



inspire
your life, our support



Annual Review 2018

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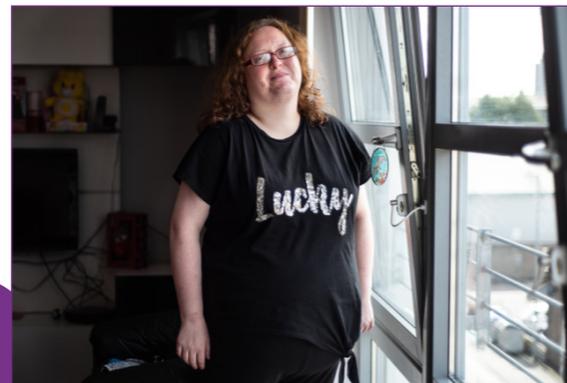
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Rachel, who lives in one of our accommodation-based services



Malcolm enjoying a game of bingo at our monthly Supper Club



Rosalind who lives in one of our accommodation-based services

Since 1988 Inspire has been empowering the life choices of people with learning disabilities and additional support needs across the North-east of Scotland.

A registered charity, Inspire currently supports over 320 people through a range of 45 services. We support people in a variety of settings, enabling individuals and their families to plan for current and future support needs using person centred planning, to provide individualised support to help people achieve their chosen outcomes.

2018 was a big year for Inspire as it saw the organisation mark 30 years of providing services to local people – an occasion we were delighted to mark with the launch of a year-long programme of celebrations – more of which you can read about in this review.

You will also find updates about our fundraising efforts, the significant role volunteers have played in the success of the organisation, the work of our Positive People Improvement Council and some great stories about the people we support and the lives we empower them to live.

We hope you enjoy taking a look back over Inspire's past 12 months and seeing the journey that we as an organisation and, most importantly, the people we support, have been on throughout 2018.



Chairman's Statement

I am pleased to report that 2018 has been a year of significant progress towards delivering on all aspects of the annually updated Inspire five-year Strategic Plan, which aims to align the views of the people we support with the needs of developing a sustainable organisation to ensure that going forward we can continue to empower the people we support with life choices. With a refreshed Mission and Vision our Five Year Goals and Measures are:

- Recognised as a Provider of Choice – by all our stakeholders and most importantly, families
- Recognised as an Employer of Choice – leading to greatly improved staff retention
- Added Value through our Inspire offer – events, fundraising, sponsorship, and Positive People
- Financially Sustainable – particularly cash flow, reserves and growth opportunities
- Do-able jobs for All – fit for purpose systems, effective working practices and communication

Each of these inter-related goals represents five critical success factors for the organisation underpinned with a range of indicators and associated measures and targets that the Board can now use to gauge progress. Communication throughout the wider management team has been dramatically improved and this will continue next year to ensure engagement of all staff. Work has now started on doable jobs for all and I look forward to reporting on these outcomes next year.

The environment we operate in continues to be challenging with levels of optimism low, funding at best static, recruitment difficult and, of course, now the uncertainties brought upon us by Brexit.

Given this context therefore, it is quite remarkable to note what has been achieved in just 18 months by Linda Gray our CEO and her Leadership Team of George McCulloch (Director of Operations) and Sharon Catchpole (Director of People) and their respective teams. By listening to and valuing the workforce Inspire have been able to pay additional payments to support staff, introduce a nominal sick pay scheme and recognise staff's commitment through a small monetary token at Christmas. This has helped to differentiate Inspire in the marketplace and, along with a much improved induction programme for new recruits, has led to a significant improvement in staff retention.

Ongoing engagement with partnerships across all areas has never been more vital and I'm pleased to say that thanks to Linda and her team, relations with the Integrated Joint Boards have never been better. It is also good to see the appointment of Matthew Reid as Head of Development, starting to make an impact.

It has been a particular delight to see the success of our Positive People Improvement Council made up of volunteers from the people we support. This year they have signed up to the national Charter for Involvement and now attend our Christmas board meeting to give us all a regular progress update.

A significant element of the sustainability goal is growth with notable successes in 2018 being the integration of Donald Dewar Court into Inspire, the extension of the Huntly Inspire...By model to the High Street in Stonehaven, and commencement of Inspire support provision into Angus.

Technology is beginning, and will continue, to play an important part in the future development of Inspire. It is pleasing to see the Leadership Team now able to make decisions based on real information collected from throughout the organisation via the Carista and Cascade management systems. By keeping ever closer to leading digital providers it is hoped that we will soon see appropriate technology making a difference to the people we support.

In the 30th year since the inception of Inspire it is pleasing to see a small but significant tweak of the Inspire branding along with a refresh of the website. This is being rolled out across the organisation both internally and externally to re-inforce the visibility of Inspire and our core values – please give us your feedback. As well as initial 30th Birthday celebrations in both Aberdeen and Inverurie each project has been allocated funds for the people we support to celebrate in a manner of their choosing.

The work of the Board is largely done by committee, each led by an appropriate director, and at times this year it has been difficult to get a quorum. Consequently, at the back end of the year we had a drive to recruit new trustees. This was very successful resulting in not only the Board getting up to its full complement, but also a strengthening of our competency in the keys areas of Health and Social Welfare, and I'm very much looking forward to working with the new enlarged team.

Finally, as ever it's the vital job done day in day out with the people we support that I most wish to recognise: the myriad of staff, volunteers, our CEO and Leadership Team and their teams who make up the workforce of the organisation. Also, thanks to the many sponsors and fundraisers who help us provide many of Inspire's life choices.

I and my fellow directors wholeheartedly appreciate your level of commitment - thanks to you all.

Allan Dick
Inspire Chairman




I am delighted to be able to write this having now been in post for over 18 months. It has been a very quick and exciting period and I still feel hugely privileged to hold the role of CEO. It makes me proud every day and especially when I meet someone we support.

This year has been one full of huge successes for Inspire in many ways and at this point I would like to sincerely thank the Board for all their contributions, the Leadership Team for their hard work over the year and each and every staff member and volunteer that works with our organisation giving the people we support great opportunities to empower their life choices. In addition, our quality grades across the organisation continue to increase due to the hard work of our Quality and Compliance Team and all our Operational colleagues.

The Inspire...By model in Huntly was recognised as hugely successful and in January we met with Aberdeenshire Council about the potential of a similar service in Stonehaven. I am delighted that we have now officially opened up in Stonehaven and look forward to transitioning more people to be supported into the service.

Family engagement is one of our key strategic focuses and our first wider meeting in November was very successful and will be replicated across the regions in early 2019. We want to work closer with families to ensure that they have a better understanding of our organisation direction, challenges in the sector and also how they can help us continue to better our offer.

Having reported in last year's review about being successful in winning work with Angus Council for the first time, we have now started providing support to individuals in the area as of mid-2018. Furthermore, we welcomed Donald Dewar Court into Inspire – an Aberdeen-based service that currently provides support to six people but has capacity for up to eight. We worked in transition with Sense Scotland bringing this service into Inspire over several months. We have developed positive relationships with the families and the people supported there and I believe that this service has gone from strength to strength in a short period of time.

Having been given an opportunity to sit on the Board of the Coalition of Care and Support Providers Scotland now for a year and also now as treasurer, the wealth of knowledge this brings to Inspire is vital. Building relationships with other Chief Executives and other Senior Managers across Aberdeen, Aberdeenshire, Moray and Angus, helps us learn more about what other organisations are doing and how we can work better together.

Speaking of collaboration, we held a digital event in November that brought together all the key people from the Third Sector across the City and Shire and was hosted at the Oil and Gas Technology Centre in Aberdeen. This was a hugely successful event and we took away a lot about what our digital offer will be moving forward. There are lots of exciting opportunities for us to consider with regards to technology that will make a difference to the people we support.

I was delighted to see a difference with regards to our Human Resource activity versus last year. There was a reduction in vacant posts and staff turnover which is fantastic news and something we continue to build on. This year has also seen the introduction of a new management development programme in conjunction with Voluntary Service Aberdeen and North East Scotland College from which all our managers will benefit in the coming year. Staff are our main asset so we want to continue to invest in them.

We continue our 30th year celebrations and will work closely with our teams across the organisation to ensure that everyone plays a part in this. Our new website will continue to evolve to reflect what Inspire is doing on a daily and weekly basis. We will be reaching out to more sponsors as to how people can assist us develop.

2019 is looking to be a very exciting year. We will work continually with our partners to look at solutions to the challenges of the sector and empower the people we support to have the best lives that they can have. Adding value to their lives through our Development Team is something that we are very proud of and we will extend the reach in the coming year.

Thank you to all our stakeholders, families, staff, and people we support for making Inspire such a great organisation.

Linda Gray
Inspire CEO




Inspire Turns 30



2018 Inspire logo

Inspire started life on **October 3rd, 1988** as Partnership Housing, with service provision commencing in 1990 when three people moved from Aberdeen's Woodlands Hospital into their new home in the city's Fonthill Terrace.

The organisation became known as Partnership in 1988, before we adopted our current name of Inspire in 2006.

To mark the start of our 30th birthday celebrations, in October 2018, two special celebratory events were held in Aberdeen and Inverurie with local authority representatives, long serving staff and corporate supporters in attendance.

Of course, also present were many of the people we support, some of whom have been supported by Inspire for more than 25 years – including Annie and Lorna, from Aberdeen, and George, from Peterhead, who cut the 30th birthday cakes in the two locations.



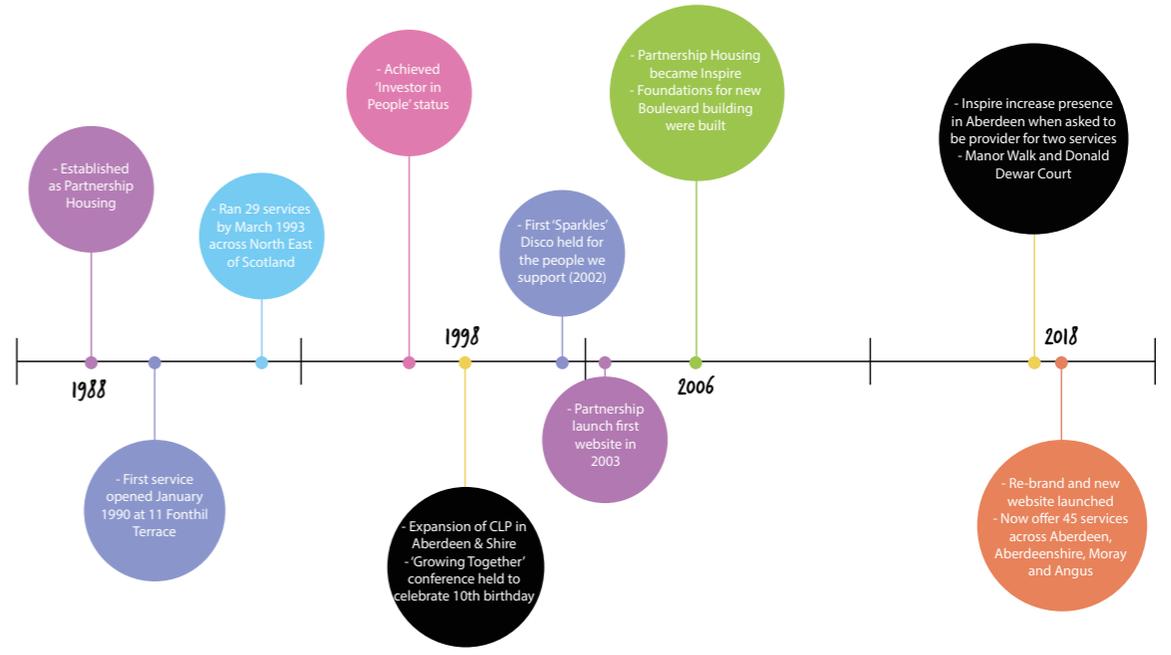
Annie & Lorna in the early 90's



Annie & Lorna in 2018

Those present at the Aberdeen event enjoyed a celebratory Supper Club - and of course, a game of bingo! – while those at the Inverurie event enjoyed a BBQ.

These events marked the official start of a year-long programme of celebratory occasions, including every service receiving funding to run their own 30th birthday event. Among those already planned throughout 2019 are a 'Back to The Future' 80's Disco, a Daffodil Tea, a BBQ and an afternoon tea.





Maurice's Story

Maurice has lived in one of Inspire's services on the outskirts of Aberdeen since 2015.

Whether helping out the local community, watching his favourite football team or pursuing his hobbies, Maurice is always pro-active and enjoying himself.

Known as being Aberdeen FC's biggest fan, Maurice has a season ticket for the games at Pittodrie Stadium and whatever the weather will travel on the bus to take up his seat and cheer on the Dons.

He loves swimming, regularly visiting his local pool and is also a great music lover and is a member of a local choir and musical group.

His talents don't stop there - Maurice will play a major role in the upcoming Inspire Pantomime in 2019. He has thrived in rehearsals and has been having a great time!

Maurice likes getting out and about in the community. He helped out at the Deeside Food Festival this year and then interviewed the organiser of the event to find out more information on how more people can get involved with the event.

Did you know?

Inspire, or 'Partnership Housing' as it was known then, started off in 1988 from a mix of representatives from Archway, Cornerstone, Grampian SSMH and Voluntary Services Aberdeen.

New Service Development

2018 proved to be a particularly busy year for Inspire in terms of new service development within the organisation.

The year got off to a great start when, following a competitive tendering process, Inspire was selected to provide services in the Angus Council area for the first time and shortly after we were commissioned to deliver our Community Living Project service in the Moray Council area – again for the first time.

Moving into Angus is a significant step for us. This is our first venture into another local authority out with the three main partnerships since Inspire was set up and we look forward to continue developing services in partnership with Angus Council.

Back in May we officially transitioned Donald Dewar Court – an eight person service for people with complex disabilities in Aberdeen – from another provider into the organisation and it has been great to see the people supported at the service becoming a part of the Inspire family and attending so many of our events in 2018. Towards the end of the year we also took control of another single person service at Beattie Avenue in Aberdeen and worked with the existing provider to ensure a smooth transition.

Furthermore, in October we were delighted to open our second charity shop & workshop, Inspire...By Stonehaven, which has been warmly welcomed by the local community.



Inspire...By Stonehaven opening in November

Our Community Living Project, which provides individualised support to people in a variety of settings throughout Aberdeen, has experienced significant growth in the past year



Throughout 2018 a number of our services were visited by the Care Inspectorate and we were pleased with the Grades and Reports received across the board.

Our current Care Inspectorate grades (as at December 2018) reflect the excellent level of support we provide for local people with 100% of Inspire services graded 4/Good or above for Quality of Care/Support.

Of particular pride is the fact that the 11 services categorised as being where Inspire supports people with significant multiple disabilities/challenging behaviours, all have a Care Inspectorate Grade of 5/Very Good or above for Quality of Care & Support.

The people we support are at the heart of all we do and this influences our approach to our work with commissioners as evidenced by positive comments in a number of Care Inspectorate reports in 2018.



"People's needs, as described in their support plan, were well met. People enjoyed their staff's company, sharing laughter and gaining enjoyment while having their care needs met. Staff used positive language to communicate with those they were supporting."



"We observed some positive staff interactions with people supported by the service where they clearly knew the people well and knew how they liked to be supported."

"People appeared to have good opportunities to access social and local services and were able to describe some of the activities they were involved in."

Selection of quotes from Care Inspectorate reports on Inspire services

St. James's Court is a purpose-built facility in Inverurie, opened by Aberdeenshire Council in 2015, where Inspire provides housing support to 24 people with a range of support needs living in their own flats within the service.

Care Inspectorate staff said they were impressed by the relationships the team at St. James's Court had with the people who live there.

The report, published on 4th October 2018, noted that the development of core teams to help individuals who live at St James's Court had been beneficial and provided a more consistent level of support for those with complex needs.

One parent, said: "He is supported by a consistent team of staff which has made all the difference to him."

The report also stated that: "An activity co-ordinator helped people who used the service to access a range of social events both in St. James's Court and externally, in addition to personalised activities where people were supported by their core staff".

The report graded St. James's Court as a 5 (Very Good) for Quality of Care and Support and a 4 (Good) for Quality of Management and Leadership.



St James's
Court

Bobby and Craig's Story

Bobby and Craig are both supported by Inspire in separate services. They are regular attendees of the added-value events put on by the organisation and they took part in the Kiltwalk this year, along with staff and supporters of Inspire, to raise money for us.

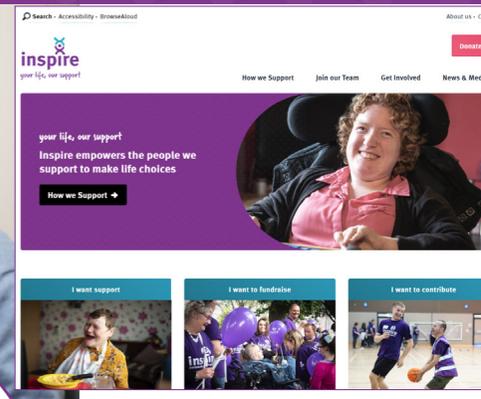
During an event which many participants were unable to complete due to the physical demands of walking over 26 miles, Bobby and Craig excelled and finished along with their group after walking for almost 10 hours straight!

Both of the guys were massive sources of motivation on the day with their jokes and story-telling! It was such an inspiration to see them complete the walk and they are a living example of Inspire's ethos of 'empowering life choices'.



Inspire Re-brand

www.inspireptl.org.uk



your life, our support

One of the most significant ways we marked our 30th anniversary in 2018 was the reimagination of the Inspire brand.

Working with Hampton Associates we reviewed all the key attributes that makes us, 'us' and transferred this into a new look and feel that truly reflects the Inspire way. Along with the re-brand we launched a new website.

Further to this we had a photography student - Denise Wood - from RGU take a collection of superb photographs of our services and the people we support which was vital with all the new marketing material we produced.



More than a job!



Inspire provide a wide range of services for people with learning disabilities and additional support needs throughout the North-east of Scotland.



EXTERNAL SIGNAGE EXAMPLE



your life, our support
Inspire empowers
the people we support
to make life choices



Positive People Update

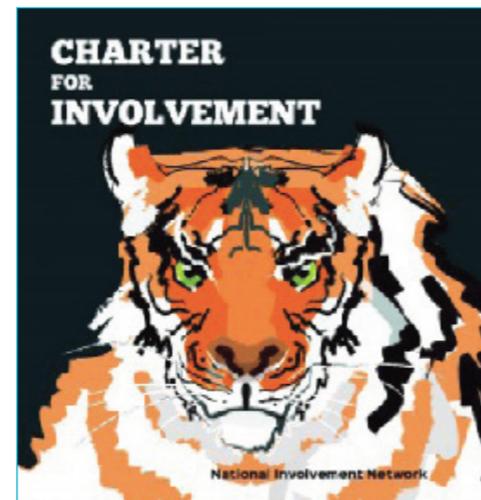
Our self-advocacy group – the Positive People Improvement Council - continued to go from strength-to-strength throughout 2018 with a number of notable achievements.

A committed group of five of the people we support attended monthly meetings where they significantly influenced Inspire’s updated five-year strategic plan and were the driving force behind the review of the organisation’s Involvement Policy.

Perhaps the highlight of the group’s work in 2018 was leading Inspire’s drive towards officially signing up to the National Involvement Network’s Charter for Involvement and ensuring that we have remained aligned to the Charter’s twelve statements throughout the year.

Individually, group members have represented Inspire’s position on the lack of reliability and number of wheelchair accessible taxis in Aberdeen City, as well as participating in national programmes including Partners in Policymaking and the Scottish Government’s People-led Policy Panel, helping to influence adult social care support in Scotland.

Across the board, all members of the Improvement Council have undoubtedly increased in confidence and been empowered as a result of their involvement with the group and have learnt many new skills - or increased the level of existing competencies - including public speaking, teamwork, listening, communicating and lobbying.



Volunteering

Our Volunteering programme enjoyed many highlights in 2018. The number of volunteers we had benefitting the people we support doubled and we had over 100 ad-hoc event volunteers.

The BP Sports Day, organised by a group of BP interns, was once again a massive success. The event took place at the Beach Leisure Centre and involved over 40 people we support enjoy playing football, basketball, boccia and rounders.



We also had several volunteers attend our monthly Supper Clubs to help run the popular event. Students from St Margaret’s School for Girls, who chose Inspire as their charity for their YPI competition at school, came along to help and find out more about what Inspire are all about.





Project SEARCH class of 2018 on their graduation day

Project SEARCH is a one year Internship programme supporting young people with additional learning needs to gain skills and experience to move on to employment.

The programme is hosted at the University of Aberdeen and is delivered in partnership with North East Scotland College, Aberdeen City Council, Aberdeenshire Council, the Scottish Commission for Learning Disabilities and Inspire.

Pictured above is the class of 2018 at their graduation ceremony. Of the 12 interns to graduate, six are now in work, two are completing additional work experience, one is preparing to go to University and the remaining three are still receiving support to move into work.

Our 2018/19 cohort started in September and we look forward to reporting on their progress over the coming academic year.

For more info on Project SEARCH please visit www.inspireptl.org.uk/services/training-for-employment



Inspire's George McCulloch delivering a speech at the ceremony



A graduate getting a photo with a family member



A proud group of graduates

Year in Numbers

480

More than 480 meals were served to the people we support at our Supper Clubs



12

We signed up to the Charter for Involvement and it's 12 governing statements in March



5

Pairs of season tickets for Aberdeen FC used by the people we support thanks to the Aberdeen for All scheme

307

The number of people who attended our 16th annual Sparkles Ball at the Beach Ballroom

595

Employees (including relief staff)

2

New Board Members elected in November



21

Volunteer befrienders matched with people we support



100%

Inspire services graded 4/ Good or above by the Care Inspectorate for Quality of Care/Support

45

We operate 45 services across the North-east of Scotland



30

October 3rd, 2018 marked our 30th anniversary

320

People we support

26.2

Miles walked by those who did the Aberdeen Kiltwalk to raise funds for our work

Befriending

Inspire's befriending scheme always produces great stories. Stuart for example, who was introduced to the befriending scheme through his wife who is an employee at Inspire, and Mike, who has been supported by Inspire for over 20 years, have seen their relationship go from strength to strength through participation in a number of activities during 2018.

They regularly attend Inspire Supper Clubs at Inspire's Head Office and Pool Club on a Wednesday evening at the Holburn Bar. Mike and Stuart have also been to the Knockhill Racing Circuit which Mike loved due to how much he is into cars. The pair regularly walk Stuart's dog, Bentley, who Mike adores. They also took part in Inspire's Firewalk - raising funds for the Charity that ultimately led them to meet.

To find out more about becoming a befriender please contact our Volunteer Co-ordinator, Chris Simpson, on 01224 280005 or email christopher.simpson@inspiremail.org.uk



"I first volunteered to be a befriender two years ago now. It has been brilliant - I've made a friend for life."
Michael, who befriends Malcolm



Fundraising

Once again we have been privileged to receive fundraising support from so many different organisations and individuals in 2018, allowing us to broaden the range of 'added value' opportunities we can offer to the people we support.

Over the past year, generous individuals have walked and run miles in aid of our work – including over burning coals in our eighth annual Firewalk – as well as organising everything from quizzes to bag packs to raise funds for us.

We were delighted to once again receive support from BP North Sea to enable us to run our popular annual Summer BBQ – attended by more than 200 of the people we support and staff – and the annual Sparkles Ball at the Beach Ballroom – the highlight of the social calendar for many within Inspire.

Funding was also secured in 2018 from, amongst others, Aberdeen University Student Association (AUSA), Aberdeen Harbour Board, Apache North Sea, Aberdeenshire Council's Social Enterprise Fund, The Morningfield Association and TAQA.

We understand that there are so many deserving causes out there, and that these are challenging times financially for many people, so thank you once again to everyone who has supported our fundraising efforts throughout the year.



Maurice's Story

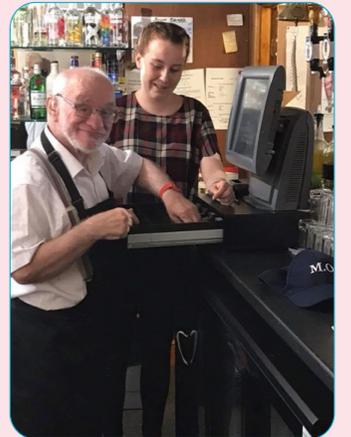
A Day in the Pub

Empowering the people we support to achieve their goals in life and have the opportunity to learn new skills and enjoy new experiences is at the very heart of the work of Inspire. Maurice, who lives in one of our services in Moray, has been supported by the organisation for over 20 years.

A long-held dream of his has been to work in a pub and serve pints to the customers and earlier this year he was able to achieve this when his support staff organised for him to do a shift at the Stuart Arms in Dufftown.

Maurice had a great time, chatting to the customers, pouring pints and even helping to change a barrel in the cellar. Staff at the pub were very impressed with Maurice's pint-pulling skills and said he would be welcome back for a shift anytime!

The customers all loved chatting away to Maurice as well and he left with over £20 in tips!



Did you know?

The 2018 Sparkles Ball was the 17th edition of the popular event since its inception in 2002. That's a lot of steak pies and balloons!

Learning and Development Update

There were several high points in 2018 for our Learning and Development Team:

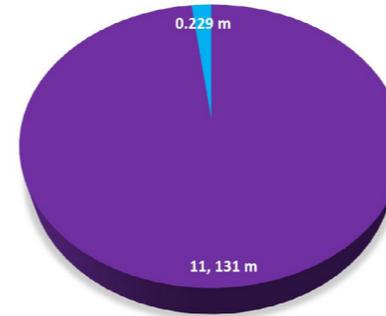
- Successfully gained approval from Skills Development Scotland to offer Modern Apprenticeships to five young people aged 16-19 and 20-24;
- Developed flagship status with Inverurie Academy and Lochside Academy in order to engage with the young people and encourage them into the sector;
- Our first Modern Apprentice successfully completed their SVQ Level 2 and has since gone on to start their level 3;
- New Induction Process was introduced which has enabled us to fully train staff before they start in our Services;
- We gained approval to be a training provider to accept SAAS funding which funds our level 3 SVQ qualification for support staff.



Financials and Important Statistics

Financials

Total Income



- Income from charitable activities
- Other

A full copy of the latest audited accounts for the year are available on request

Health and Safety

Reports :The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (as amended) and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013	2018	2017	2016
Number of major injuries	0	1	0
Major injuries incident rate $\frac{\text{No of major injuries}}{\text{No of persons employed}} \times 1000$	0	1.63	0
Number of major injuries per 1000 persons employed			
Number of over 7 day injuries (this became reportable under RIDDOR from 6 April 2012)	1	3	1
Over 7 day injuries incident rate $\frac{\text{No of over 7 day injuries}}{\text{No of persons employed}} \times 1000$	2	4.88	1.76
Number of over 7 day injuries per 1000 persons employed			
Number of over 3 day injuries (this ceased being reportable under RIDDOR from 6 April 2012, but local recording is still required)	2	4	0
Over 3 day injuries incident rate $\frac{\text{No of over 3 day injuries}}{\text{No of persons employed}} \times 1000$	4	6.5	0
Number of over 3 day injuries per 1000 persons employed			
Number of major injuries	0	1	0

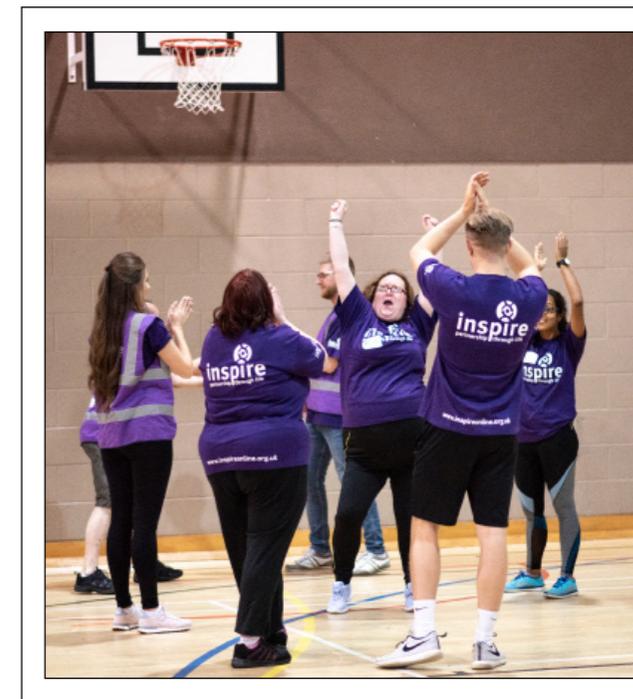
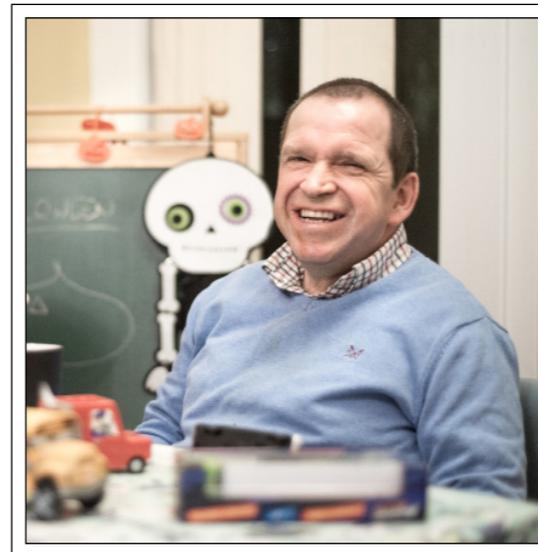
People Update

Throughout 2018 Inspire's People Team have worked tirelessly, and collaboratively, to deliver upon a research led retention plan devised by the Director of People to address the organisation's vacancy levels - which were significant in 2017 with overall staff turnover (including relief pool) sitting at 40%. By December 2018, turnover of permanent staff was down to 16.5% - below the sector average of 18%. This has happened due to the initiatives implemented through the retention plan, including:

- Total review of recruitment model, including two stage values based process, better staff matching to service/people we support needs;
- Better support for new joiners – Inspiring Guides, face to face and telephony support for first four weeks of starting;
- Induction and core training – delivery changed to take place before new joiners start;
- Improvement of terms and conditions in consultation with staff, including hourly rate uplift, better perks;
- Overhaul of sickness pay, policy and management;
- Management development programme implemented to improve people management skills;
- Improved staff engagement through roadshows, service visits, blogs, partnering model, Team Brief, staff support.



We are Inspire!





If you would like further information about the work of Inspire, please get in touch using the details below.

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