



Impact report

2018/19

Association for Real Change
Northern Ireland

Reflections

Another busy, challenging yet exciting year led by a wonderful team with whom, I would like to start by acknowledging. Stephen and Lou have worked tirelessly to continue to progress and grow our services and demonstrate not only a commitment to ARC NI but a value base the sector is very proud of. I never cease to be amazed by their efforts and amazing results.

A quick analysis over the past three years (2016-2019) shows

- * A 19% increase to ARC NI membership
- * A 27% increase to the numbers of social care workforce supported through training
- * A 97% increase to ARC NI's income

The team of three welcomed a new addition, Elaine Russell. Elaine joined ARC NI in October 2018 as the new Training Coordinator and we are excited by the new offers she brings to the members.



We were delighted to welcome new members Orchardville; Belfast Central Mission; and Priory Adult Care to the membership of 43 cross-sector providers and bid a farewell to Ulster University Centre for Intellectual Disabilities as members of ARC NI but thank them for their contributions over the past 3 years.

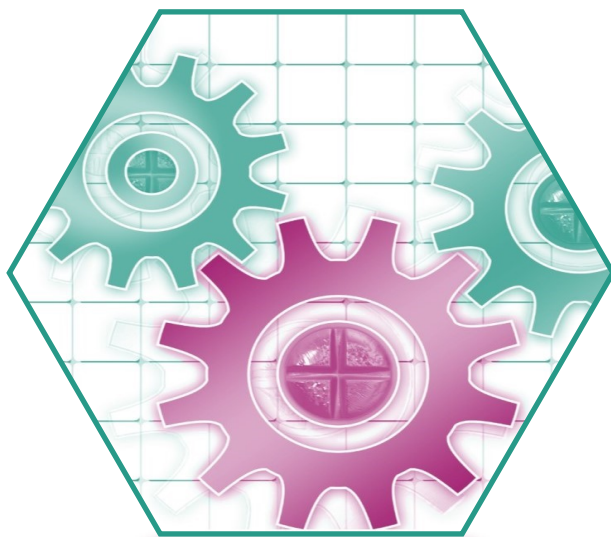


This report attempts to evidence the results of ARC NI and most importantly, the impact we have for stakeholders within the learning disability, and broader social care sector. I recall when joining ARC five years ago, that on many occasions the suggestion of an ARC family was muted by many different individuals and this year in particular, I truly valued the support of our members to myself personally. Thank you for supporting the team and myself and without this we would not achieve what you have instructed us to do.

Already it is clear that 2019/20 is going to be an even bigger and exciting year, full of new developments so I look forward to our continued collaboration and partnership working to drive positive change forward for the people you support.

Support & Develop

ARC NI delivers training in its offices (ARC-House) and in member organisations (In-House). This year, as with every year, there are noticeable trends that we try to monitor to ensure we continue to meet the needs of the social care workforce. Whilst there was a reduction in the numbers obtaining ARC-House training, the In-House training numbers remained high, training almost 700 people in total. The benefit of in-house is meeting with a large number of workforce from one organisation at one time, that said it can be challenging managing rotas etc. to accommodate.



We strive to listen to our customers and learn from them the challenges with a view of identifying solutions. A continual challenge for providers is the demand for more with less resource and there have been many discussions regarding the strains on organisations' budgets, which may risk training spend, yet their desire and commitment is to ensure staff maintain the mandatory requirements and continue with their professional development where possible. An interesting development was organisations recognising the pressure points facing social care staff and hence the importance of well-being and emotional resilience. ARC NI facilitated a number of sessions, for both managers and frontline staff on this issue.

New courses offered in 2018/19 as a result of feedback from members included:



- Legal and Practical Aspects of Capacity and Consent
- Legal and Practical Aspects of Record Keeping and Documentation in Practice
- Effective Delegation

ARC NI was also delighted to offer in partnership with J Blair Employment Law Solicitors a range of leadership focused seminars including:

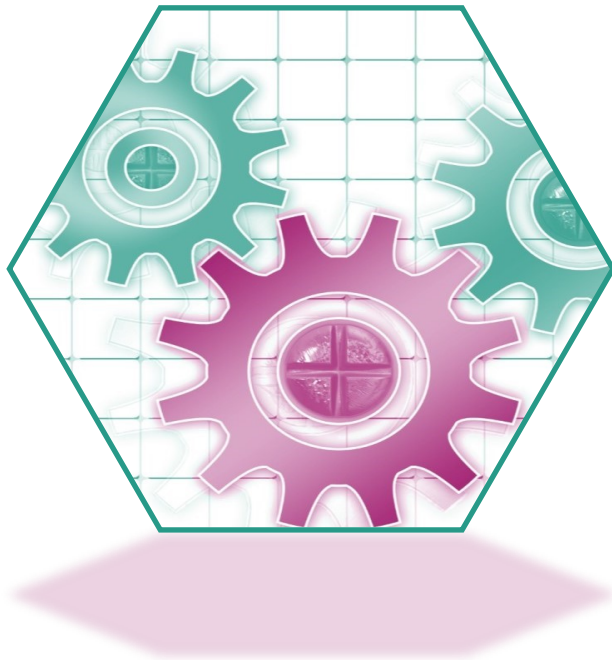
- Social Media in the Workplace
- Managing Work Performance
- Preparing for a Tribunal

With the changes to Personal Independence Payments (PIP), ARC NI was delighted to also offer a free session on Universal Credit Information facilitated by the Law Centre.

As in previous years, ARC NI received funding from the Office of Social Services to deliver QCF Level 3 in Health and Social Care to 5 candidates for free. This is the second year of securing funds to enable members to avail of this free accredited training. We hope to secure funds to continue this into the following financial year.

And talking of accredited centres, ARC NI was inspected for their OCN delivery. The external verifier report was extremely positive and commented on the internal policies and processes which provided a robust support mechanism for the tutors. All of the participants successfully completed their entry level and level one qualifications.

In June 2018 ARC NI was pleased to attend an Award Ceremony for the Triangle candidates who achieved their Level 2 Understanding Learning Disabilities. ARC NI provided a peripatetic Tutor Assessor role.



Finally, the newly appointed Training Coordinator has been meeting with providers to discuss and explore any training needs or gaps in existing offerings. As a result, new courses are being scoped for 2019/20 but include a range of management training; team-building workshops; Epilepsy; Buccal Midazolam; Dysphagia Awareness and Diabetes Awareness training. For information on all our courses offered please visit our [training calendar](#).

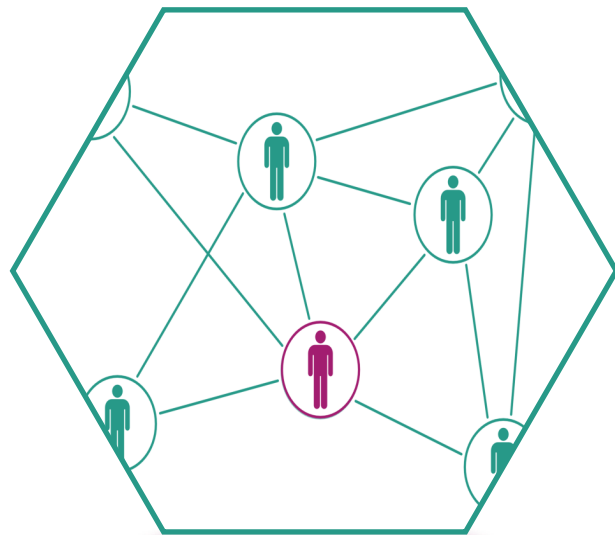
I have been involved in the Registered Managers Network since it was set up. This group has been extremely beneficial to me in my role as Service Manager. I find it extremely useful to sit with my peers and share similar problems and receive practical solutions to solve these. The speakers that ARC have brought into the group have been targeted to what we need support with and these have lived up to their expectations. I would advise any registered manager to get involved and benefit from the practical help offered.

Anne Magee, Service Manager, Positive Futures



Connect & Liaise

ARC NI facilitates conversations, networks and collaborative working opportunities for stakeholders. The safe spaces created by ARC NI enables discussions about a number of issues including HR and workforce planning, operational best practice and strategic issues in partnership with regulators including NI Social Care Council and the Regulation and Quality Improvement Authority.



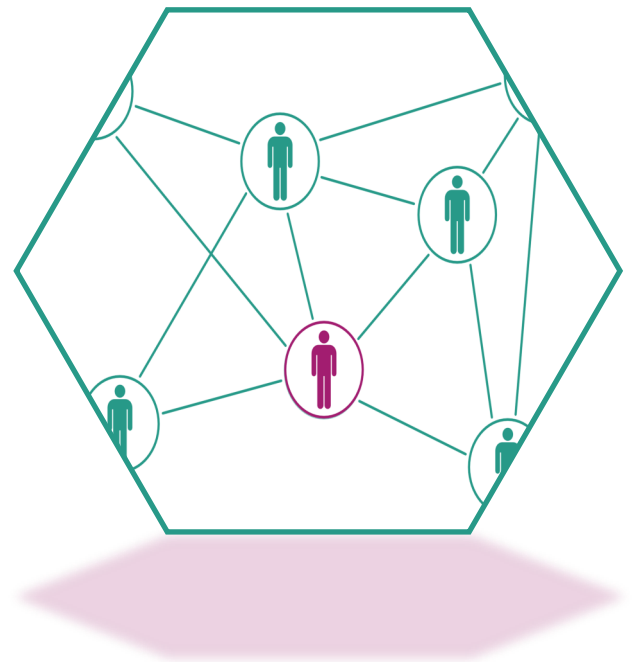
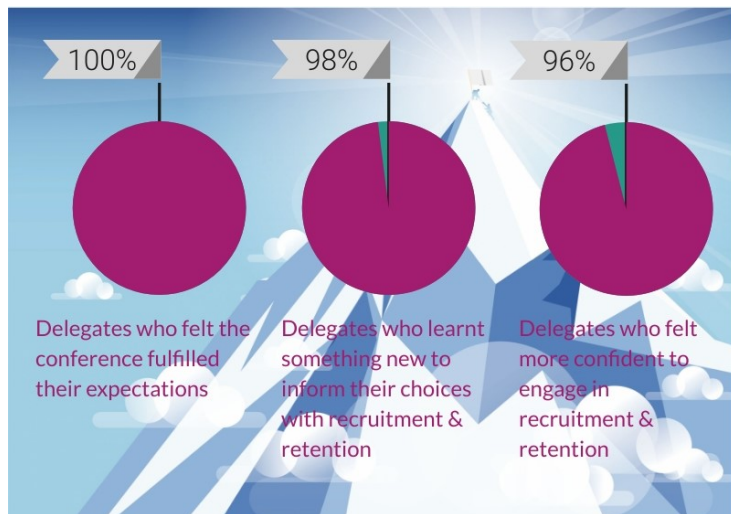
We invite stakeholders into our room and this year our **Senior Managers Think Tank** met with the Department of Health to discuss their planned review of learning disability services. Following this, ARC NI negotiated TILII's involvement, assisting with the planned systems dynamic modelling workshops (see more info below in TILII section).

We aim to facilitate and encourage sharing of information across and between a diverse range of stakeholders. In 2018/19 our members were presented with the opportunity of supporting NISCC developing a toolkit encouraging value-based recruitment and were introduced into the piloting of [open badges](#). Furthermore, a presentation by SureCert offered ARC NI's Workforce Development group the chance to learn of a [new recruitment tool](#).

ARC NI's conference occurred in May 2018 and was called **How to Conquer Everest: Exploring recruitment and retention basecamps to reach the social care summit?** The conference heard from speakers NISCC and the Department of Health. Social care staff presented their journey through their career, and people supported highlighted their personal experience of the importance of good staff and the difference they can make. Over 100 delegates from across statutory, voluntary and private sectors attended the one-day event which included a range of workshops. The afternoon offered all delegates the opportunity to hear from our key note speaker, Neil Eastwood who shared with participants a range of research findings relating to recruitment and retention in social care across the globe and offered practical tips and techniques that were inexpensive to implement.



The evaluation results confirmed that 100% of respondents felt the conference fulfilled their expectations, with 98% learning something new that could inform their recruitment and retention practice and 96% feeling more confident to engage in recruitment & retention practice. To read the full report please visit the [website](#)



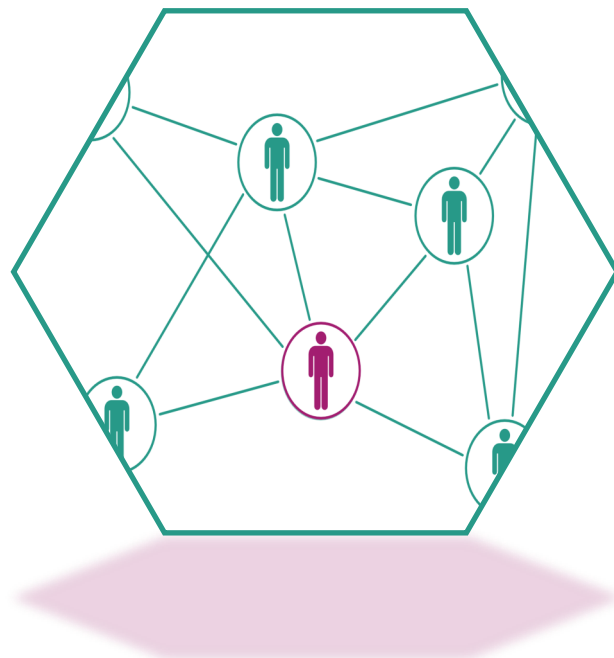
ARC NI continued to facilitate the peer network for 71 **Adult Safeguarding Champions** this year, supported by the Health & Social Care Board. This Network grows from strength to strength and peer connections, and hence support to each other, are deepening. Presentations of good practice continued to be shared by organisations within the Network, and external organisations have been invited. This included presentations from the NHSCT and the PSNI exploring thresholds.

In 2018/19 ARC NI took led the establishment of a peer network for **Registered Managers**. This was in recognition of the challenges facing this demanding role and sought to offer an additional layer of support to postholders. ARC NI marketed the establishment of the network openly and transparently using platforms such as Communityni website in February 2018 resulting in a network of 65 Registered Managers across 17 organisations. Organisations represented the voluntary, statutory and private sector, including some who are not broader members of ARC NI.

A total of three meetings were facilitated, discussing regional activities in accordance with the Standards and Regulations, opportunities and threats that are currently facing Registered Managers, their teams, and/or services, and good practice models as presented by providers of the network covering a range of themes. On appropriate occasions the meetings were also supported by the Regulation & Quality Improvement Agency (RQIA) who presented on how to integrate effective monthly monitoring into practice. Following [evaluation](#) with participants of this peer Network, Registered Managers confirmed their desire for the meetings to continue into 2019/20.

"I come away from each meeting feeling that I have gained something, be that information, new ways of thinking or approach or little things that could be used within staff teams to aide their learning."

Finally ARC NI was invited to support the introduction of the **National Learning Disability Awards into Northern Ireland**. ARC NI distributed the marketing materials across their membership and supported the organisers, Care Awards, to secure judges for each of the categories. The evenings celebrations were a huge success with the sector having an exciting opportunity to really shine a light on their fantastic achievements.



CAN is a fairly small (but significant) organisation based in Causeway Coast and Glens. Being based outside the city, it can be hard to keep in touch with what's happening in the sector but the ARC network does just that. Our involvement in the ARC SMTT and Safeguarding Network enables us to share best practice and learn from others. Our relationship with ARC has supported our growth and our engagement with the TILLI group has enhanced our practice. The ARC training calendar is our first 'go to' for staff training. Hopefully we will further develop these relationships over the course of our DRILL project.

Janet Schofield, CEO, CAN

ARC NI provides solid professional, robust support to Mainstay DRP in respect of both operational and strategic issues. As a provider operating in one locality we can at times feel quite isolated and worry that we would miss the rise of critical issues in the sector. ARC NI keeps us well informed, enabling and facilitating discussion, which is then used to influence decision makers at the highest level. The training provided is perfectly tuned to the needs of the sector, and any specific requests have been accommodated. Finally the cordiality and responsiveness of all the staff is a credit to the individuals and management of the team.

Helen Taylor, CEO, Mainstay DRP



Influence & Voice

ARC NI contributes creatively to opportunities that raise the profile of the learning disability sector, from written submissions to public consultations to advocating the views of the sector within relevant stakeholder groups.

One such [response](#) was to the NI Affairs Committee which was looking at funding priorities within the health budget. We reiterated the pressures on workforce pipeline and proposed the urgent need for a social care campaign and proposed the short termism of funding needed to change, and to allow a full and open review of job roles, regardless of Programme of Care area and sector.



We actively support a number of externally facilitated meetings, including the NI Adult Safeguarding Partnership; the NI Social Care Council Workforce Development group; the Regional Day Opportunities forum and the All Party Learning Disability Group to name a few. We do this with a view of enabling real change for the sector and its workforce, and overall to improve the lives of people with a learning disability.



ARC NI was invited to support a UK wide lobbying effort, led by the Cavendish Coalition, on seeking a Committee Inquiry into the impact of Brexit on health & social care workforce. Unfortunately, these efforts did not result in such an Inquiry, but it was an opportunity to join our peers in England and strengthen the Northern Irish voice in relevant UK discussions.

Finally ARC NI actively contributes to shaping policy in Northern Ireland and in 2018/19 but this has not been without challenge this year in the absence of an Executive. That said ARC NI joined NICVA and other social care disability providers, participating in a Social Care Forum. The efforts of this collaboration resulted in a paper being presented to the Department of Health and in response to the published 'Power to the People' report, highlighted the particular issues facing disability providers.

Telling It Like It Is (TILII)



What a year it has been for our Telling It Like It Is (TILII) members. Commissioned by the Belfast and South Eastern Health and Social Care Trust (HSCT). ARC NI supports people with a learning disability who live in the community and hospital to get their voices heard. TILII are supported to achieve this through delivering training to peers and social care workforce; undertaking research and evaluation; and general self-advocacy.

In 2018/19, ARC NI was newly commissioned by the Western HSCT to develop TILII groups in the West. This was an exciting development and concluded in growing the TILII family to over 70 people.

It was a year of formal acknowledgement of the fabulous work TILII achieved by receiving an award from the Belfast HSCT Chairman Awards. This was in recognition of the fabulous work TILII completed to support the Belfast Day Centre Review in partnership with the Appreciative Inquiry work.

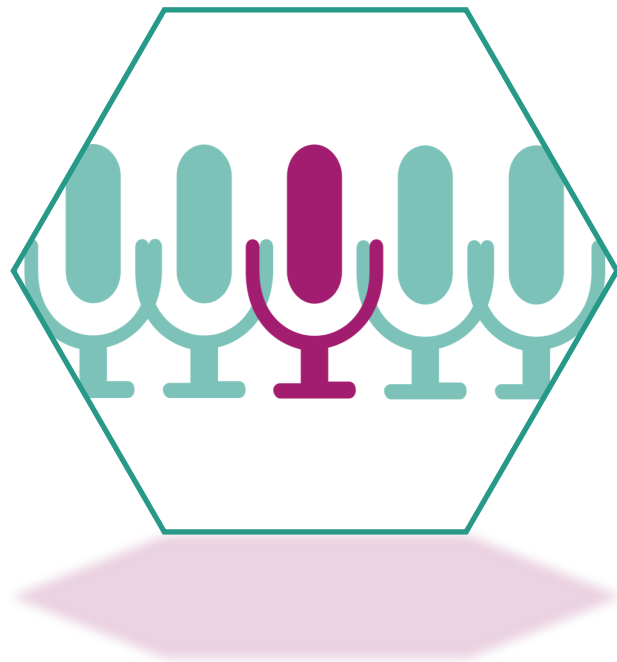


They also won the category of 'The People's Award' at the inaugural National Learning Disability & Autism Awards for their continued work with the PHA on the hospital passport for people with learning disabilities. The final report on their peer evaluation was released in June 2018. Watch this space for their continued work this year which started in March 19 raising awareness and evaluating the passport by providing Pop Up Sessions in 11 Hospitals across the province.

TILII continue to enjoy providing training as part of the induction training for Belfast Trust Learning Disability staff. This occurs twice a year and recently was expanded to deliver six training sessions for new staff at Muckamore Abbey Hospital. Over the year TILII reached 102 staff with feedback received confirming how excellent TILII's training was.

"Great to receive training that is actually facilitated by people with a learning disability, it was fun, interactive and helped me to learn from real life experience well done."

"It will really help me with my job in the hospital understanding rights, responsibilities and how important it is to be aware of everyone needs as individuals."



TILII also have worked with the Behaviour Team in Muckamore to produce a presentation on Positive Behaviour for the patients to understand what PBS is and how it can support them.

Due to heavy workloads this year, TILII were unable to complete as many roving reports as did in previous years. However completed reports included the AI Day Centre Review Report, celebrating the work at the Innovation Factory, where TILII presented the results of their peer review.

TILII also thoroughly enjoyed meeting Terry, Hate Crime Advocate from Leonard Cheshire and reported on the good work he does to help support someone who has been a victim of hate crime as well.

TILII completed another roving report called 'Coffee with a Cop', through randomly meeting a police officer and chatting to them. This resulted in valuable lessons to prepare people to be in how to be safe in their own home.

TILII are advocates of coproduction! As such they attended a coproduction workshop for the South Eastern Trust and presented at a Coproduction Workshop for the Belfast Trust, where they have talked about their involvement in coproduction and how important it is to ensure services are designed not for, but with, people with a learning disability. Talking of coproduction, TILII are excited to have been involved with the Health & Social Care Board, and Big Motive, to start the process of designing a new Regional Model for Learning Disability Services. TILII completed workshops to help design tools that can be used with their peers to find out their experiences, this work will continue throughout 2019/20.

2019-20 Members

A very special thank you goes to:



Apex
Autism Initiatives
Belfast Central Mission
Belfast Health & Social Care Trust
Camphill Community, Clanabogan
Camphill Community, Glencraig
Camphill Community, Holywood
Camphill Community, Mourne Grange
Camphill Communities Trust NI
CAN
Caring Breaks
Castlevue Private Nursing Home
Cedar Foundation
Conerstone Care 212 Ltd
Derg Valley Care
Extra Care
Four Seasons Healthcare
Friendship & Caring Trust Ltd (FACT Ltd)
Harmoni
incredABLE (formerly Enable NI)
Inspire Wellbeing
Kilcreggan Homes Ltd

L'Arche Belfast
Leonard Cheshire
Livability
Mainstay DRP
Mencap NI
MindWise
Northern Health & Social Care Trust
Orchardville Society Ltd
Parkanaur College
Priory Adult Care
Positive Futures
Potens
Praxis Care
Presbyterian Council for Social Witness
South-Eastern Health & Social Care Trust
Southern Health & Social Care Trust
Support Care Recruitment
The Beeches Professional & Therapeutic Services Ltd
The Croft Community
Trackers Ltd
Triangle Housing Association
Western Health & Social Care Trust

2019/20 PRIORITIES

On top of our usual activity, our new priorities include ARC NI:

- Piloting an easy read service delivered by TILII as a social enterprise
- Facilitating a suite of management courses. To see the full range of courses offered, visit our [website](#).
- Supporting stakeholders, including TILII to contribute to the review of learning disability services across Northern Ireland
- Exploring the challenges presented to providers and people supported around financial controls
- Leading peer research, in partnership with Queens University Belfast, in the area of how best to influence safeguarding policy across the UK
- Consulting members on our next strategic plan.....
- Planning our 21st birthday celebrations in 2020!!!!



Association for Real Changes operates in 4 countries in the UK.

You will find more information on how the strategic vision is being delivered across the UK, as well as information on how to join or support our organisation, on our websites.

www.arcuk.org.uk

www.arcuk.org.uk/scotland

www.arcuk.org.uk/cymru

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