

bcda Brokerage Service

More than just funding for NVQs

Annette Dunkley and Sue Ebanks, bcda Brokers, are busy visiting organisations in order to identify wider opportunities for employers to access funding, not only to develop workers who provide direct care, but also for domestic and administrative staff, etc.

If you would like to book an appointment to meet Annette or Sue, or if you would like to know more about the Brokerage Service and how to maximise your business please contact the bcda team on 0121 303 0887 or email bcda@birmingham.gov.uk



Customer Feedback

Here are just a few comments from some of the participants who attended the three **Safer People Handling** courses that we delivered during September:

Ann Samuel, Balsall Heath Church Centre *"I really enjoyed the course."*

Gloria Jordan, Balsall Heath Church Centre *"I have learnt a more effective handling technique to assist service users"*.

Mary Grace, St Paul's Convent *"I found the training very informative. We use a lot of hoists in my job so it has helped me". I have gained lots of knowledge from this course. The trainer Peter Richards, was excellent"*.



Counselling Skills Course

Here are some of the comments from participants who attended the Counselling Skills course during July 08: Rono Kaur, Carers Emergency Response Services *"The whole of the course was very useful, I will make use of it in my work and in my personal life"*.

Lorraine Hanson, Carers Emergency Response Services *"The most useful part of this course was the group discussions and learning about other people's experiences"*.

Julie Radburn, Bournville Village Trust *"I will make sure that the service users are given a safe environment and respect"*.

Valerie Massie, Bournville Village Trust *"I would not change anything in this course, it was excellent"*.

A reminder of training available

Don't forget that you can refer staff to **access qualifications during any point in the year**.

You will have received information about this and a list of short courses that have been commissioned. Additional Mental Capacity Act 1 day training programmes between January and March 09 have also been advertised.

Short Courses available between September '08 - March '09

- Communication and Recording
- Equality, Diversity and Dignity
- Food Hygiene
- Fire Safety
- First Aid - Basic Appointed Persons
- First Aid Certificate
- Health & Safety
- ICT Training
- Infection Control
- Managing Aggression in Social Care Settings
- Person Centred Approaches
- Safeguarding Awareness
- Safeguarding Train the Trainer
- Safer People Handling
- Working with People with Labels of Challenging Behaviour
- Mental Capacity Act - Training

To avoid disappointment please book your places as soon as possible.

Listed below are the members of the bcda team:

Patricia Daley, *Project Manager*
Annette Dunkley, *Contracts Manager*
Olivia Heagney, *Senior Administrator*
Katherine Thomas, *Administrative Officer*
Sarah Lafford, *Administrative Assistant*

bcda Newsletter

Birmingham Care Development Agency

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A Note from the Chair, Anne Geddes Director, All Seasons Care

Dear Colleagues

I cannot believe how quickly time has passed since I last welcomed you all to our Summer news round-up. Not much of a Summer but we have all been so busy that we would not

have had much time to enjoy any sunshine!

National news is somewhat dominating our lives at the moment but we all know how on a local level the credit crunch is biting into our lives and businesses. These are not easy times and there is no easy answer however through bcda we can share our concerns and try to meet the challenges together. There is strength in numbers and with the considerable depth and range of membership we can draw on experience to share ideas on how we can meet the ever changing demands.

Recruitment and retention remains high on everyone's agenda, however with possible redundancies elsewhere in the region on the horizon, this may prove to be an opportunity to attract more people into Adult Social Care. On this front, bcda Recruitment/Retention working group continues to investigate partnership working to reduce individual advertising costs as well as increasing the awareness of a range of work to a wider audience. Through working alongside the NHS, Skills for Care, Learning Skills Council,

National Employment Panel, Connexions, the Prison and Probation Service and Jobcentre Plus we are reaching people who may not be easily accessible for work in care. A partnership website for work /career vacancies is currently being assessed for bcda members to advertise their vacancies. Short Training Courses remain in high demand involving subjects identified by you as priority and a new programme has been circulated to our members. bcda is seeking to accredit short course work with support from the Lifelong Learning Network. These, together with the uptake of formal NVQ qualifications and Apprenticeships, indicate how the workforce continues to develop and deliver quality care. Please keep us informed of further courses you think are required. Do visit our website www.birmingham.gov.uk/bcda to view the list of courses available.

I look forward to seeing and meeting you at our next Care Provider meeting, meanwhile I hope bcda can be supportive to your needs in these difficult times. Thank you for your valuable time and participation.

Anne Geddes Chair, All Seasons Care Limited.

If you have any queries about any of the items in this newsletter please contact the bcda team on 0121 303 0887 or fax 0121 675 2890 or email bcda@birmingham.co.uk www.birmingham.gov.uk/bcda

Deprivation of Liberty – Mental Capacity Act Conference

Monday 24th November 2008 – International Convention Centre
Birmingham – 9.30am – 4.30pm

A free conference jointly organised by Birmingham City Council Adults and Communities Directorate and the Care Services Improvement Partnership.

You may have seen in previous editions of the newsletter information in respect of this conference and you will have already received a flyer asking you to put your name forward to attend this important event. If you have already let us know that you wish to attend – thank you - your name will go forward onto the delegate list.

If you are wondering what this is all about – the Deprivation of Liberty Safeguards will come into effect on 1st April 2009. The aim of the Safeguards is to provide a framework for

approving the deprivation of liberty of people who lack capacity to consent to treatment or care in either a hospital or care home.

It is important that registered managers and home owners attend as the safeguards will require us all to work together to develop the framework and ensure best practice is developed and shared.

If you need any further information please contact Matt Benson 0121 303 0284 or email matthew.benson@birmingham.gov.uk

We look forward to seeing you on Monday 24th November.

Dates for your Diaries

Providing Effective Supervision Workshop

21st October 2008, 10.00am – 1.00pm or
11th November 2008, 10.00am – 1.00pm

Deprivation of Liberty and Mental Capacity Act Conference

24th November 2008: 9.30am – 4.30pm.

Emergency Planning – Flu Pandemic Workshop

27th November 2008 9.30am – 12.30pm or
27th November 2008 1.30pm – 4.30pm

Telephone: 0121 303 0887 or Fax: 0121 675 2890

Email: bcda@birmingham.gov.uk

www.birmingham.gov.uk/bcda



bcda

Birmingham Care Development Agency

Electronic versions of the newsletter and copies in large print are available on request.



Care Provider Meeting

8th July 2008



130 delegates attended the Care Provider meeting in July. There was lively round table discussion and challenging questions raised by members of the audience. Increased participation from employers, people who use services and carers generated a variety of interesting debates.

Guest speakers included Peter Hay, Strategic Director, Adults and Communities Directorate who informed the audience of the future direction of adult social care within Birmingham, in terms of 'Achieving Excellence'. Ian Threlfall, Regional Manager, Children's Workforce Development

Council gave updates about issues related to the children's workforce, and representatives from Penderels Trust, a service that supports Direct Payment Recipients shared details of their organisation.

Des Kelly, Chief Executive of the National Care Forum, Steve Battle, Edén Executive, Sue Davis, Accord Housing and Maureen Bradley, Chairman of the National Housing Federation's Care and Support Group gave an informative presentation about the Edén Principles, an alternative approach to providing adult social care.

Many employers have expressed a wish

to pursue more information about Edén and to access related training. Having listened to your views, bcda is pleased to inform you that this training is being planned for later in the year for staff across statutory, private, voluntary and independent sector organisations. If these pilot sessions prove to be useful, the training will be extended.

If you would like to make suggestions about the types of topics that should be addressed at future Care Provider meetings or if you would like to make a presentation about a relevant social care issue please contact the bcda team.

National Minimum Data Set Online - News

Over 55% of bcda's active members have accessed and updated their data since April 2008 and 48% of CSCI registered establishments in Birmingham have already completed the NMDS questionnaire.

We are asking all bcda members to update their NMDS data about every two months to make sure the data is fully up to date, please do this by 'logging in' to your **existing** account online at www.NMDS-sc-online.org.uk, with the username and password which has been issued to your organisation. This will also allow full access to the new reporting facilities within the National Minimum Data Set online, one of the reports automatically captures the data necessary to fill in the CSCI AQAA form without needing to do any calculations. Organisations without internet facilities can either make amendments to details that have occurred within an NMDS paper questionnaire or sign an agreement to allow bcda to make online changes on their behalf.

If you haven't already completed the NMDS questionnaire and wish to access the reports you will need to create a new account online and enter your organisational details. When you have done this, please contact bcda and inform them of the NMDS registration number that is allocated to you. If your organisation doesn't have internet facilities and wish to complete an NMDS questionnaire please contact bcda for details of how to do this.

Just a reminder, that organisations will need to have completed and updated the NMDS data questionnaire before any funded training is allocated to your staff.

If you have mislaid or forgotten your password/sign in details please contact the Skills for Care helpline: Tel: 0113 2451716 (Option 4).



How Businesses Can Unlock Local Talent

An exciting new collaboration between Government and business is helping to fill the thousands of vacancies in the labour market and providing the skilled workforce needed by employers.

By 2010, Local Employment Partnerships (LEPs) aim to have helped more than 250,000 people into jobs, realising the untapped potential of those whose ability and talent has been often overlooked. Being an LEP employer also demonstrates to the local community that the company wants to employ local people.

Jobcentre Plus works with employers to offer people opportunities to get back into the workplace - for example, through work trials, mentoring or on the job training. In return, employers have the chance to recruit people they might not have previously considered, who are eager to work and have the right skills.

Work trials are a key feature of LEPs. This is where companies can trial potential employees for up to 15 days before deciding whether to make them a firm job offer.

Pauline Jones, Account manager for Jobcentre Plus, said: "During the Work Trial the employee stays on their normal

jobcentreplus

benefits so there's no cost to the employer. They get the chance to show their aptitude, enthusiasm and skills and the employer gets time to decide whether the person can do the job. There's no obligation on either side."

Jobcentre Plus has experienced account managers who work with employers to draw up a tailored partnership agreement that reflects their business and recruitment requirements and delivers the best results for everyone involved.

Employers who would like more information can contact Pauline Jones on 07971994269

What's New at VCS Matters?

VCS Matters supports voluntary and community sector (VCS) organisations in Birmingham, from small volunteer groups and clubs to large children's charities, to deliver better outcomes for children and young people.



Did you know?

These are some of our current activities:

Small Groups InfoHub - The first of these free drop-in sessions on working with children and young people for volunteer groups and small community organisations will be held on **Friday 10th October**, 12.00-2.00, and **Saturday 15th November**, 2.00-4.00 at APNA - The Centre for the Aston Family, Witton Road, Aston. For more information go to www.vcsmatters.org/small-groups-infohub

CVSF in transition - During the transition of Birmingham and Solihull

Connexions into the respective local authorities, VCS Matters is co-ordinating the CVSF (Connexions Voluntary Sector Forum) in Birmingham.

For more information go to <http://www.vcsmatters.org/cvsf>

VCS Matters Strategy Group - Discussions on the parenting strategy and on changes in the governance of the Children's Trust arrangement will feature at the next VCS Matters Strategy Group meeting on **Tuesday 18 November**, 10.00-12.30. All voluntary and community organisations are welcome.

For more information go to www.vcsmatters.org/strategy-group

What now?

If you want to know more, just ...

- go to www.vcsmatters.org and have a look at the news feed, next events or funding section! There are also useful tools like the glossary, links and job vacancies.
- join over 1,100 others on the circulation list for our emails and eNews updates on policy, funding, events... It's free - just enter your details on the home page of www.vcsmatters.org

get in touch with Yvonne, Chris or Jason at vcsmatters@bvsc.org or 0121 678 8834.

Your Voice As you can see, the work of bcda is expanding and together with our key partners, there is much news to share with employers about social care developments. bcda is also here to listen to your views. If you have any interesting news items that you think would be useful to other care providers please feel free to discuss this with us. This may include comments from learners, people who use services or carers as well as other professionals.

