



## **The NACC**

### **The History The People**

**“Promoting Care Through Catering”**

## History of the NACC

In December 1985, twelve authorities held an initial meeting to discuss the role of the caterer in social services, as many local authorities had started to realise the importance of catering in the caring role. As the authorities differed in population, environment, political control or management structure the resources for the catering officers varied. It was for this reason that twelve authorities decided to form an Advisory Body for Social Services Catering (ABSSC). The original twelve were Bolton, Manchester, Durham, Avon, Lancashire, Bradford, Cleveland, Leeds, Calderdale, Cumbria, Nottinghamshire and Humberside.

The twelve met several times to establish the objectives of the body, determine its structure and how best to promote it. The medium to promote and launch the Advisory Body on a national stage chosen was a seminar. The seminar held in March 1987 at Holme Pierrepont, Nottingham was titled "The Role of the Caterer in Social Services" and attended by 140 delegates representing 60 local authorities. From this meeting four regional groups were established, the Northern region with 20 members, the South East and Midlands regions with 18 members each and the South West region with 10 members.

The ABSSC officially formed on the 15<sup>th</sup> September 1988, at the first AGM in Kings Lynn. The AGM, attended by 27 members, officially launched the constitution, agreed upon after many months of local and lively debate. The AGM also set the first membership fee at £10 per year. The membership included service providers and associated suppliers. In the following March at Huddersfield Polytechnic the body held its first National Conference titled "A Food Policy for Social Services, Conflict or Consensus." Over 120 members attended the event visiting the exhibition, lectures and syndicates; speakers included Bill Utting the Chief Inspector of Social Services, and the grace at the conference dinner was given by the Provost of Blackburn the very Reverend Lawrence Jackson, who also gave the after dinner speech. The objective of the conference was achieved with the publication of The Food Policy Guidelines for Social Services three months later in June.

The second national conference in Bristol during 1990 highlighted the diversity of the representation through the body with local authority representatives, including Catering Managers, Dieticians, Directors of Social Services, Principal Officers, Finance Officers, Purchasing Officers, and a host of suppliers. The conference was called "A Strategy for Successful Training", and a year later the body duly published its findings.

At the same time as the Training Strategy was being published, the Body released the first of its National Circulars. These were double sided A4 information sheets sent not only to members but to all Social Services departments. The first one in September 1991 covered the 1990 Food Safety Act, subsequent Circulars over the next year covered 1989 Children Act, and Health and Safety in Kitchens.

Without belittling the above publications, they were small in comparison to the work in producing the definitive Community Meals Document. The core group was established at a meeting on 19 March 1991, and given the task of producing a document for setting a national standard for community meals. The core group produced the draft by January 1992 following extensive consultation among the members. The production of the document highlighted the ABSSC as a valuable national organisation, and the Duke of Westminster officially launched the document in Chester on 15<sup>th</sup> September 1993.

The Community Meals Document has been updated on several occasions in 1995, 1999, 2003 and 2005, by the members of the core group, and ably assisted by other members operating in this area of social care. The 1999 update was launched in the House of Commons by the then Secretary of State Frank Dobson MP.

In January 1993, the first edition of Catercare landed on members desks. The newsletter has now run to 29 editions ( there are two issue 11's!). Catercare was another step forward for the body as it gave members the opportunity to have a platform to share expertise and information. The first eleven editions were in black and white, colour photographs appearing in the second issue 11 in September 1996, and subsequent editions. In 1996 the body awarded it first ever Honorary membership to Richard Walder. This year also saw the National Chairman presented with the chain of office.

13<sup>th</sup> November 1996 was another milestone for the Body, as this was the first ever National Meals on Wheels Day. This created a platform to project the body, and the services the members provided. The logo for the day was changed for the following year, the original one had shown a potato peering out of a foil, but the cartoon work made it look like a worm! The tried and trusted van / fork logo appeared in 1997.

The highpoint of the 1997 Meals on Wheels Day was a meal delivery to Clarence House by the National Chair and National Secretary. This captured the media's attention with coverage by both TV and the national daily press. The trade press started to catch up with the ABSSC during this year, with the National Chairman Roger Denton collecting the 1997 Cost Sector Catering Public Sector Award. Roger was subsequently joined in the ensuing years by Mary Wedge, Kerry Severn, Pam Rhodes, Derek Johnson and this year's winner Penny Stokes. This was also the year the Body's created its own award, with a Marketing Award for Meals on Wheels Day. The award categories were enlarged the following year with the introduction of a Chairman's Award and a National Achievement Award. The Catering Checklist, was first published during 1997.

On National Meals on Wheels Day 1998, the National Officers were knocking on the door of No. 10 Downing Street to deliver a meals to the Prime Minister and his wife. Ten days later they were on their bikes, with other members participating in the Lord Mayors Show for the first time to promote catering in care services, the focus being on meals on wheels.

1999 saw the members pulling a large plate of food around the streets of London for the Lord Mayors Show. The first Welfare Cook of the Year competition was launched at the AGM, this was the last stand alone Annual General Meeting, this has now been incorporated in the National Event. The National Event has gone from strength to strength over the decade, changing from what was a bi-annual event to an eagerly anticipated annual occasion.

In March 2000 the first Welfare Cook of the Year final was held, and keenly contested in Milton Keynes, and won by Cliff Hamilton from Hampshire. The week commenced with members of the Body appearing not only in the Lord Mayors Show, but getting excellent TV coverage as well. The first web site was set up, and enabled a wider audience to find out about the organisation.

During 2001 the members worked on producing Quality Standard Indicators for Catering, and these were launched by the National Chair during Hotelympia Week in February 2002. In March the newly titled Care Cook of the Year Final was held, and for the first time had a Hygiene Award to supplement the overall title, and was won

by Natalie Whiteman from Swansea. The year also saw the final edition of Catercare as a newsletter was issued in June.

On 12<sup>th</sup> September 2002 the members voted at the AGM to accept the proposed name change to the National Association of Care Catering (NACC), a name chosen to reflect the changes taking place in the care sector, and to encompass the members from the private sector of the care industry. After much heartache and local discussions the vote for the name change at the AGM was unanimous one.

At the National Conference Awards Dinner the first Recognition Awards were presented to the Meat & Livestock Commission (MLC) for their support of the Care Cook of the Year Competition, and to apetito for their support of the organisation in particular the sponsorship of our participation in the Lord Mayor's Show

The first meeting of the NACC was held at the House of Commons, on Wednesday 29 January 2003. Around fifty people were present in one of the dining rooms, and these included the National Executive, members of the Community Meals and Benchmarking Working Groups. Also in attendance were invited guests from both LACA, the HCA, other care association and organisations and all the past Chairs of the ABSSC were invited. The first meeting was sponsored by Frank Dobson, MP for Holborn and St Pancras, and a long time supporter of the NACC. Unfortunately due to a knee operation earlier in the week Frank was unable to attend, the Crawley MP, and former nurse Laura Moffat attended in his place. In recognition of Frank Dobson's support, Roger Kellow announced that Frank was to be made the first honorary member of NACC. Roger described the meeting as a "Very special day" in the organisation's history, adding "As an organisation we have been working hard and long since 1987, and so many people in this room have worked hard to make us the force we are today".

In October at the National Conference, the fourth edition of the Recommended Standard for Community Meals was launched, and was the first document to be available on CD rom, as well as in a hard copy. The core group reviewing the document had only met twice, utilising e-technology to review and amend the document and communicate with each other.

The Awards Dinner, at the 2003 National Conference, was attended by all the former Chairs. All of whom were presented with a Past Chairs Medal in recognition of their work for the association, by the current Chair Roger Kellow.

In the Care Cook of the Year 2004 Final the first 'double' was achieved by Judy Reynolds from West Sussex who won both the title of Care Cook and the Hygiene Award. Sadly this was the last competition sponsored by the MLC, who had done so much to establish the competition in its early days, and would be the last to be held at their Milton Keynes HQ as well.

A global link was established in the summer when the NACC become a founder member, and board member of the Healthcare Caterers International (HCI) at a summit meeting in Reno, Nevada. This move gave members access to a worldwide network of contacts through similar minded organisations across the globe, as well as expanding the market place for the organisations own documents.

The establishment of the global link and wider market place lead to the reviewing of the previously published Catering Checklist, and Quality Standards Indicators during 2005. These documents were then packaged in new corporate styling along with the existing Recommended Standards for Community Meals Document, and the two new National Minimum Standards for Care Catering Documents (NMSCC). These first

two NMSCC documents covered standards relevant to Care Homes for the Elderly, and Care Homes for Adults 18 -65 years.

The National Chair Roger Kellow, appeared on prime time TV on the “Tonight with Trevor MacDonald” programme, which highlighted the factors affecting the community meals and residential care catering in Britain. In a distinguished and polished interview, Roger reflected the difficulties facing the sector, and the efforts of the organisation were making to address these. This programme was aired shortly after BBC Radio 4’s “You & Yours” programme had covered the Care Cook of the Year Final in Birmingham. This too gave an insight into the difficulties facing the sector, but also showcased some of the talented staff in the sector.

The 2005 Conference was opened with a keynote speech from Paul Rankin, celebrity chef, who had earlier in the summer raised concerns about the amount of budget spent in care homes on food.

Roger stepped down in the September, being replaced by Sue Hawkins and with this change came a whole new tact - pressure on the legislators to give proper consideration care catering and listen to the organisations involved particularly the NACC. Within months of taking over the reigns Sue had met one of the major party spokespersons for Care, and the new Under Secretary for Care Services Liam Byrne MP. The NACC was also mentioned in Parliamentary debates as being an authority in care catering.

The conference was notable for the first time a sitting MP spoke, Paul Burstow, and a member of the House of Lords also spoke on care issues Baroness Greengross. They were both also present at the official launch, in the House of Commons, of the Menu Planning and Special Diets Manual for Care Homes for Older People in January 2007.

Closer working relationships were formed with other government agencies i.e. FSA, Dept of Health and partnerships with other organisations. This allied to Sue Hawkins hard work and constant lobbying ensured recognition for the NACC as a leading authority in our sector, this also resulted in her being requested by the Care Services Minister, Ivan Lewis to organise a Nutrition Summit for all interested parties. The catering world recognised Sue’s achievements in raising the profile of the sector when she collected a Catey at the Caterer & Hotelkeepers Award Dinner, the highest accolade available for caterers in the UK.

National Meals on Wheels Week 2007 marked the 60<sup>th</sup> anniversary of the first meal delivery with all the usual celebrity and civic dignitary deliveries. For the first time the Association’s logo was seen two leading TV dramas, Coronation Street and Emmerdale, the week was commended in the House of Commons in which we were commended for our work in providing a well balanced diet to those vulnerable people living in the community.

The association’s profile and influence was very much on the rise, in January 2008 Sue Ullmann, Chair NACC, was named among the top 50 Most Influential People in Care by Caring Business magazine. The NACC had become the source of information and knowledge for those in the care industry seeking an opinion on care catering matters. Our members were involved with industry Governance Boards, invited to present and speak at a wide variety of conferences and meetings on care catering topics.

At Hotelympia in February, the first demonstration event by the NACC of the craft skills in the sector took place, with Patrick Moore the then Care Cook of the Year presenting his dish whilst Deputy Chair Derek Johnson explained some of the challenges facing the sector's caterers. This was then followed by three different training sessions held along similar lines at the Care Show in Bournemouth. The Nutrition Kitchen's success, so the format repeated at the Care Show in Birmingham in November.

The association commissioned independent research into the Community Meals, and the subsequent report was published with recommendations of the way forward and best practice. The highlight of the year for Community Meals was a delivery by the Duchess of Cornwall during National Community Meals on Wheels Week. The delivery in Ballater, saw the Duchess deliver meals under her Scottish title of the Duchess of Rothesay, and her involvement gave the service a timely boost.

A new website was built, and launched to reflect the work of the Association and to give us a 21<sup>st</sup> century portal.

The NACC was invited to collect the Blue Ribband Award at the Cost Sector Catering Awards Dinner for their members working in the community meals service after its efforts to feed people during the big freeze. Collecting the Blue Ribband Award at the Cost Sector Catering Awards Dinner on behalf of the Meals on Wheels service was Sue Ullmann, chair of the National Association of Care Catering (NACC). Sue said: "This award is down to everybody who's involved, whether they are a provider or a supplier and whether they are a paid member or a volunteer – that's the important message to get across. The dedication and commitment of the people involved is fantastic and I think it's great the whole service has been recognised. It isn't always appreciated, and most of the time their work just quietly goes on in the background. That's why this award is so welcome."

Two more successful Care Shows complete with their popular Nutrition Kitchen being a key feature in the show were attended by the NACC. The NACC was actively asked to provide speakers at many events where food and social care were on the agenda.

The top twenty most influential people in Public Sector Catering in January 2010 included NACC Derek Johnson, cementing the association's position as one of the key movers and shakers in the industry. Derek was also shortlisted for the Caterer & Hotelkeeper Public Sector Award later in the year

The 10 Key characteristics for good nutritional care which we had been involved in developing were launched at the 2010 Conference "A Future for All". The opening message to conference was provided by HRH Duchess of Cornwall. The conference was the first at which the association hosted the annual HCI Board meeting and dinner. During the NACC Chairmanship of HCI two significant initiatives were launched the Annapurna Exchange Programme and the annual Study Tours.

A national campaign entitled, "No One Should Go Hungry" was launched during National Community Meals Week, with the aim of raising awareness across the sector of the high levels of malnutrition, and to everyone... .. caterer, care professional, carers and service users. Various media releases raising the awareness were produced, and by the second week of January the campaign had been exposed to over 22 million people.

# NATIONAL OFFICERS

## NATIONAL CHAIR

1988 - 1991	Stuart Long	Croydon Social Services
1991 - 1993	Chris Jackson	North Yorkshire County Council
1993 - 1995	Dorothy Newman	Avon County Council
1995 - 2001	Roger Denton	East Riding of Yorkshire CC ( formerly Humberside County Council )
2001- 2005	Roger Kellow	Hobart Manufacturing Ltd.
2005 - 2007	Sue Hawkins	Dorset County Council
2007 - 2009	Sue Ullmann	Harrogate Neighbours Housing Association
2010 -	Derek Johnson	Leeds City Council

### 1988 to 1991- Stuart Long

The ABSSC was formally launched on the 15<sup>th</sup> September 1988 at its first AGM, where the first constitution was officially launched. During his term of office as National Chairman the very first Conference was held at Huddersfield Polytechnic, where over a 100 members attended the event, his success with Conferences was emanated in the further joint hosting of the Conference at Southampton in 1998

Other achievements included introducing the National Circulars.

### 1991 to 1993 – Chris Jackson

During his term of office as National Chairman he took the ABSSC forward by producing the definitive Community Meals Document, the core group was established in March 1991 and officially launched the document in September 1993. Also the first regular newsletter for members, Cater care was born. He has continued his valuable work and remains in a very important and effective role as our National Treasurer.

### 1993 to 1995- Dorothy Newman- Anderson

The Associations first Chairwoman led us through her involvement with the Caroline Walker Trust to the nutritional expansion of the Recommended Standards Document, she also gained recognition of the organisation for tax purposes and it was through her organisation that the AGM was to include a day seminar to increase attendance at the AGM. It was also during her term that it was agreed at the AGM that all suppliers were allowed to become full members and the association no longer had associate members.

### 1995 to 2001 – Roger Denton

In these years the National Chairman led us through exciting and innovative times, the National Meals on Wheels Day was started, and has now increased to Meals on Wheels Week, new Awards for the Association and its members were initiated and continue today, the first Care Cook of the Year competition was run and he had us all involved in The Lords Mayors Parade so raising the profile of the Association. The Conference became an Annual Conference instead of bi-annually and a member's manual was produced and given to every member.

### 2001 to 2005 - Roger Kellow

Having chaired, and organised the previous two conferences, it was the logical step up for Roger to become the National Chair. He was the first from a supplier background, and his acumen in this field helped the organisation develop for the 21<sup>st</sup> century. The name change from ABSSC to NACC, the website development, and then the professional contracting of the administration were developed in his period of office to meet our changing needs. The organisation became founders and aboard members of the HCI, expanding the membership network world wide. In his final year, Roger took the organisation in to the media spotlight, by appearing on national TV in a programme on the quality of service in our sector. This was a huge risk in view of the problems other sectors had met when they were covered in such programmes, thanks to his confidence and style the NACC shone through as a beacon in the care sector.

#### 2005 to 2007 – Sue Hawkins

Sue had come to the National Executive with a Benchmarking Club idea based around work she was doing in Dorset, this was taken up by the NACC and Sue led a small group to produce a national working document. Sue was then elected as Regional Chair for the South West before her election to National Chair. It was during this period she constantly lobbied government to gain recognition for the association as a leading authority for catering in the care sector. She worked tirelessly liaising with other care associations, to create an environment of closer working and with the government. Sue was instrumental in forming the working group to develop the Menu Planning and Special Diets Manual, which was launched at the House of Commons in January 2007. This tireless endeavour was recognised by the catering industry at the Caterer & Hotelkeeper Magazine “Catey” Awards in 2007 when she won the Public Sector Caterer of the Year Award. She had built on the work of her predecessor and handed over the association in an established position of authority.

#### 2007 to 2009 – Sue Ullmann

Sue joined the NACC in 2002, and it wasn't long before she was involved in the Northern region. She was elected as Regional Deputy Chair in 2005, a post she held before taking over the national role in 2007. Sue led the formal introduction of many of the in house procedures, and continued to put the NACC on the map as regards consultation on all issues related to care catering. Sue oversaw the independent research commissioned by the association into community meals, and the subsequent summit. The Duchess of Cornwall's involvement in the 2008 Community Meals on Wheels Week was one of the highlights of Sue's two years as Chair.

#### 2009 to present - Derek Johnson

## **DEPUTY NATIONAL CHAIR**

1988 - 1990	Geoffrey Jewel	Buckinghamshire County Council
1990 - 1991	Chris Jackson	North Yorkshire County Council
1991 - 1993	Dorothy Newman	Avon County Council
1993 - 1995	Adele Ives	Slough Borough Council
1995 - 1997	Stuart Long	Foster Refrigeration
1997 - 2001	Jonathon Lee	Nichols Foods
2001 - 2009	Derek Johnson	Leeds City Council
2009 – present	Karen Oliver	Nottingham City Council

## **NATIONAL SECRETARY**

1988 - 1991	Richard Walder	Concept Catering
1991 - 1993	Ruth Cahill	Bradford MBC Social Services
1993 - 1995	Derek Johnson	Leeds City Council Social Services
1995 - 2005	Mary Wedge	Essex County Council
2005 – present	Ros Speight	Leicestershire County Council

## **MEMBERSHIP SECRETARY (post disbanded)**

1991 - 1996	Richard Walder	Concept Catering
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## **TREASURER**

1988 - 1992	Ian Wasson	Devon County Caterers
1992 - 1995	Nigel Shutes	Staffordshire County Council
1995 - 2008	Chris Jackson	North Yorkshire County Council
2008 - 2010	Ellen Clayton	apetito UK
2010 -	Roger Bayliss	Wolverhampton City Council

## **CATERCARE NEWSLETTER EDITOR**

1992 - 1997	Audrey Young	Bradford MBC Social Services
1997 - 2001	Jonathon Lee	Nichols Foods
2001 - 2002	Derek Johnson	Leeds City Council

September to September Periods of Office

## **HEALTHCARE CATERERS INTERNATIONAL (HCI) BOARD MEMBER**

2004 - 2006	Roger Kellow
2006 - 2010	Derek Johnson
2010 -	Sue Ullmann

## REGIONAL POSTS

(Year of office)

### NORTHERN & SCOTLAND REGION

	<b>Chair</b>	<b>Deputy</b>	<b>Secretary</b>
1988	Chris Jackson	Margaret Messer	Christine Broadbent
1989	Chris Jackson	Margaret Messer	Christine Broadbent
1990	Chris Jackson	Barbara Lancaster	Ruth Cahill
1991	Chris Jackson	Barbara Lancaster	Ruth Cahill
1992	Spencer Webster	Barbara Lancaster	Derek Johnson
1993	Spencer Webster	Barbara Lancaster	Derek Johnson
1994	Roger Denton	Pauline Hague	Christine Willis
1995	Roger Denton	Pauline Hague	Christine Willis
1996	Judi Siddall	Roger Hargreaves	Barbara Lancaster
1997	Judi Siddall	Roger Hargreaves	Barbara Lancaster
1998	Judi Siddall	Roger Hargreaves	Barbara Lancaster
1999	Derek Johnson	Sue Maughan	Marie Brennan
2000	Derek Johnson	Sue Maughan	Marie Brennan
2001	Derek Johnson	Sue Johnson	Marie Brennan
2002	Jan Royle	Kath Littler	Sue Shutt

### NORTHERN REGION

2003	Jan Royle	Kath Littler	Sue Shutt
2004	Jan Royle	Kath Littler	Sue Shutt
2005	Ellen Coop	Sue Ullmann	Sue Shutt
2006	Ellen Clayton	Sue Ullmann	Sue Shutt
2007	Ellen Clayton	Sue Ullmann	Sue Shutt
2008	Ellen Clayton	David Barker	Andrew Markwell
2009	Andrew Markwell	David Barker	Gillian Thrush
2010	Sue Ullmann	David Barker	Gillian Thrush
2011	Sue Ullmann	David Barker	Gillian Thrush

### MIDLANDS & WALES REGION

1988	Beth Jenkins	Andrew Head	Cynthia Muir
1989	Beth Jenkins	Andrew Head	Cynthia Muir
1990	Andrew Head	Christine Harrison	Helen Clarke
1991	Christine Harrison	Clare Wilde	Nigel Shutes
1992	Christine Harrison	Clare Wilde	Nigel Shutes
1993	Maurice Hedgecock	Kay Caldwell	Wendy Smith
1994	Nigel Shutes	Kerry Severn	Yvonne Vanstone
1995	Nigel Shutes	Kerry Severn	Yvonne Vanstone
1996	Nigel Shutes	Kerry Severn	Yvonne Vanstone
1997	Roger Kellow	Alison Whitmore	Kerry Severn
1998	Roger Kellow	Alison Whitmore	Kerry Severn
1999	Roger Kellow	Alison Whitmore	Kerry Severn
2000	Roger Kellow	Alison Whitmore	Kerry Severn / Julie Humphries
2001	Roger Kellow	Alison Whitmore	Ros Speight
2002	Ros Speight	Sarah Lowe / (from June 2002) Louise Lane	Alison Whitmore

### MIDLANDS REGION

2003	Ros Speight	Louise Lane	Alison Whitmore
2004	Ros Speight	Louise Lane	Alison Whitmore
2005	Ros Speight	Louise Lane	Gina Bedder
2006	Kerry Severn	Louise Lane	Gina Bedder
2007	Karen Oliver	Louise Lane	Gina Roche
2008	Karen Oliver	Louise Lane	Gina Roche
2009	Karen Oliver	Louise Lane	Gina Roche
2010	Louise Lane	Jane Coleman	Gina Roche
2011	Louise Lane	Jane Coleman	Gina Roche

## SOUTH WEST REGION

	<b>Chair</b>	<b>Deputy</b>	<b>Secretary</b>
1988	Pauline Quarendon	Dorothy Newman	Richard Walder
1989	Pauline Quarendon	Dorothy Newman	Richard Walder
1990	Dorothy Newman	Sue Kilbey	Richard Walder
1991	Dorothy Newman	Sue Kilbey	Dawn Patterson
1992	Dorothy Newman	Sue Kilbey	Dawn Patterson
1993	Dorothy Newman	Sue Kilbey	Dawn Patterson
1994	Hilary Waitt	Angela Seabourne	John Biggs
1995	Dorothy Newman ( <i>acting</i> )	<i>vacant</i>	John Biggs
1996	Dorothy Newman ( <i>acting</i> )	<i>vacant</i>	John Biggs
1997	Dorothy Newman	Sue Nolan	John Biggs
1998	Dorothy Newman	Sue Burwood	John Biggs
1999	David Jackson	Hilary Waitt	John Biggs
2000	Alison Innes Farquhar	Hilary Waitt	John Biggs
2001	Hilary Waitt	Doug Smith	John Biggs
2002	Sue Hawkins	Alison Innes Farquhar	Mike Payne
2003	Sue Hawkins	Alison Innes Farquhar	Mike Payne
2004	Sue Hawkins	Gillian Rocker	Mike Payne
2005	Sue Hawkins	Gillian Rocker	Tim Watkins
2006	Alison Pugh	Ian Joyner	Tim Watkins
2007	Alison Pugh	Ian Joyner	Tim Watkins
2008	Alison Pugh	Ian Joyner	Tim Watkins
2009	Alison Pugh	John Hilton	Tim Watkins
2010	Alison Pugh	Sue Hawkins	Tim Watkins
2011	John Hilton	Sue Hawkins	Tim Watkins

## SOUTH EAST REGION

1988	Geoffrey Jewel	Stuart Long	David Aspley
1989	Geoffrey Jewel	Stuart Long	David Aspley
1990	Geoffrey Jewel	David Aspley	Diane Brown / Marion McConaghy
1991	Geoffrey Jewel	Charles Bevan	Diane Brown / Marion Ward
1992	Geoffrey Jewel	Charles Bevan	Diane Brown / Marion Ward
1993	Geoffrey Jewel	Charles Bevan	Mary Wedge
1994	Stuart Long	Peter Balding	Mary Wedge
1995	Stuart Long	Peter Balding	Mary Wedge
1996	Stuart Long	Adele Ives	Mary Wedge
1997	Adele Ives	Christine Howard	Peter Balding
1998	Simon Fraser	Paul Howell	Pam Rhodes
1999	Simon Fraser	Jeremy Taylor	Pam Rhodes
2000	Jeremy Taylor	Angela Elkholy	Pam Rhodes
2001	Jeremy Taylor	Era Verallas	Angela Elkholy
2002	Christine Stimpson	Jan Jukes	Angela Elkholy
2003	Angela Elkholy	Tina Mitchell	Toni Miles
2004	Era Varellas	Tina Mitchell	Simon Ellis
2005	Era Varellas	Catherine Kidd	Simon Ellis
2006	Era Varellas	Catherine Kidd	Simon Ellis
2007	Era Varellas	Catherine Kidd	Simon Ellis
2008	Neel Radia	Catherine Kidd	Simon Ellis
2009	Neel Radia	Catherine Kidd	Simon Ellis
2010	Neel Radia	Catherine Kidd	Hannah Di Monti / Joanne Lawrence
2011	Neel Radia	Catherine Kidd	Joanne Lawrence

## SCOTLAND

2003	Colin Kennedy	Shona Strachan	Brian LaComrie
2004	Colin Kennedy	Shona Strachan	Brian LaComrie
2005	Colin Kennedy	Shona Strachan	Brian LaComrie
2006	Colin Kennedy	Shona Strachan	Brian LaComrie
2007	Shona Strachan	<i>vacant</i>	Joyce Gordon
2008	Shona Strachan	Paul Haughey	Joyce Gordon
2009		Gary Nicholl	
2010	Mwfanwy Taylor	Margaret McLean	Lorna Muir
2011	Margaret Clarke	Gary Nicholl	Stuart Campbell

## WALES

2003	David Summers	Mary Hesford	Joanne Roberts
2004	David Summers	<i>vacant</i>	John Bennett
2005	David Summers	Christine Minty	John Bennett
2006	David Summers	Christine Minty	John Bennett
2007	Pauline Batty	Jacqui Spence	John Bennett
2008	Jacqui Spence	Paul Bayer	John Bennett
2009	Jacqui Spence	Paul Bayer	Anthony Wood
2010	Jacqui Spence	Paul Bayer	
2011	Jacqui Spence	Paul Bayer	

## ROLL OF HONOUR

### **Caterer and Hotelkeeper Public Sector Caterer Award**

2007 Sue Hawkins Dorset County Council

### **Cost Sector Catering Blue Ribband Award**

2009 National Association of Care Catering

### **Cost Sector Catering Social Services Caterer of the Year**

1997	Roger Denton	Humberside CC
1998	Mary Wedge	Epping Forest DC
1999	Kerry Severn	Nottinghamshire County Council
2000	Pam Rhodes	In-Rhodes Consultancy
2001	Derek Johnson	Leeds City Council
2002	Penny Stokes	Norfolk County Services
2003	Sue MacAulay	London Borough of Tower Hamlets
2004	Sue Hawkins	Dorset County Council
2005	Grace Philip	London Borough of Islington
2006	Kathleen Smith	London Borough of Greenwich
2007	Sandra Peel	North Tyneside MBC
2008	Paul Flood	Anchor Trust
2009	Catering Team	Dorset County Council

### **Chairman's Award**

1998	Barbara Lancaster	North Tyneside
1999	Kerry Severn	Nottinghamshire County Council
2000	Derek Johnson	Leeds City Council
2001	John Biggs	South West Regional Secretary
2002	Nottinghamshire County Council	
2003	Sue Hawkins	Dorset County Council
2004	The Anchor Trust	
2005	WRVS	
2006	Mary Wedge	Essex County Council
2007	Nick Ellins	Water UK
2008	Roger Kellow	Hobart UK
2009	Caroline Lecko	NPSA
2010	Fourseasons Healthcare	

### **National Achievement Award**

1998	Grace Philip	London Borough of Islington
1999	Dorothy Newman	Bristol City Council
2000	Beverly Goldberg	Newcastle City Council
2001	Shona Strachan	Fife Council
2002	Sue MacAulay	London Borough of Tower Hamlets
2003	Carol Harris	Leicestershire County Council
2004	Ros Speight	Leicestershire County Council
2005	Alison Innes Farquhar	Priory Group
2006	Alison Pugh	Hampshire County Council
2007	Era Varellas	London Borough of Haringey

2008 John Hilton Bristol City Council

### **Innovation Award**

2009 Karen Oliver Nottingham City Council  
2010 Product Development Team apetito

### **National Meals on Wheels Marketing Award**

1997 Nottinghamshire County Council  
1998 Solihull MBC  
1999 Suffolk County Council  
2000 East Riding of Yorkshire Council / WRVS  
2001 Leicestershire County Council  
2002 North Hertfordshire District Council  
2003 Essex County Council  
2004 Meals Direct, Birmingham City Council  
2005 Borough of Telford & Wrekin  
2006 Rainworth Meals Distribution Unit, Nottinghamshire  
2007 Meals at Home, Leeds City Council  
2008 Borough of Telford & Wrekin and Leicestershire County Council  
(joint winners)  
2009 London Borough of Redbridge  
2010 East Sussex County Council

### **Care Establishment of the Year**

2008 Hawthorne Court, Sarisbury Green, Southampton  
2009 Long Meadow Day Centre, Nottingham  
2010 Ashley House Care Home, Hampshire

### **Hydration & Wellbeing Award**

2008 The Martins Methodist Homes for the Aged  
2009 Suffolk County Council  
2010 East Sussex County Council

## Regional Trophy Winners

1992	South East / South West ( <i>shared</i> )
1994	Northern & Scotland
1995	Northern & Scotland
1996	<i>not awarded</i>
1997	South West
1998	South East
1999	Midlands & Wales
2000	Midlands & Wales
2001	South East
2002	Midlands & Wales
2003	Midlands
2004	Wales
2005	Midlands
2006	North of England
2007	North of England
2008	South West
2009	South East
2010	South East

**Care Cook of the Year  
Overall**

2000	Cliff Hamilton	Hampshire Social Services
2001	Paula McAllister	Leeds City Council Social Services
2002	Amanda Steele	Northumberland County Council
2003	Barbara Walker	London Borough of Sutton
2004	Judy Reynolds	West Sussex County Council
2005	Gary Brailsford	St. Monica's Trust
2006	Garry Maundrill	HICA Care Homes
2007	Patrick Moore	Dorset County Council
2008	Gareth Cartledge	St Monica's Trust
2009	Mark Wilkinson	Northwood Nursing Care
2010	Craig Dewhirst	Elizabeth Finn Group

**Hygiene Award**

2002	Natalie Whiteman	Swansea City Council
2003	Michael Coleman	Leeds City Council Social Services
2004	Judy Reynolds	West Sussex County Council
2005	Mick Walsh	Donisthorpe Hall
2006	Garry Maundrill	HICA Care Homes

**Care Cook of the Year Final Venues**

2000 – 2004	Meat & Livestock Commission Headquarters, Winter Hill, Milton Keynes
2005 - 2010	Birmingham College of Food, Tourism & Creative Studies, Summer Row, Birmingham

**Recognition Award**

2002	apetito Ltd	Meat & Livestock Commission
2006	Hobart Manufacturing Ltd.	

## Honorary Members

1996	Richard Walder		
1997	Ben Walden	Chris Bradshaw	
	HM Queen Elizabeth	<i>The Queen Mother</i>	
1998	Barbara Lancaster	Stuart Long	Audrey Young
1999	John Biggs	Chris Jackson	
2000	Kerry Severn	Jeremy Taylor	
2001	Hartmut Brummer		
2003	Rt. Hon. Frank Dobson, M.P.		
2004	Dorothy Newman – Anderson		
2005	Pam Rhodes	Jonathon Lee	Marie Brennan
2006	Margaret Messer		
2007	Roger Denton	Jan Royle	
2008	Colin Kennedy	Ann Jones	Sue Shutt
2009	HRH Duchess of Cornwall	Heather Rhodes	
2010	Era Varellas	Roger Bayliss	

### Who's Who

#### **Richard Walder**

In 1996 Richard became the first Honorary Member in recognition for his services in creating the Association, and was presented with this accolade at the conference in Solihull. For the first three years, he was the National Secretary, in 1991 he took on the role of membership secretary for five years, in fact he is the only person ever to have held this post title. He was instrumental in setting up the very first computerised Membership data base on the association's first computer. During the first three years of the association Richard also was the Regional Secretary for the South West region. Richard is still active today being the Association's link with the HSE health & Safety Liaison committee.

#### **HM Queen Elizabeth *The Queen Mother***

The first person outside the Association to be recognised for their help in assisting the Association raises its profile. The award was made after she agreed to be the focal point of the 1997 National Meals on Wheels day launch with the delivery of a community meal to Clarence House. The "Queen Mum" was one of three people to achieve the accolade of Honorary membership during 1997.

#### **Ben Walden**

The managing director, founder of Waldens Foods and staunch supporter of the ABSSC since its creation. Ben had built the Waldens business to be at the fore front of the community meals market, but was keen his organisation supported the trade organisation in raising the profile of the industry. Ben received his award early in 1998 at Hotelympia along with the other 1997 Honorary Member Chris Brayshaw.

#### **Chris Bradshaw**

The managing director of Tillery Valley and staunch supporter of the ABSSC. had built the Tillery Valley business to be at the fore front of the community meals market, but was keen his organisation supported the trade organisation in raising the profile of the industry. Chris encouraged his staff especially on the nutritional and development side to be involved with the 1995 rewrite of the Recommended Standards for Community meals. Chris received his award early in 1998 at Hotelympia.

### **Barbara Lancaster**

For many years Barbara had taken on officer roles in the Northern and Scotland Region, she was deputy Chair for four years between 1990 and 1993, and then returned for a three year stint as regional secretary between 1995 and 1998 when she retired. Barbara has also been involved with organising the 1994 Conference, and was involved in the Recommended Standards for Community Meals document. Barbara had also received the inaugural Chairman's Award in at the 1998 conference. She received her Honorary membership at the last stand alone AGM in Solihull in the September. Barbara was on the judging panel for the first two Care Cook of the Year competitions.

### **Audrey Young**

Bradford based Audrey took on the onerous task of being editor of the Associations newsletter Catercare for the first five years of its existence. Through her tireless work the Newsletter became the established mode of communication during the nineties. There were occasions when Audrey and the National secretary of the time had to ghost write articles from a few scribbled notes by a member for an article, but nether the less the newsletter was a success. Audrey also ensured it changed from its black and white appearance to a full colour newsletter. Honorary membership awarded at the 1998 AGM.

### **Stuart Long**

The very first National Chair of the Association, for three years, as well as the Deputy South East regional chair at the same time, Stuart has been involved in almost everything the association did in its early days. He oversaw the first two conferences, and ensured the association got off to the best possible start. Stuart was also one of the first Hotelkeeper and Caterer "Acorns" - those to watch in the business under 30. He returned to the National Deputy Chairs post in 1995 for two years after being the South East region Chair for the previous three. Subsequently Stuart has chaired the 1998 Conference, and appeared in the Lord Mayor's parade for the Association. He received the Honorary membership at the 1998 AGM.

### **John Biggs**

John worked tireless and often single handed to ensure there was a South West Region, for two years he was the region's only elected officer. He held the post of Regional Secretary for eight years from 1994. He was recognised after his work on the Catering Checklist which was published in 1997, and this gave none caterers a tool on checking catering in the care industry (see the section on Publications for further details). Two years after becoming an Honorary member John collected the Chairman's Award.

### **Chris Jackson**

Chris like John above was awarded Honorary membership at the Conference & AGM 1999. He was the Northern & Scotland regions first chair for the first four years, during the last year he combined this with role of National Deputy chair. He then became the second national Chair in 1991. In his two year term of office he commissioned the Recommended Standard for Community meals. Chris became National Secretary in 1995 a post he still holds today, despite having no catering responsibilities in the workplace Chris has remained loyal to the organisation he helped create.

### **Kerry Severn**

Kerry has been involved in every Recommended Standard for Community Document from its conception to the last review in 2003. He has also been a stalwart of the Midlands region holding first the Deputy Chairs post from 1994 to 1996, and then for three and a half years the secretarial role. In 1999 received the sector's top accolade of Cost Sector Caterer of the Year for his work for the association and within the community meals sector in Nottinghamshire. He completed the double that year when he was awarded the Chairman's Award at the ABSSC Awards Dinner. The Forest of Arden Conference was where Kerry received his Honorary Membership.

### **Jeremy Taylor**

Jeremy received the Honorary Membership, at the Millennium conference. Another staunch supporter of the organisation Jeremy's company Hotlock had been at the name for heated boxes everywhere. He was the Regional Chair of the South East at the time of the recognition, a post he held for two years.

### **Hartmut Brummer**

When apetito took over Waldens in the late 1990's there was a fear one of our major supporters would be lost. This was not the case due to Hartmut the MD who saw the value of operating closely but at arms length from the trade association. Without the support of Hartmut there would have no participation in the three Lord Mayor's parade, which raised our profile on a national level or a website, which apetito have hosted at no cost to us since it was set up. Hartmut received the award as he was about to retire and return to Germany at the 2001 conference in Hinckley.

### **Rt. Hon. Frank Dobson, M.P.**

The inaugural meeting of the NACC saw Frank gain the first honorary membership under our new name. This was in recognition of him hosting our first meeting, and his support in the past of the Recommended Standards document when he was the Secretary of State for Health and Social Security.

### **Dorothy Newman - Anderson**

It was fitting that Dorothy became an honorary member as she left the care catering sector for pastures new ... her term of office as National Chair lead to the re writing of the constitution to include this membership grade. Dorothy is the only truly elected National Chair, as she has to go to the membership to gain their support in the ballot of 1993, the only time two people have put up for a national officer post. Prior to this Dorothy had been National Deputy Chair since 1991. In her term of office as national Chair she worked closely with the Caroline Walker Trust on Eating Well for Older People. In her South West region she had been the first Deputy Chair for two years before becoming Regional Chair until her election to National Chair. On stepping down from national office she acted as regional chair for two years, before being persuaded to take on the role formally again for a further two years. Her work in Avon / Bristol City was recognised in 1999 when she won the National Achievement Award at the ABSSC Awards Dinner.

### **Pam Rhodes**

Pam was synonymous with the ABSSC /NACC operation for almost ten years, after she took on the role as our administrator. She helped the organisation develop its admin function, amongst myriad of roles she undertook for us .. including bring the lunches along to our Lord Mayor's Parade activities. Pam was elected regional secretary for the South East region alongside her admin role, and she held this post for three years, during which time she was nominated for, and received the Cost Sector Catering Awards for services to the industry. She supported the work of the NACC, and stepped in to chair the 2004 Conference at short notice.

### **Jonathon Lee**

The only person to hold an elected national role who has not held a regional post – one for the constitutionalist there to work out ( The constitution was re vamped in 1998). Jonathon in taking on the Deputy Chairs role in 1997, a post he held for four years, also took over as Catercare editor. A job he thoroughly relished, to such an extent he led the way in developing the Member's Manual in 2000. Jonathon also chaired two conferences for us, 2002 & 2003, in his calm and dignified manner. His work unfortunately moved him out of the cost sector, very much our loss and someone else's gain.

### **Marie Brennan**

The second member from Bradford MBC, after Audrey Young, to gain Honorary Membership, and this was awarded after her retirement from local government in 2004. Marie was a long time supporter of the NACC, before being persuaded to take office as the Northern and Scotland's regional secretary in 1999. She remained in post for three years, before stepping down, and prior to retirement help to ensure Bradford had a revamped community meals service.

### **Margaret Messer**

In 1987 Margaret went to a meeting of caterers at Holme Pierrepont near Nottingham, little did she know that by the end of the meeting she would be representing her employer Cleveland Council as a founder member of the ABSSC. In the first two years of the association, she was the Northern & Scotland Deputy Chair, and then continued as a minute secretary for the ensuing two years. She was part of the organising committee for the first national conference held in 1989 in Huddersfield. Subsequently as her authority was broken up in to unitary authorities, and her role changed, but Margaret kept in touch with us, and often spoke on changes taking in social care at regional meetings.

### **Roger Denton**

Roger was a member of the Northern & Scotland region and was elected to the region's Chairman's post at the Christmas meeting in Liverpool in 1993, and held this post for two years 1994 & 1995.

In 1995 he succeeded Dorothy Newman as National Chair. In the ensuing six years as the National Chairman led us through exciting and innovative times, the National Meals on Wheels Day was started, and has now increased to Meals on Wheels Week, new Awards for the Association and its members were initiated and continue today, the first Care Cook of the Year competition was held, and he had us all involved in The Lords Mayors Parade so raising the profile of the Association. The Conference became an Annual Conference instead of bi-annually and a member's manual was produced and distributed to every member.

In 1997 he became the first member of the ABSSC / NACC to win the Cost Sector Catering Social Services Caterer of the Year Award.

### **Jan Royle**

Jan has been involved with the Association since the ABSSC days in the early 1990's, attending regional meetings and conferences. It was in 1999 she became the minute secretary for the Northern & Scotland Region, although an unofficial role, she was vital part of the regional officer team. She must have enjoyed the experience, as in 2002 she became the Regional Chair, a post she held for the next three years.

Jan volunteered for all three of our appearances in the Lord Mayor's Parade, initially riding around the streets of London, before pushing a big plate around, all in the name of Meals on Wheels! She also took part in the regional competitions when they involved ten pin bowling; laser quest or treasure hunts, and later submitted quality entries on behalf of the Northern Region when the format of the competition changed. She provided a wealth of experience and knowledge to those around her in the Association about the industry, and for the local authority she worked for in Stockport.

### **Ann Jones**

Ann has been a committed and well-respected member of the NACC (and ABSSC) for over 10 years and actively attends southeast regional meetings.

Ann who retired in July 2008 from her post as Catering Adviser has been committed and motivated in finding ways to improve the quality of service Luton Borough Council (LBC) provides and offers its customers, giving them more choice. Ann who was LBC catering services advisor was responsible for the meals on wheels service.

When she took over all meals were cooked from scratch using antiquated equipment meaning there was no scope to offer menu choice, and portion control was difficult to achieve. She has overseen a kitchen refit and many frozen meal trials. The success of the trials meant she was able to introduce a three-course menu and then won a contract to provide all catering at borough care homes, including tea and sandwiches, and moved from a five-day-a-week operation to a fully 365-day a year service.

In 2008 Ann was also nominated for the Cost Sector Catering Awards 2008 for the Social Care Award.

### **Colin Kennedy**

Colin has been a committed member of the NACC (and formerly the ABSSC) since the inaugural meeting of our association.

For many years as a member of the Scotland and North of England Region, he regularly travelled long distances and gave of his own time and money to travel to meetings or contribute to working groups. He is well respected by his peer group and was the obvious choice to take forward the objectives of the NACC when it established Scotland as a region in its own right in March 2003. Colin was thus elected Chairperson, a post he held until Dec 2006.

With his considerable experience in local government to draw on (35years) Colin has not only admirably carried out this role but become an advisor to the numerous colleagues tasked with setting up community meals services in other authorities. This experienced has also served the NACC well in his contributions to our various standards documents and publications, the most recent being the Menu Planning and Special Diets document.

In his remit within City of Edinburgh Council he has promoted the NACC and implemented its recommendations. He has participated in Meals on Wheels Week highlighting the services offered to residents in the city.

## **Sue Shutt**

Sue was the Northern Regional Secretary for six years, working firstly with Jan Royle and Kath Littler, and more recently with Ellen Clayton and Sue Ullmann on the Northern region team. Sue is a well liked and respected member of the NACC at both regional and national level due her continuous commitment and dedication. She was a member of the NACC Benchmarking Working Group, and helped her authority to win the 2007 Meals on Wheels Week Marketing Award. Sue spent over thirty years of her working life in local authority catering. She was promoted to Principal Catering Manager in 2001 with Leeds City Council, and took voluntary early retirement in April 2008. Sue has two wonderful daughters, Jennifer and Cathy, and husband Mike, who works in Sport and Leisure Consultancy."

## **Heather Rhodes**

Heather has been a committed and well-respected member of the NACC (and ABSSC) for over 12 years whilst she served with Merton Council and has actively attended southeast regional meetings. Heather has attended National Conference and participated in National Meals on Wheels events each year and always shared good practice with others and never been afraid to stand up for what is right.

Heather who retired from Merton in May 2009 has been committed and motivated in finding ways to improve the quality of service to the people of Merton Borough Council. Heather has always been involved with catering services initially within the day centres where she set up the first cafeteria style service to enable service users to have greater choice and flexibility. This service has continued to be the preferred style of service amongst day centre clients. This experience made her the ideal person to take on the meals service 4 years ago whilst the service provision was reviewed and she managed the process of shaping the service to include, greater choice of meals, water to be delivered to improve hydration and additional services to be provided with the meals service including, sandwiches, salads and teas, and provides and offers its customers, giving them more choice. Heather is always striving to add a little more and she has been actively involved in food hygiene training for careers. This direct contact with careers has helped her to understand the importance of day centre and meals service to them and she has been an advocate in ensuring the services have continued to be provided in Merton.

## **HRH The Duchess of Cornwall**

The Duchess of Rothesay, – known outside of Scotland as the Duchess of Cornwall delivered meals during National Community Meals on Wheels Week in October 2009 to a gentleman living in Scotland who receives the service and he used to be an elder at the church on the estate, and he could remember the Prince of Wales as a boy. The Duchess gave a gift of a bottle of his favourite whiskey and together a wee dram was drunk.

The Duchess has a keen interest in nutrition for the elderly as her mother suffered from osteoporosis in her later years, and she was pleased to be involved in raising the profile of the meals service.

The visit also gave the Duchess the opportunity to look at the latest innovations in producing and delivering Community Meals across the UK, and see first hand how the service is able to support the elderly living within the community.

The Duchess's involvement with the MOW week was very important for the NACC and how it is involved in moving nutrition for the elderly forward for the Community Meals on Wheels Service and its service users.

### **Roger Bayliss**

Roger joined Wolverhampton City Council in 1983. In 1988, due to the arrival of CCT legislation, I moved on a temporary basis to lead on the Social Services.

Roger joined the ABSSC in 1990. He was the conference organiser for the 1995 conference hosted by the midlands.

In Wolverhampton he made significant changes to the service. Menu choice was expanded and a seven-day, 365-day a year service was established in 1992. A Tea Service was introduced in 1993, the same year as the Frozen Meals Delivery Service. Medical and ethnic meals followed. By 1996, we were delivering 1500 hot meals a day.

Roger has been a regular delegate at conference through out the years as well as supporting the region.

He is to be retired from the Council and will now have the time and commitment to support the ongoing work of NACC, and has taken over as our National Treasurer.

### **Era Varellas**

Era has been a NACC member for over ten years holding the post of South East Regional Chair for four years from 2004-2007 and as a member has been a constant support and shows dedication for the quality and improvement to all aspects of care catering.

A former Regional Chair she still takes an active interest to promote and understand new ideas and strategies and is never afraid to speak her mind to stand up for what she believes in. Era has gained knowledge and experience which she shares with other members and her positive and friendly manner embraces new members and long standing members alike making people feel an inclusive part of the membership which is an asset to the NACC.

## **National Events & Conferences**

- 1989            **A Food Policy for Social Services, Conflict or Consensus**  
*Huddersfield Polytechnic*  
Chair : Stuart Long
- 1990            **A Strategy for Successful Training**  
*Bristol Polytechnic*  
Chair : Dorothy Newman
- 1992            **Excellence in Service – Luxury or a Necessity**  
*Brunel University, Uxbridge*  
Chair : Geoffrey Jewel
- 1994            **Caring Through Catering**  
*Metropole Hotel, Birmingham*  
Chair : (?)
- 1995            **Healthy Competition**  
*Pembroke Hotel, Blackpool*  
Chair : Roger Denton
- 1997            **Who Cares ?.... We do!**  
*St. John's Swallow Hotel, Solihull*  
Chair : Dorothy Newman
- 1998            **The Care Challenge**  
*De Vere Grand Harbour, Southampton*  
Chair : Stuart Long
- 1999            **Next Generation Care**  
*De Vere Grand Harbour, Southampton*  
Chair : Roger Kellow
- 2000            **Care 2000**  
*Marriott Forest of Arden Golf and Country Club*  
Chair : Roger Kellow
- 2001            **Time for Change**  
*Hanover International, Hinckley*  
Chair : Roger Kellow
- 2002            **Challenges and Solutions**  
*Royal Court Hotel, Coventry*  
Chair : Jonathon Lee
- 2003            **NACC Conference**  
*Royal Court Hotel, Coventry*  
Chair : Jonathon Lee
- 2004            **The Importance of being Earnest**  
*Hilton Hotel, Blackpool*  
Chair : Pam Rhodes
- 2005            **Care for Your Catering**  
*Hilton Hotel, Blackpool*  
Chair : Derek Johnson

- 2006        **Who Cares Wins**  
*Hanover International, Hinckley*  
Chair : Bev Puxley
- 2007        **A Generation's Journey**  
*Hilton Metropole, Birmingham*  
Chair : Bev Puxley
- 2008        **A Changing Climate**  
*Hilton Metropole, Birmingham*  
Chair : Bev Puxley
- 2009        **Nutrition at the Heart of Care**  
*Hilton Hotel , Blackpool*  
Chair : Bev Puxley
- 2010        **Caring in the Future**  
*Hilton Hotel, Blackpool*  
Chair : Bev Puxley