

Noting our Achievements



support for living

www.supportforliving.org.uk

WELCOME

Our Vision

People lead a life which is truly their own.

Our Mission

To provide a diverse range of responsive, valued, excellent services for people with learning disabilities and people with mental health needs, so individuals choose us to support them in achieving their aims in life, and in having maximum independence and control.

We will do this through active and meaningful communication with, and involvement of, those who use our services, through nurturing and developing our staff, and through ensuring our financial stability.

We will always seek appropriate opportunities to grow, develop and diversify.

Achieving our 6 goals

01 OUR CUSTOMERS

02 OUR STAFF

03 QUALITY AND COMPLIANCE

04 USE OF RESOURCES

05 INTEGRATION AND HARMONISATION

06 INNOVATION AND GROWTH
MENTAL HEALTH
BREAKAWAY
PROJECTS

INFORMATION
FINANCE
MANAGEMENT
THANKS

NOTEBOOK/CALENDAR

CHAIR'S REPORT

A mix of excitement and considerable effort have characterised a demanding, but ultimately successful, period of working through in detail the merger between Ealing Consortium and Harrow Consortium for Special Needs.

I would like to thank my fellow board members, and the executive team, for working effectively together to oversee the affairs of the group, and in planning ahead.

We have re-asserted our vision – that people lead a life which is truly their own. We hope our vision, values and mission, will be communicated through the pictures and words in this report – and that you will keep this to hand, finding it useful as a notebook too.

The pictures remind me again of the ways in which service users and staff cooperate and work together, and I want to take this opportunity to thank people throughout the wider organisation who are contributing to such a well organised, effective and increasingly unified group, offering even better services to all.



I would like to thank my fellow board members, and the executive team, for working effectively together to oversee the affairs of the group, and in planning ahead.

Michael Rosen



Bringing people, services and organisational cultures together through a merger is challenging - and the work on this continues. But these challenges are small compared with those which many of the people we work for face in their everyday lives.

Nigel Turner

CHIEF EXECUTIVE'S REPORT

We encourage everyone at Support for Living to plan ahead. As an organisation, as well as for individuals and teams, it is vital that we all understand what we are trying to achieve.

We ended one strategic planning period in 2008 having successfully achieved growth through the merger which formed Support for Living. Now we are looking ahead over the next three years – three years in which the Government plans to make radical changes to the way social care and support is organised and paid for.

This booklet introduces our six strategic goals – and shows in pictures and words that we are already able to report achievements in each of the six areas.

As a not for profit enterprise, our driving ambition is to add value to what we provide for people. Much of this value lies in the skill, commitment and energy of our staff. So long as we can demonstrate this value, then we can be confident - as people have more options, more power, and more choice – that they will continue to choose Support for Living.

01

Our Customers



Hannah Hazelwood and David Boros choose from the menu

The new specialist respite service at Haymill Close was set up to meet the wishes of both families and commissioners that there should, for the first time, be a local service able to meet the very specific needs of a group of 20+ people with learning disabilities.

The staff team have worked to ensure that the tools are in place to communicate successfully with people offering them choice, and helping them achieve their goals and aspirations during their time as guests at the service.

One service user whose person centred plan was developed using the PATH tool, made it clear that he wanted to go for a Spanish meal. Such planning often brings to the fore the importance to an individual of a relatively modest – but routinely overlooked – goal in life.

Sometimes fulfilling someone's aspirations may take months of planning and risk assessing, but once achieved the rewards and responses are invaluable.

To recognise and satisfy all our customers, communicating and building our relationship with them and understanding and delivering their needs and wishes.



Planning with David to ensure he achieved his goal of enjoying a Spanish meal was so rewarding for the staff team.

Hannah Hazelwood



Emily Buisson and Michael Forrest

Since joining Support For Living, Emily has trained to become an essential lifestyle planning facilitator. She has been working with Michael and his family to help him develop his plan which clearly sets out what is important to him and how he wants and needs to be supported. Emily has been committed to working with Michael and his family to make sure that he gets the wheelchair he needs to lead the active life he wants.

Having the opportunity to become a planning facilitator has enabled Emily to develop new skills, experience creative ways of supporting people to take control of their own lives and make a difference.

To become and remain the employer of choice, offering training, development, qualification, satisfaction and career progression.



Enabling our staff to develop new skills is key to ensuring they remain motivated and committed to making a difference to the lives of the people we support.

Marianne Selby-Boothroyd

03

Quality and Compliance



Adeeba Ahmed and Frena French, Quality Checkers, meet with Philip Mines

Lots of people at Support for Living are involved in monitoring and quality assurance. The real experts are those who use our services – they have the first-hand experience of supported living.

We recently trained 14 service users to become Quality Checkers across the boroughs of Ealing, Harrow, Hillingdon and Hounslow.

A Quality Check is a great way to find out at first hand if the support a person receives is good enough. The Quality Checkers will report their findings to the right people to make sure that where improvements are needed, they happen!

This also helps Support for Living show commissioners that we are working effectively, improving our services and meeting our contractual obligations.

To provide safe, high quality services, complying with statutory and contractual requirements.



Quality checkers are a really good idea. It gives me a chance to talk to other people who have a learning disability like me, and find out what's happening in the house where they live.

Adeeba Ahmed



John McLoughlin and Fiona Brown
learn to update the website

As a not for profit organisation Support for Living seeks to maximise customer value in all we do. This is not only reflected in the effective management of our finances, to secure the future viability of the organisation, it also influences the way in which we manage staff resources and try to reduce the administrative functions they perform.

Then staff can concentrate on what matters most - supporting our users and providing best value to our stakeholders. New IT strategies rolled out this year will support these changes and provide all of our users with free wireless internet connections throughout the services we currently provide.

To devote as many of our resources as possible to meeting our customers' expectations, while achieving the long term financial stability and health of the organisation.



It was great to receive training on how to update the new website. At the end everyone was having a go. It means that users can upload articles and photographs that will reflect the events and personal stories of the people using the service directly.

Tessa Hazzard

05 Integration and Harmonisation



Marjan Bergstein and Richard Beale

This year service users and staff in Brent are in the process of joining Support for Living from other organisations. We have been preparing for a similar process for staff in Harrow. The transition to achieve a single organisational culture will take time and commitment from us all. There are many steps along this road. As well as regular project meetings, a successful party to launch our new name, and a large planning day, we have also focused on developing team managers who are central to our success.

The Management Development Programme has run several times and has brought together ideas, opinions and skills from across the organisation.

A key role for these managers is to continue to consult and support service users and their relatives through this process of change.

To ensure service users and staff transferring into the Support for Living group contribute to, and become part of, a single organisational culture.



The Management Development Programme was a good opportunity to meet other managers as well as sharing information. For me, it was an opportunity to reflect on my own practices and learn about ways to improve on my managing skills.

Marjan Bergstein

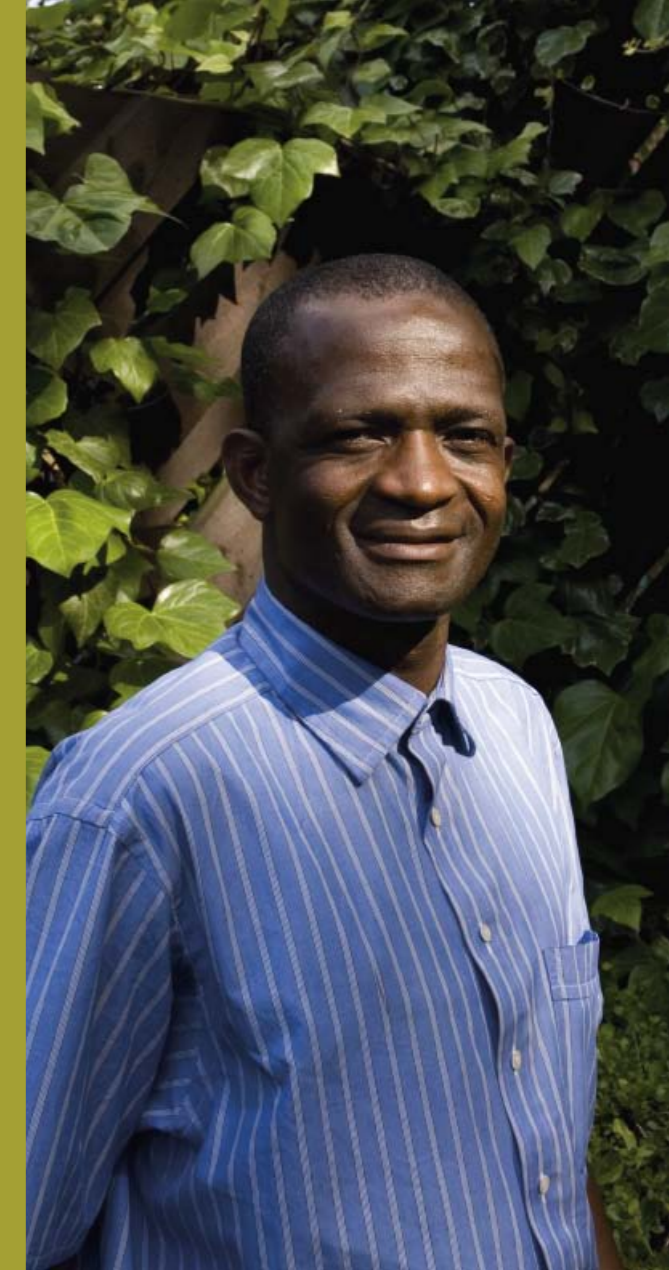


Martin Williams practises his yoga

This has been a busy and very exciting year for the Mental Health Services. In line with the objectives in the Business Plan, the team have been working hard to improve the service we provide, as well as develop our relationship with our purchasers and our fellow providers so we can learn and develop together.

Probably our biggest achievement to date has been the establishment of an identified Mental Health Floating Support Service which is already making a positive impact on the lives of tenants, and helping them develop their independent living skills and support them to achieve full independence and integration in the community.

To consolidate the management of our mental health services and expand our mental health work.



My priority is to improve the quality of life, and to enhance the independent living skills, of the service users.

Yaw Duodu



Trevor Noel enjoys the Breakaway music session

Family members and carers of adults with a learning disability rarely get the support and recognition for the full-time caring responsibilities they perform. Breakaway, the activity-based respite service, supports over 100 carers through the provision of regular breaks during weekends, evenings and bank holidays. Based at the Activity and Resource Centre, Breakaway provides a mixture of creative and developmental opportunities for adults with a range of learning disabilities.

Funding has recently been received to provide more respite sessions and additional trips and outings for Breakaway participants. This will enable more carers to receive regular breaks, and will increase the number of individuals who can take part in activities of their own choosing, independent of family members and carers.

To be a flexible organisation, readily adapting to new ideas, and at the forefront of change in the social care environment.



*I like music sessions.
I like bells the best.*

Bill Collins



With support from My Time
Gurbinder Damon enjoys football

The new My Time packages are aimed at young adults in transition. My Time enables young people to play a more active role within their community and to overcome any barriers to their participation in local mainstream facilities. Far removed from traditional building-based day care, My Time provides individually funded, personalised, one-to-one support to enable individuals to access further education, pursue active hobbies and interests, or to secure and maintain employment opportunities.

At a further social project - Out and About - service users, volunteers, and just one part-time employee, co-operate to identify ways in which adults (mainly people living in supported accommodation) can meet with other likeminded individuals, away from social care settings and support staff. The minimal level of formal support allows natural opportunities to develop for socialising, enjoying a range of pastimes, and building relationships on people's own terms.

To diversify our service provision for people with learning disabilities, adapting to individual budgets and self-directed support.


support for living



Ashleigh Moore

Mrs Moore, Ashleigh's mum, says My Time is 'the start of the future'.

Financial Year End Accounts 31 March 2008

	Support for Living Group	Support for Living (formerly Ealing Consortium)
	31 MARCH 2008	31 MARCH 2007
	£	£
INCOMING RESOURCES		
Grants and donations	219,325	245,186
Rents and charges	672,670	445,042
Fees, service level agreements and grants	16,239,300	10,108,539
Investment income	227,575	122,925
Income arising from amalgamation	1,663,208	0
Other	16,903	716
TOTAL	19,038,981	10,922,408
RESOURCES EXPENDED		
Expenditure on grant aided projects	326,887	130,899
Residential care home costs	12,089,372	6,667,114
Supported living service costs	4,101,295	3,652,405
Other project costs	298,700	318,619
Governance costs	448,727	160,783
Other expenses	19,697	6,613
TOTAL	17,284,678	10,936,433
Net incoming/(outgoing) resources	1,754,303	(14,025)
Other fund movements	219,157	0
Total funds brought forward	1,713,319	1,727,344
TOTAL FUNDS CARRIED FORWARD	3,686,779	1,713,319

	Support for Living Group	Support for Living (formerly Ealing Consortium)
	31 MARCH 2008	31 MARCH 2007
	£	£
BALANCE SHEET		
Fixed assets	432,502	385,862
Current assets	7,352,468	2,621,215
Current liabilities	(4,098,191)	(1,293,758)
TOTAL ASSETS	3,686,779	1,713,319
Share capital	13	15
Restricted funds	79,068	31,525
Unrestricted funds	3,607,698	1,681,779
TOTAL FUNDS	3,686,779	1,713,319

Notes

These accounts are subject to Board approval and audit completion.

Support for Living and Support for Living (Harrow) amalgamated on 1 July 2007.

The above is a consolidation of 12 months of Support for Living and 9 months of Support for Living (Harrow).

BOARD MEMBERS

AS AT 31 MARCH 2008

Michael Rosen Chair,
(SFL and SFLH)
A Governor of
Middlesex University,
Non-executive Director
of Hillingdon Hospital
Trust, Member
of Council of the United
Synagogue. Consultant
to retail Industry.

Lucinda Craig
(SFL and SFLH)
A market research
consultant working in
the commercial and
social/not for profit
fields. A specialist in
stakeholder reviews
and ensuring that all
voices are heard.

Cashain David
(SFL)
Currently studying for a
PhD at the University of
Greenwich in Mental
Health. A Fellow of the
Royal Society for the
encouragement of Arts,
Manufactures and
Commerce.

Eleri Ebenezer
(SFL)
Councillor for the
London Borough of
Ealing for 16 years
where she was the
Chair of Social Services
and Personnel
Committees.
From 1996-2006 she
served as Chair of
NHS Hospital Trust in
Mid Wales.

Robin Fleming
(SFLH)
Consultant in Social
Care and Housing.
Chair of MIND
in Ealing and Hounslow.
Board Member of
Acton Care Centre.
Former Director of
Ealing Social Services.

Bob Gates
(SFL)
Visiting Professor
in Learning Disabilities –
Thames Valley University-
London, and Project
Leader – Learning
Disabilities Workforce
Development at the
South Central Strategic
Health Authority.

Philip Hurst
(SFL)
Policy lead for health
and social care for Age
Concern England.

Kate James
(SFL and SFLH)
Chief Executive of
Greensleeves Homes
Trust which manages
care homes for older
people.

Nilima Kumar
(SFL)
Software developer
and non-executive
director of three NHS
organisations - Ealing
Primary Care Trust,
Hillingdon Health
Authority and West
London Mental
Healthcare Trust -
from 1996 to 2007.

Annie Lathaen
(SFLH)
Independent Housing
Management and
Training Consultant.

Philippa Laughton
(SFL and SFLH)
Director of Human
Resources, Barnardos.
Extensive experience
in human resources
and employment law.

Charles Newman
(SFLH)
Service User
representative.

Mary Newman
(SFLH)
Social care experience
and relative.

Jonathan Rushforth
(SFL)
Experience as a
Treasury official and in
voluntary and private
sectors.

Victor Sivagunam
(SFL)
Chief Executive
of the Tamil
Community Housing
Association. Board
Member of
SITRA, the Federation
of Black Housing
Organisations and
Waltham Forest
College. Parent of
disabled children.

Maggie Taylor
(SFL)
Independent Human
Resources Consultant.

George Venus
(SFLH)
Parent of a son with a
learning disability.
Chair of Ealing
Mencap. Extensive
involvement
in local and national
initiatives for people
with learning disabilities.

Kate Wolfsohn
(SFL)
An experienced
corporate and
commercial lawyer.

CURRENT COMMITTEES

AS AT 31 MARCH 2008

Audit and Risk Management
Lucinda Craig
Kate James
Philippa Laughton
Michael Rosen, Ex-officio
Kate Wolfsohn

Care Services
Kate James, Chair
Cashain David
Bob Gates
Nilima Kumar
Charles Newman
Mary Newman
Michael Rosen, Ex-officio

Finance
Eleri Ebenezer
Philip Hurst
Michael Rosen, Ex-officio
Jonathan Rushforth
Victor Sivagunam
George Venus

Human Resources
Philippa Laughton, Chair
Lucinda Craig
Eleri Ebenezer
Robin Fleming
Michael Rosen, Ex-officio
Jonathan Rushforth
Maggie Taylor

SENIOR MANAGEMENT TEAM

AS AT 31 MARCH 2008

Paul Collis
Finance Director

Steve Crelley
Human Resources
Director

Jan Harris
Care Services Director

Steve Orme
Care Services Director

Henlie van Rooyen
Projects Director

Mary Schumm
Care Services Director

Marianne Selby-Boothroyd
Improvement and
Development Director

Nigel Turner
Chief Executive

SFL
Support for Living Ltd.

SFLH
Support for Living
(Harrow) Ltd.

Thank You

Support for Living would like to acknowledge the support received from charitable trusts, corporations and to our individual supporters from the community.

A special thanks to our existing funders including Awards for All - Big Lottery Fund, The Baily Thomas Charitable Fund, Bright Recruitment, The Coutts Charitable Trust, Ealing Council, GlaxoSmithKline, The Henry Smith Charity, John Lewis Partnership, Linklaters and The Mercer Charitable Trust.

Thank you also to all the people who donate their time to help Support for Living provide a great service.

Thank you to all the people who helped write the articles:

Richard Coulson

Jan Harris

Hannah Hazelwood

Tessa Hazzard

Marianne Selby-Boothroyd

Philomena Strollo

and to all the people who patiently had their photos taken!

The Group consists of:

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INVESTOR IN PEOPLE

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