

Sukdev
Bansal



Andrew
Cooke



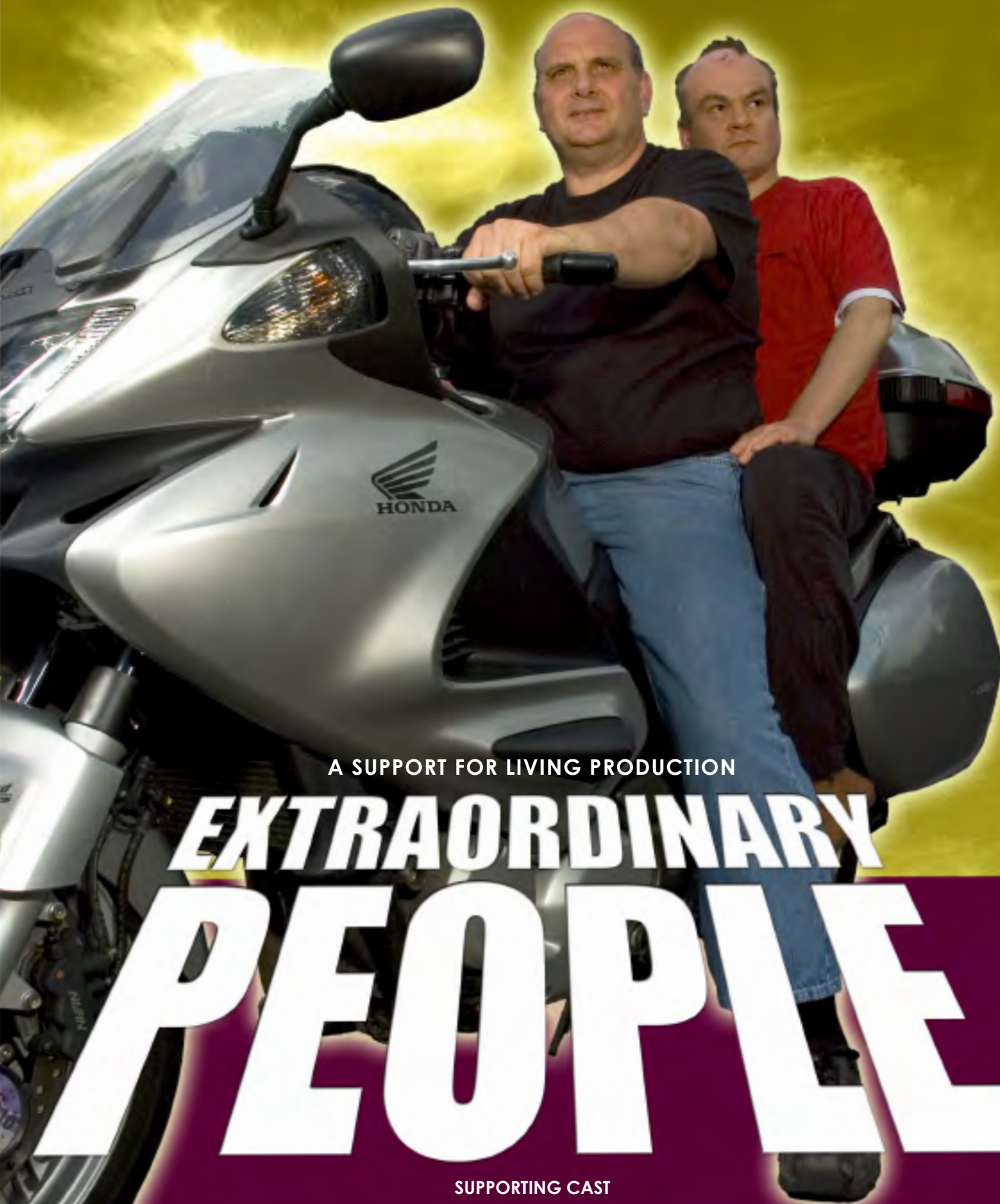
Kami
Flora



Keith
Miller



Paul
Venus



A SUPPORT FOR LIVING PRODUCTION

EXTRAORDINARY PEOPLE

SUPPORTING CAST

★ Paul Cooke ★ Aisling Duffy ★ Eleri Ebenezer ★ Derrie Evans ★ Elsa Grigg ★ Philippa Hands
★ Lucy Harrison ★ John Keaveny ★ Bina Lad ★ Daniel Rutland ★ Sue and George Venus

Director: Marianne Selby-Boothroyd Producer: Heather Cannon Design Direction: Nim Design Photography: Tadhg Devlin



ANNUAL REVIEW 2010





WELCOME

We hope you enjoy reading about the achievements of the extraordinary people starring in this report.



★ Featuring Eleri Ebenezer and Aisling Duffy ★ Location West Ealing

For the Board and myself this has been a very busy and challenging year. In order to ensure stability and to continue to improve services we decided to merge with Southside Partnership.

The due diligence processes that the merger required took considerable time and effort by Board Members and the Senior Management Team. I thank everyone for all the additional work – the successful conclusion made it all worthwhile.

I end up by thanking another extraordinary person who has recently left Support for Living – Chief Executive Nigel Turner. Nigel leaves a lasting legacy of an organisation renowned for its standards, values and care and I know he will be really pleased that we have had a successful merger. We know the times ahead will be tough given all the external changes and reductions in funding but we are well placed to continue to support ordinary people to achieve extraordinary things!

Eleri Ebenezer, Chair



This was another great year for Support for Living - only possible due to the extraordinary efforts of service users, families, staff and other partners working together to focus on what really matters to the people we support.

Throughout this report you will see featured examples of how individuals have gone that extra mile to support people to achieve their aspirations, have more choices and take greater control in their lives. These stories reflect what is at the heart of our work supporting people with learning disabilities and mental health needs to live in and be part of the community, gaining life skills, jobs and educational opportunities. While the challenges ahead are great, we are confident that by harnessing the ideas and creativity of service user customers, families and staff, we will continue to support more people to lead a life that is truly their own! I am delighted to have joined such a resourceful organisation well placed to respond to an increasingly tough financial climate with positive spirit and inspired to build further on the successes achieved to date.

Aisling Duffy, Chief Executive



George Venus with Lucy Harrison

“The training has helped us to understand Paul’s language and to use it to communicate with him. We’re still learning but it is helping us build a closer personal relationship with him. It has been a hugely rewarding experience and every family with a relative with complex needs can benefit.”

George Venus

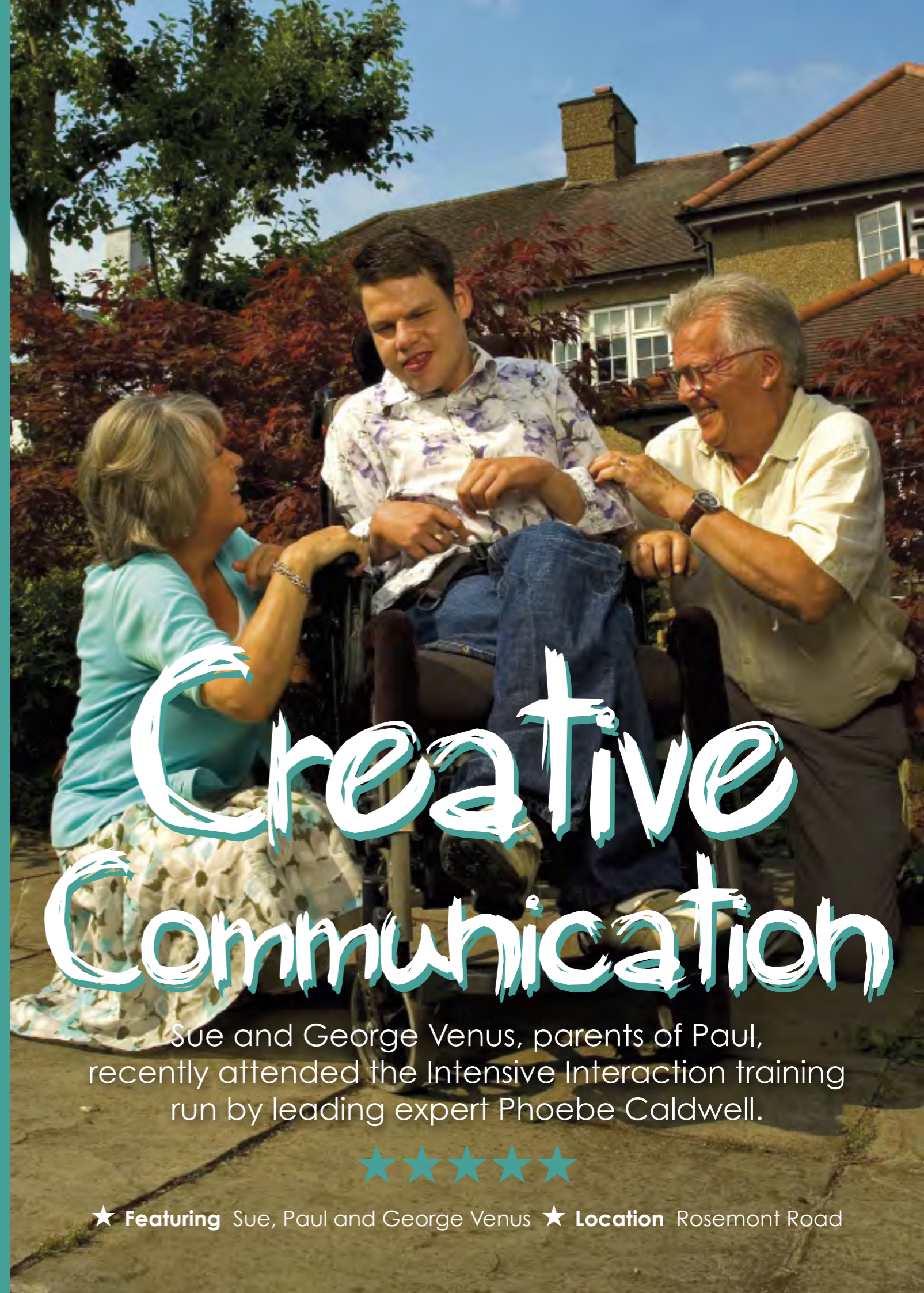
Creative Communication

Intensive interaction is a gentle, powerful way of connecting with people.

The focus is on each individual’s own communication style as the basis for interaction – often this does not involve words. The use of intensive interaction in all settings has been found to really enhance the quality of life for people with profound and multiple learning disabilities.

Support for Living is committed to ensuring that people with profound and multiple disabilities have the support they want and need. This work is already happening within the organisation and my post has been created to nurture its development and embed it into every day culture.

Lucy Harrison
Creative Communication Worker



Creative Communication

Sue and George Venus, parents of Paul, recently attended the Intensive Interaction training run by leading expert Phoebe Caldwell.



★ **Featuring** Sue, Paul and George Venus ★ **Location** Rosemont Road



Elsa Grigg with John Keaveny

“The Think Healthy event was amazing! Seeing over 300 people come to the event and listening to the feedback we received, just goes to show that there was a real need for something like this in the Borough. We will look at holding similar events in the future and keep the momentum going.”

Elsa Grigg, Project Manager

treat me right!

Multi-talented Kami Flora, Customer Finance Manager, uses her therapy skills massaging Philip Young, Chair of Ealing Primary Care Trust, at the popular Think Healthy Exhibition.



★ Featuring Philip Young and Kami Flora

★ Location Think Healthy Exhibition, Ealing Town Hall

Treat me right!

I was in hospital last year for a few weeks. I filled in a hospital passport while I was there. It helped the doctors and nurses looking after me know me better.

Once I got better, I started to work with Elsa on the Treat Me Right project. I have trained hospital staff – telling them about my experiences so that they can better support other people.

For Learning Disability Week we planned a ‘Think Healthy’ event at Ealing Town Hall. People from the hospital came and we had information about healthy eating, exercise and relaxation. People could have their hospital passport completed, get a massage, have their blood pressure checked and even play the Wii Fit!

Over 300 people came to the event. I am really proud that it was such a success.

John Keaveny
Treat Me Right Trainer





Philippa Hands with Bina Lad

“I recently joined Support For Living as the Manager of the Activity and Resource Centre and remain in no doubt that it was the best decision I have ever made. I have joined a creative team brimming with enthusiasm to support people to take part in interesting and exciting activities.”

Philippa Hands, Manager

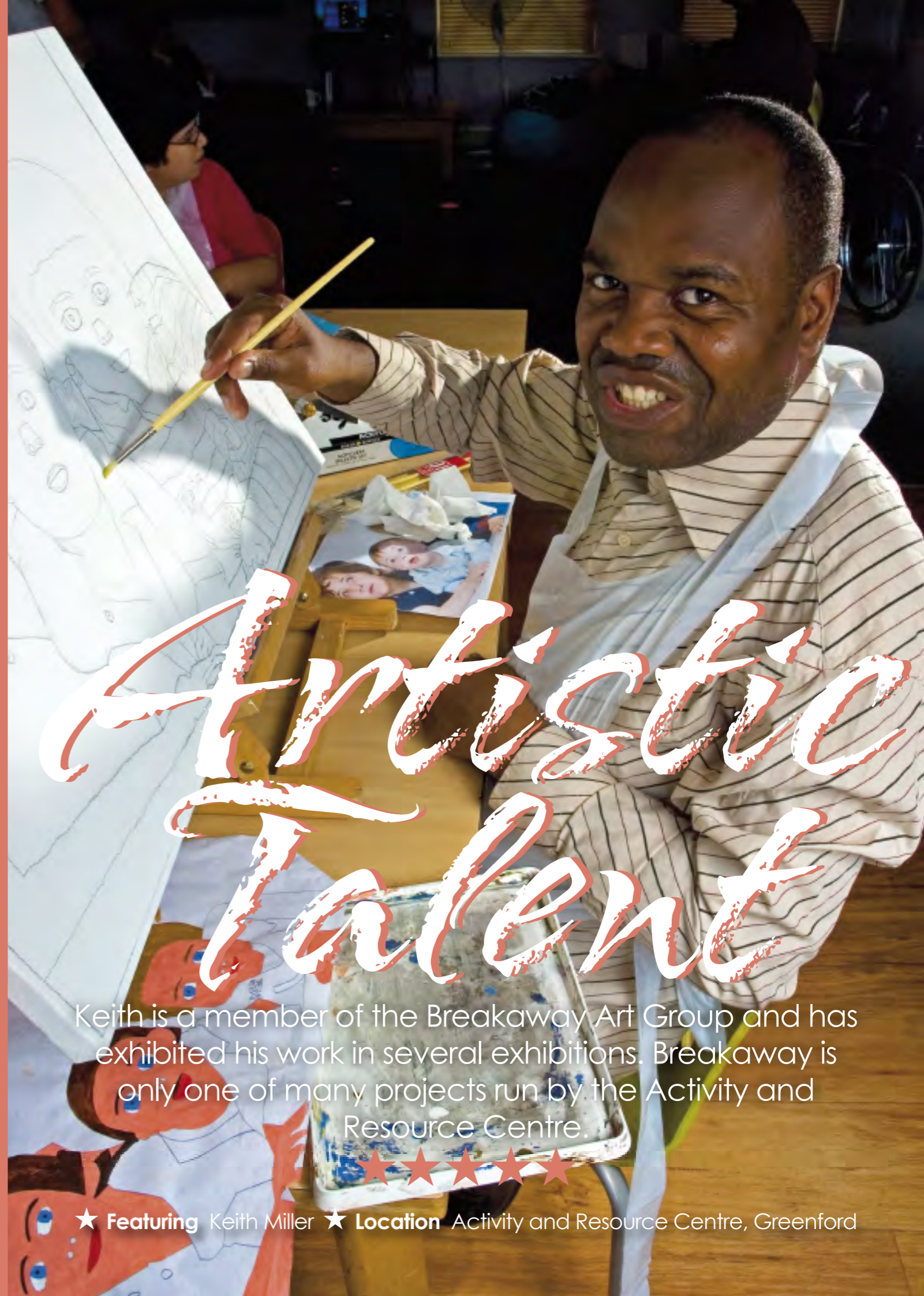
Activity and Resource Centre

The ARC always seems to be buzzing with plenty going on – whether it’s people making contemporary street art, cooking dishes from around the world, growing vegetables in the garden or returning excitedly after a day out exploring London.

Besides Breakaway, the ARC has many different projects on the go. These include supporting volunteer work, My Time, which provides bespoke activity packages for people aged 18-25, and Out and About, which supports over 120 people within Ealing to increase their opportunities to socialise and make new friends.

Work has already begun in earnest to explore what we can improve. Over the next year we will offer even more – in terms of resources and services – that people really want.

Bina Lad
Deputy Manager



Artistic Talents

Keith is a member of the Breakaway Art Group and has exhibited his work in several exhibitions. Breakaway is only one of many projects run by the Activity and Resource Centre.

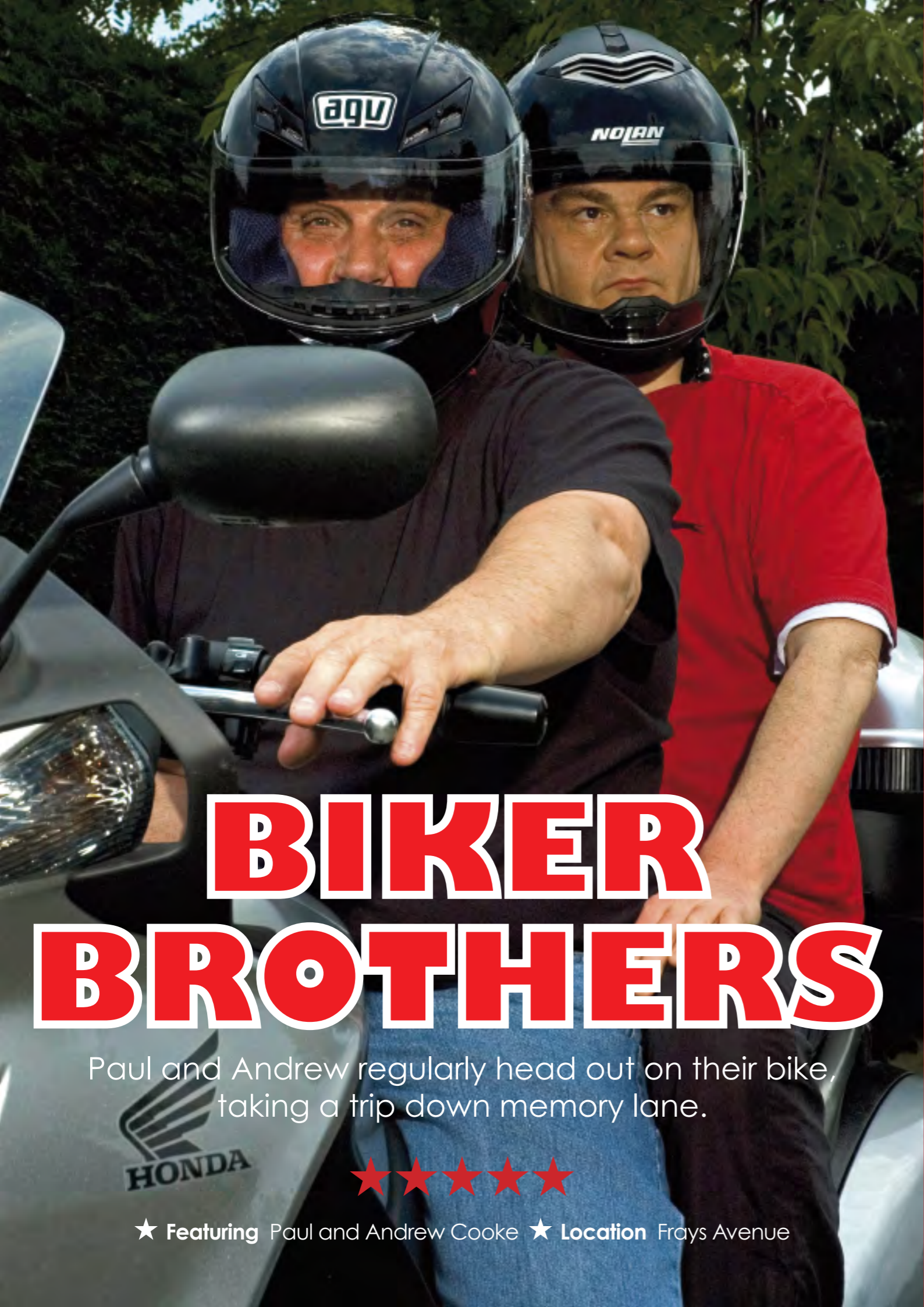


★ Featuring Keith Miller ★ Location Activity and Resource Centre, Greenford



EXCELLENCE AWARD WINNERS

- ★ The Brent Staff Team
- ★ Tara Gallagher
- ★ Laura Tully
- ★ The ARC Staff Team
- ★ Alina Babik
- ★ Jacob Ajei-Frimpong
- ★ Barbara McDonald
- ★ Debbie Wallace with Mya Lily
- ★ Derrie Evans
- ★ The Warwick Road Staff Team
- ★ Kami Flora
- ★ The Townsend Road Staff Team
(not shown)



BIKER BROTHERS

Paul and Andrew regularly head out on their bike, taking a trip down memory lane.



★ Featuring Paul and Andrew Cooke ★ Location Frays Avenue



Paul Cooke with Derrie Evans

“It is great thanks to Derrie for her persistence and encouragement to allow me to hire a motorcycle to enable both Andrew and I to enjoy our past together.”

Paul Cooke

Family Ties

With the introduction of person centred reviews, people have started to explore forgotten memories, and relationships are being renewed.

For brothers Andrew and Paul the review process has provided the opportunity to re-establish their relationship. Paul wanted to get to know Andrew properly again, but felt this could be difficult as Andrew is deaf and appeared to dismiss Paul when he visited. During a recent review, Paul was asked about what the brothers liked to do when they were young. He said Andrew used to love going on the back of Paul's motorbike and this was one of the few occasions when they seemed to connect. Andrew's support team and Paul worked together to recreate this memory. Biking with his brother is now becoming a regular occurrence and the bond between the brothers is growing once more.

The person centred review process is a great opportunity to explore and appreciate what is important to people and their families and friends.

Derrie Evans
House Manager

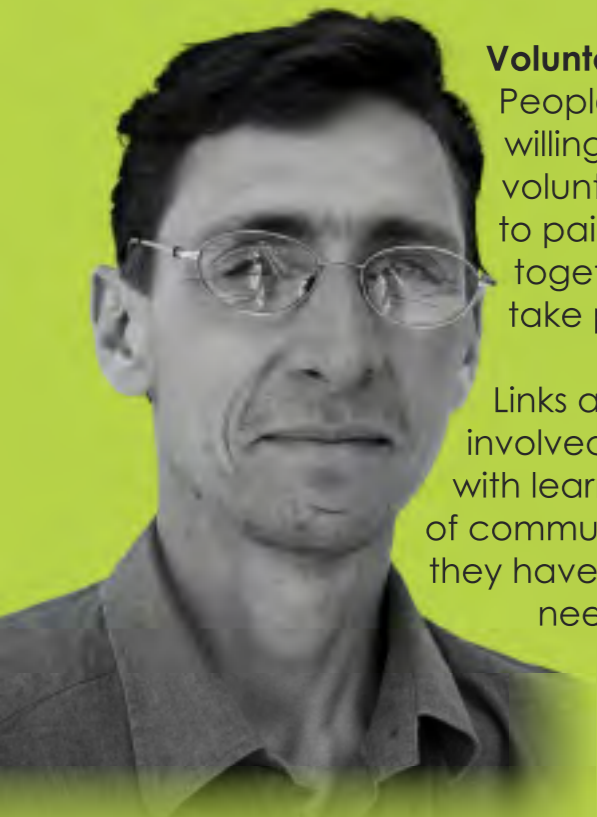




Sukdev Bansal with Daniel Rutland

“We really enjoy meeting up on our volunteering days and going to different places like Richmond Park. We do a good job! The best trip was painting the canal boat and then going out in it.”

Sukdev Bansal, Volunteer



Volunteering

People we support constantly inspire me with their willingness to have a go at something new on our volunteering events – everything from planting shrubs to painting narrowboats. It’s so rewarding to work together and see people grow in confidence and take pride in their achievements.

Links are created with other groups, benefitting everyone involved. Above all, we challenge the idea that people with learning disabilities can only be on the receiving end of community action. What I have seen convinces me that they have the time, enthusiasm and skills to offer – all that’s needed are the opportunities to use them!

Daniel Rutland

Breakaway Outreach Worker



VOLUNTEERING

The canal keepers scheme is a partnership between Support for Living and Thames21, enabling community groups to adopt a stretch of towpath.

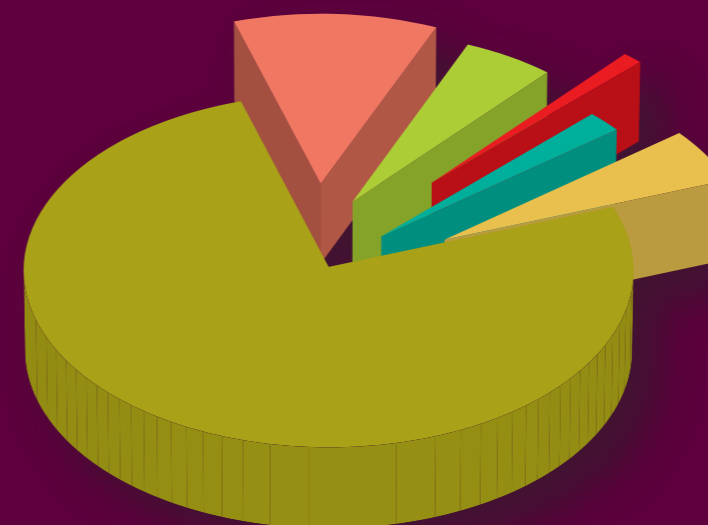


★ Featuring Sukdev Bansal ★ Location Southall Canal

FINANCIAL ACCOUNTS

	31 March 2010 £	31 March 2009 £
INCOMING RESOURCES		
Grants and donations	371,168	239,581
Rents and charges	1,085,165	879,294
Fees, service level agreements and grants	18,182,374	17,977,717
Investment income	7,790	164,767
Income arising from amalgamation	-	-
Other	235,451	298,312
TOTAL	19,881,948	19,559,671
RESOURCES EXPENDED		
Expenditure on grant aided projects	138,939	130,013
Residential care home costs	13,009,723	13,497,118
Supported living service costs	5,522,665	4,807,005
Other project costs	515,878	346,240
Governance costs	571,391	609,074
Other expenses	-	31,140
TOTAL	19,758,596	19,420,590
Net incoming/(outgoing) resources	123,352	139,081
Gains from property revaluation	-	467,882
Other fund movements	-	-
Total funds brought forward	4,293,734	3,686,771
TOTAL FUNDS CARRIED FORWARD	4,417,086	4,293,734
BALANCE SHEET		
Fixed assets	353,862	836,221
Current assets	6,494,481	5,943,178
Current liabilities	(2,431,257)	(2,485,665)
TOTAL ASSETS	4,417,086	4,293,734
Share capital	5	8
Restricted funds	87,816	37,872
Unrestricted funds	4,329,265	4,255,854
TOTAL FUNDS	4,417,086	4,293,734
Notes		
These accounts are subject to audit completion.		

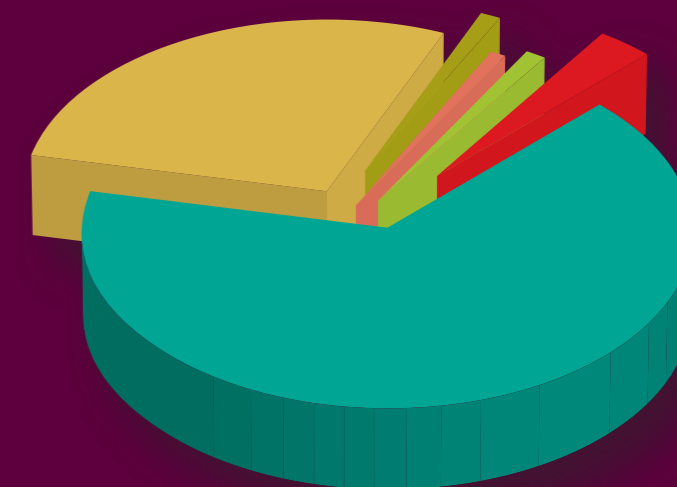
★★★ INCOMING RESOURCES ★★★



Contractual income	76%
Fee income	11%
Rental income	5%
Supporting people grants	5%
Grants and donations	2%
Other income	1%

★★★ RESOURCES EXPENDED ★★★

Residential care	66%
Domiciliary care	28%
Governance costs	3%
Outreach	1%
Maintenance	1%
Charitable projects	1%



A full set of accounts can be obtained from the Finance Department at Support for Living's Central Office.

SUPPORT FOR LIVING BOARD AS AT 31 MARCH 2010

Eleri Ebenezer, Chair
(SFL and SFLH)
Became Chair of Support for Living October 2008 after joining as Trustee October 2006. From 1996-2006 Chair of NHS Hospital Trust in Mid Wales. Former Councillor in Ealing serving as Chair of Social Services/Personnel Committees.

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.

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

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

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

Philippa Laughton, Vice Chair
(SFL and SFLH)
Former 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.

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.

George Venus
(SFLH)
Parent of a son with a profound learning disability. Extensive senior management experience in finance and IT. A Royal Mencap trustee and Chair of Mencap's Ealing group. Board member of several other local disability organisations and campaigning groups.

Kate Wolfsohn
(SFL)
An experienced corporate and commercial lawyer. Kate had a brother with learning disabilities.

SFL - Support for Living
SFLH - Support for Living Harrow

CURRENT COMMITTEES AS AT 31 MARCH 2010

Audit and Risk Management
Kate Wolfsohn, Chair
Lucinda Craig, Health and Safety Rep
Eleri Ebenezer, Ex-officio
Robin Fleming
Kate James
Philippa Laughton

Care Services
Kate James, Chair,
Eleri Ebenezer, Ex-officio
Philippa Laughton
Charles Newman
Mary Newman

Finance
Eleri Ebenezer, Ex-officio
Victor Sivagunam
George Venus

Human Resources
Philippa Laughton, Chair
Lucinda Craig
Eleri Ebenezer, Ex-officio
Robin Fleming

SENIOR MANAGEMENT TEAM AS AT 31 MARCH 2010

Carolyn Berry
(Acting)
Care Services Director

Paul Collis
Finance Director

Steve Crelley
Human Resources Director

Jan Harris
Care Services Director

Mary Schumm
Care Services Director

Marianne Selby-Boothroyd
Improvement and Development Director

Nigel Turner*
Chief Executive

Henlie van Rooyen
Projects Director

*Nigel Turner left Support for Living on 9 April 2010. Aisling Duffy joined the organisation on 1 April 2010 as the new Chief Executive.

THANK YOU



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

- ★ The David Solomons Charitable Trust
- ★ The Gerald Micklem Charitable Trust
- ★ The Albert Hunt Trust
- ★ The Henry Smith Charity
- ★ The Baily Thomas Charitable Fund



A special thanks to two other companies:

Jackson Gilmour for providing fabulous food at the private viewing of Breakaway's 'therefore I am' art exhibition at the PM Gallery and Marks and Spencer who generously donated items for the very successful Think Healthy Exhibition held during Learning Disability Week.



Thank you to all the people who helped write the articles and the service users and families who appeared in the photos.



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



A SUPPORT FOR LIVING PRODUCTION

EXTRAORDINARY
PEOPLE



Paul
Venus



Kami
Flora



Keith
Miller



Andrew
Cooke



Sukdev
Bansal

This report shows the exceptional people at the heart of our work who are prepared to go the extra mile.

On 31 March 2010 Support for Living (Harrow) Ltd was amalgamated into Support for Living Ltd.

Registered Office address:

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Tel: 020 8354 5900 Fax: 020 8354 5911

info@supportforliving.org.uk

www.supportforliving.org.uk

A charity incorporated as an Industrial and Provident Society No. 27062R

A member of the National Housing Federation

Group VAT. No 991 2415 14

Bankers

National Westminster Bank

Auditors

Beever & Struthers
3rd Floor
Alperton House
Bridgewater Road
Wembley
HA0 1EH

Solicitors

Lewis Silkin
5 Chancery Lane
Clifford's Inn
London EC4A 1BL

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We care about the environment.

This Annual Review is printed in the UK with biodegradable vegetable based inks on Regency satin, FSC certified paper, helping to reduce the amount of waste that goes to landfill.