

IMPACT REPORT 2018



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Carr Gomm is pleased to confirm that we have been paying the Scottish Living Wage as a minimum to our employees since October 2016

A WARM WELCOME FROM ANNE



WELCOME TO THE IMPACT REPORT FOR 2017/18

It has been a very busy and productive year for Carr Gomm. As well as maintaining a focus on our established core services and activities, the organisation has developed new and innovative projects.

This report highlights some of the important and interesting work we have done this year such as:

- Tailored support for people with autism. A focus on the Autism Training Learning and Support (ATLAS) group and featuring the story of a young man who is supported to live in his own home.

- The benefits of link working have been recognised by Carr Gomm for a number of years and this approach has grown year on year. Link working is now a mainstream activity for the organisation and has also been adopted by other organisations across Scotland.
- CG100 was a time-limited fundraising initiative set up to support the organisation to alleviate loneliness and isolation. The project raised an impressive £50,000.
- Effective partnership working is at the heart of good outcomes for people who use our services. The Glasgow Integrated team is an excellent example of collaborative working between Carr Gomm, the NHS and the Social Work department.
- Outcomes for people are at the heart of what we deliver as an organisation. We are proud to be able to demonstrate how we record what is important for each person in a way that is meaningful.
- Carr Gomm Futures has been established to encourage staff to contribute to the development of the organisation.

These are just a few examples of how Carr Gomm makes a difference and how staff positively impact on the experience of people who use our service. Please take time to read our report. It demonstrates the enthusiasm, passion and commitment of Carr Gomm.

A handwritten signature in cursive script that reads "Anne Austin".

Anne Austin
Convenor of the Carr Gomm Board

DEVELOPING SPECIALIST SERVICES



GETTING IT RIGHT FOR EVERYONE

Over the past year Carr Gomm has been continuing to develop our knowledge and expertise around autism and to deliver services that demonstrate innovative and creative approaches to supporting people on the autistic spectrum.

Our ATLAS group (Autism Training Learning and Support) continues to develop resources and knowledge of autism and best practice to enable the group to guide and support teams across the organisation. The autism training tools are regularly reviewed and are available to all staff on our intranet. The autism training 'tool kit' has been developed to include examples of Social Stories, Intensive Interaction approaches, Makaton/ Sign-a-long and 'Now and Next' training. There have also been several service specific team

training sessions that followed on from referrals to the ATLAS group.

Towards the end of 2017 Carr Gomm was approached by the City of Edinburgh Council's Children and Families Social Work Department who lead with the transition of children into adult services. They asked if we could help to find a suitable home with support for a young man called Sean*, who had been separated from his family at the age of 14 and placed in a residential setting in Glasgow. We said we would love to help.



Sean getting out and about in Edinburgh

There were many things to consider to ensure success for Sean. The house, owned by Carr Gomm, was extensively renovated to meet Sean's needs and lifestyle. This included sound proofing the walls, converting the bathroom into a wet room and creating a sensory room.

Following lengthy engagement with Sean, his family, and a number of health and educational professionals, he moved into his new home in Edinburgh earlier this year, with his own team of specially trained Support

Practitioners providing 2-1 support, 24 hours every day.

The creation of this supported living environment for Sean has been hugely successful and enables him to feel safe and happy in his new home and spend more time with his family, enjoying his own space and developing his interests. He continues to build strong and meaningful relationships with his support team as they get to know each other.

The commissioners of the service said that **“Going forward, Carr Gomm would be their first choice of provider, especially with any other young adults transitioning over to adult services”** At a recent review both social work and his family commented that they have never seen Sean as settled and happy and thanked Carr Gomm for contributing to making this happen.

*name changed to protect confidentiality

PARTNERSHIP WORKING

WE WANT TO BE THE PARTNER OF CHOICE; WORKING WITH OTHERS TO MAKE THE MOST OF THE RESOURCES WE HAVE

Over the last three years Carr Gomm has focused on partnership working as part of our key strategic aims. We have developed links within all areas of our work for example in Edinburgh we are part of the Wayfinder Pilot; working in close partnership with NHS Lothian and the City of Edinburgh Council to support people to gain positive mental health outcomes.

Glasgow Integrated was one of our very first partnerships and has been successfully supporting people with mental health difficulties for over 12 years.

SPOTLIGHT ON GLASGOW INTEGRATED

Glasgow's Integrated Services work in partnership with Glasgow Social Work and Mental Health teams, to provide seamless and fully integrated support packages for people affected by mental health problems. The teams provide visiting support to people who are going through some of the most difficult periods of their lives.

In 2017 Glasgow's Integrated Service worked with **816** people across the city. This was achieved in close collaboration with our partners within Glasgow's Health and Social Care Partnership as well as a variety of other professionals across multi-disciplines to achieve what matters to each one of those **816** people.

The integrated teams provide direct support to people in the most difficult of circumstances, focusing their support on the individual and their personal goals.



*STEVE'S STORY

Just before Christmas 2017, Steve was made homeless due to bail conditions and found himself living in a supported hostel in Glasgow. Steve has a learning disability as well as mental health and addiction issues. Staying at the hostel was a new and frightening environment where Steve found himself vulnerable to exploitation and harm. His social worker asked Carr Gomm to get involved in Steve's support to help him navigate his new situation.

Getting through Christmas in a hostel was always going to be a challenge for Steve and so the Carr Gomm team met with him daily during the festive period. The team worked in partnership with the hostel staff, helping to build their relationship with Steve.

What mattered most to Steve in the beginning was simply to have access to DVDs to help him cope with his new situation.

During this time, our workers became concerned about Steve's health and wellbeing; was Steve eating well, was he able to keep himself and his surroundings clean? Steve did not always find it easy to communicate with the hostel staff and so we encouraged and supported him to talk through any issues with them and helped him cope with his new circumstances.

After Christmas, Steve faced court dates and a move from the hostel to a temporary furnished flat. He was very anxious about the court process. When Steve gets nervous, he finds it difficult not to shout and swear, which would be adverse in a court setting. Through working with

the legal professionals and the involvement of his long-time advocate, the Carr Gomm workers were able to support Steve to manage his behaviour in court and help him through the process.

Having always lived in Glasgow, staying in the same area was very important to Steve and was vital to his mental health. Our staff worked in partnership with social work, advocacy and housing to secure a permanent flat that was right for him and over time our short-term preventative service with Steve ended.

Steve had ongoing support needs and as he had built strong relationships with his Carr Gomm team, he decided to continue to access our support through SDS.

We continue to work with Steve on what matters to him.

*name changed to protect confidentiality



LINK WORKING

**WE ARE ALWAYS
LOOKING FOR NEW
WAYS TO IMPROVE THE
LIVES OF THOSE IN
OUR COMMUNITIES**

We applied for funding for a research overview from Dr Lynne Friedli, a contributor to the WHO Europe Strategy on Mental Health. She recommended that Carr Gomm explore link working, as this was thought to be most appropriate in deprived communities, where individuals might lack access to resources to solve problems themselves.

1.

Our work continues to grow and we now have link workers in 5 GP surgeries in Craigmillar and work in partnership with NHS Lothian in their trauma centre. We look forward to having a positive impact on more people across Scotland.



Lorraine Reynolds and Rose Heath, photo courtesy of ITN College of Medicine - Food for Thought documentary



We then secured a 2 year grant to run a link worker pilot project that we called Community Compass in Craigmillar, Edinburgh.

2.

Link working was developed as a way to help people who were attending their GP surgery who were struggling with non-medical problems such as debt or relationship break down which was impacting on their physical and mental health. GPs can now refer these people to link workers who help them cope with their non-medical problems.

3.

Carr Gomm was **1 of 2 pilots in Scotland** for link workers. The pilots were highly successful and this approach has now been adopted by the Scottish Government and is applied throughout the country.

4.

Since 2013 we have worked with over **400** people, the vast majority achieving most or all of their desired outcomes. As part of this work we have listened to local people and set up various community groups including a men's shed, a conversation café, local gardening projects and a walking group.

6.

5.

In 2017, an ITN film was commissioned to show the positive effect of linking working in Scotland and people who had benefitted from our link working were featured. The film can be viewed on our website.

FUNDRAISING



RAISING MONEY HELPS US DO MORE

At Carr Gomm we have found that social isolation and loneliness is a big issue for people we support and the wider community; it can affect us all, regardless of our age, race or social class. Recent studies have found that living with loneliness is a major risk factor for broad-based morbidity and mortality, with the odds of an early death increasing significantly. The overall health impact has been compared to smoking 15 cigarettes a day.

In 2017/18 our fundraising focussed on projects that tackle social isolation and loneliness. Over **220** people; including staff, people supported, family and friends, and corporate and trust donors, engaged with our **CG100** campaign throughout Scotland raising an amazing **£50,000!**

The campaign truly caught the imagination of staff and people supported and, as well as the fantastic funds raised, created real opportunities for involvement for the people we support throughout the country. The many and varied activities included concerts, auctions, quiz nights, pop-up nail salons, summer garden parties, service open days and bake sales. We

thank everyone who took part and hope to continue to partner and fundraise with you all in the future.

Our 2018 fundraising campaign, **Team Carr Gomm**, followed on from the **CG100**. As well as raising money, the campaign itself aimed to tackle loneliness by bringing people together to get active. We look forward to seeing more creative fundraising ideas that emerge throughout this campaign, and the innovative and exciting projects that are consequently made possible.

The challenge of tackling social isolation and loneliness is immense and inevitably continues; and we continue to be at the forefront of this challenge.

CARR GOMM FUTURES



carr
gomm
futures

THE BRIGHTEST IDEAS OFTEN COME FROM INSIDE THE ORGANISATION. LET'S CAPTURE THOSE IDEAS

At Carr Gomm we want to hear from all our staff about their ideas and suggestions for how we can do things differently and better. We also like to hear about new

things we could do to improve what we do. We have a portal on our staff intranet that workers can use to submit their ideas and suggestions.

The project manager for Carr Gomm Futures works directly with staff to make these a reality in as short a timeframe as possible.

Suggestions so far, that have been implemented, include listening skills training, encouraging recycling, improved online access to local community resources, and changes to

induction to match local requirements.

There have also been several ideas which aim to reduce social isolation and loneliness, for example at our Rosebank Garden project, picture postcard contact cards have been created to help people remember when events are taking place and to give them a personal invitation to attend.

Carr Gomm Futures continues into 2018/19 and we are looking forward to more great ideas from colleagues to help us continually improve and develop.

PERSONAL OUTCOMES



PUTTING THE INDIVIDUAL AT THE CENTRE OF THEIR SUPPORT

The personal outcomes approach puts the individual at the centre of their own support, prioritising what matters to them and underpinning all our actions. This has always been at the heart of what we do in Carr Gomm.

Examples of personal outcomes are:

“I want to stay at home with my husband for as long as possible”

“It is important for me to keep contact with my family and friends especially now that I live on my own”

“I want to be able to go to the shops in town without support”

“I would like to lose weight as I feel I have put on a lot and I feel uncomfortable”

“I enjoy my art work, it is important to me and I would like staff to be careful with my art work”

In 2017/18 we selected a number of services to audit their outcomes recording. Seeing some of the challenges faced

by our workers in recording and tracking personal outcomes, we have provided additional support to them including updating our training resources. This helped us to improve the way we discuss personal outcomes with people we support, as well as improved the way we record and track these conversations.

Over the audit we saw significant improvement in the quality of personal outcomes recording and in the evidence that they are being achieved. This aspect of quality monitoring will continue into 2018/19.

FINANCE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(Including Income & Expenditure Account)



YEAR ENDED 31 MARCH 2018

	Unrestricted funds 2018 £	Restricted funds 2018 £	Total Funds 2018 £	Total Funds 2017 £
INCOME AND ENDOWMENTS FROM:				
Donations and legacies	63,446	501,252	564,698	428,658
Charitable activities	20,644,012	-	20,644,012	21,443,772
Investments	3,393	3,592	6,985	17,096
Other	112,563	46,139	158,702	44,668
Total	20,823,414	550,983	21,374,397	21,934,194
EXPENDITURE ON:				
Charitable Activities	(19,619,959)	(509,319)	(20,129,278)	(20,457,440)
Raising Funds	(16,399)	(64,456)	(80,855)	(72,110)
Total	(19,636,358)	(573,775)	(20,210,133)	(20,529,550)
Net income/(expenditure)	1,187,056	(22,792)	1,164,264	1,404,644
Transfer between funds	(2,873)	2,873	-	-
Net movement in funds	1,184,183	(19,919)	1,164,264	1,404,644
RECONCILIATION OF FUNDS:				
Total funds brought forward at 1st April 2017	5,531,896	213,314	5,745,210	4,340,566
Total funds carried forward at 31st March 2018	6,716,079	193,395	6,909,474	5,745,210

All operations are continuing operations

A WORD FROM LUCY



I hope you have enjoyed reading this report; it is a small look into the wide range of activities and services we have been working on this year. I hope it demonstrates how “Tall Oaks can come from little acorns”, by working with the seeds of ideas, fundraising and developing, we can build great things that really matter and make a difference. Our mission remains the same to deliver good services that people need to help them live lives that they choose. It sounds simple to do, but it needs an army of dedicated people to achieve it.

My thanks go to that army of people; our staff, who tirelessly

go the extra mile to make sure people achieve what they wish for. Thank you to our Board of Directors who continue to work with the Carr Gomm vision and help us to not forget why we do this work.

Our work continues into a new year and each year seems even more exciting and challenging. Increasingly we collaborate with partners to achieve more, and this has brought about interesting new directions for us, as you will have read in the report. We have had a great experience working with many skilled and committed people in other organisations.

In April 2018 we launched our new 3 year strategy and have many new areas to develop. We look forward to the challenges and resolutions we will find and remain focused on delivering services that meet the needs and wants of people we currently support and well as developing new packages to people who may be looking for support in the future.

Thank you

A handwritten signature in black ink that reads "Lucy Wren".

Lucy Wren
Chief Executive

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 Scottish Government</p>	29th May 1961 Charitable Trust	CREAR — HOTELS TRUST —
 <p>EDIGROUP PARC CRAIGMILLAR</p>	Working together for a caring, healthier, safer Edinburgh  · 	 Gordon Fraser Charitable Trust
	 THE KITCHIN®	 The Mushroom Trust
		

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