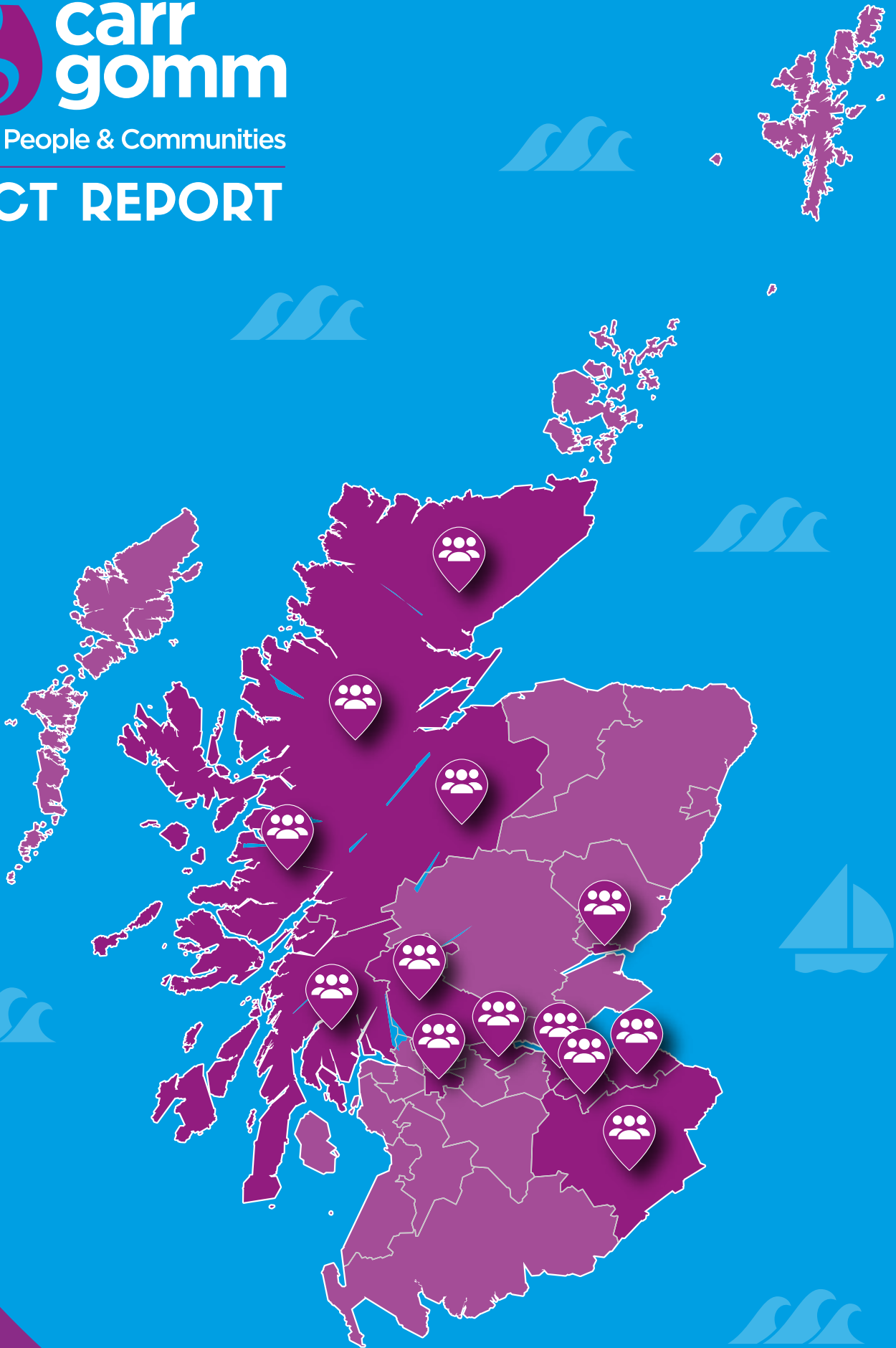




Supporting People & Communities

IMPACT REPORT

2016



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INTRODUCTION FROM ANNE AUSTIN



"WE HAVE A BETTER UNDERSTANDING ABOUT WHAT IS IMPORTANT TO PEOPLE AND HOW TO DELIVER ON THEIR EXPECTATIONS."

It has been another busy and productive year for Carr Gomm. We have been looking closely at the quality of our services and developing ways of monitoring the outcomes for people we support. This is helping us to understand better what is important to people and to deliver on their expectations.

In the past year we have had a focus on improving our expertise in working with people with autism. We have delivered 7 training courses that have provided staff with a toolkit for compiling support plans for people with autism. A practical example of our organisation putting the training into practice is the successful supported work placement, in an office environment, for a student who has Asperger Syndrome.

Training for managers has been improved and new and established managers have benefited from courses that work on essential skills such as recruitment and retention of staff.

I am proud to report that Carr Gomm has signed up to an Involvement Charter. After a series of presentations to over 250 people across Scotland on how to effectively involve people in shaping services, people supported by Carr Gomm voted overwhelmingly to create a Charter.

ClickGo, our electronic support platform has been rolled out to people in Lothian newly diagnosed with dementia. This digital support will assist people to keep in touch with friends and family and to influence and shape the level of support they receive. There is also a facility to help people keep up to date with dementia, friendly activities in their local area.

The Carr Gomm Futures portal is offering staff the opportunity to influence and shape the future of Carr Gomm. Workers contribute ideas through the portal and a dedicated team consider the feasibility of developing these ideas.

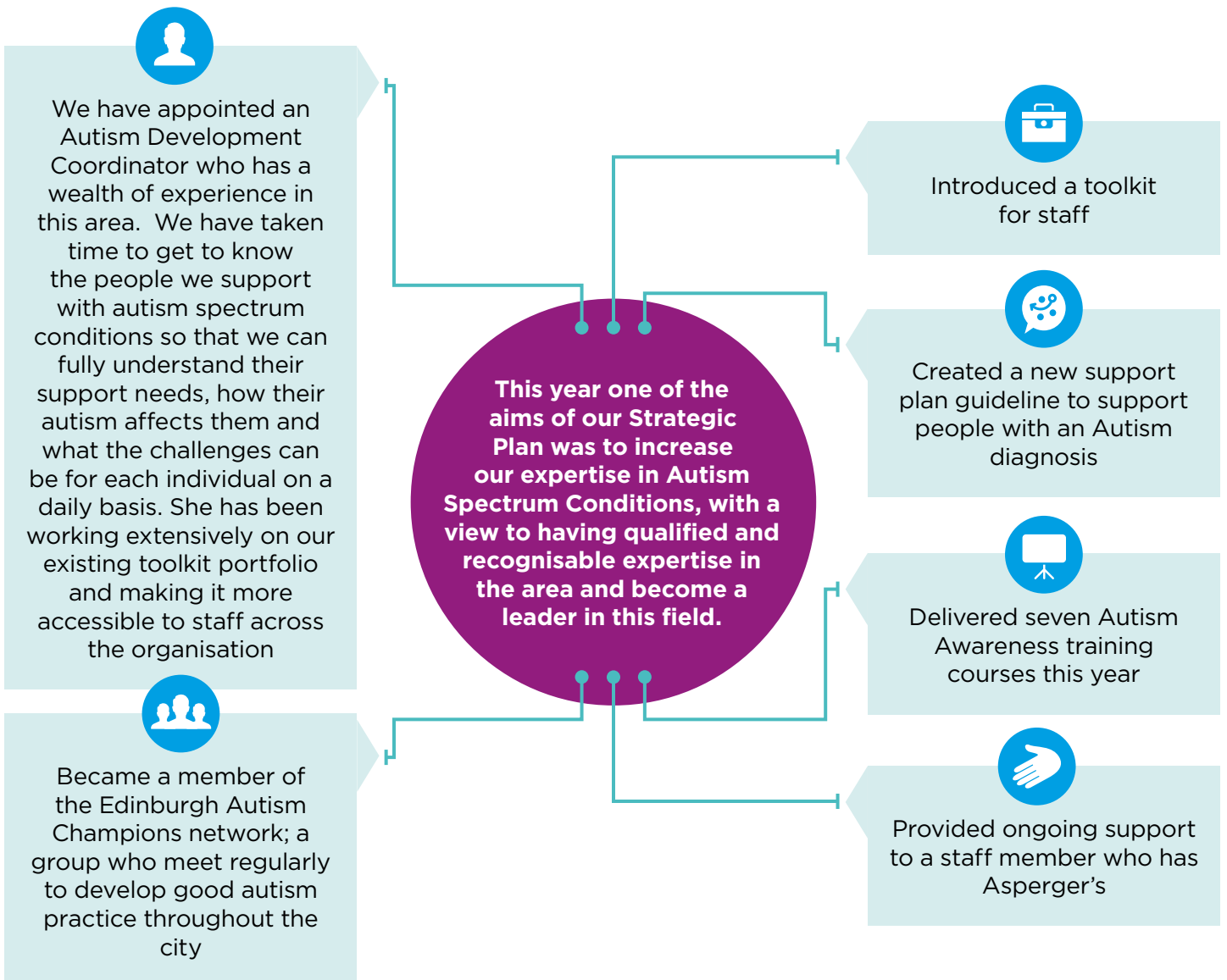
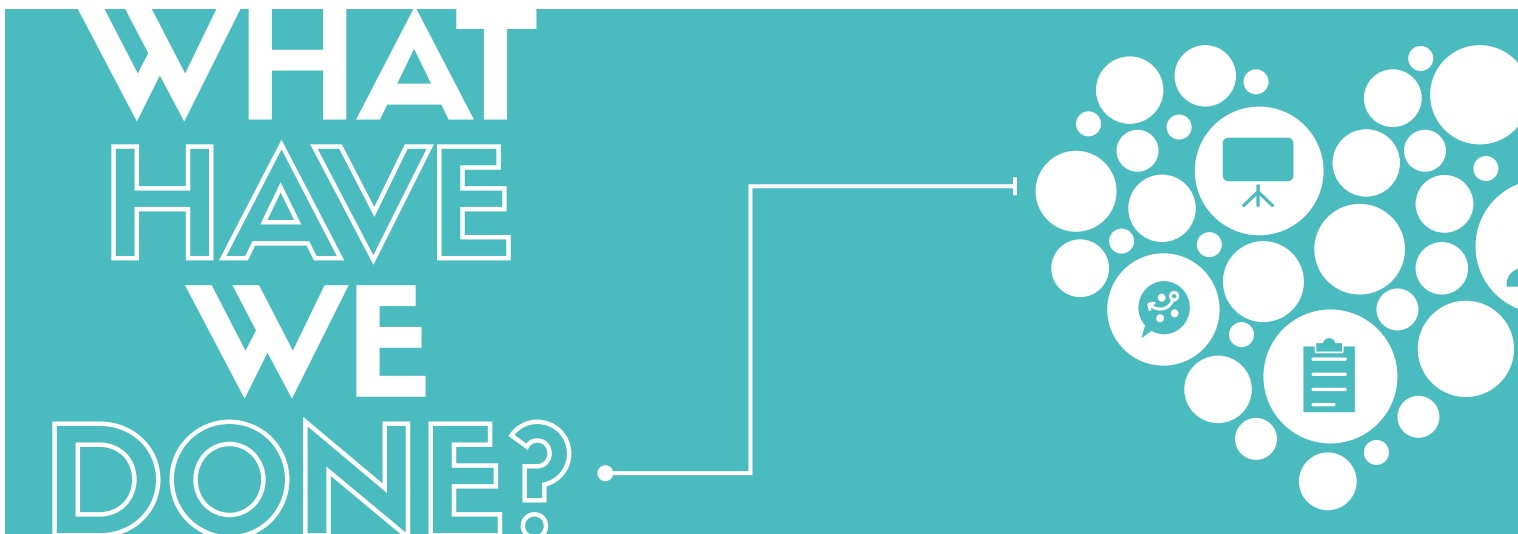
Partnership working with Health and Social Care Partnerships continue to be developed and in Edinburgh 6 people have moved out of long term hospital care to live in the local community.

The responder service model developed successfully in Argyll and Bute has now been adopted in partnership with Glasgow Health and Social Care partnership.

The developments outlined are a flavour of the new work taken on by Carr Gomm over the past year. The volume and pace of progress is impressive in the challenging financial climate. Please take time to read the detail outlined in the Impact Report and celebrate the development of Carr Gomm.

Anne Austin

DEVELOPING AUTISM SPECIALISM





OUR EXPERTISE IN AUTISM

"Fab insight in autism delivered at the right level needed to give staff a better understanding of ASC"

Argyll & Bute

"will think more about how we will approach supporting people in certain situations"

Edinburgh

"yes- more understanding...did not understand anxious feeling that he could get from stressful situations - understand now."

Argyll & Bute

NICK'S STORY

Nick has worked for Carr Gomm for just over two years; he has Asperger Syndrome.

"Getting the job at Carr Gomm felt like it was sent from heaven. Carr Gomm has been

particularly compassionate and patient with me and I couldn't have wished for more. I feel really supported, not just by my peers but my managers too. They definitely value me and they thank me continually for my input. They are really good to me, they seem to care for me, they are patient, and

importantly they give me the space that I need. My manager and my Autism Development Officer, Celina, in fact all the people that I work with, are so good to me, I feel very confident now to persevere with it, settle into the role and make this in to a career now".

CHARTER FOR INVOLVEMENT



"All the carers who have supported her have been second to none. While she is well cared for in the home I think she misses Carr Gomm more than anything. Your service is first class."

Highlands

"Our befriender Linda is like one of the family. She is cheerful and encouraging. The acid test is that we would miss her dearly if she did not come to us."

Midlothian

"I am very happy with all my carers. It is an excellent service which allows me to stay in my own home."

Argyll & Bute

The Strategic Plan for 2016 aimed to progress effective communication and relationships with the people we support; as part of this we investigated the possibility of signing up to a Charter for Involvement.

Following initial meetings, we decided that we would like to look into Carr Gomm developing a Charter for Involvement. We worked closely with ARC Scotland who had already developed a charter for people with learning disabilities and

we wanted to learn from their experience of creating this.

The Carr Gomm Involvement Group actively worked on the Charter and said it really helped them to understand what involvement means and what it encompasses.

They felt that it applied to everyone supported and added that they could see its relevance to workers as well. We decided that it made sense to consult more widely to see if other people in the organisation thought we should create one.

The annual Forums seemed like the ideal platform to tell people about the Charter and gather views.

Following six Forums covering each locality and attended by over 250 people, it was clear that people we support strongly agreed that we should sign up to a Charter, which we have recently done.

We are now looking at putting plans in place to implement this in a meaningful way across all areas of our work.

CARR GOMM FUTURES



As part of developing better communication and creativity across the organisation we are using a design and project management approach to encourage new ideas. We did this through creating the Carr Gomm Futures Group; a way for staff to exchange ideas and turn them into projects. The aim is for any member of staff to be able to post an idea via the online portal on the intranet.

The project manager has attended many team meetings to introduce the process. During these meetings, he carried out activities to help workers think about ideas and projects to help shape the future of Carr Gomm.

After these presentations, there have been a number of great ideas submitted online through the portal and the next stage is to turn these innovations

into working projects. Ideas include delivering mental health awareness in schools, designing a community information booklet and developing a range of creative therapies for people we support.

The Carr Gomm Futures group is looking forward to going out to more teams and getting lots more ideas to help shape the future of Carr Gomm.

PARTNERSHIP WORKING



Partnership is a key part of Carr Gomm's approach, from funders and families to other professionals and voluntary organisations. This was a commitment made in our latest strategic plan.

Partnership is essential for us to work towards a wider range of ways to achieve our vision. In the past year, different teams have continued to work in partnership in their localities; for example in Edinburgh we have worked in close partnership with NHS staff and other third sector organisations to support people with severe mental health conditions to leave the Royal Edinburgh Hospital and move into their own homes in Firrhill.

Partnership working is also at the heart of our Community Development strategy. In the

strategy, the question is asked: How will we work to achieve our purpose? And the first action in answer to this is: We will work in partnership to address genuinely identified gaps (in local provision) and promote inclusion.

In 2016, the Community Development team has worked on two further innovative high profile partnerships - the Rivers Centre Public Social Partnership (PSP) with NHS Lothian and other voluntary organisations as well as Connections for Well-being, a social prescribing promotion service in Argyll and Bute with NHS Highland.

- The Rivers PSP will develop a new approach to trauma services in Lothian, with Carr Gomm employing link workers to contribute to widening

the range of service that the Rivers PSP can offer. The PSP will work with children, adolescents and adults.

- Social prescribing is an approach of linking people who have issues with their health and wellbeing with non-clinical resources within the community, as well as any necessary medical services, to support them to self-manage their health issues. Connections for Well-being is researching what is already working well across Argyll and Bute as well as exploring what opportunities there are to develop this approach further in other rural areas (the social prescribing approach was originally developed in urban areas).

I can't speak more highly of the care staff

Edinburgh

RESPONDER SERVICES



ARGYLL & BUTE OVERNIGHT RESPONSE SERVICE

In Argyll & Bute we worked with the council to create services so that the people living there do not need to rely on services outwith the area. This service responds to calls for emergency support during the night.

Quick, vibrant, responsive and flexible answer to night time support



GLASGOW RESPONDER SERVICE

Building on the success of overnight response in Argyll & Bute and working in partnership with Glasgow City council, the Glasgow Responder Service started in 2015.

Reduce reliance on emergency services

Reduce hospital admissions

*24 hours a day,
7 days a week.*

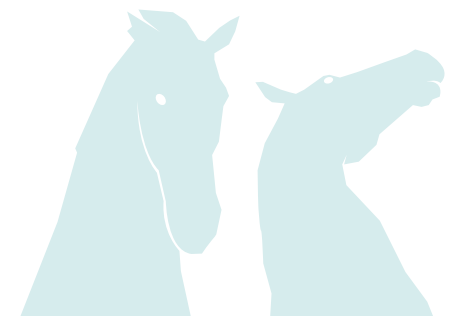
*Allows people to stay
in their own home*



SOCIAL WORK EMERGENCY SERVICE

After working with the council to develop the overnight services we started the Social Work Emergency Service (SWES) in 2013 which takes calls out of hours for the Social Work Department in Argyll & Bute.

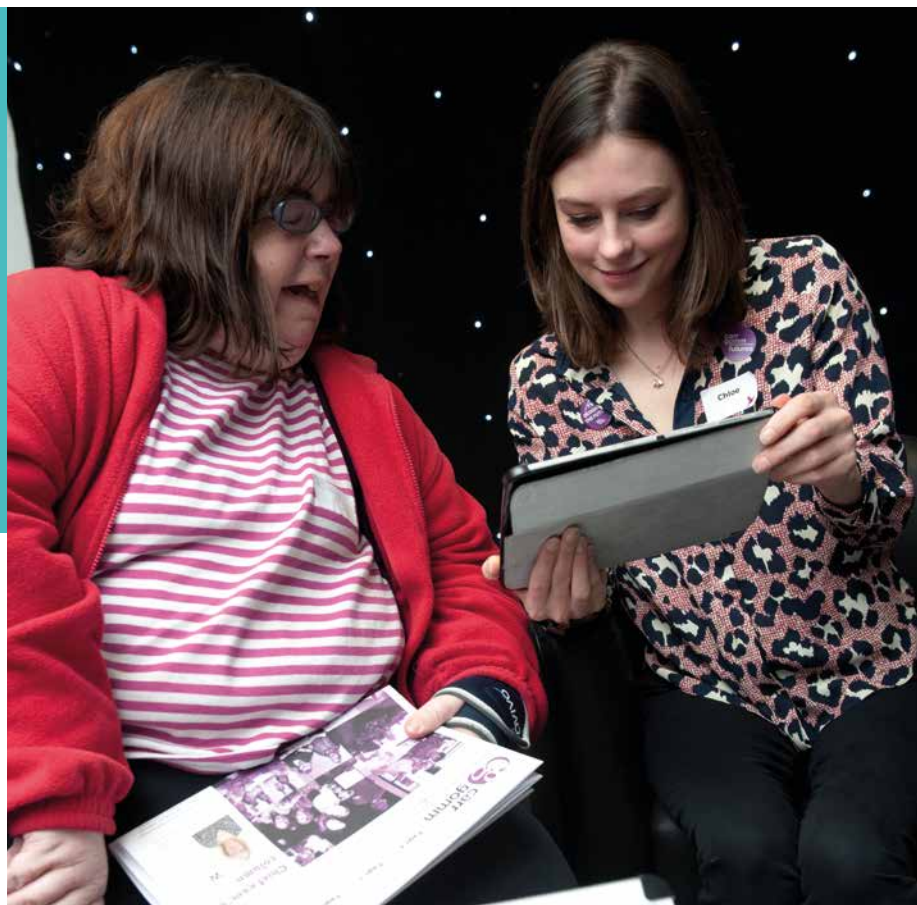
*Links in with other
professionals involved in the
person's care and support*



FALKIRK

After the success of responder services in Glasgow and Argyll & Bute, we have worked with Falkirk Council, to redesign our services in Falkirk.

DIGITAL INCLUSION



For more information
on ClickGo please visit
www.clickgo2.com



The Herald
SCOTTISH
DIGITAL BUSINESS
AWARDS 2015
FINALIST

Within Carr Gomm's Strategic Plan we wished to continue to promote digital inclusion and technology within support and also develop expertise and services in innovative dementia care.

ClickGo is Carr Gomm's award winning online tool that empowers people and helps them have more control over their support. It is available for any individual, family or provider anywhere in the country seeking to make the principles of self-directed support a reality.

We are continually looking to develop ways to use this application. In the Lothians,

ClickGo is now being offered to people newly diagnosed with dementia as part of an innovative new Digital Support Platform (DSP). The DSP has been developed by researchers from the University of Edinburgh and NHS Lothian, with the project being led by consultant psychiatrist Dr Donald MacIntyre.

With the principles of Scotland's National Dementia Strategy at its heart, the aim of the DSP is to give people living with dementia choice, control and as much independence as possible. People who are referred to the project by their doctor or link worker are provided with a

tablet and mobile broadband to access the three components of the DSP: ClickGo, the NHS's Living it Up website, and Carer UK's app, Jointly. Together, these tools enable people to access information about their condition, to find dementia-friendly activities in their community, to stay connected with their circle of friends and relatives, and to manage their social care support.

People who receive the DSP also have the option to participate in an academic study which will evaluate the impact of the platform, with the results being used to inform future developments.

OUTCOMES



There is a strong commitment across Health and Social Care to focus on positive outcomes and what is important to people accessing support services. This has been identified as a key objective for us. This attention to personal outcomes fits perfectly with our person-centred approach.

Our starting point is to find out what matters to the person. By talking to people we identify and agree on personal outcomes. As our relationship grows we carry on the conversation with them about how these can be achieved. These conversations

are a natural and integrated part of good support work and are captured in our records as opinions.

It is vital that we capture the thoughts of the person themselves and those close to them, the keyworker, manager and other colleagues in the team, relevant medical practitioners, social workers and care managers.

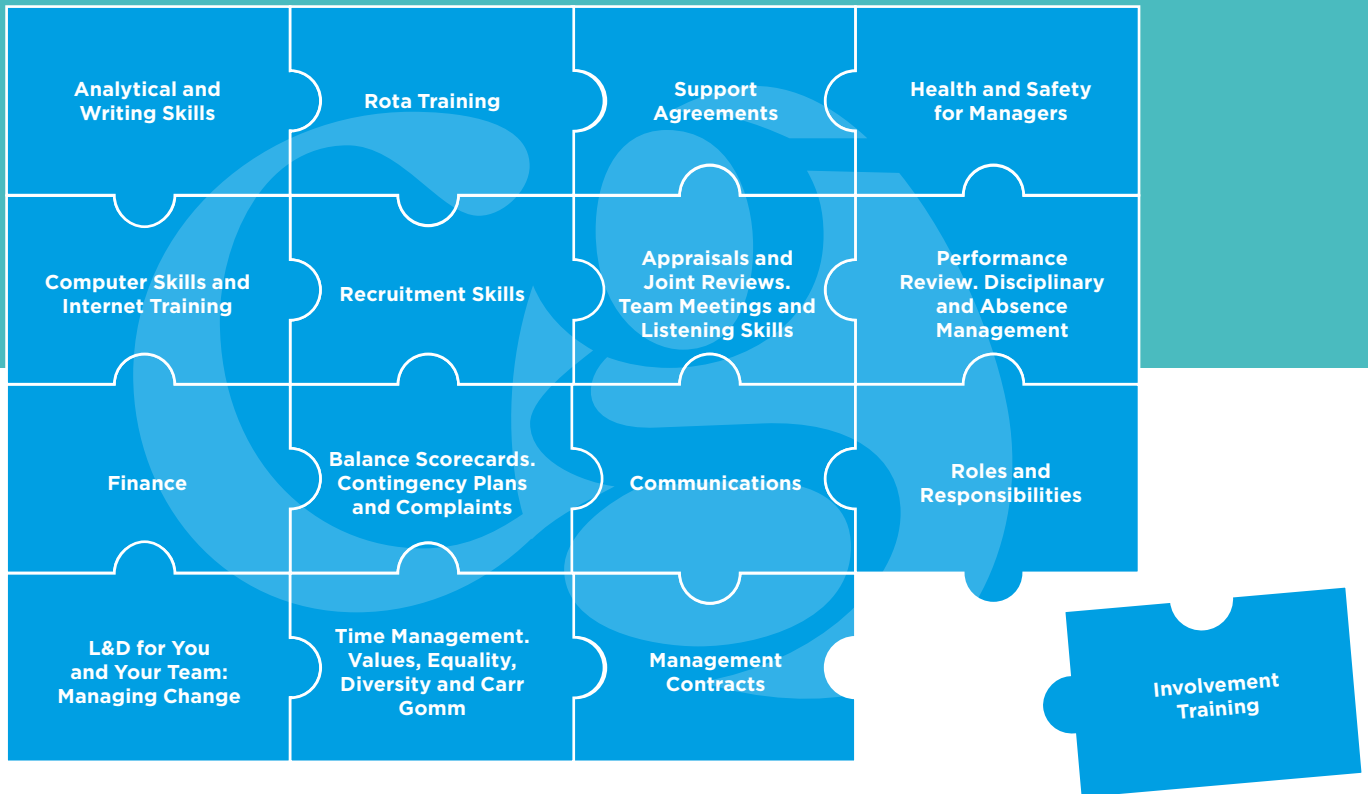
We currently work with a gentleman who has a mental health need. He was supported to re-engage with his interests and the daily tasks involved in maintaining a tenancy and also re-engaging with

his community. Through our outcomes recording we can see his story charted by his opinions and those of the others involved in his life.

We measure progress through key achievements which are evidenced in our contractual outcomes which show how we have supported him with his own personal outcomes. He is enjoying life, managing his own medication, participating in his community, learning at the University of Edinburgh and working in a voluntary capacity with an organisation which provides a service he uses and enjoys.

MANAGEMENT TRAINING PROGRAMME

The jigsaw illustrates the sessions/skills that are required to be completed. Once all parts of the jigsaw are completed, the Service Manager will be awarded a certificate at the Carr Gomm annual Staff Awards ceremony.



As part of our strategy this year we wanted to work with the staff across the services to achieve even greater results.

In order to continue to develop and grow as an organisation Carr Gomm needs its Service Managers to have the knowledge and skills to manage services effectively. A wide range of management training is provided by Carr Gomm.

Recognising that managers not only need the practical skills and knowledge to provide excellent services to people we support, they also need the mind-set, tenacity and resilience in

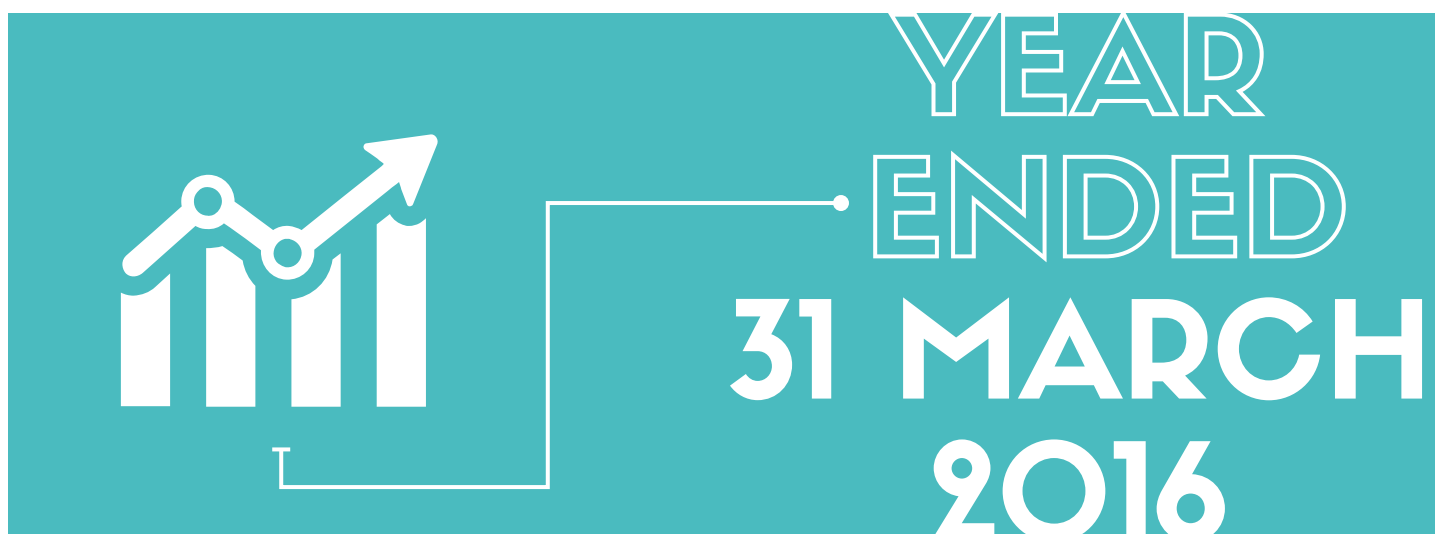
understanding themselves and others in order to be effective managers. The 2013 Investors in People report also highlighted that Service Managers, “are the interface between senior managers and staff” and are the “vital link in ensuring Carr Gomm’s values and culture remain positive”.

Therefore, to further support Service Managers in their role, Carr Gomm has developed a Service Manager Development Programme which was introduced at the Business Plan Launch earlier this year. The programme has been tailored

to the skills and knowledge of the Service Manager role and the manager can work through the plan over a few years whilst also ensuring they complete their Scottish Vocational Qualifications.

The programme has been well received. Operations Managers have discussed the programme with individual Service Managers and agreed with them their plan for the coming year. The Learning & Development team will monitor the progress of the programme to ensure it is being consistently implemented across the organisation.

STATEMENT OF FINANCIAL ACTIVITIES



	Unrestricted funds 2016 £	Restricted funds 2016 £	Total Funds 2016 £	Total Funds 2015 £
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INCOME AND ENDOWMENTS FROM:

Donations and legacies	15,856	334,527	350,383	625,030
Charitable activities	19,602,627	-	19,602,627	19,836,915
Investments	5,887	-	5,887	18,556
Other	1,348	45,089	46,437	42,777
Total	19,625,718	379,616	20,005,334	20,523,278

EXPENDITURE ON:

Charitable Activities	(19,791,780)	(473,302)	(20,265,082)	(19,854,671)
Raising Funds	(15,856)	(67,908)	(83,764)	(85,527)
Total	(19,807,636)	(541,210)	(20,348,846)	(19,940,198)
Net (expenditure)/income and net movement in funds	(181,918)	(161,594)	(343,512)	583,080

RECONCILIATION OF FUNDS:

Total funds brought forward at 1st April 2015	4,178,553	505,525	4,684,078	4,100,998
Transfer between funds	-	-	-	-
Total funds carried forward at 31st March 2016	3,996,635	343,931	4,340,566	4,684,078

The above is an extract of financial information from Carr Gomm's Trustees Report and Financial Statements for the year ending 31st March 2016.

A WORD FROM LUCY, OUR CHIEF EXECUTIVE



"THEIR ENERGY IS ENDLESS AND THEIR COMMITMENT TO CARR GOMM INSPIRES US ALL DAILY."

I hope this report has given you the sense of how busy and successful this year has been. We are not underestimating the challenge of delivering good quality services when resources are tight but it is impressive that the whole organisation has embraced this point in time to be creative and develop services that meet current needs. Most of what we describe in this report is new and different and illustrates how we have taken what could be viewed as problems and created better solutions. This approach has brought to the fore interesting talent and thinking from within the organisation and an appetite for an exciting future.

I would like to take this opportunity to thank all our staff who find solutions daily and embrace the future. Their commitment to ensuring we always do our best and never settle for good enough is remarkable. I would like to thank our Board of Directors who provides the framework and support to take the next steps that push us into the future. Sometimes their contribution and efforts can be hidden when we just look at the final results.

I would also like to thank the Executive Team who don't stop until the job is done and everyone is safe and moving

forward. Their energy is endless and their commitment to Carr Gomm inspires us all daily.

Our commitment to delivering the services people want is stronger today than ever and we are demonstrating that through signing our Involvement Charter. The people we work with, who either receive support or are within other agencies, are our partners, and have a role to play in what we will do into the future. Please continue to share your thoughts and experiences with us; it really makes us a better organisation.

Lucy Wren

Carr Gomm have made such a positive difference to my mother-in-law's life and we, as a family, are very thankful.

Highlands

My wife is able to pursue a couple of her own interests knowing that I am content with the service I receive

Edinburgh

THANK YOU



Carr Gomm would like to thank all of its supporters especially those listed below for their generous donations and funding over the past year:

		
		
		
	<p>The 29th May 1961 Charitable Trust</p>	<p>Thank you to everyone who has supported us. We couldn't do it without you!</p>




Supporting People & Communities

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