

Annual Review 2022



Trustworthy



Inclusive



Respectful

**Inspire's
Values**



Empowering



Collaborative



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Welcome

Inspire has been providing support to adults with learning disabilities and additional support needs, including autism, across the North-east of Scotland since 1988.

A registered charity - SC000038 - we now operate more than 40 different services in locations within Aberdeen City, Aberdeenshire, Moray and Angus, providing person-centred support to more than 320 people.

Our vision is to empower people's life choices. This is achieved through the delivery of a wide range of services including residential and supported living accommodation, providing support to people living in their communities, respite care, our innovative day service - Inspire...By - and our 'added value' activities' programme that reduces social isolation and promotes physical and mental wellbeing.



We hope you enjoy reading this review of 2022 - a year of challenge and achievement as society began to open again post Coronavirus pandemic.

CHAIR OF THE BOARD STATEMENT



**GILLIAN THOMSON,
CHAIR OF THE BOARD**



My second year as Chair of the Board was very different to the first as 2022 saw the country fully open up again as we began to live with Covid-19, though much of the year still saw restrictions within social care. We encountered new challenges as an organisation as we navigated this transition, and, in spite of these, we continue to provide high quality care to the people we support.

Through the year our focus as an organisation was naturally on the safety and protection of the people we support as opportunities opened up again. As a result of the hard work, dedication, and diligence of the whole team, we had a comparatively small number of Covid-19 outbreaks within the organisation. These were all managed effectively and with positive outcomes.

During the year I am particularly pleased to share that we continued to deliver quality and safe services across our four geographical areas, despite the many challenges. We also ensured that we continued our added value offering to the people we support:



We recommenced face to face activities in earnest for the people we support alongside our programme of online activities to ensure that they had fulfilling days. From bingo to boccia, and from cooking to choir, the people we support had access to a myriad of activities to enrich their lives.

We continued to work with the families of those we support and have enjoyed welcoming them back into services.

We all enjoyed bringing back several of the face to face events we had missed – our supper clubs were held across a number of areas, we had our visit to Balmedie Beach and our annual summer BBQ.

And, of course, we all very much enjoyed our annual Sparkles disco back at the Beach Ballroom for the first time since 2019! It was fantastic to see everyone dressed up to the nines and enjoying themselves!

As a Board we also enjoyed getting back out to visit services. Personally, I received a very warm welcome at Inspire by...Stonehaven, Greenfern, and Donald Dewar Court. As well as getting to know how the staff and people we support are feeling, these visits really remind us why we volunteer our time as trustees for Inspire, and make sure the purpose of the organisation is front and centre.



In 2022 we saw the opening of a new service, Inspire by...Inverurie. This is the third of our Inspire By... services, an innovative model that is so much more than just a charity shop. These services also give the people we support the opportunity to learn and work in a variety of different roles, gaining skills and enriching their lives.

Throughout 2022, staffing continued to be a challenge and a topic regularly discussed at Board meetings. I'd like to take this opportunity to express my sincere appreciation on behalf of myself and the Board to all our staff who continue to work flexibly, show amazing resilience and work tirelessly to ensure we can maintain the high level of care of the people we support. Your dedication is so very much appreciated.



POSITIVE PEOPLE IMPROVEMENT COUNCIL

Our self advocacy group - the Positive People Improvement Council - continued to meet remotely via Zoom throughout 2022 and were involved in a number of organisational matters and local and national campaigns and members look forward to re-starting face-to-face meetings in 2023.

Finally, none of the work that Inspire does, whether that is providing essential care to the people we support, or enriching their lives with the variety of activities on offer, would be possible without the continued hard work and dedication of our CEO, Linda Gray, the Leadership Team, and all the staff and volunteers involved in the organisation.

The end of the year provides an opportunity for reflection, and as I reflect on 2022 I would like to recognise and thank each and every one of you for everything you do for the organisation. Thank you.

Gillian Thomson, Chair of the Board



Linda Gray, CEO, Inspire

CEO STATEMENT

During 2022 we were delighted to be in a position to transition beyond the Covid-19 pandemic and the significant challenges this brought upon Inspire and indeed the wider social care sector. I was particularly proud of the work that each and every Inspire staff member contributed towards our organisational effort to keep people safe during this time and have continued to be amazed by their dedication as society has opened up again.



The staff and the people we support have been fantastic in adapting to change over the past year and it has been lovely to be able to see everyone face to face on visits, at events and of course at Sparkles. It was great to see our Added Value activities sessions returning, backed up with our online offering for those who still preferred this option - these are vital for the people we support to maintain physical and mental wellbeing and will remain a key focus for us in 2023.

During the year we had the exciting opportunity to open up our third Inspire...By service, this time in Inverurie. It has been a huge success and all of the people supported there and staff have enjoyed the first six months of operation. The establishment of this service means we now have a High Street presence in the community with a lovely retail outlet and complementary employment-based day activities for the people we support. We will continue to look at other opportunities to develop this successful model into other areas in 2023 as we see first-hand everyday the positive impact it has for people. We also took on additional work in our CLP services across Aberdeen, Aberdeenshire and Angus as part of planned growth.





Due to the well-documented ongoing challenges of staffing across the social care sector we changed a number of our processes and established a more innovative approach to the attraction and recruitment of new staff which we are starting to see the benefits of. We have also adopted new approaches to the world of work and hybrid working and the use of offices and this has been widely welcomed by staff and will continue to develop over the coming months.



We are really proud of the quality of support and service delivery across the organisation and this has been recognised by our external inspections by the Care Inspectorate in 2022. This is down to the diligence of staff in services and our quality and audit teams ensuring that we always do the best for the people supported and their families. With the significant changes in the social care sector we continued throughout the year to ensure Inspire was represented at key meetings and lobbied for the best for our sector whilst continuing to evaluate our longer term strategic vision.

I feel particularly privileged to have been the CEO during 2022 leading the navigation of Inspire through various complex issues but could not have done this without the support of the Leadership team, all of our staff, our Board members, families and, of course, the amazing people we support.

I thank you all and look forward to a prosperous 2023 for everyone.

Linda Gray, CEO, Inspire



ADDED VALUE ACTIVITIES PROGRAMME

One of the priorities for Inspire in 2022 was to re-establish our calendar of in-person, 'Added-Value' events for the people we support, including regular Supper Clubs, Sunday activity sessions and outings to places of interest across all of our areas of operation.

These popular events afford the people we support the opportunity to socialise with their peers, learn new skills, and enjoy new experiences whilst assisting with maintaining positive mental and physical health as well as increasing self-esteem and reducing social isolation.

The ongoing offering of these regular activities and outings is a key component to us as an organisation being able to achieve our overarching aim - to empower the life choices of the people we support - and we have been delighted to see how well they have been received by everyone after their Covid-enforced absence.



CARE INSPECTORATE GRADES



Throughout 2022 a number of our services were visited by the Care Inspectorate as they returned to a pre-pandemic programme of inspections and we were pleased with the Grades and Reports received.

At the end of December 2022, 78% of our services had all grades at 4 (Good) or above whilst 89% of our services were graded at 4 (Good or above) for How Well Do We Support People's Wellbeing?

Selection of quotes from Care Inspectorate reports on Inspire services in 2022:

"People experienced warmth, kindness and compassion in how they were supported and cared for. During our visit we observed and heard lots of fun and laughter whilst people were being supported with daily household chores and activities. This added to the warm, comfortable and happy atmosphere in the home."



"Inspire produced a weekly newsletter that provided any updates to guidance and advice for staff. Staff told us this was a useful tool that helped them stay up to date."

"Meaningful activity was an everyday normality, such as a friend visiting, or time in the garden, and not confined to big outings. In addition, as Covid-19 restrictions were lifted, people were being supported to go out in the community once more, for example to the shop, out for a coffee, to a disco, to local events. Staff showed an enabling attitude and worked out how things could happen, rather than why they couldn't and this meant people had lots of opportunities to get the most out of their life."

"During isolation or lockdown periods people were enabled to participate in online activities such as cooking and quizzes. Activity packs were delivered to people's homes and wellbeing phone calls were organised. This ensured that people had chat and contact during the day, as well as a little bit of fun and intellectual stimulation."

SPARKLES 2022

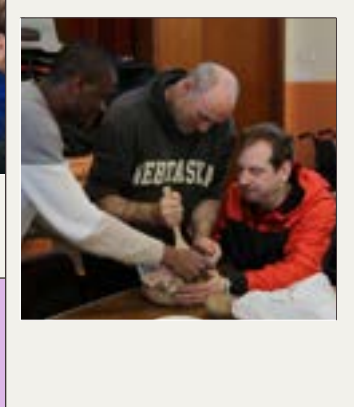
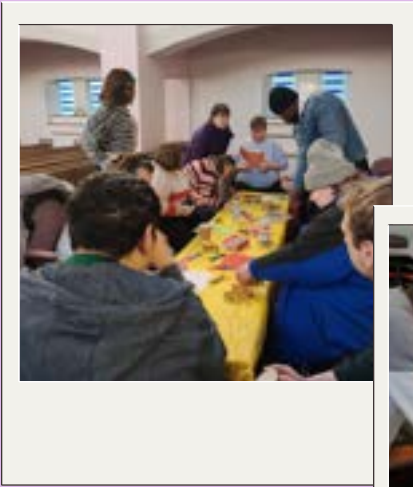


Without a doubt the highlight of the social calendar for many at Inspire in 2022 was the return of our beloved Sparkles Ball after a Covid-enforced absence of three years.

More than 300 people we support and staff danced the night away at the Beach Ballroom, in Aberdeen, enjoying good food, good company and good music and making memories that will last forever.

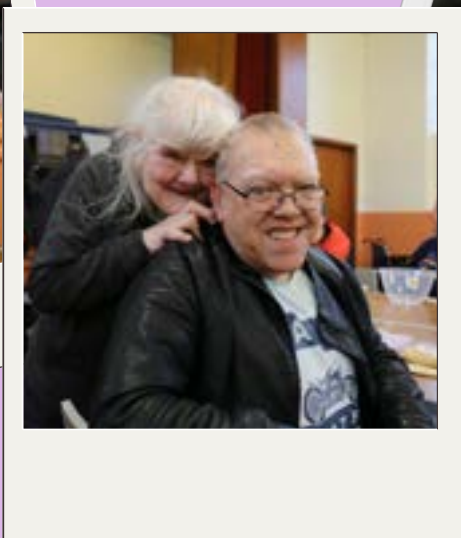


CHIN WAGS



The Aberdeen Chin Wags group was set up in the Summer of 2022 as a response to potential social isolation being experienced by some of the people we support and the need for them to develop friendships and personal networks as society re-opened.

The group meets weekly and has been very successful. While it can be accessed by anyone we support, it is seen as more of a priority for some of the 80 plus people supported by our CLP service who mainly live alone or with family.



FUNDRAISING



As society began to open up with restrictions being lifted in 2022 it was great to be able to re-start in-person fundraising events again.

We were honoured to have so many people choose to represent Inspire in events such as the Kiltwalk, Run Garioch and Run Balmoral and were delighted to be able to reintroduce some of our own fundraising events once again - including our ever-popular Firewalk on Bonfire Night.

We are also grateful to all of the many grant-making bodies who supported our work in 2022. These included The Robertson Trust, the Meikle Foundation, the NHS Grampian Endowment Fund, Aberdeen City HSCP Health Improvement Fund, Aberdeenshire HSCP Fund, M&S Neighbourly Foundation, Acciona Community Fund, the Bluedrop Community Empowerment Fund and the Workforce Wellbeing Fund.

Thanks to everyone who supported our work in any way in 2022.

INSPIRE....BY INVERURIE



We were delighted in June to officially open our third Inspire...By Charity Shop & Workshop - this time in Inverurie, Aberdeenshire.



The Inspire...By model provides support to local people with learning disabilities and additional support needs to develop employability skills through operating the till, dealing with customers, sorting stock and making bespoke gifts to sell in the shop. It also provides a base for those who attend the service to make use of local facilities and play an active role in their community.



We have been overwhelmed by the positive reaction to the shop from locals since we opened and have been really busy with customers. We have also been inundated with donations and kind wishes and positive comments. We have seen in the other locations where we operate Inspire...By shops - Huntly and Stonehaven - the positive difference that being right at the heart of the community can make to the confidence and self-esteem of the people who attend the service and this is something we have already seen replicated in Inverurie.

Financial, Health & Safety Statistics

Financials



The data shown is for the financial year April 1st 2021 to March 31st 2022. A full copy of the most recent audited accounts is 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	2022	2021	2020
Number of major injuries	0	1	1
Major injuries incident rate $\frac{\text{No of major injuries}}{\text{No of persons employed}} \times 1000$ Number of major injuries per 1,000 persons employed	0	1.73	1.75
Number of over 7 day injuries (this became reportable under RIDDOR from 6 April 2012)	4	1	1
Over 7 day injuries incident rate $\frac{\text{No of over 7 day injuries}}{\text{No of persons employed}} \times 1000$ Number of over 7 day injuries per 1,000 persons employed	6.9	1.73	1.75
A person at work (a worker) has been diagnosed as having COVID-19 attributed to an occupational exposure to coronavirus $\frac{\text{No of Covid-19 occupational exposures}}{\text{No of persons employed}} \times 1000$	158.2	15.65	—



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

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