to flourish, with each other as well as with us.

May I take this opportunity to thank all our members, partners and sector colleagues for their valuable support and input over the past year. I look forward to working with you in the year ahead.



Lisa Lenton
ARC England Director



Lisa Lenton,
ARC England Director

1. CONNECT AND LIAISE

A warm welcome to new ARC England members - *Karrek Communities, Homefield College and Options Autism and Learning Disability*

MEMBERSHIP

ARC England has **122 members**, all providers of support services to people with Learning Disabilities and / or Autism, from both the voluntary and private sector.



Our members range from very small, localised services through to national organisations. We see this diversity as a real strength.

Here at ARC England we refer to our membership base as a 'community', and we are proud to foster a sense of collaboration and belonging, where providers can come together to share best practice and face the challenges of the sector as one. Throughout the year, we have been able to make numerous personal visits to services across England to strengthen our relationships and truly understand the reality of the issues our members face.

As many of our new members are smaller providers, we have ensured these members have the same opportunity to 'plug in' to our meetings and events, setting a stage where they can potentially learn from the experiences of our larger members. And for our larger members, it has created opportunities for staff at all levels to engage with us across the whole of England. We look forward to the year ahead and continuing to bring members together and support the amazing work they do.

To learn more about ARC England and our members please visit us: www.arcuk.org.uk

ARC Champions!



We want to ensure our work focus remains relevant and impactful, so this year saw the creation of our Ideas Forum. The Forum consists of 5 key supporters from ARC member organisations and we are proud to announce them as **ARC England Champions!**

They help to shape our work and develop creative ideas to ensure we have 'our finger on the pulse' in relation to the ongoing challenges directly affecting our members. They uphold the values, mission and strategic aims of ARC England and represent us as part of our virtual team. We look forward to working with them in the coming year.

CONNECT AND LIAISE NETWORKS

Maintaining our commitment to involve members within their own region, we continued to roll out our **CQC and Inspection** meetings. These meetings brought together social care managers and senior inspection staff, including Andrea Sutcliffe (Chief Inspector of Adult Social Care) at our London event. These sessions created an opportunity to open up positive dialogue between providers and the regulator, discussing process, the inspection framework and how to move from 'Good' to 'Outstanding'.



CQC meetings:

Harrogate
Birmingham
London
Okehampton

We also collaborated with Flint Bishop solicitors to deliver something new and exciting for our members! We held 4 highly successful **Mock Employment Tribunals**, featuring our very own Lisa Lenton and Esther Oddy in starring roles. These sessions were very popular, with 110 people attending. The sessions gave a realistic overview of the mechanics of the tribunal and a true representation of what might be experienced - helping attendees to prepare for this situation. We are planning further mock sessions with Flint Bishop to take place in 2017 - *watch this space!*



Mock Tribunals:

York
Loughborough
London
Credon



"A fantastic event - well planned and executed."

"I can now completely understand the importance of documenting details and clarifying information."

"One of the best employment law seminars that I have attended. Very practical."

Most recently we have been facilitating new regional **Learning and Development network meetings**, to create an opportunity for L&D Managers and Officers to come together, share knowledge and carve out ways for collaborative approaches to staff development. The first two have taken place already in Harrogate and West Bromwich, with meetings in Plymouth and London taking place in May 2017.

"A really good use of my time, thank you for arranging this event."

CONNECT AND LIAISE

COMMUNICATION



ARC's England and Wales newsletter 'Real People' has been issued every fortnight this year to over 2,500 contacts.

Our newsletter keeps recipients up to date with the latest: ARC England learning and development events; consultations and opportunities to influence change; critical policy updates; important CQC information; members' news stories and sharing of good practice; and many other important sector bulletins, events and conferences.

Sign up today to receive your copy!
Or email us at realpeople@arcuk.org.uk



- We now have 3,590 followers - **an increase of 20% this year**
- Our 1990 tweets have been liked or retweeted 5637 times!

@ARCEngland

- We have had **an increase of 12% in our followers this year**
- Our 1,290 posts on Facebook this year have been liked or reposted by our followers 2,765 times!



@arcuk.org.uk

Our ever increasing social media presence and activity means that we are reaching more sector professionals, stakeholders, individuals and like-minded people than ever before, sharing key information, policy developments, members' news and ARC initiatives. [Follow us on Twitter and Facebook!](#)

2. SUPPORT AND DEVELOP TRAINING SERVICES

We provide a raft of training opportunities enabling both managers and staff to gain knowledge and new skills, helping to support the people who access support in the best possible way: these include - *MCA and DoLS, Supporting Medication, Care Certificate, Self-harm, Mate Crime and Understanding Diversity.*

In 2016/17 our 478 ARC training delegates gave ARC trainers the following impressive average high scores (out of 5) in their course evaluations:

4.8: Communication

4.9: Trainer's knowledge and understanding of topic

4.8: Training will enable delegate to change their practice

4.7: Clear about intended outcomes and how well these were met



**Top marks for
ARC
Trainers!**



**478 people have
attended our
51 training courses
this year, either in-
house, or open to all
providers.**

In 2016/17 we also expanded our portfolio of ARC short courses and workshops and introduced:

MCA and DoLS Train the Trainer: this popular workshop has enabled senior staff to deliver high quality structured training to their staff teams, to increase knowledge and competence in this complex area.

Mandatory Training - by working with specialist Associates we are now able to offer essential training (*Emergency First Aid, Level 2 - Accredited by HABC, Fire Safety and Food Hygiene*) to ensure staff teams are compliant.

Active Support Consultancy: ARC continues to provide expert training and coaching on this person centred service model. By adopting Active Support, organisations are committing to a cultural shift where care and support workers become enablers, meaning people with learning disabilities are empowered to be involved in their own lives. ***This year we have delivered consultancy and training across England, Wales and even in Denmark.***

Management and Leadership:

It is well known that having strong leadership is critical to a successful service. With this in mind we have put together a suite of training modules to aid leadership development, including *Recruitment and Selection Skills in Social Care, Delivering Quality Social Care Services, Effective Communication in Social Care Services* and *Leading a High Performing Team in Social Care.*



"A great course – I learned things I didn't know I didn't know!"

Supporting Medication



Your feedback:
Our evaluation scores show that 82% of our delegates rated ARC training services with an overall average score of 4.8 (5 being the highest)



"Best Train the Trainer I've ever been to!"

MCA & DoLS TTT

ARC workshops can be mixed and matched to develop a unique training plan for your staff, and can be tailored specifically to each organisation.

SUPPORT AND DEVELOP

QUALIFICATIONS CENTRE AND PUBLICATIONS

ARC Publications - Distance Learning and Workbooks:

We have provided **376 Care Certificate Learning Packs** and **568 Supporting Medication** workbooks in 2016/17, designed to upskill and qualify support staff, improving the quality of support services provided to customers. We have also had 395 Supporting Medication workbooks submitted for ARC assessment in 2016/17. These workbooks are assessed in line with the outcomes of QCF unit 'Supporting Medication in Social Care Settings'.



Key Achievements 2016/17:

- Qualifications Achieved – 50
an increase of 44% from 15/16
- Units Certificated – 480
an increase of 34% from 15/16
- Ongoing Candidates – 108
- 4 New organisations accessing our qualifications

ARC's City and Guilds Registered Qualifications Centre:

- In 2016/17 we registered 78 learners, including staff from 15 different organisations, for either units or full qualifications
- We provided 13 different qualifications / pathways to our learners
- Our learners have accessed for the first time; Level 3 Award & Certificate in Work with Parents, Level 3 Diploma in Independent Advocacy and Level 2 Award in Supporting Individuals with Learning Disabilities

ARC Qualifications Centre held 5 Standardisation Events in 2016 in 5 different locations. These sessions are held annually to enable Assessors and Internal Quality Assurers to maintain their currency of practice. The focus this year was on CPD and included standardisation exercises. All attendees received an update on the regulatory changes to qualifications, promoting a robust internal knowledge and sustaining good practice amongst assessors.

As a City and Guilds approved centre, we are inspected to ensure that we meet the criteria outlined in their 'Quality Assurance Requirements'.

We are proud to say that ARC Qualifications Centre passed two City and Guilds inspections in 2016 with flying colours!

SUPPORT AND DEVELOP WORKFORCE DEVELOPMENT FUND (WDF)

WDF is a funding stream from the Department of Health and disseminated by Skills for Care, which enables Adult Social Care Providers to reclaim a contribution towards staff qualifications. Up to £900 per learner is available. ARC has been contracted to disburse this fund since 2011/12 as a national lead partner, proudly supporting employers across the whole of England. We have engaged in regular Skills for Care grant-holder meetings throughout the year, enabling us to share learning and good practice with our partners.

Key WDF achievements:

- A total of 41 organisations (over 400 individual services) accessed WDF through ARC England this year, with employers ranging in size from 2 to 5,500 employees
- ARC increased the reach of WDF to new organisations by 18% enabling more new employers to fill skills gaps and/or upskill existing employees
- Almost 9000 QCF accredited units were funded
- The most frequently funded qualifications were the Diploma in Health and Social Care, followed by the Certificate in Preparing to Work in the Health and Social Care Sector and Dementia Care Award / Certificate
- Units funded within Apprenticeships included Functional Skills (English and Maths) and Employment Rights and Responsibilities



"Thank you again for your help and advice."

Key benefits of WDF:

- Addressing the skills gap
- Improving the quality of care and support
- Improvements in staff retention, morale and productivity
- Highlighting career pathways in social care
- Employers are engaged with the NMDS-SC, the dataset for social care in England, which is a source of intelligence to assist with workforce planning

"Thank you is not enough...I could not have done it without you."

SUPPORT AND DEVELOP

DISCLOSURE AND BARRING SERVICE (DBS)



Key ARC DBS achievements:

- 99.9% of our organisations have now moved from the old paper based system to our new, efficient online service - an increase from 90% in 2015/16
- This year the number of organisations using the Disclosure Service has increased by 14% - a total of 151 users
- All accurate applications are processed and sent to DBS within 24 hours

Key ARC DBS benefits:

- Highly efficient - enabling newly recruited staff who need a check to start work as soon as possible
- Experienced ARC England staff available to answer questions or queries and process checks
- Telephone helpline service to talk you through the online procedures
- Quarterly newsletters to all ARC DBS members giving guidance and updates
- Regular process review and improvements to ensure that your online experience is swift and straightforward



Did you know?...

ARC England not only provides a fast, efficient disclosure service for England and Wales, but also for Northern Ireland (AccessNI) and Disclosure Scotland!

In fact, we are also part of the AccessNI Stakeholder Forum. This gives us the opportunity to share our experience of the process directly with AccessNI to assist them to improve levels of service.

SUPPORT AND DEVELOP

DAVID WANDLESS BURSARY - ARC MEMBER WINNERS

A £5,000 pot of funding was made available to all ARC England members, courtesy of Real Life Options (RLO), named the David Wandless Training Bursary after the founder of RLO.

Read on for more details of the winning applications!



Left to right: Lisa Lenton, ARC England Director; Louise Siddall, PAN Group Leader; Lisa Wilde and Emily Brailsford, both PAN Co-Chairs

Parenting Additional Needs (PAN) was set up in 2011 to listen, support and empower parents and carers of children with additional needs throughout Derbyshire. Three group leaders, who are all parents of disabled children, are now working towards gaining a Level 3 Award in 'Work with Parents' which has given them confidence in their own practice and empowered them to support other families more confidently. The Co-chair is also undertaking Level 3 Award in 'Assessing Competence' to support the group leaders.



Left to right: Lisa Lenton, ARC England Director; Dave Barras, CEO Positive Support For You; Anthea Sully, Head of Business Development and Communications, Real Life Options

Positive Support for You C.I.C is a not for profit social enterprise which began trading in 2011. By working with Individual Service Fund (ISF) specialists, Positive Support for You are training their staff and Operations Manager to design a sustainable and financially robust ISF model for the people they support. This will enable the people they support to have more control over their own care and support.



Left to right: Derek Hawksworth, service user; Lisa Lenton, ARC England Director; Brian Dakin, poet; Alison Sayer, CEO, Halas; Brendan Hawthorne, poet; Julie Hughes, service user.

Halas Homes is based in the West Midlands and specialises in four distinct areas of expertise ranging from Respite Care, Residential Care, Day Activities (The Meeting Place) and Supported Living. Their 'Black Country Speaking through Poetry and Prose' project has enabled a group of supported people to develop their skills and confidence in speaking in front of others through storytelling, producing a CD with their poetry, prose and songs based on their own stories, in their local dialect.

3. INFLUENCE AND VOICE

In 2016/17, we have continued to represent our members in a number of forums and to voice concerns on the key issues facing the Social Care sector in various ways.



The largest focus this year has been on **National Living Wage (NLW) pressures, sleep-in payments and HMRC** – we have continued to support our members in tackling associated issues by:

- Facilitating NLW focused network meetings across England
- Engaging with both Weightmans Solicitors LLP and Anthony Collins Solicitors to provide briefings, information and advice for members. Thanks to Anthony Collins Solicitors for presenting a very informative session at the ARC UK AGM!
- Working and collaborating with the key Alliances we are members of, and coming together with other membership organisations, we have gathered information and evidence regarding the NLW. By collating this we have been able to add weight to the case for Government review, based on the impact the current legislation has on the sector.
- Gathering intelligence on the financial implications of HMRC approaches to use in a cross sector response to Central Government.
- Creating a template letter for members across England to highlight the pressures that providers are under and influence change with their local MP's.

Consultations – we have striven to promote all relevant consultations to our members, encouraging them to all have a voice in important policy developments and offering to provide an ARC response on behalf of our members. These have included:

- **NICE** – Mental Health problems in people with Learning Disabilities
- **Low Pay Commission** – NLW and NMW future rates
- **DCLG** – Funding for Supported Housing
- **CQC** – Registering the right support for people with Learning Disabilities. Facilitating a teleconference in partnership with CQC in February 2017 to explore proposed changes to the registration process.

In 2016/17 ARC has also strengthened relationships with the following organisations and partners:

- Anthony Collins Solicitors
- BDO
- Flint Bishop Solicitors
- Hempsons Solicitors
- LDE
- NDVA
- VODG
- Weightmans Solicitors

Thanks to all of these organisations for their valued support.

INFLUENCE AND VOICE

COLLABORATION IS THE KEY!

At a glance! ARC England continue to be active stakeholders in:

- **Care Provider Alliance**
- **Care and Support Alliance**
- **CQC Trade Association**
- **Challenging Behaviour Foundation – National Strategy Group**
- **Think Local Act Personal – Making it Real Partner**
- **The Cavendish Coalition – ‘Staffing the Health and Social Care Sector after Brexit’**
- **NHS England – Vanguard and Transforming Care (Social Care Provider reference group)**



A closer look at a few of our partnerships:

We are proud to say ARC England is an active partner in the **Care Provider Alliance (CPA)**. The CPA brings together all the main representative bodies for independent adult social care providers. We meet regularly to ensure a coordinated response to the major issues that affect the sector and have strong relationships with the regulator, CQC and with commissioners, represented by ADASS and LGA.

We are also members of the **Care and Support Alliance (CSA)** who represent over 90 of Britain’s leading charities campaigning alongside the millions of disabled people, older people and their carers. As previously mentioned, ARC England has worked and will continue to work hard on the financial challenges facing the sector, whether underfunding, or in relation to sleep-in issues. We believe there is a strong case for change and are working with our members towards reform. By collaborating and engaging with both the **CPA** and **CSA** in a joint alliance we have been able to amplify the viewpoints, issues and concerns raised, and take a galvanised joint approach to engage with key decision makers around the funding crisis in Social Care.

We are part of the **CQC Trade Association** group, which gives members an opportunity to link in to the regulator at the highest level. This provides an opportunity to raise concerns and pass on comments regarding the inspection framework, guidance documents and processes.

We are active members of the recently formed **Cavendish Coalition** too. The Cavendish Coalition is a group of health and social care organisations that has come together to ensure that the health and social care system can continue to meet its staffing needs following the UK’s withdrawal from the European Union. Our primary objective is to ensure the best care is provided to our communities, and the people who use health and social care services. We recognise that to deliver this we need to retain, and continue to attract, a talented and diverse workforce with the right skills.

If you would like any further information about our work with our partners and stakeholders, please get in touch!



4. FUTURE PLANS



In 2017/18 our work here at ARC England will focus on:

Connect and Liaise: we know our members have valued the opportunities we have created to network with each other, and sector experts, throughout the past year. Going forward, we will continue to create opportunities to strengthen these networks and relationships with and between members, to focus on national challenges whilst retaining regional relevance. The themes for the meetings will be influenced and prioritised by developments within the sector, to ensure they add value on a practical level.

Support and Develop: the sector's greatest asset is the workforce. We will continue to support providers to develop their staff by delivering innovative learning solutions via short courses and qualifications, as well as exploring ways to boost the profile of the sector and positively impact recruitment and retention.

In addition to this, we believe there is work to be done to develop our local communities and services to be able to better support the independence of people with learning disabilities, to work towards greater community inclusion for all.

Influence and Voice: we will continue to work closely with partners and stakeholders to lobby key decision makers in respect of key issues affecting our members and the sector as a whole. These include the social care funding gap, the impact of the sleep-in payments ruling, approaches taken by HMRC and protecting the workforce after Brexit.

To know more about ARC England and our plans or to enquire about joining ARC England, please contact us: contact.us@arcuk.org.uk or on 01246 555 043.

We value the input and collaboration from all ARC England member organisations and would like to extend our particular thanks to the following for all of their valued support in 2016/17:

- *Autism at Kingwood*
- *Community Integrated Care*
- *Havencare*
- *Life Path Trust*
- *Lifeways*
- *Midway Care Group*
- *National Autistic Society*
- *New Directions Rugby*
- *Nottingham Community Housing Association*
- *Nursefinders*
- *Pepenbury*
- *Perthyn*
- *Real Life Options*
- *The Avalon Group*
- *William Blake House*
- *Yarrow*

The Association for Real Change is a UK wide organisation made up of ARC England, ARC Scotland, ARC Northern Ireland and ARC Cymru.



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