



# Impact Report

# 2019-2020



Supporting People & Communities

# Welcome



Hi, I'm Lucy Wren, Chief Executive at Carr Gomm.

I'd like to invite you to view and read the Carr Gomm Impact Report. I'm sure you will enjoy reading about the many achievements we have had this year, we've had so many.

But while you are doing this, I would ask you to have a think about the many people who are behind those achievements and stories; the amazing Carr Gomm staff, and the remarkable people we support.

This year, more than any other, while we all live through the Covid-19 experience, the remarkable skills, passion, compassion and creativity is so clearly on show in every single story we tell you in this report.

I hope you enjoy seeing and reading about our work, and that you feel as inspired as I do.

**Thank you.**

**Lucy Wren**

Chief Executive

# Implementation of new information management software.

To allow us to continue delivering high quality support, we've recently launched two new information management systems called Care Planner and PASS.

We want our staff to feel empowered, to be able to make good support decisions based on improved knowledge, and for people supported to have easier access to their personal information.

Care Planner will help support our rota management tasks, while PASS will be used for care management, including the safe storage of records and plans.

## Ignacio's story

Ignacio's idea helped us resolve a glitch with one of our internal processes. As a result, he has played an integral part in our efforts to introduce a new digital system, which will transform the way we manage daily care tasks.



### What was your Futures idea?

The intention behind my idea was to improve systems for daily support between people supported and Carr Gomm staff.

Support practitioners and service managers previously used social care support applications including Carista and ClickGo. The applications empower people to have more choice and control over their support by giving staff access to detailed information.

I knew how each of these systems worked, but noticed a disconnect between the two. I felt we would benefit more from an integrated platform that combined the best features of both, allowing us to be more transversal in our approach.

My idea focussed on how we might develop better processes around recording how care was provided. For example:

- To provide quicker and easier access around changing care days.
- To find better solutions for rescheduling, informing staff members of any changes, and providing updated information about medication provision.

I thought carefully about what requirements a system like this might need, and how it would operate. I then submitted my idea to our staff innovation programme, Futures. To my delight, the organisation was already working on developing a new system. I was thrilled to be offered an opportunity to join the development team, to share my ideas and expertise.

“ Learning to use Care Planner and Pass has been a great journey. These new systems are extremely user-friendly and help us make good support decisions based on real-time information. We already prioritise connecting people across the entirety of our organisation, and I have no doubt that Care Planner and PASS will only make things even better. ”

### Did you have any tech building experience?

I had no related experience! My idea just evolved out of trying to find a fix for a minor difficulty with daily care tasks, so I was excited to delve-in and learn something new as a part of the development team. I can't wait to see how this new approach transforms the way we work, and the way we provide support.

### Would you recommend Futures to your colleagues?

Yes! I would encourage anyone who has an idea to submit it to Futures; you really have nothing to lose. It's all about coming up with fresh ideas, ideas that will help change the organisation, or the lives of both staff and people supported for the better. You may even be asked to contribute to something much bigger!

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## Interview with Paul Marshall

Paul tells us about the process of introducing new software, and why this was important for our organisation.

**Introducing better organisational processes was a key focus of our latest Strategic Plan. Here, Paul tells us about how this aspiration became a reality.**

### Tell us about the project?

As an organisation, we recognised that we needed to improve our organisational processes. We wanted to better our internal operations so that we could continue offering life-changing support to people across the length and breadth of Scotland.

We started by researching software that would allow our staff to manage the support they provide using one integrated system. We wanted to introduce a more intuitive data management system, something that was more user-friendly, and accessible to frontline workers.

It took some time to find what we were looking for, and in the end, we decided to invest in a new dual system using both the Care Planner and PASS platforms.

### Why did the old system need to change?

Feedback told us that our previous system was clunky, out-dated, and difficult to access. Small changes to care plans would require us to download, edit and re-save documents, eating into time that could have been spent with people. The processes were unnecessarily laborious.



### What's new?

Care Planner and PASS are fully integrated, so we won't need to update multiple systems with the same information. Everything has been digitised, and the new system allows us to upload important documents quickly and easily. It's a one-stop-shop of all care records and individual support plans, with strict access permission capabilities.

One of the key features we're most excited about is that Care Planner and PASS can be accessed on the go from a phone or a tablet. This means that our team will no longer have to book into an office PC to make quick and simple updates to care records.

People supported can also download a personalised app to find out about changes that impact them, keep on top of visits, view progress notes, and access individual support plans. This is a game-changer within the social care sector, and will have a huge impact on transparency within Carr Gomm.

### What's next?

Training on the new system has been rolled out to most of the organisation, with Dundee and Forth Valley having their training before the end of December. That said, we will continue learning about the potential of these systems into 2021 and beyond.

We're at a really exciting stage of the project now, and initial feedback has been hugely positive. Not only have we introduced a new fit-for-purpose system, but we've gone some way to improving digital connections; a key component of the original idea.

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## Creating a network of organisational experts.

**To help us increase knowledge, grow skills and support everyone within our organisation, we've created a network of organisational experts.**

Our Covid-19 Coordination Group convened rapidly in March 2020 to ensure we did everything to keep people healthy, safe and well, and to influence national decision makers in regards to distribution of Personal Protection Equipment, testing and related policies.



**Nikki talks about how we sourced PPE at a time when many others couldn't, and how this enabled us to keep supporting Lindsay at home during the peak of the pandemic.**

Lindsay is a 65 year old gentleman who is paralysed from the neck down. Part of his support is to use specialized equipment, which consists of a cough assist machine and a ventilator.

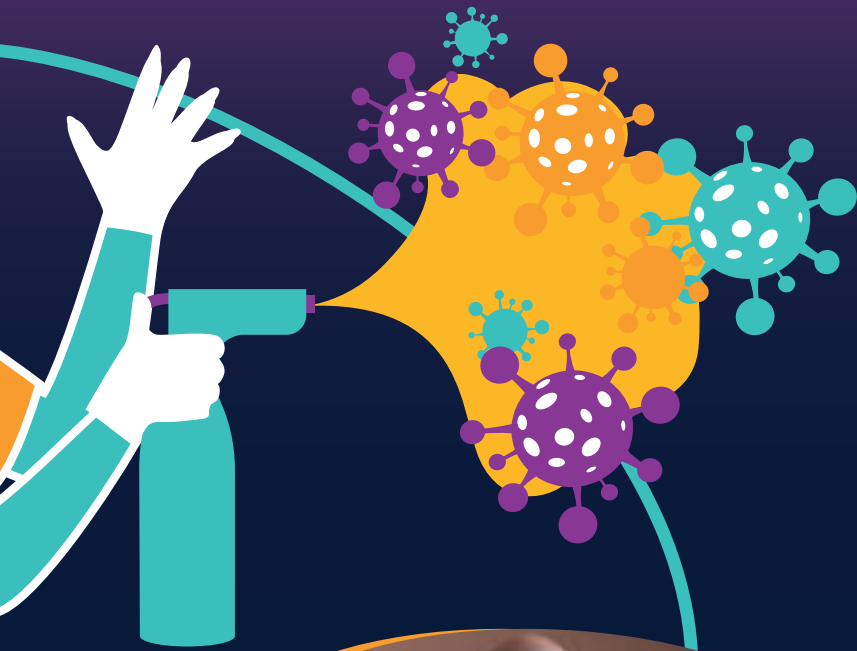
When the guidance was issued in regards to PPE, we had to make sure the staff had the correct equipment to support him. Due to being an aerosol generated procedure, staff were required to wear long sleeved gowns. This became a challenge as the local authority and the NHS hub could not source and provide this equipment. This potentially could have resulted in Lindsay having to go into hospital.

However, Carr Gomm managed to source the equipment, ensuring support could continue.

Staff also had to be fit-tested for FFP3 masks. Again, this was another challenge as one size doesn't fit all.

The team were amazing. Lindsay is in a high risk category, and his support is critical. The team kept him safe and well, and helped avoid any hospital admissions.





## PPE in Caithness



At the start of lockdown access to PPE was a challenge in Caithness due to its remoteness. Masks are not a usual part of our equipment used when providing our normal support. Initially supplies were low and sources were limited. But health and social care organisations pulled together during this tough time to support each other and ensure we all had access to the same PPE to enable us to follow guidelines – particularly when there was cross over care – to ensure everyone’s safety. This bodes well for future partnership working.

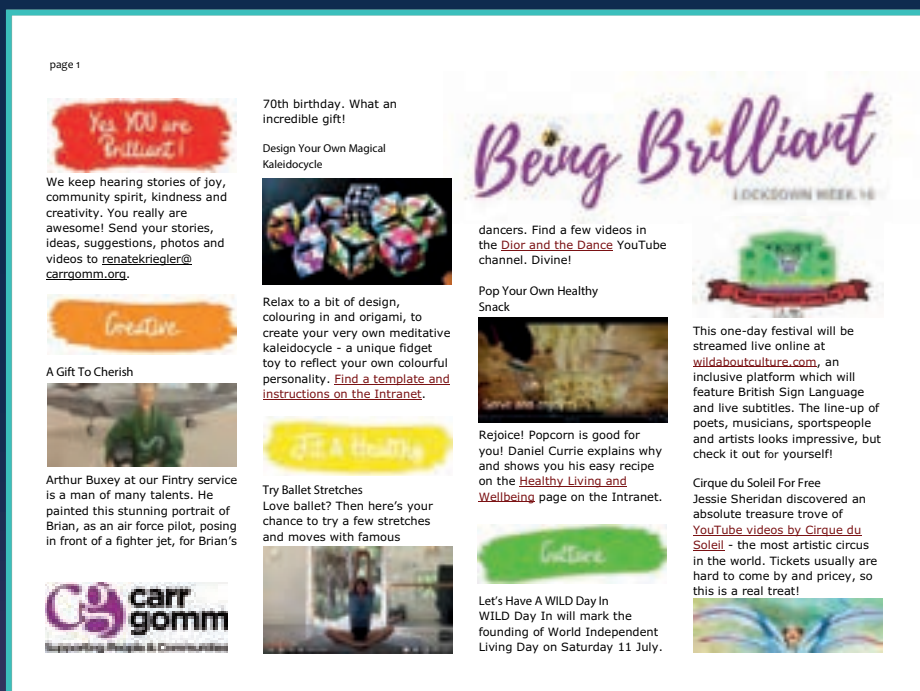


**Leanne**  
Service Manager



Craig in PPE

The Individual Resilience Group was also established to keep everyone updated during lockdown via the Being Brilliant newsletter - giving staff the means to share ideas, and to take on positive messages about wellbeing, for themselves and people supported.





We were awarded £10,500 from the Scottish Government's Wellbeing Fund to help spread kindness.

We provided 382 bespoke packages to help maintain the health and wellbeing of people supported during lockdown.

We worked closely with people to understand what would have the greatest impact in alleviating boredom and anxiety, and then used Amazon wish lists to make it happen.

The packages included a wide variety of things, such as puzzles, colouring books, stress balls, sensory items, board games, books, clothes, a wok, plants, puppets, art and craft materials.

On receiving a parcel, people's responses were priceless - with tears of joy, laughter and excitement all round.

Take a peek at some of the feedback we received from people impacted by our spread kindness parcels.



John loved his parcel. He couldn't wait to rip it open. He chose a rainmaker and a chewi. Thank you so much. John interacted very well and we are very pleased.  
- Dock Street Team

One of ladies we support shared her spread the kindness gift with her dog Jagger, he loves his new toy!  
Lyn McCallum

Whoever came up with spread kindness needs a big thank you because it has brought so much happiness to the people who we support.  
- Cara Davies

Robert was delighted with his t-shirt. He called me last Friday and asked me to pass on his thanks to everyone.  
- Asiya Sheikh

A lady who experiences tinnitus and hears songs, requested if she could have a lava lamp. The lava lamp has been really helpful for reducing this lady's stress and giving her a distraction when she hears music.-  
Cara Davies

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# Encouraging services to include creative thinking & development techniques.

Carr Gomm Futures is a unique staff innovation programme that demonstrates our commitment to listening to our staff, learning from each other, and maintaining our leading edge in social care.

Two recent ideas were submitted by Emma and Caroline. Read their stories to find out how they've helped improve the lives of people we support, and challenged us to think differently about our organisational values.



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## At the heart of our values by Caroline

**Background:** The Carr Gomm Futures program challenges the status quo by providing a space and a voice for staff to get creative, problem-solve, and introduce ideas that make a positive impact on the organisation, and enhance the lives of the people we support and for our staff members.

All ideas are welcomed and there is no one size fits all approach to ideas. Staff members receive various tools to implement their ideas, with some getting access to funding.

Caroline suggested a Future's idea to introduce a new Carr Gomm value, which better reflected the impact of our staff members.

**Idea:** Caroline's idea challenged the notion of our organisational values by suggesting the inclusion of compassion for a deeper reflection of how our services and staff work. Compassion also represents kindness, which aligns with the Health and Social Care Standards.

**Impact:** Caroline was the winner of our 2019 Futures idea, and her suggestion was the catalyst for what has become an ongoing organisation-wide conversation, involving staff members and people supported. Talks are now being held to discuss our values, and how adapting and strengthening them might help us get even closer to the beating heart of social care.





## Emma is on a quest to tackle social isolation.

**Background:** Our Futures programme gives a voice to staff members with ideas to tackle social isolation, and improve our organisation for people supported and staff members. Every idea is welcomed, and the Futures Group provides support to transform ideas into reality. As a consequence of the lockdown, and many activities being closed, Emma wanted to help people supported feel less isolated.

Emma



“The coffee morning has really brightened my week. It gets me out of my flat and allows me to socialise face-to-face with other people - something that has been missing for me since March.”

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**Idea:** Emma worried that people would feel lonely and anxious during the pandemic; so she suggested an idea to host weekly coffee mornings to help tackle social isolation. With the support of dedicated funding from the Futures initiative, Emma set up informal sessions where staff members, people supported and Edinburgh partners could get together to bring back a sense of community.

**Impact:** The coffee mornings have been a huge success, and Emma has hosted five sessions, all with a great turnout. The attendees have been positive about the opportunity to be around people (socially-distanced of course), and it gives each person something to look forward to every week.

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# Developing individual career progression plans.

We want to support staff to be the best they can be, encouraging inspired work so everyone feels equipped to do great things. That's why we've championed the development of individual career progression plans.



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## Career Progression

We aim to maximise the positive impact we have alongside people, families and communities. We maximise our impact when we are all at our best, so Carr Gomm has a clear responsibility to every worker, to every one of us, to be the best that we can be.

Our exciting new digital career development plan offers the opportunity for every worker to reach their potential and to become the best version of themselves. This is a reflective process, designed to build on strengths, address areas of development, and encourage everyone to achieve their potential.

It's far more than just an appraisal of past performance; it's essential to continuous personal and professional improvement.

### What does this mean?

- each worker now has more opportunities to learn and develop
- developmental conversations will be based on a shared view of what exemplary practice looks like
- there will be increased ownership over personal career development plans
- we will all be working together to be the best that we can be, and in turn, this means that Carr Gomm will be striving to be the best that it can be

Ultimately, the impact that we can have in the lives of people, families and communities will be the best it can possibly be. All together, we are making a major contribution to delivering a confident, competent and valued work-force.



The new career development and progression plan is personal to each practitioner. It enables them to reflect on their practice and provide evidence of the support they do. I really like the new format as it opens up an honest conversation about how support can be enhanced and how a practitioner sees their career progressing and developing.

Gillian Weir



Gillian



Ekaterina



The career progression plan is a new and exciting process of taking support practitioners on a journey of reflection, aspiration and opportunity. It builds self-confidence and provides scope for additional training, and furthers professional development opportunities.

It's really about the best version we aspire to be as practitioners.

Ekaterina Todorova



I feel my career development in regards to gaining experience within my role is going well. I receive regular constructive feedback from my manager and fellow colleagues. I have come a long way in the nearly twelve months that I have worked in Carr Gomm, and have settled into my role and service well.

On the qualification side of things, I have not started that journey yet. However, it has been clearly explained to me, and I will be ready to take on this challenge when a space becomes available.

Laura Carr



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Compared to the old appraisal, it's a very different style. However, it allows for more opportunity to reflect on my practice. I was able to put a lot of thought into my role as a support practitioner and the new process opened up an honest conversation with my manager about how I am fulfilling my role and what steps I need to take to help me progress.

Leigh Quinn

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Leigh



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To provide the best support, it's essential to champion the development of reflective practitioners. Workers are always updating their knowledge and skills to cope with the challenges of the role, learn from past actions, and celebrate success. The personal competencies act as a tool for this by providing a clear set of evidence based requirements for the role. They not only provide a focus for the individual worker, but opportunity for group discussion and further training.

Nicola Cumming

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The career progression plan is a new and exciting opportunity for support practitioners to self-reflect in a unique and individual way, creating a pathway for their own career development and achievements.

Nikki Sives

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Robyn



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Believing in your abilities is the foundation of any practitioner. Having a positive process to reflect on the knowledge gained, as well as taking control of shaping your own future is an exciting new prospect. The Career Development and Progression Plan not only builds confidence, but evokes new conversations and the opportunity for additional training to be implemented, ensuring practitioners feel empowered.

Robyn Brady

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# What impact will improved career plans have on people supported?

“Our new career development and progression planning programme actively supports every worker to reach their potential and be the best that they can be. When we are each at our best, then the positive impact we have in the lives of people, families and communities is maximised.”

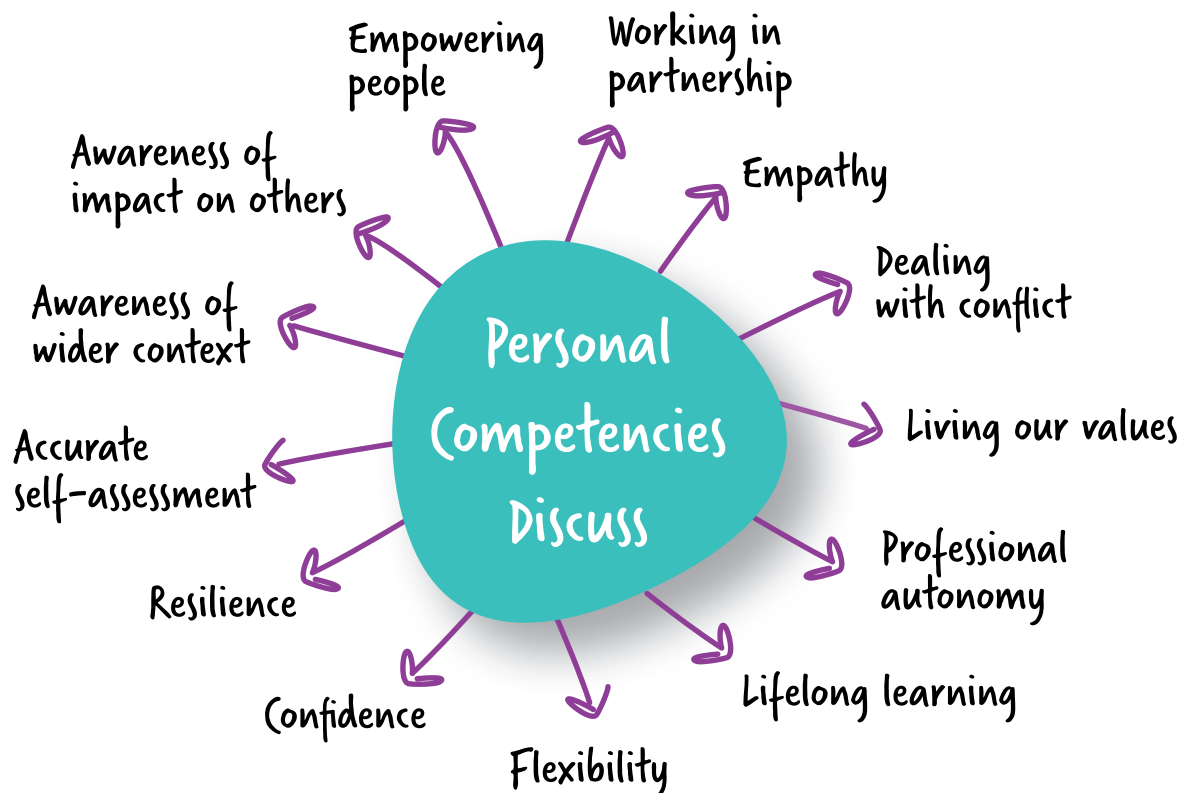
**Andrew Thomson**

Senior Operations Manager, Carr Gomm

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Choosing the right competencies is an important part of developing our new approach to career progression within Carr Gomm.

To support all practitioners to do their job well now - and in the future - and to support managers to facilitate this, we've developed a golden thread of personal competencies that link our core structures.



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# Developing a specific approach to working with children in transition to adult services.

Becoming an adult can be both exciting and frightening. Life opens up opportunities, possibilities and responsibilities; perhaps one's own home, an income, bills to pay and new relationships to explore.

We support young people throughout Scotland to develop into young adults: making their own choices every day, living life to the full, achieving dreams and ambitions, and ultimately to live their best life.



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**Amy (22) has been supported by Carr Gomm for about five years, which has enabled her to go to college.**

She is in a wheelchair and needs personal care support during her day at college as well as respite support at home a few days a week - which helps out her Mum.

Amy gets on well with her support team of Sarah, Lynn and Rebecca. Together they do artwork - Amy paints canvases and cards for friends and family, and baking - Amy has a tray on her wheelchair and can do most things from there.

Amy enjoys a girlie chat and a pamper session of facemasks, nails painting and having her hair done - she also likes having bright colours put in her hair.

Prior to lockdown they went on regular visits into town and around the community for shopping, coffees and bus journeys to build Amy's confidence and allow her to do things for herself.

Sarah, who had known Amy for more than three years, said: "I've learnt a lot from working with someone in a wheelchair and finding the best, most appropriate routes to take."



“Life is too short, and having fun is important, so I make the time with Amy as fun as possible. I don't want her to miss out on anything. I want her to be able to do anything she wants - and she does. I enjoy my time with her - and I spend a lot with her. We've got to know each other well.”

Sarah



# Rian's story →



**Carr Gomm has supported Rian for more than two years. He is an energetic young man on the Autistic Spectrum who requires round the clock support in his own tenancy.**

Routine is very important to Rian but this has been challenging during lockdown. Many of the staff have been innovative, trying to come up with ways to keep him entertained and channel some of his endless energy.

Outside he has a trampoline, a yoga ball which he loves to balance and bounce on, a large hopscotch game to play on, and room to run around safely with staff and play his favourite game - tag.

Inside, Rian enjoys messy play with edible dough and decorating the windows with colourful rainbows.

Craig, his keyworker, said:

“Rian is a very happy and giggly character. He’s constantly singing, dancing, telling stories and playing games. He is very inquisitive so he is always keeping us on our toes.”

“Everyone in the team sees how excited Rian gets about these activities. They may seem small to us but to Rian they are huge - and they are huge for many other people we support. It’s taught me not to take things for granted and to try and get as much enjoyment and excitement out of these ‘small things’.”

**We work with young adults in Argyll & Bute, Dundee, Edinburgh, Forth Valley, Glasgow, Midlothian and the Scottish Borders.**

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# Fundraising to end loneliness and isolation.

Did you know that Britain is the loneliness capital of Europe? Many factors contribute to this, including social isolation, which can be further complicated by physical and mental ill-health, disability and poverty. Life transitions such as divorce, bereavement and unemployment can also be key triggers.



- Lack of social interaction can be as damaging as smoking 15 cigarettes a day
- 8 in 10 people feel judged for feeling lonely
- 92% find it difficult to tell people they feel lonely

We fundraise to address the gaps in society that people fall into. With strong partnerships in local communities, we innovate and work together to ensure long-lasting legacies. Every penny raised goes directly towards our work connecting people and tackling loneliness and isolation across Scotland.



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## Fundraising impact

In 2019-2020, Carr Gomm:

- Supported thousands of individuals
- Raised £903,438.05 from grants & trusts
- Received £6551.60 in donations

The community projects and activities we champion and support bring together some of Scotland's most vulnerable communities, encouraging connection and relationship building. Our work is inclusive and accessible to everyone, especially those who often feel isolated, with poor health or low self-confidence.

We strive to have a positive impact on the lives of people, families and communities – never settling for good enough, and always innovating, improving, developing and pushing boundaries in the pursuit of a more equitable society.

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## Fundraising projects

**Our community growing projects use gardening and outdoor activities as the vehicle to actively tackle health and social inequalities in some of Scotland's most deprived communities.**

We work in partnership with local people and community groups, building relationships with them, listening to what they want to achieve, and working with them to make it happen. We are passionate about supporting people to improve their lives in a way that works for them.



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## Community growing

**Last year we worked alongside over 700 people, of all ages, through the provision of inclusive and accessible events and activities. This included:**

- ✓ 18 sessions with children in schools
- ✓ 29 workshops in the community and in local gardens - including cooking, craft, and sow & grow workshops
- ✓ 6 local events for members of the community - including foraging events
- ✓ Fortnightly activity groups for people with disabilities and their carers
- ✓ Weekly walking groups - particularly for the older people and those with physical disabilities who normally cannot get out into the fresh air
- ✓ Fortnightly Food and Blether groups for people whose first language is not English - who are now developing a book of all the recipes they are sharing with each other

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## Edible Stories

Edible Stories is an artist's book co-created between local artist Morvern Odling and participants in the Craigmillar Community Grows project. The book contains handmade pages of recipes, stories, and art created by people of all ages and diverse backgrounds, joining in outdoor, social and culinary activities organised by Carr Gomm.



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## Dundee how does your garden grow?

Arthur Buxey, a support practitioner within the Fintry Service applied for funding through Carr Gomm Futures to purchase materials for a gazebo, and some compost and seeds to re-energise a once neglected space. They received the funding, and have created a beautiful communal garden, where people can come together, mingle, chat, enjoy the fresh air, assist with the garden maintenance, and even get to know their local neighbours.



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## Christmas fundraiser in Argyll

Christmas arrived early in Oban with a festive themed hand bells and carol concert. Fumiko, our local support practitioner, decided to organise the concert following the great response she received last year from people we support and the wider local community. This year the concert attracted more than 100 people, raising over £200 - which went directly to support Carr Gomm's local isolation and loneliness projects.



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## Club Fun in Forth Valley

Club Fun is a project led by a group of people we support in Forth Valley. It tackles loneliness and isolation by offering opportunities for people to come together, build friendships and experience new things. The local Carr Gomm support team has been using fundraised money to fund Club Fun, and provide the tools and support for people to organise social activities.



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## Circle of friends

Our Glasgow North West team has been busy bringing people together through a peer support group, Circle of Friends. Set up in early 2019, it aims to bring together individuals who are experiencing loneliness and social isolation through activities and group meetings. As relationships have grown and people have become more comfortable with each other, the group have started 'skill swapping'. This involves sharing knowledge, skills and experiences which facilitates learning and helps further strengthen connections between people. It is fantastic to see people feeling able to open up like this with each other - and is tangible evidence of the success and impact of Circle of Friends.

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# Work with partners to develop healthy living approaches within our support.

Delivered in partnership with Health by Science, our healthy living and wellbeing project offers a cutting edge solution to bridging the gap between social care and specialist NHS services.



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## What we wanted our partnership to achieve:

- ✓ A more informed and knowledgeable workforce
- ✓ Reduced staff absence rates
- ✓ Improved staff recruitment and retention
- ✓ Better health and wellbeing outcomes for people we support

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## What we achieved:

- ✓ 13 managers upskilled
- ✓ 12 support practitioners, 8 community link workers & 8 national service staff trained
- ✓ 10 people supported encouraged to complete the programme

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This has enabled me to focus on myself, and improve my health and wellbeing. I am now looking forward to an upcoming event, and feel good both physically and mentally.

**Carr Gomm**  
Supported person

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Two of our Edinburgh services created a homemade gym in the communal garden that people supported could access.

They have seen a massive difference in mental health, general health, weight loss, sleep and overall fitness of the people who use it. They are all eating better too, and it has really boosted morale during lockdown.

Motivated by her involvement in the Health and Wellbeing project, Jill shows us her new workout.



*Jill in action,  
working with  
Health by Science  
to achieve her goals.*

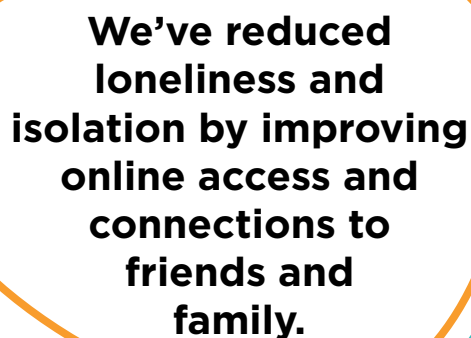


# Develop social networking within the organisation.


The ongoing pandemic has heightened opportunities for social isolation, and many people have experienced increased feelings of loneliness.

Through a little creativity and a lot of determination, we've worked hard to provide both staff and people supported with access to different forms of technology, helping people stay connected and supported.


Some of the people we support are extremely vulnerable and many are also digitally excluded, so we've strived to create a positive environment, where:



**We've reduced loneliness and isolation by improving online access and connections to friends and family.**



**We've championed the use of online activities to improve wellbeing and mental health.**



**We've helped people live their lives differently, encouraging the use of technology to pay bills, purchase essential items, and access online resources that help with day-to-day living.**

Our goal continues to be to help people feel safe, keep minds busy, and live independently.

This year has taught us a huge amount about how we communicate, and the importance of staying connected. Read about how our services adapted to these most challenging of times.



Hello!

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## Say hello to Carol and Doris!

Adapting to life in lockdown, Carol and Doris have been using video calls to catch-up with loved ones, with the aid of staff.

With last summer bringing a relaxation of rules and nicer weather, there were also opportunities for window conversations with family, something that both Carol and Doris were grateful for.



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## WhatsApp helps Walter feel less lonely

Without regular family visits, Walter had been feeling lonely and was struggling to come to terms with the new normal. Step in our day responder team. By using WhatsApp, they were able to make sure Walter could video call his family whenever he wanted. The first video call with his daughter was definitely a highlight for everyone.



## Join us for a blether at Craigmillar

Craigmillar's Food and Blether Group are meeting every Tuesday through Zoom to share recipes, friendship, and laughs.

A wide variety of meals have been cooked, including a traditional aubergine dish and homemade pakora. It's proving to be a great source of community, and a friendly place where people can share resources.

## Lorna joins a Europe wide conversation

Lorna has been part of the 'Go Deep' group, alongside participants from Spain, Italy, Netherlands, Germany and Greece. Together they have virtually enjoyed discussing a range of different topics, such as the experiences of resilience they have seen in their communities, and what the future might look like.



## Forth Valley try out a virtual forum

Although our annual Forth Valley Forum went digital this year, it still managed to have the same impact as pre-covid get togethers.

Held on Zoom, managers, staff and people supported joined the forum to remember some of the recent challenges, and to celebrate all our achievements over these past few months.

# Take a peek at our updated Carr Gomm newspaper design.

We are super proud of the stories, ideas, activities, and camaraderie from across our services in Scotland, and we know this important communication channel continues to mean a huge amount to both the people we support and our team.



# THANK YOU CARR GOMM!



"I know Carr Gomm has navigated this emergency with compassion and common sense. As an individual and as Convenor of the Board, I am grateful for the commitment that I know exists throughout the organisation." - Maggie

"It is humbling to hear how fantastically well you have all responded to this unprecedented situation and that you are going about your roles with such professionalism, commitment and compassion. It speaks volumes to the types of people that you are and the culture at Carr Gomm." - Greg

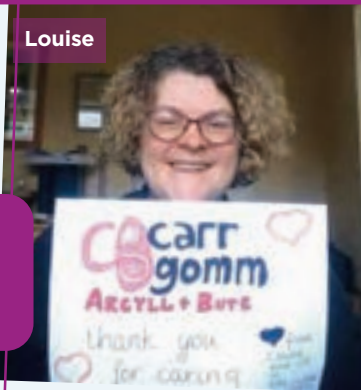


Ali



"Thank you for the amazing help and support you provide at all times...especially during this particularly difficult period." - Emma

Louise



Martha



"Thank you, for looking after everyone and keeping the hospital beds empty. You have no idea how important that is." - Karen

Sorcha



"I would like to say a huge 'thank you'! I have had help from Carr Gomm with looking after my Dad over the last few months and I honestly can't put it into words how much I appreciate and value the work you do on a daily basis.

You are wonderful, kind, and supportive, and during this scary time for us all you continued to provide me with essential help that I couldn't do without. Thank you Carr Gomm." - Sara

Ty



"I am sure that I would not be surviving and would have returned to a very dark place in my mental health within this lockdown, if not for the support and dedication of Ty and Carr Gomm during these very difficult and scary times. Thank you!" - Naomi





## Income for 2019/2020

# £22,965,562



Raising funds



operational staff costs



Support staff costs



Non staff support costs



Direct service costs



Property and rent



Misc and other



I am very pleased to conclude this report which sets out examples of the progress that Carr Gomm has made over the past year in achieving what we set out to do at the beginning of 2019. You will have seen from the report that there's much to recognise.

In developing a method for staff progression and performance, we have acknowledged the link between well supported professional staff teams and the delivery of excellence.

In progressing the Carr Gomm Futures hub for ideas, we have been able to see how the exciting and creative suggestions from staff and the Involvement Group can take us forward into the future.

We have broadened our scope, helping to maintain and further building relationships that bind the communities we work with together.

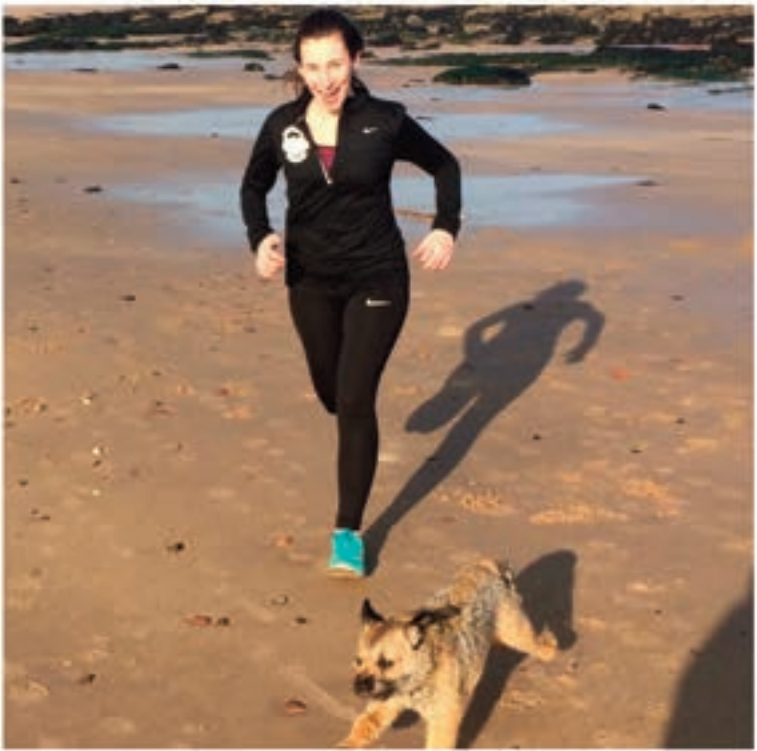
And while there is much to celebrate, there is no doubt we are living through a disruptive time. To address the challenges that Covid-19 has presented us all with in the recent months, I am confident we will continue the work into the future with confidence, passion and optimism.

**Thank you.**

**Maggie Fleming**

Board Convenor





Let's get social!

-  @CarrGomm
-  @CG\_CarrGomm
-  Carr Gomm
-  cg\_carrgomm



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