

Nansen Highland Annual report 2014-15

Chairperson's foreword

Foreword

Nansen Highland continues providing services to individuals with learning disabilities and the families. Our objective is to facilitate the individual's personal growth and prepare them for more independent living in the community.

Redcastle Station provides a base for a variety of activities, some of which are primarily educational and others which are of a more practical nature. We provide a residential base in Beauly at Fram House where 4 of our service users are resident.

This year has also finally seen the closure of the live in accommodation at Borlum Farm in Drumnadrochit. Although this has served us well in the past it was recognised a few years ago that it was no longer fit for purpose.

I am delighted to report that having purchased and upgraded our new property at Tigh na Cloich in Muir of Ord all 4 of our service users have made the successful move from Borlum Farm to their new home.

In addition the Nansen Housing Support service is now well established and is successfully supporting 3 young people to live in their own tenancies with support structured around their individual needs and aspirations. We see this service as an important part of the organisations on-going development.

We will continue to listen to the young people we support, their families and carers as we continue to develop and seek new opportunities. I can report that we are currently looking at ways in which we can support the views of our service users to be heard and represented at Board level in a productive and meaningful way.

None of this of course is possible without a great staff team and I and the rest of the Board of Trustees wish to record our thanks and appreciation for their continued loyalty and excellent work practices.

This has been a particularly challenging twelve months for a variety of reason and without the dedicated support of the staff and Trustees we would not have overcome many of the challenges we have faced.

It is with great confidence that we look to the future and taking the organisation forward in a positive way.

Peter Mulvey

Interim Chairperson

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A bit of history

Nansen Highland in Scotland is a non-governmental organisation and a company with charitable status, originally motivated by the life and work of the Norwegian humanitarian and explorer Fridtjof Nansen. He was a Norwegian explorer, scientist and diplomat. Nansen was awarded the Nobel Peace Prize in 1922 for his work as a League of Nations High Commissioner.



Fridtjof Nansen
1861-1930

The organisation first established its presence in 1969 in Herefordshire. Nansen International Children's Centre (NICC) provided holidays for children from the inner cities. The centre was run on a purely voluntary basis and ceased its operations 8 years later.

The organisation moved to the Highlands in 1991 under the name of The Nansen Society. The Nansen Society changed its name into Nansen Highland on 1st of April 1999 and became a Scottish charity.

Nansen Highland took over the service delivery of the Bridg'it Venture, based in Drumnadrochit on 1st January 2009. The service was split in two separate services, The Lodge (Nansen), the residential establishment and The Venture, the day training facility.

Who we are

Patron: Eigil Nansen, Fridtjof Nansen's grandson.

Board of directors

The 5 non-executive directors of Nansen Highland come from a variety of backgrounds, bringing a wide range of experience to Nansen Highland.

-  Chairperson: Peter Mulvey, supported employment and his son attends Nansen.
-  Nicki Walsh; member of the human resource department with a local authority. Nicki's daughter attends Nansen.
-  Donna Henderson, independent consultant and Occupational Therapist
-  Jacqueline Turner, HR consultant. Joined March 2014
-  Secretary: Bart Lafere, social worker

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Management team

The daily management of Nansen is in the hands of the management team. Each service has its own senior manager, to ensure the smooth operation of the service.

-  Director, Bart Lafere.
Bart started his career with Nansen in 1993 as a support worker and became director in 1996. Bart is qualified as a social worker and obtained the registered manager's award. He is a qualified practice teacher and is an instructor in non violent crisis management. To ensure internal quality control, he has the internal assessor and verification awards awarded by SQA.

-  Project manager, Sarah Welch
Sarah started her career at Nansen in 1997 as a support worker and became project coordinator in 1998. Sarah is qualified as a social worker and is an internal assessor.

-  Senior training support worker, Redcastle Station, Dieter Devriendt
Dieter started his career at Nansen in 2004 after a successful practice placement. Dieter is a qualified social worker and has achieved his internal assessor's award. Dieter became senior training support worker for Redcastle Station after a restructuring of the organisation in 2010.

-  Senior residential support worker, Fram House, Mariusz Stefaniak
Mariusz started his position at Fram House in March 2014.
Mariusz first started in Nansen as a training support worker located at Redcastle Station in 2007.

-  Senior residential support worker, The Lodge, Vicky Millar
Vicky started her career with Nansen in 2009, when Nansen took over the Bridg'it Venture in Drumnadrochit. Vicky, a qualified nurse, became senior residential support worker of the Lodge after a restructuring of the organisation.

-  Senior housing support worker, Ulrike Cornil
Ulrike started her career with Nansen in 1999. Ulrike is a qualified social worker and assessor.

The majority of the staff team remained unchanged.

The staff leaving employment were Angus Macadam, Elspeth Nicolson and Carole Macleay due to the end of a contract

Student placements:

Nansen Highland continues to offer training to students in the field of social care. Inverness College (Social Care NHD), Robert Gordon University, the Open University and Caledonian University (Degree Social Work) have placed students for their experience at Nansen Highland. Nansen also offers student placements to

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international students, mainly from Belgium. In the past, students have been received from Holland, Spain and Austria.

Nansen has an in-house qualified practice teacher available to aid these placements. This year, Rubun Cornelus, from Belgium conducted his placement at Redcastle.

Our work, performance

Specialised Day Training

Nansen Highland offers a specialised training package to young people with extra needs. These young people may not have the chance to learn the different abilities that people need to find their way in a complex society, such as the abilities to read and write; the ability to understand and work effectively within society's rules and values, the ability to organise one's daily life, and the ability to cope with difficulties at home or at work. We aim to offer the young adults the opportunities they deserve to develop into stable, self-confident and socially minded individuals.

With this aim, emphasis is put on developing job skills, life skills and social skills for their future.

The day training is delivered in a refurbished disused train station at Redcastle



The day training centre at Redcastle Station

Residential Care Home

As well as the training centres at Redcastle Station, Nansen Highland runs two residential centres, Fram House in the village of Beaully and the Lodge in Drumnadrochit.



The residential care centre in Beaully

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Each person will follow a specially designed individual training programme, which will have been decided upon with young adult, careers officer, parents, social worker etc. The aim here is to help young adult develop the skills that will be most valuable to them in the future, whether these are social skills, vocational skills or both.

The vocational and non-vocational training are not freestanding projects within Nansen Highland. They are closely and carefully interlinked tools to enrich the whole personality of the individual.

As we explained in the introduction, our aim is to arm young adults with the tools that they will need to understand the complex society we live in and to react according to the unwritten rules and expectations of that world.

This crucial understanding is a necessity for the independence the young people endeavour to achieve in the future, no matter what the final level of independence may be. No time limit is set on this exploration. Young adults will receive the time they need to achieve this at their own pace.

Therefore, every person joining Nansen Highland is offered a combination of vocational and non-vocational training. The time spent on each is carefully considered at the beginning of the placement and evaluated, reviewed and if necessary adjusted at reviews and/or staff meetings.

The accommodation at Fram is designed for five residents, each having their own bedroom and en-suite facilities. One room is designated as a double room for couples only. Combined facilities of kitchen, lounge and sitting room are available on the ground floor. The emphasis is on further development of free-time management, domestic skills, interpersonal and social skills to enhance their capabilities for progression to supported housing or independent living.

Fram House lent its name from Nansen's exploration ship, which translated from Norwegian means 'Forward', which encompasses our philosophy in one word. We are not intended to retain our residents, but prepare them to move onwards!



The Fram, in the Fram museum, Oslo, Norway
www.fram.museum.no

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This year, we have found new premises and we have moved in February to the new premises. The new building, Tigh Na Cloich, is located the village of Muir of Ord, on the Black Isle. The accommodation is designed for 4 residents with en-suite rooms. The property is near the local amenities with shops, bus and rail links, pubs and so on.

The centres are not isolated from the day training. The method of interaction is more informal and the input of the residents is encouraged in the running of the unit. Regular activities are organised to ensure and promote contact with parents/guardians and residents chose to return home for a weekend.

Within the residential care at Fram House and Tigh na Cloich, our aim is to provide a safe, secure, stimulating and caring environment whilst also respecting each person as an individual. We strive to promote opportunities for each young adult to develop and plan for their own future.



All centres run at 100% capacity. Nansen offers a joint programme of training and residential support, and this means that the number of residential young adults is constrained by the availability of places at the day centre.

Nansen offers a respite service to young adults attending the day training centre. The availability of this service depends on the availability of beds. This facility is currently offered at Fram House only.

The local authority's education department and careers service are aware that Nansen Highland is running at full capacity, and consequently are making referrals early.

SQA units, Young adults' training programme

Nansen has continued to develop its young adult training programmes, within the changing context of SQA, and various new units have been developed.

The tables show the number of units young adults have been enrolled in, successfully finished and withdrawn from.

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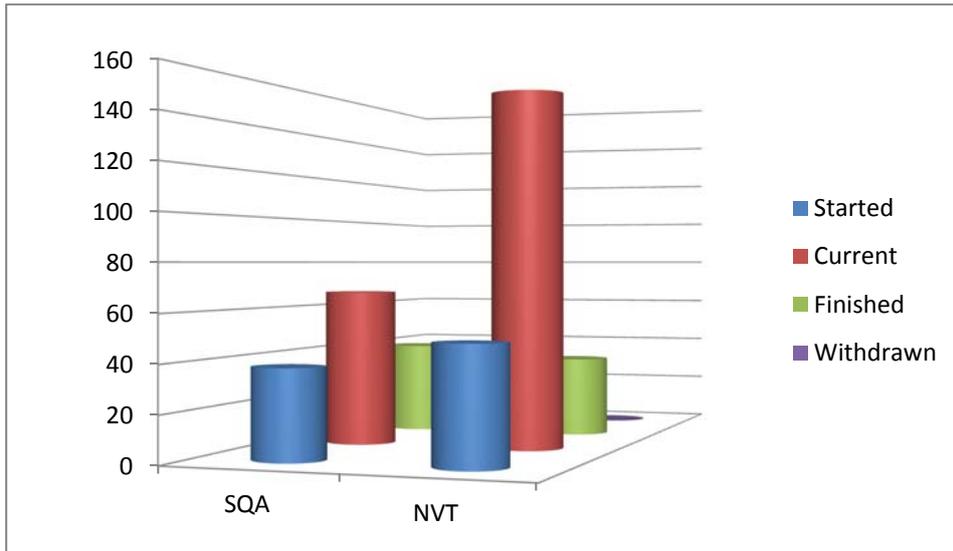


Fig 1, the units



The full list of units offered can be found on our web site:
www.nansenhigland.co.uk

SQA, new units

No new units have been devolved this year. The units 'healthy basic cooking' and 'office' have been updated and approved by SQA.

Work placements

Work placements are an integral part of our training package. The following work placements were successful and we appreciate the help of the organisations involved:

-  New Start
-  Red Poppies – Dingwall
-  McColls Shop – Dingwall
-  PDSA – Inverness
-  MacGregor – Inverness
-  Yes Shop – Inverness
-  Rowan Café – Dingwall
-  Williamson's Fruit and Veg – Inverness
-  Pringles Woollen Mill – Inverness
-  Munloch Animal Aid – Munloch
-  Eden Court – Inverness

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International links

IPSOC (Belgian university for social workers)

Every year, IPSOC, an educational organisation for Bachelors in Orthopedagogics (social workers) in Belgium, organises a study trip to Scotland. The visit is primarily focused on establishments in Edinburgh and around the Inverness area.



The main purpose of their visit is to explore the way care is organised in different organisations and to draw comparisons with the way care is organised in Belgium. (<https://www.vives.be/international>)



Every year, an International Week is organised where a Nansen delegate is invited to give an explanation on the Scottish Care systems and Nansen Highland.

Our work, challenges

The main challenges that we face as an organisation are the financial pressures that we face.

We are aware that the status quo of the funding that we receive from the local authority for the day training remained. A slight increase in funding of 2.5% for the residential services was received. No increase was received for the housing support service.

Staff retention

The most important an organisation has is its staff. The board of non executive directors value the high standards our staff has and are aware that the staff have received a modest pay increase of 1.5%, despite the increase of inflation, measured by some sources up to 2.8%.

Quality of services

It will become a challenge to keep the quality of our services to the high level we currently provide and retain the quality grades received from the Care Inspectorate reports.

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Our plans

Nansen Housing Support

The face of residential care is changing at a quick pace.

We have recognised that a new service is needed, with the emphasis on care in the community.

To help to support our residents to move on from very structured residential care in Fram House and Tigh Na Cloich, we have successfully applied for the registration of a home support service.



Duke of Edinburgh Scheme

The scheme has been successful with the young adults at Nansen Highland.

3 young adults finished their bronze award, whilst 2 are finalising their bronze award
A group started their silver award with 7 members.

Our commitments

Quality service delivery

As mentioned before, it will become a challenge to keep the level of our service delivery to a high level, but we make it our commitment to strive to retain that level of service delivery.

The aim of our services are primarily to enable our young adults and residents, to the best of our abilities, to integrate in society. Perhaps living in their own accommodation, shared or not and to provide them with a worthwhile and stimulating activity, on a voluntary basis or in a paid function.

It is also our aim to provide support for the parents or carers of young adults and residents, through training events, parent evenings and through organising social events.

European framework for Quality Management

This framework is a self-assessment framework that measures the strengths and the areas for improvement of an organisation. The areas explored are all the activities across the service. The model is used throughout Europe and beyond.

New questionnaire are distributed to all stakeholders. The results are published in our newsletters which can be found on our website.

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Staff Training programme

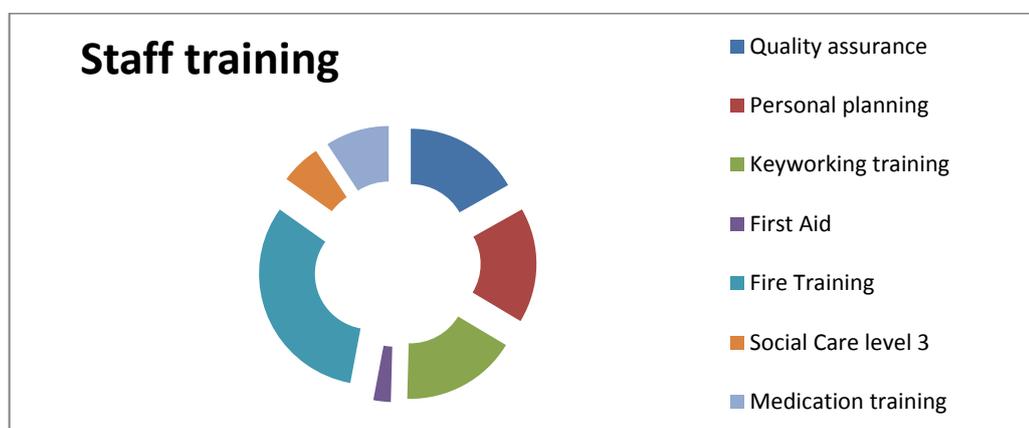
Staff training remains an important issue for our organisation. Our accreditation to deliver the Social Care 2 and 3 levels to our staff, will enable us to work towards and obtain the minimum qualifications as set out by the Care Inspectorate and the Scottish Social Services council (SSSC).



We have 7 staff on the training scheme.

The senior management are currently undertaking their Manager's award with the Open University.

Other training attended by staff included:



Our finances

Various donations of parents were also received to the order of £ 1,221.

Many thanks!!

Grants received

Forbes Charitable Foundation, in aid of Tich Na Cloich	£ 5,000
Lottery grant, in aid of the employment project	£ 9,845
People Postcode Trust, in aid of the erection of a poly tunnel	
And partnership with Aigas Field centre	£ 7,975
Total	£ 22,820

Fundraising and donations received.

5K fun run	£ 839
Donations in cash	£ 192.5
Howdens	£ 200
Private donation	£ 1,110
Private donation	£ 111
The Recycling Factory	£ 21.65
Paypal giving fund	£ 10.59
Total	£ 2,484.74

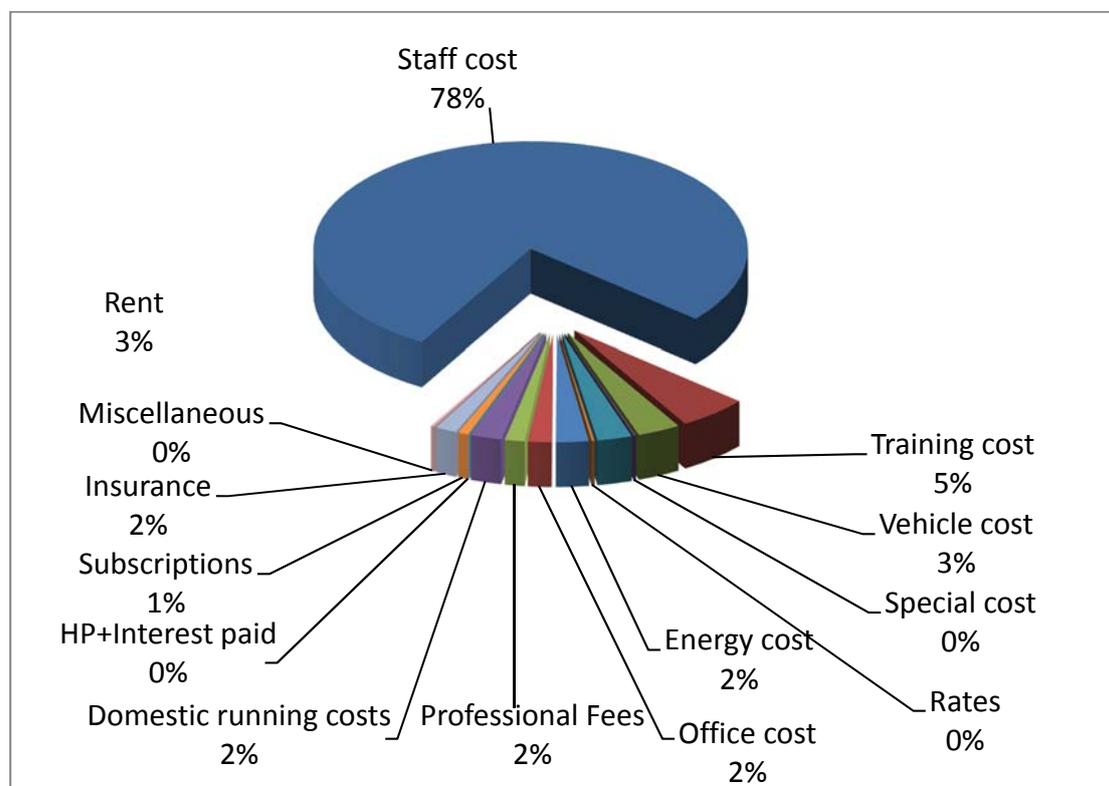
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The solar panels at Fram House has generated £1,901 since their installation in the summer of 2012.

Balance sheet

Fixed assets	£ 390,142	
Net Current assets	£ 44,639	
Total assets less current liabilities		£ 250,898
Current liabilities		£ 183,883
Current assets less current liabilities		£ 139,244
Surplus and Loss		
Income	£ 519,862	
Overheads		£513,313
Surplus and loss	£ 6,827	

We have made a surplus of £ 6,827 during the year, which is retained within the charity. The surplus is 1.3% of the annual turnover.



The diagram shows the proportioning of the overheads, with the wages taking the majority of the expenditure at 78%.

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5 new young adults have started their training with Nansen in between April 14 and March 15.

5 young adults have indeed moved on to other ventures. One moved into their own tenancy situation, one moved on to other services, one to long term work experience and college.

One young adult's transition was terminated due to changes in the care package. We wish them all the very best.

Aims 2015-16



The aims for the next year include:

- Increase the organisation's public relation activities and enhance its profile with various local authority departments, including social work, education, etc.
- Review the training programmes
- Provide full-time training for an equivalent of 21 or more full-time trainees.
- continual implementation of the framework of the European Foundation for Quality Management
- consolidate the new service, Nansen Housing Support
- explore the feasibility to provide services in Ullapool