



2018 - 2019 Annual review

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Supportability
Making life better for
people with disabilities





A new era in the making

A joint message from Supportability's Chair and CEO

2018/19 has been an interesting but challenging year for the organisation. This was the first year of our new three-year Business strategy which features some major initiatives. By far one of the most important of those initiatives is the plan to relocate from our current day Skills centre at Granville House to better equipped premises, fit for the 21st century and which will be fully suitable for ensuring that we provide the best, possible environment to cater for the needs of our service-users.

The new centre will also act as our headquarters and house all office-based staff together with bespoke training facilities. Given the importance of this development, we expect that this will take the lifespan of the three-year strategy. Admittedly, a daunting task but one we are focused on delivering.



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Business Plan Update

Keeping Service - Users At The Heart Of Our Plans

We have started the planning required for the move by getting valuable feedback from our service-users and staff who use Granville House daily. We have captured their opinions on what a new building would need, including their views on space, resources and required facilities.

We are encouraged by the high level of engagement shown by all involved and real willingness to make this happen. We have considered and now fully understand regional requirements as well as the need to deliver a space that is substantial enough to enable our service-users to partake in and enjoy their chosen activities safely and comfortably.

Although a significant development for our organisation that will feature strongly on our agenda for the next two years, we are confident that our service-users will be the first to benefit from this important initiative.

Delivering Future Sustainability

Ever present for us in 2018/19 has been the financial challenges of providing services in what continues to be a difficult climate. We, like many Providers in the sector, are feeling the full impact of these challenges and are having to be responsive to the changes being faced. However, the three-year Business plan continues to build on the changes already made to the way in which the Charity operates to ensure its longevity as a Provider.

Our Skills Day Service, Residential Services and our Community Support Service continue to provide quality support to hundreds of people with learning and/or physical disabilities. Our service-users have come to rely on the quality of care that we have set which we will continue to maintain to meet their needs.

None of the above would be possible without the commitment and support from our staff and volunteers who work directly in the services we provide and those staff who support the Charity behind the scenes. We would like to thank them for all their support in ensuring we provide quality services to people with very significant levels of need.

Behind all that is the Senior Leadership team and the Board of Trustees, the latter who give their time freely to lead on the strategic direction and governance of the charity. We would like to once again, thank the Trustees for their continued commitment to the organisation over the last year.

And Finally We're Changing Our Name...

Since our launch in 1953, our Charity and the services that we provide have changed a great deal. We began providing services for children with Cerebral Palsy in September 1953. Over 65 years later, and proud of our heritage, we have grown to be a key provider of services not just to children, but also to young people and adults with a range of complex physical and learning disabilities. Our services are provided across Stockport as well as other surrounding local areas.

To build on that position of strength, the Board of Trustees approved the decision to update our organisations public profile and for us to have a new name that more accurately reflects what we offer as an organisation.

The name was chosen with a solid rationale; our old name and logo no longer represented what we as an organisation offered or stood for and suggested that we were 'Stockport' and Cerebral Palsy focused only.

The reality is that we operate across a much wider geographic area and we provide services and support to disabled children and adults, not just with Cerebral Palsy, but also other complex physical and learning disabilities. With this in mind, the new name of 'Supportability' was chosen.

We are confident that our new name of 'Supportability,' together with an up-to-date and engaging profile, makes our service range clearer and will better enable us to reach out effectively to the individuals, groups and supporters that we work with and who support us both now and into the future.

This matters because we often have to compete with many other Charities for support – financial and otherwise - from the public and businesses. It is therefore vital that the profile we present externally helps us to foster positive relationships with those groups.

We believe that our new, up-to-date and engaging, modern profile will be a great success in helping us to reach a wider range of supporters to help the future sustainability of our organisation and we look forward to the potential new opportunities that this will bring.





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Strategic Vision & Future Direction

Building Solid Foundations For The Future

Our previous two-year Business plan enabled our Charity to build organisational strength and resilience that would act as a solid foundation to help us to deliver the 2018 – 2021 Business Plan.

During that time, we achieved a great deal: re-structuring our staff teams, introducing the single point of entry to the organisation for new referrals and reviewing our back office functions. All positive steps for the Charity.

A key part of the Business plan for 2018-21 agreed by the Board of Trustees, focuses on two specific areas – both underpinned by the organisations strategic vision and direction.

Our Vision

'We are an organisation that's looking to provide a secure future that makes a difference to the lives of our service-users, their parents and or carers, by providing a service offer that is reliable, affordable and consistent.'

'In order to deliver this strategic vision we need to focus on Service redesign and Service development.



Service Redesign;

In Year one of the Business strategy we have focused on reviewing our "day" offer to our users and redefining what this means for our service-users. Our current day offer includes;

- Skills Day service
- Community based 121 provision
- Domiciliary care
- Leisure groups

These services are a mixture of building and non-building based provision offered between 7am and 11pm mainly over a six-day period.

Over the next three years, we aim to redesign our "day" offer so by the end of 2021, our offer will be either in a building or within the wider community, accessing mainstream facilities where appropriate and applicable.

Skills Day Service

We aim to enhance our building based offer moving from our current Skills Day service at our Granville House site, into more suitable accommodation.

This will have multiple benefits for more than just the current users of Granville House; in the winter months, it can be very difficult to find community activities for the people we support so we want our new building to have some community space that will be utilised at these times.

In addition, our new centre will offer a 'drop-in' option for people who do not want a full building based service, but would welcome somewhere where they can meet and engage with others whilst en route to other activities.

121 Community Based Support

We have reviewed our current 121 community based provision and introduced small interest groups. These groups give people the opportunity to meet and spend time with other people who have similar likes and interests. This approach has helped to promote friendships and provide social opportunities to people outside of the support we provide.

It also ensures that our service offer is cost effective for both individuals and the charity. By using our staff resources differently in this way, we are able to offer more support to more people without the need to always rely on recruiting new employees to achieve this.

Residential services

We have also put into place plans to review Cheddle Lodge – the Charity's Residential care home. Cheddle Lodge has maintained full occupancy for some time but that has not been the case over the last 12 months mainly due to an ageing group of service-users.

As the financial implication of a vacant bed for the organisation can be a significant risk, we need to ensure that the model we offer is what people want and would want to make use of going forward, hence our plans to review the service.

Service Development;

Alongside the service redesign work, we have been reviewing development opportunities for the Society. Initially we envisaged these developments would focus on building our Volunteer base and reaching out to an 18-25 service-user age group.

Volunteers

We now have a clear vision on the role of Volunteers and our Volunteer strategy delivers a solid approach to building support that is in line with the Charity's new way of working. This Strategy is now in place and will be a focus for the remainder of the lifetime of the current Business strategy.

Delivering provision for 18-25 service-user groups

Our awareness of a gap in provision for those young people with complex disabilities aged between 18-25 led us to secure some funding from the Co-op foundation. This funding enabled us to work with a core group of young people to develop a forum where they shared their thoughts and ideas about how they would like to spend their time and explore potential opportunities that would reduce their social isolation. Work on this exciting new project continues.

We know from experience, that there is real potential for other development opportunities to be identified over the remainder of the lifetime of the current Business Strategy. We want to ensure that we are an organisation that is open and responsive to those opportunities to the benefit of the Charity and the service-users and parents/carers that utilise our services



Fundraising



In line with our goals to be a real and active part of the local community – both business driven and otherwise, the Supportability Fundraising team worked hard in 2018 – 19 to strengthen and reach out to a wide number of individuals, organisations and businesses.

The enthusiasm, professionalism and commitment of the team and supporting staff and volunteers helped to deliver on this goal. As a result, a wide range of fundraising events for all ages and interests were held throughout the year, each raising valuable funds for the organisation.

These events included activities and events such as;

- **Stockport Beer and Cider Festival 2018**
- **Wizard 5 Run**
- **Golf Day**
- **Foodie Friday**
- **Manchester Giants Bucket collection**
- **Stockport County Bucket collection**
- **Wilmslow Half Marathon**
- **Comedy Night**

Collectively this sample of events raised over £30K of valuable additional funds for the organisation – all of which goes towards the delivery of our services.



Our Volunteers: Making an Impact



As central and local funding budgets become increasingly squeezed, it is a fact that the importance of securing the help of enthusiastic and supportive volunteers will not disappear.

At Supportability – we appreciate that our volunteers bring so much more than an extra pair of hands.

As in previous years, we have been fortunate to have the support of talented and generous individuals all of whom bring their own unique set of skills, abilities and qualities to our organisation.

Each year we recognise the support that these individuals provide by awarding an 'Outstanding Volunteer of the Year Award'. In 2018 – 19 this went to Ron and Brenda Marsh for their dedication and hard work in volunteering at our fundraising events including the Beer Festival and our annual Golf day.

Ron and Brenda have been supporting our Charity for a number of years and each year their dedication and enthusiasm never fails to impress. A big 'thankyou' to Ron and Brenda for your unflinching support!

For information on volunteering contact;

Becky Shorrocks, Head of Fundraising

Becky.Shorrocks@supportability.org.uk or call **0161 432 1248**.

Visit our website to donate: **www.supportability.org.uk**

Staff Training



2018/19 has seen a real focus on ensuring that we have been equipping our support staff with a wide range of information, knowledge and skills to enable them to provide quality support to the people accessing our services.

We have introduced some new training courses and further expanded our use of E-Learning as a resource, which offers staff a flexible way of ensuring their skills and competency.

The feedback on the training provided and the way in which this is done has been very positive from staff across the organisation. Focusing our approach in this way has enabled us to deliver a 97% achievement rate across our services which has further improved to 99%.

All credit to the staff who have been keen to maintain and develop their skill set for the benefit of our service users.

Our 2018-19 Training Programme Outputs:

- More than 500 e-learning courses completed
- Nearly 500 face to face training sessions delivered
- Thorough overhaul of approach to ensuring compliance with mandatory training with a resulting improvement in overall compliance from 85% in April 2018 to 97% in April 2019
- Specialist workshops delivered for experienced support workers on:
 - **Risk assessment**
 - **Undertaking observations**
 - **Recording and Reporting**
 - **Positive Behaviour Support Plans**
 - **Person-centred planning and reviews**
 - **Session planning and support co-ordination**
- **14 staff supported to do Apprenticeships in Health and Social Care at Levels 2 and 3**
- Specialist clinical training delivered for support workers on:
 - **using buccal as a rescue medication for service-users who have epileptic services**
 - **supporting service-users using suction machines**
- Mandatory training revamped and new courses introduced:
 - **Fire Safety**
 - **Food Hygiene**
 - **Infection Control**
 - **Mental Capacity and Deprivation of Liberty Standards**
 - **Reporting and Recording Information**

Financials

Building a Sustainable Organisation

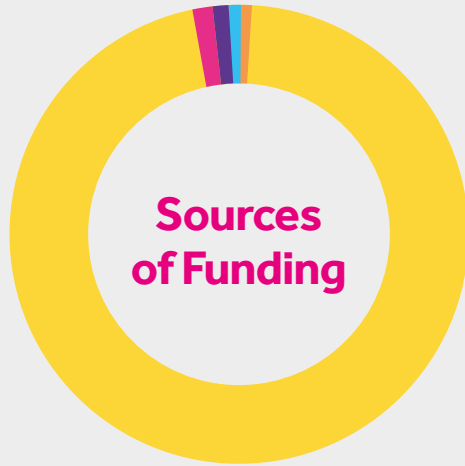
Operating within the Health and Social Care sector continues to present a significant challenge, particularly to Charities such as ours, but the charity was able to broadly maintain its operational financial position.

Sector austerities were experienced nationally by many organisations and individuals alike and this on-going pressure impacted the sector again this year. The Charity is well accustomed to operating in such a challenging financial climate and strives to improve the way we work to further enable us to deliver services with maximum benefit to all our service users and their carers.

The key income source is still service fees and we see no reduction in the demand for the quality services that we offer.

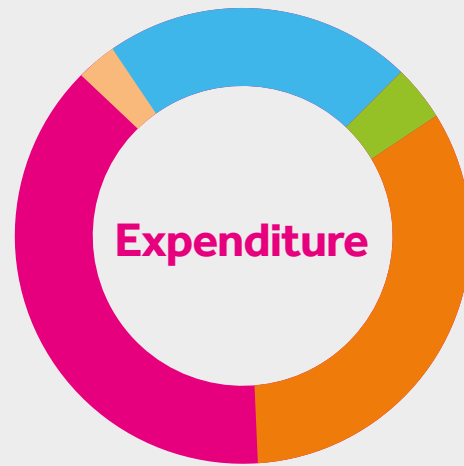
This fact, coupled with the improvements and investments we have made in building a sustainable organisation, make us confident that Supportability remains well placed to continue to deliver services well into future years.

We are moving into the the second year of our three-year Business Strategy, to move the Charity to a financial surplus by 2021-22. The trustees have approved the use of the charity's reserves in the interim. We are capitalising on our status as a charity and, led by the Fundraising team, are increasing and diversifying our income streams through a broad range of sources from Corporate networks and sponsorships to events, and from community based fundraising activities to securing Trust income. Simultaneously we leverage our business expertise to make the most effective and efficient use of our limited resources.



Service Fees	£3,232k
Donations and Legacies	£42k
Trading Activities	£23k
Investments	£17k
Grants	£11k

IN **£3,324k**



Residential	£923k
Supported Living	£179k
Day Services	£1,266k
Services in the Community	£1,177k
Cost of Fundraising & Other	£91k

OUT **£3,636k**

	2014/15	2015/16	2016/17	2017/18	2018/19
Total Income	£4,476k	£4,446k	£3,835k	£3,456k	£3,324k

Investments

Change in Investment

	value	Income
2012/13	£30k	£20k
2013/14	£11k	£18k
2014/15	£4k	£18k
2015/16	-£28k	£18k
2016/17	£96k	£23k
2017/18	-£11k	£24k
2018/19	£17k	£17k

In 2018/19 we spent all the money we received delivering services and a further £312k from our reserves as we invested in future service delivery.



Vote of thanks

The work of the Charity would not be possible without the dedication and support of our staff, our Board members and our supporters. For this, we are indebted. Our special thanks also go to...

Chief Executive

Sarah Thomas

Company Secretary

Sarah Thomas

Trustees

Mike Bailey – Chairperson

Roy Dudley Southern – Deputy Chairperson

Rory Alkin

Rob Armstrong

Jonathan Bloom

Rachel Donnelly (nee Creamer)

Nikki Guy

Natalie Jackson

María Repanos

Vice Presidents

Rodger Harvey

Irene Walton

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Stockport, East Cheshire, High Peak, Urmston & District Cerebral Palsy Society

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