



ANNUAL REPORT 2010-2011

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Executive Report

Introduction

Colebrook is a not for profit organisation established in 1983 and is registered as an Industrial and Provident Society. The organisation delivers services in Plymouth city and the Caradon area of Cornwall.

Colebrook Housing Society exists for the benefit of the community to promote inclusion and independence for vulnerable people and the local communities of Plymouth and surrounding areas.

During 2010/2011 the Management Committee has continued to review and monitor the Business Plan and performance of the Society within the sector.

There is no doubt that this year has been a significant period of change for the Organisation and stakeholders mainly due to the procurement activity within the city, outcomes of the comprehensive spending review and the current economic climate. The organisation has responded to this in several ways:

Governance

The Management Committee have continued to regularly review governance and reporting mechanisms with a key focus on assessing the potential risks to the organisation and how to manage these effectively. This has been achieved by looking at existing and new services and factors which may affect how these services are delivered. This has enabled Committee Members to have increased awareness in terms of assessing viability of bids and tenders as well as focusing on cost efficiencies in order to maintain a sustainable infrastructure. We have seen some changes in membership and continue to strive to involve users at all levels. We are currently developing an overarching strategy for user involvement.

Financial Management

The organisation now has a clear funding strategy as well as regular review of reserve levels and investments. On assessing each opportunity we seek to implement at least some elements of full cost recovery and to widen our funding streams to provide a better mix of funding. Some work has also been undertaken on possible fundraising initiatives to generate new income. We have utilised two small streams of legacy funding from the Felonious Mongoose Fund and the Promoting Independence Fund to help individuals to improve their quality of life and journey to independence. We continue to develop robust policies and procedures for effective financial management at all levels.

Procurement Activity

The last twelve months has seen significant changes to services. We have been successful in getting on the Learning Disability Framework and winning the Generic Floating Support Tender. The current nature of commissioning and procurement means that our key focus has been on retaining our core business activities rather than expansion and developments.

Restructuring, Redundancy, Cost Efficiencies (Streamlining Services)

The organisation has gone through some major restructuring exercises within both infrastructure support and floating support/learning disability services.

The changes have been made as a result of decommissioning of some services, the re-procurement and the move away from block gross contracts for some services. These changes have inevitably presented challenges to the organisation as any significant contract change or loss not only affects front line services but also contributions to infrastructure. However we have completed phase one of this exercise to ensure services are fit for purpose and that a stable infrastructure is maintained.

Executive Report (cont.)

Partnership Work

This year has seen more positive developments across the organisation in partnership working with frontline services, in developing partnerships and reaching new communities. For example Ecominds – Pride and Prejudice Project has worked across the city with local school children, local gardening and horticultural projects, carers, people with experience of mental distress from all backgrounds to improve local spaces for local people.

In addition to this the organisation has been involved in work across the city with other third sector organisations and user groups and individuals to help influence and develop the user led organisation work in Plymouth.

We have also been developing our work more closely with colleagues in health for example working with NHS professionals re carers awareness training. Plymouth Local Involvement Network (LINK) and Plymouth Involvement and Participation Service (PIPS) have continued to work with colleagues across health and social care to influence and improve services for local people.

Consolidating Practice

In the last year we have also been revising some of our policies and procedures and practises e.g. Performance Management, Contract Monitoring and Quality Assurance work. In 2011 the organisation will re-apply for its Investors in People and continue to work towards PQASSO accreditation.

Frontline Services

Carers Champions

Carers Champions have strengthened partnership work across the city in the third sector, health related work with health professionals and also taken on some short term work e.g. stroke awareness workshops, carers involvement, developing support to carers across the city and working to improve the quality of life for carers. We have also increased the amount of welfare benefits and money advice work to carers. In addition to this we also pass on useful funding information to carers groups/parent carers.

Plymouth LINK

Plymouth LINK continues to be successful in achieving its aims and objectives and encouraging local people to get involved in service feedback, design, delivery and improvement. There are plans to work with the local authority to achieve pathfinder status in the transition to HealthWatch.

PIPS

PIPS members have continued to play an active role in Mental Health partnership work across the city. In 2010 PIPS held a “Mind Matter” event which was attended by 32 organisations and over 2,000 people. This day was to raise awareness of mental health and wellbeing for Plymouth citizens.

Accommodation Services

The accommodation services has commenced a remodelling exercise to ensure strategic fit particularly across mental health services and to respond to the personalisation agenda by offering more flexible support hours across supported housing services.

Outreach and Tailor Made Support

This new team now encompasses Tailor Made Support clients, Generic Support Services and clients accessing support in a framework agreement. These services now offer greater flexibility of support times for clients.

We will continue to focus on remaining cost efficient in the market place. We have also gone through the Care Quality Commission (CQC) registration process and we are now CQC registered as a provider.

During the last year we are proud of some of the smaller initiatives which we consider have made a difference to stakeholders for example:

“Have a Heart Day”

This was a one day event for the public, targeting people with learning disabilities, carers and partner organisations with a focus on raising awareness of risk factors in relation to heart disease and health promotion.

Health and Wellbeing Fund

The organisation has been successful in achieving funds to promote staff health and wellbeing and in 2010/2011 we ran a series of workshops on:

- Feeling OK – Keeping Good Mental Health and Well-being
- Work/Life Balance
- Healthy Activities
- Staying OK – Changing Times

This funding has enabled us to support staff in an ever changing environment and develop some useful resource packs for staff.

Reaching new communities and promoting independence

From 2009 to 2011 the organisation received some legacy funding and now has two funds set aside to help promote independence and opportunity.

The Promoting Independence Fund enables individuals to access training, support, mobility and social aids and tools to develop independence.

The Felonious Mongoose Fund continues to support a small number of people to improve their IT skills with a new focus on volunteering, back to work activity.

The organisation has also been successful in securing a small start up pot of funding for a “Job Club” – this club will support clients of Colebrook services to build confidence and develop their skills to become more active in their communities through volunteering and work opportunities.

We once again wish to thank everyone involved in the Society in the last year for all their hard work and commitment to meet our mission statement.



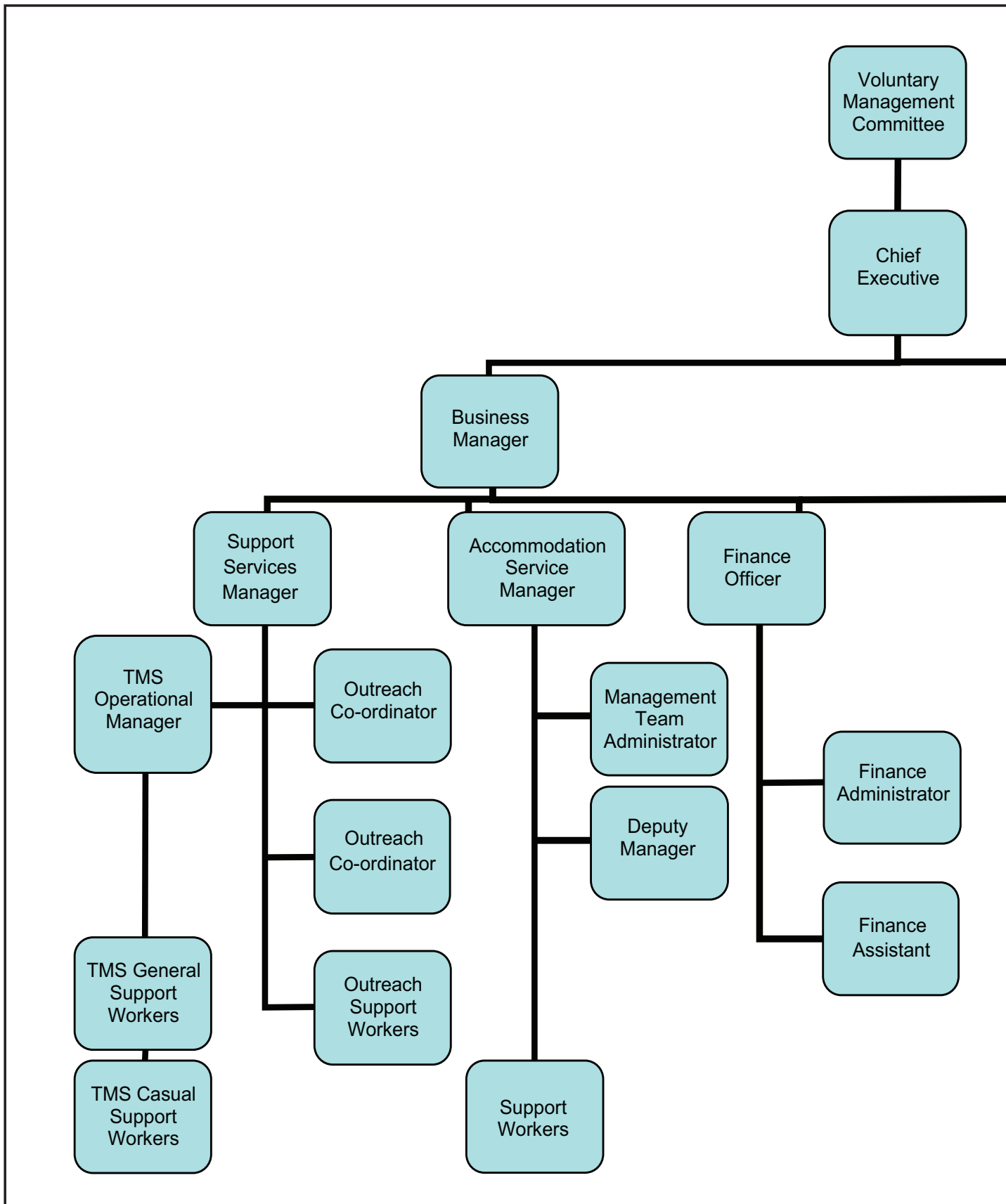
Gary Sargent
Management Committee Chair

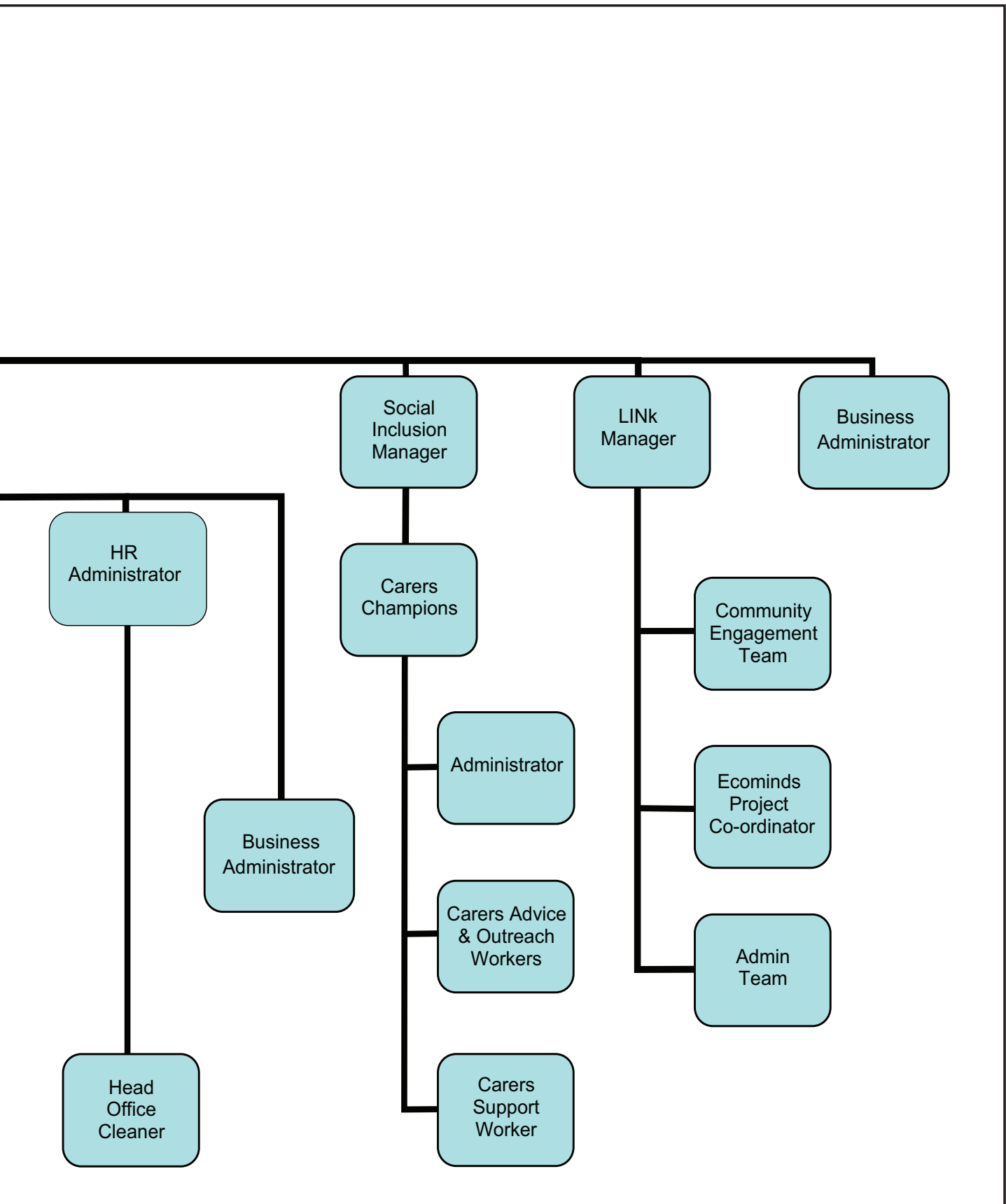


Desanne Coleman
Chief Executive

Who's Who

Organisational Chart as of 31st March 2011





Management Committee

A voluntary Management Committee continues to govern the organisation ensuring that it utilises its funding and resources effectively and takes decisions in the best interest of its clients and the future of the organisation. There has been some change to membership over the last 12 months.

As of 31st March 2011, members were:

Chair	Gary Sargent
Vice Chair	Jackie Seymour
Company Secretary	Margaret Garcia
Committee Members	Trevor Paul
	Lynne Lang
	Eileen Marshall
	Paul Williams
	John Miskelly
	Jonathan Hammond
	Tom Rickman
Co-optee Members	Mike Tozer

Here are some statements from members of the Management Committee about their experiences;

Jackie Seymour (Vice Chair)



When I first saw Colebrook's advert asking for volunteers to join the Management Committee I was immediately interested: a local organisation promoting inclusion and independence for vulnerable people, but I did wonder how much of an active contribution I could make. However, after meeting with Desanne she quickly made it clear that Colebrook would welcome my Human Resources experience and skills, and the thorough induction ensured I had a good understanding of Colebrook and the role of Committee members.

Since attending my first meeting in January 2008 I have seen many changes, both on the Committee, which has grown in numbers (although we are always looking for more Co-opted members), and within the sector. This has been a challenging year for Colebrook but all Committee members have areas of expertise to offer, which results in lively and interesting meetings. After becoming Vice Chair last year, my own contribution has increased with more opportunities to use my specialist knowledge.

My involvement with Colebrook has given me valuable insight into working with another organisation, and I believe the next year will bring exciting opportunities for Colebrook. I look forward to continuing to support Colebrook's management, Chair, and Management Committee in their aim to continue developing and delivering quality services.

Jonathan Hammond (Committee Member)



Having spent thirty years working with young people and young adults in both residential and education settings, I was delighted to be offered the opportunity to put my management experience into practice and join the Management Committee.

My delight was soon accompanied by a sense of wonder as I began to understand what an important role the staff and clients at Colebrook played in the large and complex community of Plymouth and surrounding areas. An organization whose name I was only vaguely aware of gradually revealed itself to be a many layered, involved, proactive and responsive service provider, staffed by some very hardworking and committed employees and volunteers and valued by its many clients.

The range and quality of the established members of the Management Committee has meant that they have been able to respond to the challenging and changing economic and political climate by offering their support to the organisation's very hardworking senior management and staff base. It is clear that all organisations such as Colebrook will continue to face more challenges in the future, but in my short time here I have become convinced that the Staff, Senior Management Team, and Committee will rise to the challenge.

Membership

We continue to work with the Committee to assess its strengths and identify areas of skills gaps, growth and development. We try to achieve this in many ways e.g. through induction, training and development and recruiting new members.

The last year has seen considerable change in membership as we continue to achieve this. We are currently working to recruit new members and client members. If you would like more information please contact Kerry Thompson, Business Manager, at committee@colebrookhousing.co.uk.

Balance Sheet

BALANCE SHEET 2010/2011

(AS OF 31ST MARCH 2011)		
	£	£
Fixed Assets		472,936
Current Assets	817,252	
Creditors: Amounts falling due with one year	99,401	
Net Current Assets		717,851
Total Assets Less Current Liabilities		1,190,787
Capital and Reserves		1,190,787
Funds		1,190,787

Funds include the properties which we own and therefore do not directly represent cash that could be available for spending.

The summary of financial information shown is not the full statutory accounts but a summary of selected information relating to both the balance sheet and income and expenditure account. The full audited financial statements from which the summary is derived have been approved by the Management Committee on the 13th July 2011. The full accounts, including the Auditor's Report and Committee Members' Report can be obtained from the registered office.

INCOME AND EXPENDITURE 2010/2011

(AS OF 31ST MARCH 2011)		
INCOME	£	%
Charges to Clients	247,335	13.90
Supporting People	1,009,269	56.85
Restricted and Other Income	518,470	29.25
TOTAL	1,775,074	
EXPENDITURE	1,760,264	
Operating Surplus	14,810	
Interest Received	(2)	
SURPLUS	14,808	

Quality Assurance

Over the last year we have continued to maintain our quality assurance awards and kite marks working to the same high standards.

This year has seen some significant achievements for Colebrook.

The mental health project in Cornwall, Duncan House, has been reviewed and achieved level B in all areas of the quality framework. Thanks to the hard work of the staff in Duncan House, the support given to clients continues to meet a high standard.

We also registered with the Care Quality Commission (CQC). The CQC is a regulator of all health and social care services, monitoring services to make sure they meet good standards of care. Colebrook has been assessed against the standards and passed and is now registered as a provider.

Care Quality Commission registration will enable Colebrook to offer new services, work with more people and keep growing as health and social care services in Plymouth and continue to change.

This year we have also started to plan for our Investors in People assessment and achieving accreditation for Colebrook in the PQASSO (Practical Quality Assurance System for Small Organisations) Quality Mark due in the summer.



Statements From Services

Well this has been another exciting year of change!

Following several rounds of procurement and remodelling there have been changes to some of the services we deliver, and some that we no longer provide. To remain competitive, provide an efficient service for clients and account for the contract changes, we also undertook a team restructure exercise. We now have Outreach and Accommodation Services Teams.

Manager – Shelley Sanderson

Outreach Service =

- Tailor Made Support Service
- Learning Disability Framework Service
- On Track Floating Support Service (formerly generic support service)

Manager – Chris Penfold

Accommodation Service =

- North Cross
- Stanley House
- Duncan House
- Mildmay Street
- Amity Place
- Seaton Avenue
- Housing Management
- Out of Hours
- Mental Health Floating Support (until June 2011)

However it is also an exciting time as we won the 'Generic Floating Support' contract and we were the TOP provider in Plymouth on the Learning Disability Framework.

It has been a challenging time for clients and staff through the transition – and we thank everyone for their patience and support. We know that the future will continue to hold lots of changes; we look forward to meeting our contract commitments and continuing to provide a quality service to all our clients.

Over the years with my support I have gained the confidence to do all the above things that I couldn't do before. I would just like to thank everyone who has been involved in my support over the last 4 years.

One thing I thought was really useful was that when my Manager changed I was given a direct telephone number to get through directly to them – that's really helpful

Accommodation Support Team (AST)

In our Annual Reports we often talk about the amount of change that has happened over the previous year but this year has surpassed all in recent memory. The first half of the year ran smoothly enough and we achieved good outcomes across all our services with clients achieving many goals and many moving on to more independence. We have had good feedback from clients including:

I get on with everyone and I am glad to have the support to carry on with my journey of recovery which means a lot. I just want to say thank you to all of Colebrook

My support workers have supported me with lots of things over the years – emotional support, Mental Health issues, appointments, budgeting, reading and writing, cooking, confidence building, healthy living. Over the years with my support I have gained the confidence to do all the above things that I couldn't do before

Colebrook I feel helped me so much in keeping me stable and proactive. They gave me hope for the future. I sincerely hope that you guys get all the funding you deserve this year so that you are help to continue to help clients in the way that you helped me. I am so pleased that I have been able to remain friends with Colebrook and some of its clients I grew close to whilst being supported. Colebrook was influential in me volunteering at Glenbourne as an advocate (had to bury a few demons there!), and becoming a PIPS rep

Many of our clients achieved a great deal over the year. One client regularly attended a placement at The Barbican Theatre undertaking a variety of roles including lighting, ushering and sales. Another client has overcome his fear of going outside and now regularly goes out on his own or with other clients after not going out for the previous seven years prior to coming to Colebrook. A weekly cooking group has started at one of our projects where clients club together to buy ingredients and then cook and eat together thereby increasing their range of dishes and budgeting skills as well building positive relationships with other clients. We have also hosted a number of Social Work students and trainee Police Officer placements to help inform their learning and work practices in the future. Both our Learning Disability Accommodation and Learning Disability Floating Support contracts came up for competitive tendering during this time and the big changes that this precipitated, along with the imminent competitive tendering of our Mental Health Floating Support contract, meant we had to adapt to survive. Commissioners also indicated the need for our Mental Health Accommodation to change to meet the needs of the city during a time of massive financial cutbacks. Most staff from former teams moved with their contracts to the new Outreach Team and others combined under the new Accommodation Services Team.

Accommodation Support Team (AST) (cont.)

The Accommodation Services Team started to come together from mid January and quickly gelled and has been performing well prior to our new Mental Health Accommodation contract specification starting from April 4th 2011. The Out Of Hours service is now with the new team and from January to April a planned handover and training of staff took place to ensure this service continued to run smoothly during the transition. The new specification has narrowed our referral routes to statutory agencies in Plymouth as the priority and means we will be working with more clients with greater needs and more closely with both Adult Social Care and the NHS staff. Referrals will continue to be prioritised based on individual need and we hope that over the forthcoming year the new service continues to deliver the quality support that Colebrook has built its reputation on.

I would like to thank all the staff from both teams, old and new, for their support and hard work during these uncertain times and as we continue to provide quality services for many years to come.

Chris Penfold

Accommodation Services Manager

Outreach Support Team (OST)

As explained this team is now comprised of three services. We have over 25 staff working across all three services and more on the way!

Tailor Made Support

Despite a slow start, word is getting out about the benefits the Tailor Made Support service can bring to a client's life and this means the service is growing. We now have more clients and hours than ever before and this means this is now a viable service for Colebrook to continue with. We are really pleased with this as it allows us to respond to the national personalisation agenda.

Clients can self refer or be referred by a professional. We can provide support for almost any area and we have no particular criteria. This makes us useful to clients who need us as we can usually meet any support requests. We successfully applied recently for Care Quality Commission registration and this means we are now able to provide personal care.

The latest restructure means there are more staff available to cover in absence or an emergency or be better matched to someone's needs and more flexibility to meet clients starting needs. Emma and Jessie have moved on from the organisation. We thank them both for their commitment to the Tailor Made Support service during its early stages and wish them luck in the future.

On Track Floating Support

This is a contract for people who are not able to receive a service from statutory services as they don't meet the criteria. We successfully won the contract and started to deliver the new service in February 2011.

It was potentially upsetting for a lot of clients who had to transfer from another provider, but I met with each person and we devised a 'change plan' between us to minimise any disruption. Clients managed this process well and I have had lots of feedback from people saying they were glad they moved in the end.

Even though the service is in its infancy, so far the service is very successful and has filled up very quickly.

Learning Disability Framework

Plymouth City Council adopted a 'Framework Agreement' for its learning disability services. This is like a preferred providers list. Everyone who wanted to provide a service in Plymouth were asked to complete a tender. This outlined cost, quality and minimum standards. Colebrook came first out of the 14 providers who completed the process. This means that when care-managers need a service for their clients, we are given the option to bid for that work. Only the top five providers can bid, and then the client chooses which provider they want to go with.

Clients can also request Colebrook to avoid other providers having to bid.

This is the area we need to give our highest priority. We need to grow this area of the service in order for the Outreach team to remain viable – and this means going into a new area of work for us – we all feel we can rise to the challenge.

Outreach Support Team (OST) (cont.)

Client Involvement

It is very important to the Outreach team that clients are empowered to have a say in how the service is run – in whatever capacity people are able to or want to. Of course not everyone wants to be involved and we are keen not to nag people! However even though the team has only been running for 2 months, we have already held an open night to show clients all the different ways they can get involved. So far clients have given us articles for the website, been on the panel for all the staff recruitment, suggested, voted and renamed the Generic Floating support to On Track Floating support, started the process of being on the management committee, been given opportunities to attend consultation events on Plymouth services in general, given ideas in our suggestion box, and given feedback on the staff and service. In addition, we will shortly be holding a feedback session for the promotional materials and Support Plan paperwork we have developed, what works and doesn't work with them. We have lots of other ways for clients to get involved and we intend to build on this great start with the enthusiastic clients and staff we have.

Overall a challenging but exciting time for the Outreach Service. I would like to thank all the staff for all their hard work in setting up the new team, managing the changes and making it a success so far and look forward to continuing our work with clients in the coming year. Have a great year everyone.

Shelley Sanderson

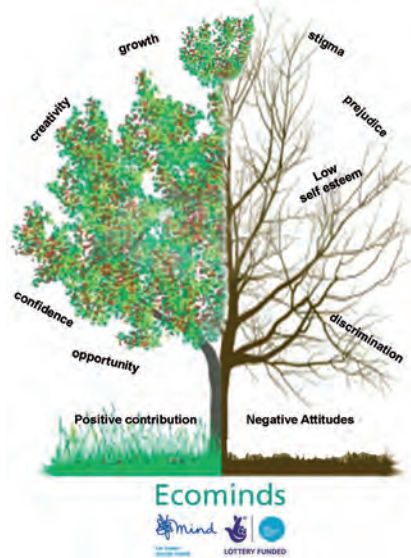
Support Services Manager

What the Outreach Support Team Clients have to say;



Ecominds/Pride and Prejudice

In September 2010 Colebrook was awarded just over £18,000 from Ecominds to host a project called Pride and Prejudice. Ecominds is a funding scheme run by Mind on behalf of the Big Lottery Fund to host projects which involve people with direct experience of mental distress in environmental projects that improve their mental and physical health and the local community.



Colebrook has worked with Plymouth Involvement and Participation Service (PIPS) to deliver the project which began by recruiting a coordinator. This job was created for someone who had experience of mental distress as an opportunity to support them to return to work. The project was launched in November 2010 and many local people, PIPS members and existing Colebrook clients signed up to get involved in developing the 6 green spaces (Amity Place and Duncan House garden areas, HQ building (PIPS base) garden, Carers Champions Drop In at our Head Office, Freedom Fields Park by the café and a space at Derriford Hospital).

Pride and Prejudice has worked with volunteers and the venues to plan improvements to their outdoor spaces, purchase tools and plants and work together to paint, weed, plant and decorate each of the spaces.

The project runs until September 2011 and has already worked on HQ and Duncan House gardens and freedom fields' café in the park where volunteers were joined by young people from Milford School. There has been a really positive response to the project and volunteers have benefitted from the chance to learn new skills, meet others and improve local spaces. Pride and Prejudice has also worked with groundwork to help train the volunteers.



To be involved in environmental projects and help to improve my local community.

It's amazing how much progress can be made in a short space of time.

Thank you for a lovely session at the park we all really enjoyed it and the sunshine was fab.

I feel that this may help me for the future perhaps a course at university

Local Involvement Network (LINK)

As Host to the Plymouth LINK (Local Involvement Network), 2010-2011 has been as interesting year.



Building on the work to reach out to people in Plymouth, at the end of March 2011 Plymouth LINK boasted over 2000 members and in 2010/2011 alone received over 3000 pieces of feedback. Through many events, articles, bulletins and meetings across the city, the LINK has talked to people about their views on health and social care services. In 2011 we also saw the launch of Plymouth LINK on Facebook and Twitter (with 141 friends and 35 followers respectively).

Plymouth LINK hosted a successful city centre event 'Healthy Plymouth' and brought health services into the city centre to talk to local people about what's on offer and what needs improving. During this event over 100 people had health checks (many more were referred to their own GP to check out concerns) and many more received support from services, advice in healthy living and emergency first aid.

The team have supported the LINK to develop new relationships with Sentinel (GP consortia) and establish a seat as a LINK representative on key strategic groups, such as the hospital trust board and the Professional Executive Committee of NHS Plymouth.

Last year our contact with diverse groups and communities saw Plymouth LINK host refugee meetings, a Kurdish lunch and make links with the gypsy and traveller community. This is an area we will be building on next year.



During the last year we have supported Plymouth LINK to work on a number of priorities. Our work with services and commissioners has brought about improvements in many areas including staff training, carers assessments, hospital discharge and access services for people who need translation services.



Nationally 2010/2011 saw the introduction of a new health and social care bill and plans for LINKs to evolve into HealthWatch in 2012. Plymouth LINK has been actively involved in the consultation of the new plans (with a representative working with the national advisory group on behalf of all LINKs in the South West) and is starting to work towards a transition to HealthWatch and developing the work it is doing.

As host to the LINK, we have agreed a further year's funding for transition year which is likely to be increased based on government plans and we are working closely with the local authority to make sure we can support the Plymouth LINK to develop and meet the needs of local people. It's an exciting time for the LINK, and as its host we are looking forward to what the future brings.

More information on Plymouth LINK can be found on the website Plymouth LINK website: <http://www.plymouth-link.co.uk>

A copy of the LINK Annual Plan can be found at www.plymouth-link.co.uk/annualreport

Plymouth Advisory Partnership for Older People (PAPOP)

Sadly this marked the last year of PAPOP funding for the service ended in March 2011.

As host to PAPOP, last year saw a lot of success. In October PAPOP supported Plymouth City Council to hold a big event on Older Persons Day in the Guildhall. PAPOP manned a big stand, talking to over 200 people and signing up 60 new members. The issues that people spoke to us about were then raised by PAPOP representatives to the local authority in the working groups set up to monitor the over 50's strategy in Plymouth (All Our Futures).

PAPOP also gathered members and the views of the over 50's at a range of other events including Carers' Rights Day, befriending events and meetings with local groups.



PAPOP also began a road show of community meetings to reach out to older people across the city and worked with the Plymouth Local Involvement Network (LINK) raising issues about podiatry, dental services and the hospital. The LINK have used this feedback to try to make improvements in those services.

PAPOP created several newsletters talking about key issues such as transport, as well as giving members information about the help and support available to them.

PAPOP has had an interesting three years and has championed the voice of the over 50's in Plymouth proactively. The team is sad that this service will not be continuing to build on the good work it has done, however PAPOP members and active volunteers have had the opportunity to continue their involvement focussing on health and social care services as part of the LINK, continuing to champion the voice of the over 50's.

Plymouth Involvement and Participation Service (PIPS)

2010 -2011 has marked another successful year for the Plymouth Involvement and Participation Service (PIPS).



PIPS is a growing network of mental health service users and carers working to improve mental health services in Plymouth. PIPS is funded by mental health services commissioners to support service users and carers to work alongside commissioners and services themselves. PIPS has grown, receiving additional funding last year to build on the good work. Over the last year PIPS has recruited 230 new members, supported 23 to become actively involved in service development and seen 6 members take up training opportunities and return to employment.

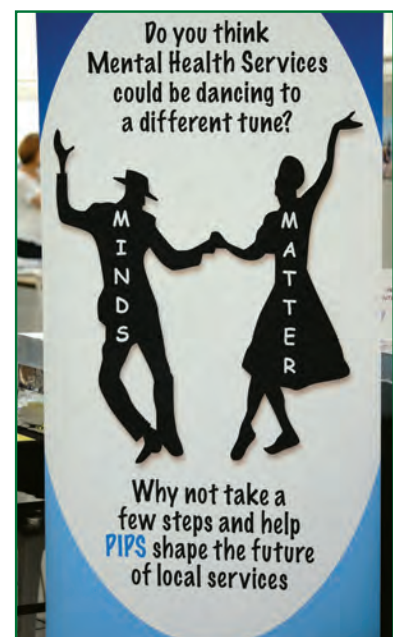
PIPS has made a significant impact, influencing strategies and plans for mental health services in the city and has a positive reputation with everyone involved. Key areas of work that PIPS has influenced over the past year are:

- Developing the service plans for mental health
- Input into the mental health joint commissioning strategy
- Developing a process for the allocation of small grants for mental health in Plymouth
- Consulting on the Mental Health and Wellbeing Framework per finance assessment
- Influencing services to adopt the Improved Rethink physical health check.
- Supported delivery of mental health training

PIPS has built new relationships and started to work with specific client groups linked to mental health including the Autistic Spectrum Project board, wider learning disabilities groups, the Racial Equality Council and local residential users. PIPS has also been involved in specific work focussing on:

- Access to children's and adolescent mental health services
- Improving eating disorder services
- Input into dementia and memory services

PIPS continues to raise issues and offer service user and carer views on strategies, service plans and practice through a range of different groups, including the Local Implementation Team (LIT), Glenbourne Development Group, the Mental Health Scrutiny Committee and Mental Health Networking Group. PIPS members also have the opportunity to get involved in specific projects and a group of people are working with the Peninsula Medical School to carry out service user focussed monitoring. PIPS members are carrying out research to identify the experiences of mental health services to support improvements.



Plymouth Involvement and Participation Service (PIPS) (cont.)

PIPS membership has grown and it has reached new people and gathered views through a variety of events throughout the year. In September 2010, PIPS hosted a city centre event called 'Minds Matter'; 28 organisations and 600 people came together to promote positive mental health, talk to local people about mental health services and celebrate good health with activity tasters, food and entertainment.

PIPS also gathers views via PIPS surveys. A new survey was developed early 2011 and is being carried out this year. The results will determine PIPS priorities for the future.



PIPS success also attracts new funding and in September 2010, Colebrook was awarded some money from Ecominds to support a project called 'Pride and Prejudice', offering people who have experienced mental health needs to get actively involved in improving local outdoor spaces. PIPS has supported and managed this project. Find out more about Pride and Prejudice in the section in the annual report.

PIPS funding currently runs until March 2012 and we are working with commissioners to make sure that this good work continues. With the support of its members, services and decision makers, we are hopeful that the good work and successes achieved last year will carry on, improving mental health services in 2011/2012 and beyond.

Carers Champions

The Carers Champions Service

This service, funded by Plymouth City Council since 2007, was granted an eighteen month extension to its three year contract in September 2010. Carers Champions continues to meet targets: to find new carers (adult carers of adults); to provide emotional support; to deliver training to professionals to help them to become more aware of the issues that carers face and to provide new services as guided by carers.

In November 2010 a new member of staff joined the team as a result of demand for emotional support. This Carers' Support Worker fulfils a new role within the team, often being the first point of contact for people new to the service. Again, owing to the constant requests for help with benefits applications and checks, Plymouth City Council is now providing funding for this to be carried out within the team.

In the past twelve months, in response to carers' suggestions, new drop in venues have been developed which are referred to below.

During the year a concerted effort was made towards more partnership working with other organisations. As a result some events took place including Carers' Week and Carers' Rights Day 2010 were put together by the joint forces of Carers Champions, Carers UK, Friends and Families of Special Children and Disability, Information and Advice Centre (DIAC), supported also by The Young Carers Project at The Zone and Efford Young Carers.

Carers Champions Drop In's/Carers Groups

The drop in continues to be very popular with carers using the service. In addition to enabling carers to have some social time away from their caring role and get some peer support; whilst there carers have also kindly fed back to us about matters such as the Plymouth City Council Carers Strategy published last year and other issues arising in relation to their caring roles. However this drop in has been a victim of its own success and is now getting so full that a consultation is beginning to look at an alternative venue and changes will no doubt have been implemented by this time next year.

On the last Wednesday of each month, instead of carers meeting at 3 Woodland Terrace, there is a drop-in at The Union Rooms on Union Street, which carers and those they support are welcome to attend. The management at the Wetherspoons pub reserve an area on the ground floor and offer discount on food bought by anyone from the group. This has proven to be very popular and many new people have come along and enjoyed meeting up with others. Another monthly drop-in started in September 2010 at the British Red Cross building in Crownhill; although not as well attended, several people have benefited from being able to find support more locally to them.



Carers Champions (cont.)

We also sent out our annual survey (2009-2010) to all the carers we support/have supported over the years. The main aim was to give carers the opportunity to tell us what they thought about the service they had received and, as we are a carer led service, to find out any suggestions and comments for the future focusing on support groups across the city. The main suggestion that came from the survey was the demand for an afternoon drop-in in the Plympton area of the city. Upon receiving this information we made it a priority to respond to this suggestion. Firstly we made contact with all the carers that had suggested Plympton as an area needing a support group to see what days and times people would prefer and then go with the majority vote, once we had this information we then had to find a suitable venue that was central accessible welcoming and disability friendly. The venue we decided on was Harewood House as this is based in the heart of Plympton, is very accessible and also offers free parking. Once the room had been booked and the leaflets made and delivered to professionals, carers and partnership organisations the new “carers group” was ready to start. It has only been running for a few weeks but has been positively received by both new and existing carers and it is our hope that it will continue to grow as the months pass by.

Carers Involvement in Carers Champions

As has been mentioned above, Carers Champions is carer driven by carers’ views helping to shape the future of our service. Carers are actively encouraged to be involved in the delivery of our service and we work to encourage participation in as many areas of our service as possible.

Throughout 2010 – 2011 many carers offered to volunteer with our service. Some carers have become the “Voice” of the Carers Champions newsletter by giving their time to record the audio version of our newsletter. We now have a reliable team of volunteers who help proof read, produce and post out the newsletter. Carers have also helped with doing teas and coffees at events.

Carers Champions now have a team of ambassadors helping promote our service to neighbours, friends, other carers as they meet people out and about in their communities. The idea for Ambassadors was created by two carers who use our drop in and they came up with the idea for badges for this role. We now have eight Ambassadors helping spread information about our service and also helping at events and they are variously supporting us at events during Carers Week 2011.

Volunteers help with the delivery of Carers Awareness Training (see below) by talking to participants about their caring experiences. Additionally carers have helped by feeding back about relevant policies such as the Carers Involvement policy to ensure that our policies are accessible and presented in clear language in accordance with the terms of our contract with PCC. Two carers also sit on the Colebrook Housing Society Management Committee

We continue to develop and encourage participation of carers in the development and delivery of our service and intend to build upon the above success in future years.

Carer Awareness Training

Carers Champions have successfully delivered Carers' Awareness Training to two hundred professionals during the third year of our contract. We secured funding for two major carers' awareness training projects, one through Carers UK, where NHS staff were targeted, and the other one focused on staff from the city's Learning Disability teams. This particular project was unique, in that carers were equally represented on the workshops, and provided valuable insights into the impact of caring on their lives. The carers also expressed interest in helping to shape future learning disability services in the city.

I welcomed the opportunity to understand the daily issues experienced by carers and staff

Being able to talk freely I now have a better understanding of how carers feel

As well as delivering our regular half - day workshops to professionals, this year has seen considerable widening of this aspect of our service into the workplace. This has included on the job training to Occupational Therapists at Derriford Hospital, Paramedic students at Marjon, and Therapists from the Primary Care NHS Trust. Following training with staff from the Asylum Seekers and Refugees Mental Health Team, we received several referrals from this hard to reach client group, so it proves that the training really does work.

We've also updated and streamlined our training information resource packs for professionals who work with carers, to give them a glossy and much more professional look.

Another innovative project saw Carers Champions deliver carers' awareness training to staff at several libraries in the city. As part of Carers Week the libraries developed resources in a special permanent section reserved for carers. This project has now been widened to other libraries in Plymouth.

We will continue to look at new and innovative ways of developing and delivering carers awareness training to professionals who work with carers.

Outreach and promotion to find new carers

Carers Champions are always endeavouring to actively promote our service to all carers in Plymouth from all communities. We constantly seek ways to reach hidden carers and have an active and ongoing outreach programme.

During 2010 – 2011 we undertook Operation GP whereby on two occasions during the year all GP surgeries in Plymouth were given information about our services including an invitation to Carers Awareness Training. Letters were delivered to all GP's individually and this culminated in many GP surgeries sending staff on Carers Awareness Training and a noticeable increase in referrals from GP surgeries.



Carers Champions (cont.)

Throughout the year we have attended various events including a Health awareness promotional event at the Royal Mail sorting office, Older People's Day at The Guildhall, International Women's Day to name a few. We have had set up stall at various supermarkets and participated in other organisations advice and information days and we regularly visit Derriford hospital and have a stand in the foyer.

We have been developing a relationship with local media having had various articles printed in The Herald and The Shopper and using their advertising space. Sally and John have also had the opportunity to give interviews on Radio Plymouth on several occasions who have been really helpful and supportive.

We intend continuing and building upon this outreach and have an ongoing programme for the future.

Outreach to Plymouth's Communities

Carers Champions have continued trying to ensure that information about the services we offer is available to all of the diverse communities in Plymouth. Staff attended the Dance Dance Dance event at Plymouth University in April which was a fantastic event aimed at encouraging cultural integration through dance organised by the Devon and Cornwall South Asian Society.

Refugees First and The Plymouth Centre for Faiths and Cultural Diversity participated in Have a Heart Day during Carers Week and lots of information provided by the British Heart Foundation was successfully distributed to different communities in the City and was very well received. Carers Champions have participated in Plymouth Mela on the Piazza in October having a stall in the main event area for the day. The event was opened by the Lord Mayor and well attended by local people supporting the participants. Unfortunately 2010 saw a break from the annual Respect Festival but we are looking forward to the return of this event when it next takes place. Staff attended the Eid/Diwali celebrations at Plymouth Guildhall in late autumn which was very colourful and great fun.

Imam Dimashqiah from Piety Mosque visited our offices to meet Colebrook and Carers Champions staff and invited staff to make a return visit and several members of staff subsequently did so and it was really interesting to learn more about Piety and its role within the community.

Representatives and members of different organisations in Plymouth working with different communities have been invited to participate in Carers Awareness Training to help ensure that those participating in the training are aware of the issues facing, not only carers indigenous to the UK but also carers from other cultural backgrounds. Carers Champions continues to encourage participation from different organisations.

Carers Champions has seen a slow but none the less tangible increase in carers from different communities accessing our services. We are increasingly receiving referrals from and making referrals to different organisations working in the city to support those for whom English is not a first language and have recently been working in conjunction with some organisations working with asylum seekers and refugees to support individual carers.

Through 2011 and into 2012 Carers Champions are committed to continuing trying to ensure that all communities of Plymouth are aware of the help and support available to carers and to building a relationship with organisations in Plymouth working to support all communities.

Events – Carers Week and Carers Rights Day

Carers Champions were heavily involved in the two major national carer events that take place annually throughout the UK.

June 14th marked the beginning of Carers Week and this year we partnered Carers UK in organising a variety of events during the week that succeeded in generating a lot of interest and being very useful and informative for carers using our service. Carers Week was launched at Derriford Hospital and supported by NHS staff and coverage in The Herald; two trips took place to The Eden Project and The South Devon Railway; Caring for Carers library resources for carers was launched and Have a Heart Day took place at The Guildhall which was an information and activity event sponsored



by the British Heart Foundation and Colebrook Housing Society aimed both at carers and also at children with learning disabilities to help raise awareness of the issues and risk around heart disease as well as provide information and support for all carers. This event attracted over 200 members of the public and over 30 different organisations took part distributing advice and information to carers. Entertainment and activities included Boccia, Attick Dance, Plymouth Music Zone and a Tai Chi session. The day was opened by the Lord Mayor and a delicious meal provided by Grubs Up.



As Carers Champions is carer-driven we are always looking at ways to involve and include carers in the delivery of our services and at this event many volunteers came along and helped out – we couldn't have done it without them. We are also keen that carers should have a voice regarding how services are provided and developed in the city. We therefore support carers in having representation on the Carers Strategic Board where decisions are made about such services. We have recruited carers and are working with them in ensuring they are confident in their role as representatives of carers.

December 3rd marked Carers Rights Day this year in partnership with Carers UK and DIAC. Events took place at Jury's Inn hotel. During the morning workshops were provided by LINK, The Samaritans, Plymouth Area Disability Action Network, A4E (about direct payments), Adult Social Care and Bruce Abbott from Plymouth Guild talked about the impact on the Equality Bill on carers. Various organisations had information for carers available throughout the day and in the afternoon a "Question Time" event took place whereby the audience had an opportunity to put questions to a panel consisting of local MP Alison Seabeck, local Councillor Sue McGregor and staff from the NHS, Adult Social Care and Children's Services. Some very interesting questions were put to the panel and members of the audience fed back that the event was very well received and popular. It received good coverage in the local media thus helping to promote issues around carers locally.



Carers Champions (cont.)

Carers Champions Christmas Lunch

Carers using Carers Champions services had two Christmas lunch opportunities available in 2010. The main Carers Champions Christmas lunch took place at the Theatre Royal in mid December. The entire third floor foyer area was made available to us with lovely views up Royal Parade and a delicious menu was enjoyed by all. Earlier in late November, carers also had the chance to enjoy a Christmas meal at The Union Rooms whilst meeting for the drop in that fell on the last Wednesday of the month. This meal was considered excellent value for money and very much enjoyed.



Development Work with Carers

Funding for Stroke related work

In September 2010, Carers Champions won some funding to deliver workshops related to stroke; the funding has to be used by September 2011. Half of these workshops were aimed at anyone wanting to avoid stroke – particularly if they have a history of stroke in the family or know that they carry high risk factors. Again Carers Champions have worked together with other services and organisations including the Stroke Association, Community Public Health, Smoking Cessation, Plymouth Options, Plymouth Dental School, Plymouth Age Concern and staff at The Brickfields Sports Centre. These sessions offer information and advice; light exercise tasters; individual nutrition guidance; gym inductions; refreshments and a free healthy lunch.

The other half of the workshops were to be provided for people who care for stroke survivors. Carers Champions staff (including our Benefits expert) are joined by staff from Adult Social Care, NHS staff experienced in working with stroke patients, Stroke Association team members, REATCH, Livability, Call 24, Simply Counselling, Plymouth Age Concern and others offering really useful ideas and support. Once again, free lunch and other refreshments are provided.

Feedback from Carers on Services:

An excellent taster session

Really enjoyed the workshop, found out some really interesting things.

A very good and well organised morning

Several people have commented that they will make changes to their lifestyles as a result of the stroke prevention workshop, for example:

I have a better understanding of vitamins.

Will eat less fat and salt.

Take more regular exercise, practise better portion control.

May join the gym.

Comments about the workshops for carers were equally pleasing, such as:

(Most useful) meeting other people with the same concerns and problems that I have.

(Most useful) all supporters and information in one place rather than relying on telephone info or brochures relevant to my queries about stroke/care.

Very worthwhile ... information available and being able to talk to like-minded carers.

Very useful and encouraging for families in a similar situation.

(Most useful) understanding I am not alone.

Thank you very much. A lovely event, caring atmosphere and great food.

Very informative workshop. Well organised.

Very, very helpful.

Thank you for a fantastic day and lunch.

Health, Work and Well-being Challenge Fund

In recognition of the extent of change facing the sector and the organisation, Colebrook successfully applied for and was awarded funding. This resulted in a programme of workshops being made available to staff to attend around:-

- Feeling OK – Keeping Good Mental Health and Well-being
- Work/Life Balance
- Staying OK – Changing Times
- Healthy Activities, (Smilefit and Business Health)

The workshops were created using other local partners to, in addition, raise staff's awareness about what they can access themselves beyond the workshops e.g. local food suppliers, community services and initiatives e.g. healthy lunch choices or local gym facilities.



Amongst others the objectives of the programmes were to:-

- Improve the standards of wellbeing within our workforce i.e. reduce absence levels.
- Develop staff resilience in the face of wider challenges e.g. economic climate.
- Support staff in developing skills to maintain a work life balance and health and wellbeing (including during the periods of change indicated above).
- Ensure work remains as positive aspect to staff members' sense of purpose and belonging.
- Actively support staff wellbeing so our organisation can benefit from improved attendance and performance at work.
- Enhance "feel good" factor when engaging with staff about their job and working environment.

Staff attended as many workshops as they wished to and did so by self nomination.



Staff feedback from the sessions included:-

Useful tools for ensuring good health/work/life balance which I am endeavouring to apply.

The actual exercise sessions were the best bit, i.e. circuit, yoga, could take it away and learn from it.

I thought I ate quite healthily, but now realise I don't.

Evaluations were taken after the event and the continued legacy of the programme continues to be monitored e.g. through absence rates, Health and Safety representatives.

More recently resource packs from each workshop have been made available to all staff and to new joiners. They can access an E-learning style presentation for each workshop to complete, or resources about local initiatives they can continue to access; ensuring the continued health and wellbeing of all staff.



Workforce Development

Staff work, health and wellbeing has been included in our workforce development strategy. The strategy identifies and includes activities around how we develop our workforce to, amongst others, maintain a skilled workforce, respond to changing needs within sector and ensure a healthy and performing staff base. Strategies we may use to achieve this include: induction, training, coaching and development of our staff policies and procedures.

This will continue to be an important focus for our organisation over the coming year.

Securing this funding has been a great support to delivering on this part of the strategy and to staff during a significant period of change.

Looking Forward

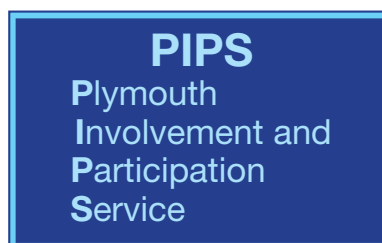
Twice yearly monitoring of our performance against our targets continues to happen along with the review and refocus of our Business Plan (2008 – 2013) in response to the changing needs of the clients, health and social care services, new agendas and the wider economic climate.

In response to the sheer amount of change and challenge facing the organisation, our Business Plan focus for 2011/2012 is that of consolidation and improving the way we work by building on our strengths.

Over the next 12 months our key priorities will be:

- **To ensure the organisation delivers locally to the needs of stakeholders**, for example, by maximising opportunities for joint working partnerships in relation to existing and new opportunities.
- **To broaden our funding base to manage risks effectively**, for example, by exploring new ways of generating income and fundraising initiatives.
- **To reach new communities and provide high quality services to those we serve**, for example, by exploiting opportunities through bids, partnerships and events to reach new communities.
- **To ensure the organisation has sufficient capacity to deliver now and in the future**, for example, by having effective risk management plans in place and continuing to support and build our workforce.
- **To be efficient and cost effective**, for example, by continuing to look at cost efficiency saving across the business.
- **To promote good equality and diversity practice in all areas of our work**, for example, by maintaining our commitment of working to standards and embedding it in all that we do.

As an organisation we continue to remain optimistic about our future in the health and social care marketplace whilst also being realistic and considering both short and long term options on sustainability. We will continue to strive to become an even better provider and maintain our reputation, thinking creatively about the best ways to achieve our key priorities with other like minded organisations.



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