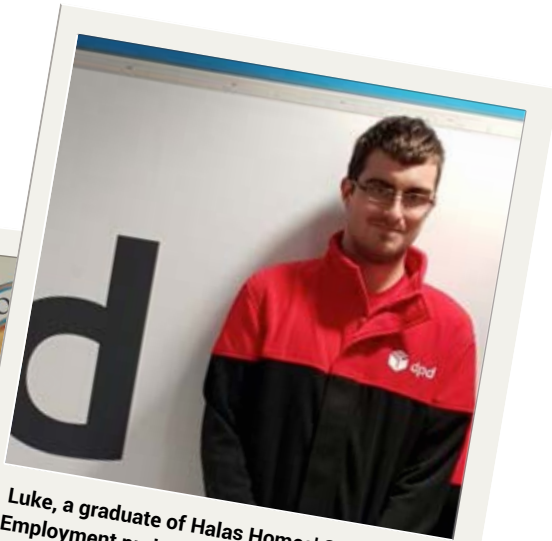




Karrek Community CIC continue to support people in their local community to live as rich lives as possible



Luke, a graduate of Halas Homes' Supported Employment project, is awarded a permanent contract with DPD



Denise, supported by Community Integrated Care, celebrates her birthday alongside the charity's 30th birthday celebration in March 2018



# Annual Review 2017-18

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**Christine Rose, Lead Active Support Consultant, addresses delegates at our London conference, November 2017**



**Jane, supported by Community Integrated Care, celebrates the charity's 30th birthday with sector stakeholders, staff and other people who access support**



**Rod Landman, ARC England Regional Officer, presents at the inaugural Mate Crime Conference, January 2018**



**Welcome to the ARC England Annual Review 2017/18. It's been an extremely busy and challenging year for everyone in the sector and I am keen to share with you some of the highlights of the year and reflect on some of the main areas of our work.**

A key area of work has been on the sleep in crisis. We have come together with other like-minded umbrella organisations to form an alliance to robustly represent the gravity of the situation facing providers - in terms of the potential back pay liability and impact on the sustainability of services. The work in this area is ongoing and we have worked more closely with, and for, members than ever before.

We have been supporting the sector in many other positive ways too; through our membership events and networking opportunities, further development of sound relationships with key stakeholders, as well as development of ground breaking workshops and learning opportunities for all.

I hope you find this review of interest. I am very proud of the ARC 'Community' that our members have created – a unique membership where providers, whether local or national, not for profit or private, collaborate with us and each other for the betterment of social care provision within Learning Disability and Autism.

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 challenging year ahead.

**Lisa Lenton, ARC England Director**



# Membership

In 2017/18 we welcomed  
new members

MacIntyre, United Response,  
Teme Training, Khai Tzedek,  
Cintre, Pendennis House,  
Bradshaw Support &  
The Drive Care Homes

In 2017/18, ARC England supported **116** members of all shapes and sizes, who provide care and support services to people with a learning disability and / or autism, ranging from **small, local services** through to **national organisations**, across the **not-for-profit and private sectors**.

We are proud to be the only membership organisation with such diversity in our membership base, yet working together as **one community**, representing providers who specifically support people with learning disability and / or autism.

Our work fits under three strategic pillars, as we work to **support and develop** the workforce; **connect and liaise** with our members and sector stakeholders; and provide **influence and voice** at the highest level to enact change to protect the sustainability of the sector and **ultimately to improve the quality of services for people with a learning disability and / or autism**.

Therefore, our membership offer is **unique**, as we combine access to high-quality training and resources with opportunities to connect with sector leaders, stakeholders and professionals, in order to promote best practice in social care. We also represent our members with key decision makers on critical issues facing the sector.

## What you've said




Estelle Christmas  
Chief Operating Officer, Autism at Kingwood

*"As a member organisation of ARC, Autism at Kingwood really benefits from the numerous opportunities that ARC offers in collaborating with others. Not only are we able to find out what is happening on a national basis in LD and Autism services which is incredibly helpful, we are also able to influence and have a stronger voice on behalf of the people we serve. The communication network that ARC facilitates enables us an organisation to share best practice, and to link in with others across the country is invaluable, and assists us in promoting reciprocal arrangements with other organisations that in turn emboldens best practice outcomes."*

To learn more about ARC England and our members, please visit our website:

[www.arcuk.org.uk](http://www.arcuk.org.uk)

# Networks



*"Information presented was really useful and has helped to identify ways of moving my work practice forward."*

At ARC England our work always aims to add practical value to staff across all levels of your organisation. We have therefore worked closely with sector stakeholders to keep abreast of key demands and pressures facing social care organisations throughout the year.

Following on from the success of our previous collaborations, we were delighted to be working with Partners at Flint Bishop LLP again in 2017/18, to bring their expertise to the social care sector.



Flint Bishop  
SOLICITORS

**Harrogate  
Leicester  
Okehampton  
London**

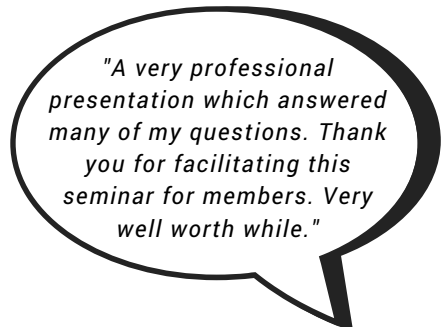
Welcoming **over 100 people** across four dates, our **Mock Grievance** sessions looked at the effect of these procedures on both the workforce and the overall organisation, and offered clear, practical guidance on how to deal with them effectively.

**Headingley  
Leicester**

Towards the end of the year we tackled the new **General Data Protection Regulation**. These highly informative sessions highlighted the implications of the new regulations and the procedures which organisations need to follow to ensure **compliant practice**.

These events also enabled members to learn from each other, to share best practice and experience, as well as gaining the insight of a sector expert.

*We have further employment law sessions planned for the coming year - watch this space!*



*"A very professional presentation which answered many of my questions. Thank you for facilitating this seminar for members. Very well worth while."*

# Connect&Liaise Conferences

"...it was very well-organised and very relevant for my work"



Lisa Lenton kickstarts our London conference, November 2017

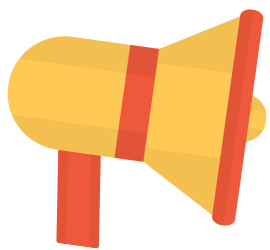
We celebrated the 35th anniversary of ARC's work in England in style, with two conferences in Leeds and London. We welcomed over 90 delegates across the two days, and tackled a variety of current issues in social care, including **recruitment and retention**, the latest in **employment law**, and personalisation in social care with **Active Support** and **Positive Behavioural Support**.



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## Connect&Liaise Communication

Widening our social media presence has been of key importance this year, as we aim to connect our members with an increasing number of sector stakeholders and professionals.



Our fortnightly newsletter, *Real People*, has provided over **2600** contacts with the latest news, resources, and opportunities to contribute to sector developments this year.



Upholding our commitment to increase networking opportunities for our members, we were also pleased to launch two **Facebook groups**, as an offshoot of our main page *Association for Real Change*, which allows for more targeted discussion:



*ARC England Members*  
*ARC England CQC Registered Managers*



We have also extended our reach this year to **LinkedIn** - connect with us by searching for '*Association for Real Change*'



# Support & Develop Training Services



At ARC England, we offer a **comprehensive training portfolio** aimed at all levels of the social care workforce, enabling both managers and frontline staff to develop their knowledge and skills, ultimately helping to best support the people who access their services. This portfolio comprises training workshops which are key to the social care sector, such as **Supporting Medication** and **Mental Capacity Act & Deprivation of Liberty Safeguards**, both as Awareness and Train the Trainer sessions, and those which help to raise awareness and knowledge of subjects specific to the lives of people with learning disabilities, such as **Mate Crime, Self-Harm, Personal Relationships and Sexuality**, and **Loss and Bereavement**.

Our largest area of activity in 2017/18 has been providing exceptional **Active Support** training and consultancy, through which we have delivered **40** training and coaching sessions across the UK, and as far as Denmark. **Person-Centred Active Support** is increasingly looked for as a service model by both commissioners and CQC, and we are proud to have continued to support the sector over the last year.

## What you've said



*"At PossAbilities we are absolutely committed to the notion of **Active Support**. Being committed is one thing, making it happen is another. That's why we enlisted the help of the ARC team. It helped to show that we mean business and brought in a superb level of know-how. Christine connected with our team in a way that's **making Active Support a reality** rather than just an interesting theory."*

**Rachel Law**  
Chief Executive,  
PossAbilities

## Fantastic Feedback!

Yet again, we are proud to say our skilled trainers earned consistently high feedback, with notable scores this year (out of 5):

- 4.9: Clear about intended outcomes and how these were met**
- 4.8: Trainer's subject knowledge and understanding**
- 4.6: Training will enable delegate to change their practice**

*"The course was excellent, well-presented and informative, with a relaxed atmosphere"*

*"My role is to support our operations staff and I think that this course is going to help me to do that with more confidence"*

### **New topics for 2017-18:**

- *Personal Relationships and Sexuality*
- *Positive Behaviour Support*
- *Loss and Bereavement*
- *Positive Risk Management*

# Support & Develop Qualifications Centre



We have celebrated our 25th year as a **City & Guilds Approved Qualifications Centre** with plenty of positive developments! Although there have been plenty of changes made to the qualifications structure by Skills for Care and City & Guilds, we have worked hard to ensure there is a smooth transition for our organisations, assessment teams and learners.

Our annual inspection was also performed by City & Guilds, with a **highly successful External Quality Assurance (EQA) visit**. This saw us maintain our accredited approval for all our Health and Social Care qualifications from levels 2 to 5. We have also expanded our scope to include a qualification in Dementia Care.

## Key Qualifications Centre Achievements in 2017/18

- 75 new learner registrations
- 38 people achieved their qualification with us
- 373 individual units claimed and certified through City & Guilds
- 5 Assessor and IQA standardisation events held across the country

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# Publications

We are keen to support the development of new and existing frontline social care staff, and have continued to provide high quality learning materials to organisations across the sector this year.



In 2017/18, we have provided a total of **83 Care Certificate Learning Packs** and **427 Supporting Medication Workbooks**. These workbooks are assessed in line with the outcomes of the QCF unit - 'Supporting Medication in Social Care Settings', helping organisations work more consistently, to increase quality and staff confidence.



# Support & Develop ARC Disclosure Service



ARC Disclosure Service, operated by ARC England, provides an effective service across the UK, which facilitates a smooth recruitment process within the health and social care sectors.

This year we were pleased to extend our reach to a further 31 members, enabling a total of **182** organisations to access our efficient processing service.

## Key ARC Disclosure Service benefits

- Online service for users in England and Wales, and Northern Ireland (Access NI)
- Experienced ARC staff available to guide you through procedures and resolve queries on our telephone helpline
- Quarterly newsletter provides the latest updates and sector guidance for all users



**5858** checks have been administered in 2017-18; an increase of 11% in the last year

**Did you know? ARC England administers disclosure checks for customers across England, Wales, Northern Ireland and Scotland.**

# Workforce Development Fund

The Workforce Development Fund (WDF) is a funding stream from the Department of Health and Social Care, and disseminated by Skills for Care. This enables Adult Social Care Providers to reclaim a contribution toward the cost of staff qualifications, with up to £900 per learner available in 2017/18. In-keeping with our strategic aim of developing social care workforces, 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 benefits of WDF

- Improves quality of care and support by addressing the skills gap
- Highlights available career pathways in social care
- Improves staff retention, morale and productivity

**In 2017/18, we increased the reach of WDF to new organisations by 37%, totalling 435 individual services across 52 organisations/employers!**



# Representation

**In 2017/18, we have continued to represent our Members in a number of forums, and voice concerns on the key issues facing the Social Care sector in a variety of ways.**

**The largest focus this year has been on the sleep in crisis – we have continued to communicate and support our members by representing them at the highest levels of Government, in collaboration with our colleagues in the #SolveSleepIns Alliance.**

## **Our work has included:**

- Joint lobbying of relevant Government departments including the Treasury, the Department of Health and Social Care (DHSC), Department of Business, Energy and Industrial Strategy (BEIS)
- Attending meetings with key Government Officials to highlight the impact of the back pay liability in practical terms and to seek financial support for service providers
- Weekly engagement with DHSC and LaingBuisson regarding the progress and effectiveness of the most recent market survey exercise
- Communicating regular updates to members in respect of the progress of HMRC on the issue, the Social Care Compliance Scheme and market data exercises through the Deloitte and LaingBuisson surveys
- Helping members seek local support for a Government intervention, by sharing materials used to lobby MPs highlighting the potential damage of the sleep in crisis
- Supporting the Care England legal intervention in the Mencap case
- Accessing support from Flint Bishop LLP – who gave Employment Law updates to members at our conferences and during other network events

**We have also worked on other issues facing the sector and collaborated with colleagues and represented the views of our members in various forums.**

## **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: Vanguards and Transforming Care (Social Care Provider reference group)



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

# Looking forward

In 2018/19 our work here at ARC England will focus on:

**Connect and Liaise:** *Connection, collaboration and communication are key!*

Our members value the opportunities we create and we will continue to facilitate these going forward. We have a raft of network meetings in the planning – including CQC and inspection to look at the changes to the KLOEs and registering the right support, as well as a number of confidence-building sessions for managers with solicitors from Flint Bishop LLP, exploring how to deal with difficult HR situations competently.

We will be organising regional network meetings too - the themes for these 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 explore ways to boost the profile of the sector and positively impact recruitment and retention to the sector.

Our focus will be on raising awareness and successful implementation of Person-Centred Active Support and continuing with our work on personal relationships and sexuality, as well as bereavement and loss support.

**Influence and Voice:** our focus will continue to be on working to solve the sleep in crisis for learning disability providers – to ensure sustainability for members and their services. We will continue to work actively within the #SolveSleepIns Alliance and work closely with our partners and stakeholders to lobby key decision makers. Also, we need to look at how social care is funded and how quality of services can improve, or indeed remain good, to ensure people with a learning disability and/or autism can access the support they require, improving their quality of life.



To learn more about ARC England and our plans or to enquire about joining us, please contact us: [contact.us@arcuk.org.uk](mailto:contact.us@arcuk.org.uk), or on 01246 555043

Thanks to all our partners and supporters in  
2017-18, with special thanks in particular to  
Flint Bishop LLP and Gallagher!



The Association for Real Change is a UK-wide charitable  
organisation, comprising ARC England, ARC Scotland,  
ARC Northern Ireland and ARC Cymru



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