

## **From John Bacon – Chairman – Norfolk Independent Care**

I was fortunate enough to receive a kind introduction from our outgoing Chair in his last 'Welcome to the Week.' It would be remiss of me not to thank Dennis and acknowledge his 19 years of commitment to the role of NIC chair and the care sector in general. I know better than most just how much skill and personal exertion Dennis put into the role, and his contribution will be sorely missed. As is so often the case in life, we don't fully appreciate what we have until it's gone!

We have received dozens of acknowledgements from people Dennis has worked with and providers Dennis has supported in his role of Chair over the years. His are large boots to fill, and I will be the first to acknowledge that I cannot fill them on my own. Going forward, I will be asking fellow providers for more engagement and collaborative effort towards initiatives that NIC will be working on on their behalf. Now is very much the time to consolidate our efforts and for more providers to put themselves forward so that we can leverage the considerable knowledge and expertise held by our membership.

NIC is here to represent and support its members across a wide spectrum of complex issues - longer term strategic dialogue around funding, contracts, employment and market shaping, plus the all-important 'day to day' operational issues that smaller provider services, in particular, have found so valuable. Please remember that no one sitting on NIC's steering group receives any remuneration, we do what we do to help our members and those our members support. To do this successfully we need your support.

As NIC's new Chair, I take the responsibilities associated with the position very seriously, working alongside an extremely strong and dedicated group of individuals who make up the current NIC Board. We will continue to foster the strong relationship that has been built with NCC over the last 2 decades, and to provide a robust challenge to the Council where necessary. I look forward to hearing from you in due course with your ideas and thoughts for us to consider.

Email: [john.bacon@norfolk-independentcare.com](mailto:john.bacon@norfolk-independentcare.com)

## **Personnel Moves at Norfolk County Council**

The Quality Assurance and Market Development team is welcoming a couple of new faces this month.

Don Leggett is joining the team on 24<sup>th</sup> April as Market Development Project Officer. He will be focussing on the implementation of our new Market Engagement Action Plan. His work will be concentrating on the delivery of the recommendations in the Norfolk Journal of Engagement. <https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/keeping-up-to-date/events/market-engagement>

A requirement for additional management capacity in the Central Commissioning team at County Hall has led to an opportunity for Toni Jeary to spend a few months as Head of Locality Commissioning (Central.)

Colin Penfold joined the team on 3<sup>rd</sup> April as Interim Business Lead to cover for Toni. Colin is an experienced manager who has worked on a number of projects for Adult Social Care including the Citizen's Portal and Promoting Independence. Colin said "I am delighted to take on this new and challenging role. In six years working for Adult Social Care the importance of the care market has become abundantly clear to me. I hope to be able to play a part in helping to improve links between the Council and care providers, and to be a good custodian for the work Toni has been doing with you until she returns later in the year."

Contact: [colin.penfold@norfolk.gov](mailto:colin.penfold@norfolk.gov) 01603 223066

## **Norfolk Safeguarding Adults Board**

***New news items*** have been posted on the Norfolk Safeguarding Adults Board's (NSAB) website:

- *Norfolk Fire and Rescue: linking up to support the In Good Company campaign*
- *Article in Community Care: Call for tougher adult safeguarding standards after man's murder*
- *Sign up to join Norfolk's campaign: Friends Against Scams*

Please go to:

[Norfolk Safeguarding Adults Board \(NSAB\) News](#)

## **Sent on behalf of**

### **Norfolk Independent Home Care Group**

Jo Ardrey, Chairman of NIHCG would like to acknowledge the number of compliments she has received from Providers on how warm and welcoming Hannalene Schierff, Integrated Commissioning Manager (Central Team) is. Providers find Hannalene very approachable and trustworthy and a delight to work with.