



OPEN FORUM

ARMC

DATE/TIME OF MEETING:	6th December 2017
VENUE:	Independence Matters, Ipswich Road, Norwich
ATTENDEES:	Robert Arneil (Klair House), Mandy Davy (Iceni Care), Andrew Gordon (Jeesal), Alison Holmes*, Sandra Luckhurst (Iceni Care), Michael Millage* (Chairman)
APOLOGIES:	Robina Clarke* Emma Cliffe*, Sarah Cropley, Bob Pritchard*, Bernadine Pritchett*), Mark Talbot*, Tobias Talbot (Talbot Care Services Ltd.)
MINUTE TAKER:	Caroline Payne

*Management Council Members

ITEM NO.	KEY POINTS DISCUSSED / ACTION TO BE TAKEN	NAME	ACTION COMPLETION DATE
1	<p>Michael Millage welcomed everyone to the open forum. MM said that although there was an agenda this was an opportunity for Providers to raise any areas of concern they may have.</p> <p>Notes from previous Open Forum Agreed as a correct record.</p> <p>Matters arising:- Sleep-ins – AG said that Jeesal had had a significant number of meetings to discuss this issue.</p> <p>HMRC have issued some guidelines and are inviting Providers to contact them if they need help in deciding if their workers are working during sleep-in shifts. This is a voluntary scheme. However, if HMRC have cause to investigate then Providers will have to pay the back pay plus a fine and can date this back six years. Currently NCC have not made any adjustments and are paying well below the true cost.</p>		

	<p>SL and MD said that before February 2015 this was a very grey area and as previously informed they had been fined and had had to pay back pay. Steve Holland, NCC had met with SL and MD and they are waiting on the outcome of the meeting. They will let ARMC know the outcome.</p> <p>The impact on Providers having to pay minimum wage to all sleep in staff is massive, MENCAP reporting an additional £4m.</p> <p>MM said that NCC have recently put £2m into NorseCare as they could not cover costs. There is still no parity with Norse and the true cost of care.</p> <p><u>Care Home Referrals/Placement Issues</u> – MM said it was important to obtain examples of issues experienced by Providers. MM felt that Providers are reluctant to come forward</p>		
2	<p><u>Cost of Care – WAA</u></p> <p>MM will be attending a meeting on 7th December to look at the new Cost of Care Model. MM produced a draft spreadsheet with various headings of costs involved with providing care. Those present felt there were a number of missing categories, including the cost of regulation, cost of insurance, assistive technology, care home staff training, meaningful activities, security and safety, costs of supporting carers and quality of customer experience to name but a few.</p> <p>AH will send the CHP to MM. AH will also do some work on the CHP, list the items missing, and let MM have amendments. MM will then consider how to share the document.</p> <p>AG said that as from end of January they will have no sleep in staff and pay waking nights and use assistive technology. This will have a major impact on costs and should be built in to the spreadsheet.</p> <p>MM and RC had met with Norman Lamb. NL suggested that ARMC talk to other MP's. CP had written to other MP's. Chloe Smith had responded and it was agreed that MT will contact CS to arrange a meeting. If those two MPs would be involved then we could look at approaching other MP's directly.</p>		
3	<p><u>Safeguarding /Training</u></p> <p>MM had met with Gary Page, Chairman of the Norfolk and Suffolk NHS Foundation Trust who is keen to incorporate training opportunities into the sector. They are currently looking at on-line training that could be offered to ARMC members. The Board are looking at training requirements.</p>		

	MM said if any members had training requirements to upskill their staff to filter ideas through.		
4	<p><u>Outreach Services - Update</u></p> <p>MM had met with Maureen Begley and Steve Holland regarding the new contracts for outreach services. MM had been given a list of Providers who had previously held contracts for this service. The new contract had been awarded to Together for Mental Wellbeing. Staff were being TUPE'd over to the new Provider. MM felt that this created less diversity in provision and risks to the sector and suggested that we invite the Providers who had previously held contracts to a meeting to discuss working collaboratively with a view to approaching the new contract holder to offer their services. It was agreed that MM and AH would meet with Cashain David, Director of Operations at Together for Mental Wellbeing.</p> <p>In the first instance it was agreed that CP would contact Providers and invite them to a meeting on either 12th or 22nd January, also offering one to one meetings on those days if desired. CP will draft a letter to go out to Providers and circulate for approval.</p>	CP	
5	<p><u>Future of Norfolk's Care Association</u></p> <p>MM said that NCC do not see NIC as representative of the whole sector and are looking at other models and talking to other organisations, Norfolk and Suffolk Care Support included. NCC have budgeted £500k over three years to fund a Norfolk Care Association. A CEO would be appointed. Discussion ensued as to how a mandate could be put together to represent the whole sector. MM said it was important to demonstrate that all representative bodies could work together. MM said that independent sub groups would be retained (i.e. ARMC). It was agreed to hold a workshop with all involved to discuss NCCs requirements and MM said we could put together a package to create what we do in the future. MM agreed to discuss with John Bacon, Chairman of NIC. It was also agreed to invite Steve Holland to attend. AH agreed to put together a draft programme.</p> <p>MM asked those present to make any suggestions as to how we could engage with the market.</p>		
6	<p><u>Any other items of concern to members</u></p> <p>AG said he had recently received a referral for a 16 year old and was not sure where to signpost it. MM said that his organisation supported under 18's.</p> <p>Discussions ensued as to how to get positive messages out to the public as confidence in the sector is at an all-time low. MM thought a regular submission to the EDP would be beneficial and could do this as Chairman of ARMC. All agreed this would be a positive move.</p>	MM	

NEXT MEETING
DATE: TBC
TIME: 1.15 pm
VENUE:

Signed.....

Date.....