



NACC SE Regional Meeting Minutes

Venue: Electrolux Luton

Date: 29th September 2010

Chair: Neel Radia

Deputy Chair: Catherine Kidd

Secretary: Joanne Lawrence

In Attendance:

Adele Beckford - LB Southwark
Allan McDonald - Thermo-Box UK
Angela Elkhoy - LB Tower Hamlets
Andy Tucker - Falcon Foodservice
Barry Gelfand - West House Care
Carole Dormer - Sanctuary Care Group
Catherine Kidd - Barchester Care
Cheryl Hoy - Herts Community Meals
David Bennett - Rational
David Evans - Electrolux Food Service
Diane Johnson - Coriander Food & Training Consultancy
Donna Steeden - Quantum Care
Dorothy Lamprell - Herts CC Adult Care Services
Ellen Clarke - LB of Southwark
Elizabeth White - Luton B C
Era Varellas - LB Haringey
Ferri Fassihi - Luton B C
Jacquie Hibbs - LB Southwark
Joanne Lawrence - apetito Ltd
John Figgins - East Sussex County
Julia McNamara - Herts Community Meals
Julie Lardie – Tillery Valley Foods
Kevin Rose - Thomas Ridley
Mark Sharland - Meiko
Mary Wedge - Fresh CM
Maureen Leonard - LB of Harrow
Neel Radia - Raj Foods Ltd
Nick Smith - Norse Commercial Services
Peter Pitham - Catering Consultancy Bureau
Randeep Prabhaker - Manitowoc Foodservice
Rick Solomon – Order of St. Johns CT
Roger Denton - LB of Enfield
Sarah Wren - Herts Community Meals
Simon Ellis - First in Service
Simon Gardiner - Hobart UK
Stan Donkin - Avery Healthcare Group
Steve Allen - Oranka
Steve Berry - BGL Reiber
Steve Goddard - Thomas Ridley



Therese Brook - West Sussex CC
Trevor Bradley - ER Moffat
Tony Gilbert - 3663 Foodservice
Vivien Rose - LB Redbridge
Wendy Sutherland - Catering Consultancy Bureau

Apologies:

Andy Porley - Pinford End Nursing Home
Anne Donelan - TVF
Chris Jackson - EFG
Colin Dawson - Supply Direct
Eileen Steinbock - Brake
Ellen Brown - apetito Ltd
Graham Russell - apetito Ltd
Jenny Cosford - Herts Community Meals
Joyce Ranger - LB of Kingston
Julie Moakes - Sodexo
Lesley Wilcox - LB of Havering
Louise Cook - Abbeyfield Kent
Mark Ellis - Metal Craft Industries
Max Smith - Gram
Pam Rhodes
Roger Kellow - Hobart UK
Ros Speight - NACC National Secretary
Sue Ullman - Harrogate Neighbours
Sylvie Babout – Hampshire CC
Tim Parrett - Williams

Business Meeting

No questions on minutes of 16th June meeting. Minutes agreed by Angela Elkholy and seconded by Ferri Fassih

AGM update:

Ellen Clayton has stepped down as National Treasurer. A handover to newly co-opted Roger Bayliss from Wolverhampton CC is currently taking place.

Karen Oliver was re-elected as National Deputy Chair. Under constitution this is a 2-year position.

Tina Welch Memorial Award – Community and Care Award 2010

The award is running again for the 3rd year. The award was set up to remember Tina Welch who was the meals on wheels manager for North Herts District Council from 2002 – 2006. Tina also held South East Regional Deputy Chair position for 2 years. Tina Sadly lost her fight against cancer in 2008 at age of 46.

This year's award will be incorporating all aspects of Community & Care Catering to involve all members. Cheryl Hoy will be organising the judging this year for the awards, all



Submissions to go to Cheryl Hoy. A 250-word submission including publicity is required showing innovations within this Care Catering; deadline for submissions is Friday 22nd October 2010. 2 Finalists will be invited to present their submissions on 26th November where awards will be presented.

Next South East Meeting 26th November at Park Inn Hotel, Heathrow

- Thank you to all the Sponsors.
- Itinerary for the day – Margaret Faulkner delivering 2 hr interactive training course on 'Communication'. Philippe Rossiter chief Executive of Institute of Hospitality (IOH) – Training in Hospitality and Derek Johnson discussing 'No One should Go Hungry Campaign'. Also the Tina Welch finalist presentations/Award and Regional Elections. Numbers are limited to 54 members for the day seminar.
- Evening is Fancy Dress 'When I grow Up' theme. Fancy dress not mandatory but preferred.
- Deadline is 30th September for Special rate of £35. After 1st October increases to £40. 30 tickets left.
- Evening Guests will include Beverley Baker, LACA past Chair, Kevin Wallace Hospital Caterers Association, Philippe Rossiter (IOH) and Derek Johnson.

CPD Certificates

- Regional Meetings count toward CPD hours. This meeting is worth 2 hours and the Christmas meeting is worth 3hrs. Please let Joanne know if you are collecting CPD hours and require a certificate.

SE Connect - October issue is out soon

Regional Elections

- Under NACC constitution regional posts are for a period of one-year. November's regional meeting there will be an election for these posts. Nominations forms will be sent out w/c 4th October. Please remember if you wish to nominate someone please speak to the person you are nominating. The elections will then be held at our next meeting in November. Joanne, Catherine and Neel are happy to re-stand for another year.

NACC Conference

- Congratulations to everyone winning an award in the region. The South East picked up 4 out of 5 awards! Regional Winners were John Figgins for Hydration Award & the Community Meals Award, to Era Varellas for Honorary Membership and to Margaret Powell & Stella Charman from Ashley House Care Home part of Sanctuary Care Group, for winning care establishment of the year.
- The South East won Region of the Year for the 2nd year running! Neel collected the award on our behalf.

Having received the Award at Conference – Era Varellas said Thank you to everyone

New members – South East is growing in numbers – Average of 45 members at each meeting also 7 new members joined over the past few weeks. Welcome to all new members.

Summer Social – This year's summer social was held at the Lightbar, Shoreditch on 27th July. Thank you to Joanne who organised and to everyone who attended. We will be organising a similar event next year.

National Community Meals Week w/c 11th October 2010

- Please let Neel know what you are doing, including any promotion/publicity received. Luton, East Sussex and Haringey confirmed already.

Care Show, NACC Stand 6 & 7th Oct

- Derek and Catherine Kidd attending on Wednesday 6th October however we need volunteers for 7th October. If you are able to man the NACC stand please contact Karen Oliver on 0115 915 2042

Pop-Up Banners x 2

- These were suggested as promotional tool specifically for the region. We have one within the region that is outdated and as the region is growing we do need something to help promote the Association. The quote (given by MM) and discussed at National Executive for 2 banners was £130. Members were asked to vote as a region between either gaining sponsorship for a NACC pop up stand or taking the money direct from our regional account and having a NACC stand with no supplier logo on it.
- One stand would be designed promoting NACC and membership and the other promoting the work of the region.
- Questions – Therese Brook asked if they could be hired out for own use to promote association in West Sussex. NR thought logistics would be an issue and costly if we did this. Angela Elkholy commented that if the pop up stands were successful we could always look at more for the future. As a solution Neel to look at getting posters from MM and sending to all members. Neel to look into.
- Roger Denton – would the pop up stands be available in time for CMW? With CM week only 10 days away NR felt there wasn't enough time for this to be met but will get them organised by the next South East meeting.

The membership voted in favour of Purchasing 2 Pop-Up Stands from the Regional Funds. Roger Denton Proposed, Simon Ellis 2nd.

National Exec Meeting Up-date

Last National Exec meeting was held 29th July. Neel and Joanne attended on behalf of the Region. At our last Regional Meeting there was a debate on the 'On one should go Hungry' Campaign, raising awareness of Malnutrition and Community Meals. The debate was not around the Campaign but rather than the process around choice of the PR Company.

- Neel read the Statement from Derek Johnson, also Minuted

Statement to the South East Region following concerns raised in the previous meeting's minutes.

Following the points being raised at National Executive, and the subsequent circulation of the campaign brief to all members, this statement aims to provide a response concerning the outstanding points raised regarding the "No one should go hungry" campaign.

1. A concern that the (Personalisation, Nutrition and role of Community Meals) report from the summit lacked substance.
 - o The Summit felt that as the issues affected social care services it was therefore incumbent on the NACC to move this forward and add some substance to it, and hence why the National Executive felt that it was important that we move the issue forward through a campaign.

No questions from SE members

2. The cost of £12K to JAG to lead the campaign.

This was not the quote from JAG their budget is to a maximum of £10K. It was your National Executive's decision to propose a budget for the campaign of £12K. The £2K is a contingency to be used by the NACC, if required, to support the campaign in other ways.

No questions from SE members

3. Is/was JAG the only price/quote?

- We used an indicative quote from another PR company (Waterside) two years ago, which indicated that the price for launching a document (i.e. publishing the Report) and arranging for a petition to run along side the launch would be up to £12K.
- Also, if a company had wanted to 'line their pockets' as the minutes indicate, JAG would not have discouraged the NACC to run a campaign during the election period and in it's immediate aftermath.

Catherine Kidd asked, is the answer Yes then?

Roger Denton, Issues what was the specification? What notice did we the members get to propose this?

Neel replied there was a proposed specification and this was available at our June regional meeting if members wished to look at. The specification was proposed by National officers on behalf of members to JAG.

Roger Denton, Its fair to say there was not a long consultation period?

4. Is there an independent assessment of JAG as a company and what assurances do we have for value for money?

- We have used a recommendation for this company from a trusted source - McCullough Moore provided a very positive reference for JAG's work/expertise in the media/parliamentary arena.
- The problems with the Website were stated as an example and concern we were heading the same way. The website went through an external tender process twice, and still many feel this has not generated a 'value for money' solution. Hence, this is why National Executive agreed the approach this time of using a recommendation - based on previous experience and earlier estimates.

Joanne Lawrence, was told at National Executive it was time sensitive – need to be launched ASAP in October. Neel Radia was explained at the National Exec that the tender process would take too long and we are still not guaranteed it would work as seen in the case of the website.

Simon Ellis replied that commercial tenders take 3 to 4 weeks to complete so this should not be an issue

Roger Denton – Have any presentations been done to Exec by JAG? Neel replied that up until now we have not had one. The only people who have spoken and met with JAG are National Officers and MM.

Roger Denton - This is a democratic association where suppliers and providers are equal. Concern is deeper as he doesn't think the executive have been open and represented us fairly. Should be an informed decision/No Presentation.

5. How can we ensure value for money?



- We all have to get actively involved in supporting the campaign to maximise it. The PR can only provide us with professional support and targeted leads etc. But without support from all members – providers & suppliers, the value for money will dramatically diminish because the first question the media and decision makers ask is “How many of your membership are actively supporting the campaign?” The success of this campaign is in our own hands!

Roger Denton replied we don't know anything about the Campaign.

Neel responded that Derek had emailed all members in early August outlining campaign and had been discussed with South East members at Junes meeting. Details are on Junes Minutes.

The region did not vote on the above as the decision to go ahead with the campaign has already been made.

AOB – non-from members

National Exec Meeting 14th October – attending Neel Radia & Joanne Lawrence

Business Meeting closed at 11am