



Suffolk Brokerage Ltd

Annual Report 2010/11

*“A bridge between employers
and training providers”*

The Suffolk Brokerage

Chair's message

It only seems like five minutes since I sat down to write something for last year's annual report, and that shows how busy this year has been for the Brokerage. The staff have continued to work hard to ensure that this has been another successful year, both in terms of developing services within the Brokerage and in ensuring that employers get the opportunity to access as wide a range of training as possible, and with the greatest flexibility in funding options. I am sure that you will join with me in thanking them for their hard work and for making the Brokerage as successful as it is.



In a time of change and consultation the Board members have continued to actively participate in a range of local and national groups, to ensure that the needs of all employers within the sector in Suffolk are on the agenda. It may not always have been possible to meet requests, or cause the change required, but at least the voice of those offering services within Suffolk has been heard on a number of levels.

The collaboration and partnerships that have been established continue to flourish, despite some changes that have occurred in partner organisations and in the environment in which we operate. As money has become tighter so the criteria that has to be met to access funding has become more restrictive. In seeking to ensure that this does not prevent employers from accessing training to provide effective and responsive services, the Brokerage continues to offer flexible funding that is not duplicated elsewhere. The master classes that were organised at the end of last year and the beginning of this, proved extremely popular and covered a range of relevant topics. It is hoped that these will continue to be organised covering topics that are relevant to the delivery of innovative and high quality services.

As Chair of the Board, I would like to thank partners and those with whom we have worked closely. Skills for Care and Suffolk County Adult Social Care have continued to offer funding. Suffolk Association Independent Care Providers and the Training Providers have worked with the Brokerage to ensure that employers, staff and service users within Suffolk receive a high quality service. This has meant that the money for the training that is available has been effectively and efficiently utilised. We look forward to working with you over the next twelve months.

*Liz Taylor
Chair
Suffolk Brokerage Board*

Workforce Development Manager's message



At the Suffolk Brokerage we continue to go from strength to strength despite the difficult economic times we find ourselves. Over the past year we have increased the number of employers who have benefited from funding and delivered information and programmes in direct response to employers' requests.

We continue to meet the targets which are set as part of our business plan and continue to assist employers to meet eligibility criteria for funding streams that are available. We know employers who use our service are very satisfied with the help and assistance they receive and we are proud of the work we have undertaken during 2010/11:

- We continue to assist employers with the funding of training their staff which in turn ensures a high level of care is delivered to service users
- We listen to employers' needs and respond accordingly
- We continue to inform employers of funding and other services through a variety of media ensuring we reach as many as possible
- Our ongoing commitment to quality training provision has recently expanded to include new partner training providers giving more choice to employers
- Our goal of reaching all types of social care employers has led to strong partnerships being formed to achieve real and tangible outcomes

The changes we have experienced throughout this year have been great, not least the change in the qualifications in social care to the new Qualification Credit Framework. It has taken time for us all to fully understand the new qualifications and the flexibility and choice that they bring. With more choice comes the requirement to make decisions and the Brokerage will continue to help employers and learners explore the new qualifications and identify the correct pathways for each individual. I know that learners who have started these qualifications are finding them more relevant to their job role and perhaps a little more challenging.

Of course the coming year will bring greater change and we have already seen the disappearance of some funding streams and the tightening of others. The Government focus on Apprenticeships and the education and training of younger people brings challenges to the sector of which the Brokerage will be at the forefront in Suffolk. We will continue to adapt our business and services to meet the challenges and changes to come.

*Louise Whitley
Workforce Development Manager
Suffolk Brokerage*

Board of Directors *2009/10*

<i>Name</i>	<i>Started</i>	<i>Type</i>	<i>Resigned</i>
Liz Taylor	April 2007	CH	
Ian Turner	April 2007	VC	
Hilary Gibbs	April 2007	D	
Suzanne Brindley	September 2009	D	
Elaine Grace	July 2010	D	
Eve Hayes	July 2010	M	
Prema Fairburn Dorai	September 2010	M	
Jenny Pease	February 2010	M	

CH - Chair

VC - Vice Chair

M - Member

D - Director

Key achievements 2010/11

- **Helped 69 employers train their staff**
- **Kept the sector informed of changes through regular newsletters, website and conferences**
- **Provided 3 Leadership master classes as a response to employer need**
- **Awarded the Skills for Care Employer Engagement contract for Suffolk**
- **Worked in partnership with SCC through Integrated Workforce Groups to identify areas where funding is most needed**
- **Successful and enjoyable Celebration of Success evening awarding over 20 certificates**
- **94% of employers surveyed found the service the Brokerage provides to be excellent or good**
- **Introduced a flexible Leadership and Management Innovation Fund**

Messages from our partners



Jon Rowe, Workforce Modernisation Manager, Suffolk County Council

The Brokerage continues to play a pivotal role in ensuring the health and social care sector in Suffolk has easy access to training and funding. Over the past year we have developed, along with the Brokerage, initiatives to ensure that learning is a continual process and does not finish with the achievement of one particular qualification. I look forward to working together in the year ahead to deliver some truly innovative projects which will help shape the future of the sector. We should be particularly proud that this year we have extended the scope of the offer available through the Brokerage to include some short courses and focused on learning that 'demonstrably' helps staff achieve positive outcomes for users of services.

We are also asked to reflect on the impact of our individual personal qualities and behaviours, the 'how' we do what we do, to ensure that we see and act on the small measures we can all take to make someone's life better and that go hand in hand with the formal learning we receive.



James Cross, Regional Development Manager, Skills for Care

Skills for Care has continued to work with and support the Suffolk Brokerage over the past 12 months as a key delivery partner in Suffolk. In 2010/11 the Brokerage distributed a significant amount of Training Support Implementation funding on our behalf to social care employers in the county. In 2011/12, Suffolk Brokerage has been awarded a Workforce Development Funding contract by Skills for Care. This is funding that can be used and accessed by social care employers to support their staff to undertake NVQ units, or from October 2011 some of the new Qualification and Credit Framework units.



Hilary Gibbs, Chair, Suffolk Association of Independent Care Providers

This year SAICP has been involved, along with the Brokerage, in setting the training priorities for the county and ensuring the appropriate funding is available and accessible. We continue to work together to ensure the independent sector is supported in the aim of achieving and maintaining a highly trained workforce delivering a high quality service to some of the most vulnerable people in Suffolk.

A vote of thanks to our partners

Anglia Training Solutions

Apple Learning

Ashtree Management

Babcock International Group

Business Link

Cameo

Franklins Fire and Safety

HASCA Ltd

Jobcentre Plus

KDS Print

Lowestoft College

Nestor Professional
Development Services

Pamela Rose Associates

Pearson-Heinemann

Poppy's Pantry

Q Training

Scils

SBF Services

Skills for Care Eastern

Social Care Association

Suffolk Association of

Independent Care Providers

Suffolk County Council

Suffolk Independent Living
Services

Universal Training Streams

West Suffolk College

YMCA Training Ipswich

YMCA Training Lowestoft

YMCA Training Stowmarket

**Not forgetting all our partner
employers who have used our
services.**



Performance at a glance

Qualifications Funded

NVQ Level 2 Health and Social Care	23
NVQ Level 3 Health and Social Care	54
NVQ Level 4 Health and Social Care	14
NVQ Level 4 Leadership and Management	15
NVQ Level 4 Combination Awards	2
Common Induction Standards	200
Short Mandatory Courses	664



Income and expenditure account

Surplus and Loss Account for the Year Ended 30 June 2011

	<i>2011</i>	<i>2010</i>
	£	£
Turnover	320,720	198,437
Cost of Sales	(274,474)	(152,031)
Gross Surplus	46,246	46,406
Administrative expenses	(82,623)	(74,942)
Other operating income	49,265	27,977
Operating (loss)/Surplus	12,888	(559)
Other interest receivable and similar income	-	559
Surplus on ordinary activities before taxation	12,888	-
Surplus for the financial year	12,888	-

The company has no recognised gains or losses for the year other than the results above.

Balance sheet

Balance Sheet as at 30 June 2011

	<i>2011</i>	<i>2010</i>
	£	£
Fixed assets		
Tangible assets	7,538	4,555
Current assets		
Debtors	97,899	19,565
Cash at bank and in hand	688,297	586,181
	786,196	605,746
Creditors: Amounts falling Due within one year	(546,461)	(372,241)
Net Current assets	239,735	233,505
Total assets less current liabilities	247,273	238,060
Creditors: Amounts falling due after more than one year	(160,829)	(164,504)
Net assets	86,444	73,556
Capital and reserves		
Other reserves	86,444	73,556

A message from a partner employer

“Steeple View has secured funding from the Brokerage which has enabled 5 employees to achieve NVQ’s - four staff have achieved level 2 and one has achieved level 4. One member of staff has also benefited from the on-going support from Suffolk Brokerage when complications arose with regards to their certificates.

The tenants of Steeple View and Orwell Housing Association benefit from a team of staff who are trained to a high standard which allows us to provide a quality service.”

Carl Manning – Steeple View

A message from a service user

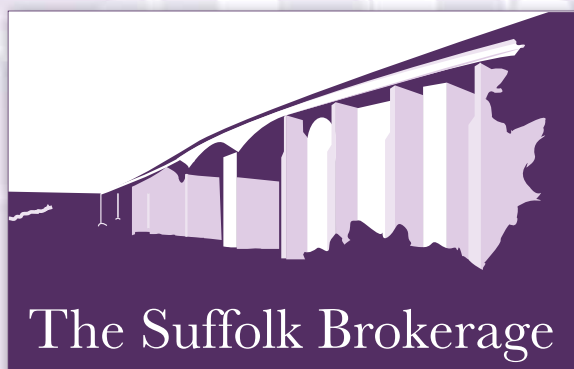
“I am so grateful to all the wonderful carers who help me and others on a daily basis. They are a lifeline for people like myself and enable us to continue to live full and dignified lives. It was an honour to be involved in helping them celebrate their achievements at the Celebration of Success evening”

Mrs R Foulger – A Service User

A message from a learner

I wanted to do the NVQ level 4 because I needed to understand better the whole concept of caring from a managers perspective. It motivated and gave me confidence to set higher standards of care for the people I work with and look after.

Daniela Calin, NVQ4 Candidate – Swan and Cygnet Care



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INVESTORS
IN PEOPLE