

certitude



A DYNAMIC FORCE IN SOCIAL CARE!

Visit the websites:

- www.certitude.org.uk
- www.supportforliving.org.uk
- www.southsidepartnership.org.uk

Over the next few months work will take place on building the Certitude website.

Special points of interest:

- Several events are planned in September for customers and staff to get together
- Two further services are featured — Lorrimore Resource Centre and the Star Road Short Break Service

Certitude exists to create the conditions within which people can flourish, contribute and lead the life they want to lead. At a time of great change in health and social care we remain driven to provide the very highest standards of quality and value for money. Our focus on personalisation is unwavering, offering greater choice and control, creating a culture where people with learning disabilities and mental health needs are listened to and encouraged to identify their contributions, needs and aspirations. We know that it is only by involving and valuing individuals that we can together design solutions that are wanted and will work!



Cuts to public spending are now a reality and without doubt this presents real challenges and concerns for our customers, staff and partners. While we share many of those concerns we strongly believe that out of adversity we can create opportunity. By finding new ways of partnering with the people we support, families and local communities, we can 'get our heads together' and find radical solutions and new ways of working. We will continue to direct resources to those with the greatest needs while enabling more people to take greater control in their lives.

Across Certitude our values will keep us focused and ensure we are concentrating on the things that really matter!

- ☺ People are at the heart of what we do
- ☺ We provide solutions that work
- ☺ We believe in the strength of partnerships
- ☺ We trust and invest in our staff and volunteers

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Aisling Duffy
Chief Executive

First Impressions



Hi, my name is Phyllis Maynard and I work at Lumiere Court in Balham. I am the Wandsworth Service Manager but I have also defected to Sutton and Richmond.

First impressions of Support for Living?

Well for me it's more like déjà vu or maybe groundhog day.... as I did, for a short period, work for Support for Living.

When I heard about the merger I was initially unsure as in my career I have always moved forward, so for me it was something that I didn't control.

However, I quickly realised the advantages of already knowing Support for Living and that this would make my transition easier than it may be for others.

When I supported SFL services in Ealing and Hanwell I had the pleasure of working with a group of talented and diverse managers. I have been fortunate to have encountered an equally talented group of managers at Southside. As Franc says "we share similar principles" and it is comforting to know that we have these similarities. But also refreshing to know that we also have some differences, as this all adds to the uniqueness of the services we provide and deliver to our customers.

Any merger is unsettling but in the current financial climate a joining of forces is necessary to continue to support our customers in a way that puts them first, providing more choices towards independence.

This will be a challenging year but I am certain that we, and the customers, will reap the rewards by our joining together.



Hello, I'm Franc Thurgood. I am the longest serving member of staff with Support for Living; a few weeks short of my twentieth year with the company: (in 1990, my intention had been to stay for four to five years!).

Reading Heather's 'First Impressions' of Southside gave me cause to not only reflect on why I am still with Support for Living, but also influenced my thoughts on my initial impressions of Southside. Heather's observation "they are just like us" particularly struck me. I instinctively knew why her comment "just like us" had such resonance for me, but could not put into words; it was following my initial visit to 'Caldwell Street' that my thoughts clarified.

I have now had four direct meetings with various Southside colleagues, including two opportunities to visit the service users and staff at 'Caldwell Street'. It was following my initial meeting with Catherine, the Manager of 'Caldwell Street' that Heather's observation returned to me. As I walked back to Oval Station, I thought of how "welcoming, friendly" Catherine was, of how her "workload and styles of working ...sounded very familiar" to that of many of the colleagues I have had the privilege of working with since joining Support for Living. Crucially Catherine has those attributes which have made working for Support for Living such a rewarding organisation to work for; namely dedication, curiosity and reflectiveness.

As with Support for Living, Southside is essentially its staff; Catherine's principles exemplify those essential qualities which the service users look for in us, to support them to achieve their aims and wishes in life. It is working with colleagues who share similar principles to Catherine, which have made working with Support for Living such a rewarding experience.

The Options Group meet The Voice

On 22 June 2010 the members of the Options Group at Support for Living met with members of the Voice from Southside Partnership. It was the first time the two user groups had met. The meeting was to allow the two groups to get to know each other a little better and talk about what they like doing and what they have been up to in their user groups. John Keaveny showed the members of the Voice around the office and introduced them to a number of staff who work in the Ealing office. I believe everyone had fun and lots of pictures were taken, and a return visit to Southside Partnership has been planned for July.

John Dyter, User Involvement Manager



"I like the new people, enjoyed the sandwiches and talking to them about my boyfriend." **Samantha**

"it was really nice to meet their (the Voice) speaking up group." **Caroline**

"The journey was long. I enjoyed meeting new friends and would like to go back again and after go shopping." **Pauline**

"I liked meeting new people and mixing together to have a big meeting and it was fantastic taking people around the office."

John



"Everyone was friendly and we look forward to them visiting us next time." **Jason**

Our new look

certitude

**People are
at the heart
of what we
do**

We worked with a brand design company to provide answers on how our corporate brand, Certitude, would work with our service delivery brands of Support for Living and Southside Partnership. They also helped us with solutions on how to make all the brands (including 'sub brands' such as Breakaway and Beyond Prison) work with each other.

Over the next few weeks, you'll start to see Certitude branding in action, on letterheads, on a website, on emails etc. We hope you like the new look. Remember, it is the CORPORATE brand and its purpose is to be business-like. Customers will continue to engage with the Support for Living and Southside Partnership brands for the foreseeable future.

If you have any comments on branding, email the Director of Development, Marianne Selby-Boothroyd, at marianne@certitude.org.uk.

Merger progress - July 2010

Strategy/Business Planning - Lead: Aisling Duffy

Tel: 020 8772 6173 Tel: 020 8354 5926 Email: ADuffy@certitude.org.uk



Following our strategy day and a presentation at the recent Board meeting on 14 June, we are now compiling a final draft Strategy to present to the next Board meeting in mid July. The Strategy will cover the period from July 2010 to March 2013. Much of the focus will be on harmonising our merger, putting personalisation at the centre of what we do and, in line with the new budget, looking at how we can deliver our services far more cost effectively. We plan to 'roadshow' our plans in August 2010.

Care/Operations - Lead: Jan Harris

Tel: 020 8354 5922 Email: jharris@certitude.org.uk



Work within Operational Services continues. Service managers in learning disability services have made arrangements for some of the house managers to meet up either in locality managers' meetings or by visiting other similar services. In mental health services Julie Gaudion is getting to know the services in Fanon and their managers well, and the Service Managers Courage Oye, Florence Nkwam and Tawa Olaloko are planning to visit SFL services and Allied House on 6 July. These managers are also involved in some joint working around file audits, Person Centred Culture and Race Equality and Cultural

Capability training. Within our customer group an Ambassador has been to visit Allied House and Shirley Gardens, and there have been meetings between the Voice Group and the Options Group.

Finance - Lead: Sanjay Shah

Tel: 020 8772 6174 Email: sshah@certitude.org.uk



Both the staff teams at Allied House and Lumiere Court have been very busy producing the year end accounts for both organisations. On top of this we have been continuing to develop new financial systems for Certitude.

We are currently still developing a timetable for changes to both systems and processes across the group and looking at how we can manage the finances of the organisation in the most cost-effective way. We want to learn how each organisation has been doing things and deciding what is best going forward.

We have been busy developing new policies and procedures to manage housing management across both organisations and we are looking to develop training for staff at all levels on new changes to the benefits systems which are likely to affect a lot of the people we support.

Post Merger Liaison - Leads: Sarah Walker and Heather Cannon

Sarah Tel: 020 8772 6143 Email: SWalker@southsidepartnership.org.uk

Heather Tel: 020 8354 5925 Email: heather.cannon@supportforliving.org.uk



We have been busy planning our "getting to know us" week which will host three events on 7, 8, 9 September. We will be sending out more information in due course. On the 7th, Southside customers and staff will be invited to Support for Living's Activity and Resource Centre and likewise, Support for Living will be invited to Southside's Fanon Centre on the 9th. On the 8th we are hosting a football tournament, mini sports day, and picnic in Ravenscourt Park, followed by beer and nibbles in a nearby pub. This will start at 1pm and carry on into the evening. Please hold these dates and look out for more

information. We are also researching systems used by the two organisations in order to improve administration.

Merger progress - July 2010

IT - Lead: Sanjay Shah

Tel: 020 8772 6174 Email: sshah@certitude.org.uk



Henlie, myself and our IT staff have been busy looking at how we can develop the IT infrastructures across the group. We have agreed to integrate Finance, Human Resources and payroll systems across both organisations which will make it easier for us to share and develop information systems.

We are currently looking at the core IT systems across the group. We need to look at where our main systems will be housed and how we will ensure people have the access to the systems they require irrespective of where they work in the organisation. As with all new developments we have to ensure what we are doing now will be the best for the group in the long term and we can do it within the resources that we have available. We will keep you updated as we make some key decisions.

Central Office premises - Lead: Nicholas Campbell-Watts

Tel: 020 8772 6171 Email: ncampbell-watts@certitude.org.uk



We've completed our research and now know what Central Office staff want to see in a new central office. We've also evaluated attendance numbers and made some judgements about how flexible we can be in terms of desk space.

Henlie van Rooyen has joined the team and we are now working with an agency to find suitable space, especially for Ealing staff, as there is a deadline pending.

Human Resources - Lead: Steve Crelley

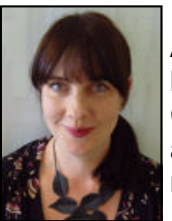
Tel: 020 8354 5906 Email: screlley@certitude.org.uk



HR has been working on understanding better how staff work and are supported in each organisation. Recruitment is progressing to fill the HR Business Partner vacancy which exists within Southside following the departure of the former Head of HR. The HR team across both organisations have been meeting, as part of getting to know each other, to develop their plan for achieving the priorities as set out in the Certitude strategy.

Naming and Branding - Lead: Marianne Selby-Boothroyd

Tel: 020 8354 5910 Email: marianne@certitude.org.uk



As promised, we have the name and look for Certitude signed off. In July, we will see a branding guideline to help us navigate through the tricky waters of multiple brand usage. Certitude headed paper and stationery will soon be hot off the press and we are working on a marketing strategy to make sure our Certitude brand becomes well-known and recognisable.

Communication - Lead: Henlie van Rooyen

Tel: 020 8354 5937 Email: hvr@certitude.org.uk



This is our first Certitude newsletter. We are now focussing on the future and in many ways the merger is old news. We are working on developing the Certitude website and if you have any thoughts or views please let me know.

FOCUS ON SERVICES

LORRIMORE RESOURCE CENTRE



Lorrimore is a mental health resource centre located in a church in Lorrimore Square, Southwark. The service transferred to Southside Partnership's management in 2008, along with Home and Dry, our painting and decorating social enterprise. The resource centre [unlike our other two which are specifically BAME] is for people with mental health issues from any ethnic background and a wide variety of ages, with several attendees being in their 70's. Lorrimore has around 80 regular attendees.



The service offers activities including art, music, discussions, cooking skills and trips out to places of interest – ensuring people enjoy their local community. The service aims to include the customers in many aspects, through meetings, and some are involved in admin tasks as well as general housekeeping. Many of the activities are facilitated by the customers themselves including French lessons and guitar lessons.



The service is also developing activities that link in with the Recovery Star support planning tool.

STAR ROAD SHORT BREAK SERVICE



The Star Road Short Break Service in Isleworth, run on a hotel style basis, provides 7 short break places for people with learning disabilities in Hounslow. Guests enjoy short stays at Star Road, from a night to 3 weeks, to give their carers/families the opportunity to have a break, visit overseas, etc so they can continue caring at home.

The Short Break Service has a trained, creative, diverse staff team who help people to be safe, meet new friends, try new things, learn and practice independent living skills, and get out and about in the community and realise their hopes. We provide support to a range of learning disability needs from mild to profound and people with physical disabilities, including those with autistic spectrum disorder and mild challenging communication.



Staff regularly host BBQ's with the relatives, birthday parties and fun days out. Carers are invited to quarterly coffee mornings to chat about Star Rd and to get information updates, meet others, eat cake and talk with key workers.

If you are interested in finding out more, please contact the Service on 020 8568 5133.

If you are interested in visiting any of the projects at Southside Partnership or Support for Living please contact the Post Merger Liaison Team, Heather Cannon at Allied House 020 8354 5925 email: heather.cannon@supportforliving.org.uk or Sarah Walker at Lumiere Court 020 8772 6143 email: swalker@southsidepartnership.org.uk

GETTING TO KNOW US WEEK

TUESDAY 7 SEPTEMBER — SAVE THE DATE!



On Tuesday 7 September, service user customers and staff from Southside Partnership will be invited to visit and have a look around Support for Living's Activity and Resource Centre in Perivale and see all the great work that goes on .

There will be a morning 'coffee and croissants' session at 11am and a 'tea and cakes' session at 2pm.

WEDNESDAY 8 SEPTEMBER — SAVE THE DATE!

On Wednesday 8 September, Certitude is hosting a 'football fun day and picnic' in Ravenscourt Park, Hammersmith, from 1pm, followed by beer and nibbles late afternoon/early evening in a local pub. Philip Caldwell [SSP] and Roy Morris [SFL] will be organising fun football teams of service user customers and staff and the all weather football pitch has been booked. We will also hold a mini sports day and those of us who are not so energetic can just sit and enjoy a picnic in the park! Bring your own picnic but ice creams and drinks will be provided. We will be heading towards the pub around 5.00pm.



If you are interested in being in a football team please email:

pcaldwell@southsidepartnership.org.uk or roy.morris@supportforliving.org.uk to register your interest.

THURSDAY 9 SEPTEMBER — SAVE THE DATE!



On Thursday 9 September service user customers and staff from Support for Living will be invited to visit the Fanon Resource Centre in Brixton to have a tour of the centre. The centre offers a broad range of activities which have included music workshops, film making, volunteer work programmes, advice and liaison services. You can visit the IT area where people develop their computer skills or wander around the newly planted herb garden.

You'll also be able to enjoy a lunchtime tasting session in the Scotch Bonnet kitchens — a social enterprise which provides authentic, high quality African Caribbean catering services.

Flyers and invites will follow shortly.

CERTITUDE KEY PHASES

Stage One: April 2010 to Sept 2010

- New 'parent' company formed and registered, name identified and branding created for website, corporate literature and to support existing brands
- New Chief Executive, Leadership team and Board in place
- Vision, mission, values and strategic objectives for new company agreed
- Buddy system / work shadowing arrangements for managers in place
- Financial (accounting) and IT systems aligned (especially Outlook Calendars and emails)
- Series of merger 'getting to know you' events take place (Sept 2010)
- Central office location consultations completed and recommendations for location of staff and services approved

Stage Two: Oct 2010 to March 2011

- Operational working, policies and procedures are aligned
- Allied House staff relocated (due to pending lease expiry)
- Year two business plan created and agreed
- Expansion of accounting and HR Software to enhance functionality for all users

Stage Three: April 2011 to Sept 2011

- Remaining 'central office' issues resolved and 'central office' and service locations in place
- Merger 'efficiencies' are evident in structure, service delivery, reduced overheads and improved value for money
- More potential merger targets identified

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**Certitude is about
adding value to
Support for
Living and
Southside
Partnership**

CERTITUDE SUPPORT

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