

Chief Executive

Sarah Thomas

Company Secretary

Sarah Thomas

Trustees

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Roy Dudley Southern – Deputy Chairperson
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Nikki Guy
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Supportability

Making life better for
people with disabilities

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Registered name: Stockport, East Cheshire, High Peak, Urmston & District Cerebral Palsy Society

Registered Office: Granville House, 20 Parsonage Road, Heaton Moor, Stockport, SK4 4JZ
A charitable company limited by guarantee, No 02683946. Registered Charity No. 1009768



www.supportability.org.uk

2019 - 2020 Annual review



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Supportability
Making life better for
people with disabilities

A joint message from the Supportability Chair and CEO

2019/20 has continued in the same vein as 2018/19 as in another interesting but challenging year, with statutory agencies year on year reductions in income persisting to place pressure on the organisation. We have however, in this second year of our Business Strategy, managed our financial position more aligned to the vastly reduced agreed deficit budget for the year. This places us more favourably in achieving our target of a cash breakeven budget in the next two years.

With regard to the planned move to a new building as mentioned in the last annual review, we have now developed a partnership with a well established property development company. They are in the process of compiling a portfolio of potential costed opportunities for us to consider alongside a scoped out building specification we developed with a local architect. We hope to establish a clear vision for Supportability's new base and location plans during 2020.

As we neared the end of the financial year 2019/20 we, like many employers across all sectors began to feel the impact of the Covid-19 pandemic, which will continue to be felt for some considerable time by us all. At Supportability, we are determined to ensure that we continue to offer services that people need and want, with the recognition that we will need to be adaptable and flexible to manage the peaks and troughs of the Pandemic itself, with the priority always being to ensure the health and wellbeing of those we support and our staff.

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**People have
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Business

Business Plan Update

Reliable, affordable and consistent continues to be the Charity's intention. We took the decision to review our 2018 – 21 Business Strategy in response to the continued and ongoing pressures within Health and Social Care and so that we could reconsider the Charity's position, ensuring our sustainability. As a result, the Charity's board of trustees approved a new 2020-23 Business Strategy.

We will continue to review the strategy annually and should the need arise seek approval with the board of trustees to redirect and/or refocus the Charity where it may be required. The reviewed three-year Business Strategy will continue to build on the previous year's regarding service redesign and developments, with 2019/20 focussing on ensuring the implementation of the previous year's redesign plans, reviewing these on an ongoing basis to ensure that they remain fit for purpose and are responsive to growth and service developments.

Redesigning our services

Skills day service

In order to ensure that our offer in our day service was what people wanted and needed we felt that a review was required during 2019/20.

The service is well regarded by those that access it and their parents/carers and we also have a staff team with a wealth of experience. However, we wanted to ensure that the service continues to move forward and modernise based on what people might want and ensure that staff contributed to the review in terms of their knowledge of how a day offer is and could be delivered better. Undertaking the review at this stage would also aid our planned move to a new building in the coming years.

To help us with the review we employed an external professional with a background in day opportunities and service redesign to review what was currently on offer, speak to all relevant people and understand the culture within the service.

Managers then took this information and feedback and developed a change plan, and set up a series of focus groups with representation from staff at all levels within the service which also linked back to the Service users forum. Good progress has been made throughout the year and although there is still more work to do, people have been fully engaged and involved in the process.

Redesigning our services *cont...*

Cheddle Lodge

With regard to the residential offer provided at Cheddle Lodge, a change plan was also developed during 2019/20 so that we could review the service offer to ensure its sustainability going forward, taking into account the pressures a service of this nature can experience.

Due to the COVID 19 pandemic, the delivery of the change plan was temporarily halted in the early part of 2020 so that all focus and priority could be placed on ensuring the safety and well-being of those people living at Cheddle Lodge and the staff team.



We continue to strive to ensure that Supportability is an employer that values its staff.

Care Quality Commission (CQC) Inspection

Our two CQC regulated provisions, Cheddle Lodge and our Localities community offer, were both inspected this year. Both services were given an overall Good rating, with both achieving good ratings against all of the 5 key lines of enquiry (KLOE). The ratings are a reflection of the hard work and dedication that managers and staff provide daily and the feedback from those in receipt of service offers and their carers – a big thank you to those of you that were contacted by the CQC Inspectors and for the feedback you provided.

National Minimum Wage

At the start of 2019/20 we reviewed our staff salaries and successfully implemented pay scales that are aligned to the national minimum wage to ensure that our staff are remunerated accordingly. We continue to strive to ensure that Supportability is an employer that values its staff.

And finally, our search for a new home

Determining and moving to a new building is clearly a significant piece of work for us and it would be fair to say it's on a par with our name change in terms of moving the Charity forward. However, as all of those individuals that have and are currently accessing Granville House will know, whilst the building has served us well since we first established ourselves back in 1953, the building is now struggling to deliver what's needed in terms of our day service offer.

During 2019/20, we have been working with various people to progress our move away from Granville House including developing an initial outline architect plan for what our new build might look like. To help us do this we sought the views of the staff team and service users as to what was important to them in terms of the layout of a new building. Having this additional information, which we shared with the architect, has enabled us to have some clarity in relation to what our new building will look like.

Having this outline plan has also enabled us to progress discussions with a well established Construction company that specialises in a number of things including social housing. At this stage, the discussions between the two organisations have no cost implications for us. One of the things they have been asked to do on our behalf is to identify suitable potential sites for development. It is anticipated that by the midpoint of 2020/21 the board of Trustees, supported by the Senior Leadership Team will have some costed options to consider.

Strategic Vision & Future Direction



Our new brand

On 1st October 2019, we were delighted to introduce ourselves as 'Supportability' along with launching our new strapline 'making life better for people with disabilities' and our new up-to-date brand identity at our AGM and to the wider community thereafter.

Developments and growth

The Senior Leadership Team have been considering the Charity's offer to individuals and their families as part of the redesign work that has been underway across all service areas during 2019/20.

What is clear is that we will need and want to ensure we are consistently reviewing our offers to individuals and acknowledging the changing needs of both existing service users and those looking to us for support in the future. There will need to be a very clear and realistic balance of what people would like, how we might evolve existing offers and consideration to the financial restrictions within the sector. We recognise that we need to ensure we do not become complacent in our offer to individuals and consider opportunities for growth and development to ensure that we remain an attractive and sustainable provider going forward. Initial discussions about growth and developments are underway and these will be explored and developed further, in alignment with the business strategy and involving all our stakeholders.

COVID 19

The tail end of this year has seen us having to adapt and think very differently in order to be able to respond to the COVID19 Pandemic.

The impact and restrictions put in place have had a very significant impact on our service offer, as we have had to initially scale services back and then subsequently close them down, the only area of service that continued to function as per pre Covid-19 was Cheddle Lodge although this service had to adapt significantly in order to safeguard those living at Cheddle Lodge as well as the staff supporting them.

We are starting to re-open those services directly affected by the Pandemic and restrictions in place, but the true impact of recent months will be felt by the Charity during 2020/21, and likely beyond. However, whilst we have established close working relations with others in our sector, followed Government and Public Health advice and importantly further strengthened our working relations with local authority Commissioners and leaders, we have ensured that we have kept in close contact with those we support and their carers during this time, providing additional support where it's been required.



We were confident that our new brand better reflected what we stood for as a Charity and the services we provided, helping to support our efforts to reach out effectively to individuals, groups and supporters that we work with or who support us. And, we've not been disappointed with how this has been received both during our initial launches to our key audiences and since then.

Over the last 6 months, we've been able to translate our new brand into our marketing and communications activities, which now appear vibrant and modern. These have been used to further embed the new brand within the business community in and around Stockport as well as our service users, staff, parents & carers, professional contacts & commissioners, with extremely positive results.



Highlights for the team included being the nominated Charity of the Year at the Stockport Business Awards in October 2019

Fundraising

It's been another active and successful year for our Fundraising Team, who have worked hard to strengthen our presence within the local community. There has been a significant increase in relationships within the business community coupled with individual fundraisers.

Some of the highlights for the organisation included being the nominated Charity of the Year at the Stockport Business Awards in October 2019 which raised over £4,700. Not to mention the 26th annual golf day being the most successful yet, raising over £16,000.

Here are a selection of some of the other events the team have been proud to be involved in during 2019/20, raising valuable funds all of which went back into supporting our services.

- Charity Partner at the Stockport Beer and Cider Festival
- Wizzard 5 Run
- Big Stockport 10k and Family Fun Run
- 4 Heaton's Comedy Evenings
- Wilmslow Half Marathon
- Pure Gym Altrincham Spin-a-thon
- Wiggle Manchester Half Marathon



Volunteering

We're proud to have the support of our talented and generous volunteers, going the extra mile to help in their own unique ways.

Our volunteers take on many guises from being a Trustee of the Board responsible for the Charity as a whole to providing an extra pair of hands at an event, decorating at Cheddle Lodge as well as providing specialist knowledge and support when needed. We are very grateful for every minute that our volunteers freely give their time in supporting us as a Charity.

In fact, this year's volunteer of the year was awarded to the very worthy Vivien Heighway. Viv has voluntarily helped Supportability organise the annual golf day for the past 6 years. She provides support, guidance and very useful knowledge to help make it the success it is today. We greatly appreciate all the help from our volunteers and the value this brings us.

**For information on
volunteering contact;**

**admin@supportability.org.uk
or call 0161 432 1248.**



**This year's
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More regular and tailored safeguarding training for all support workers



Staff Training

2019/20 has seen continued focus on ensuring our staff are equipped with the information, knowledge and skills to enable them to provide quality support to the people accessing our services.

We have further expanded our training courses through E-learning and face-to-face as well as offering employees accredited vocational qualifications. What's more, we're delighted to have achieved an average of over 99% compliance with mandatory training from July onwards, which CQC commented very positively about in both of their inspections of our services this year.

Our 2019-20 Training Programme Outputs:

Over 1400 training opportunities provided:

- Nearly 900 E-learning courses completed
- Over 500 face-to-face training courses delivered
- High levels of compliance with mandatory training across the organisation rising from 97% in April 2019 to an average of over 99% from July onwards

Specialist workshops delivered for experienced support workers on:

- Risk assessment
- Recording and Reporting
- Positive Behaviour Support Plans
- Person-centred planning and reviews
- Good practice in reporting and recording

New relationship established with an Ofsted rated outstanding learning provider to support the organisation with offering employees with accredited vocational qualifications and 4 employees started on apprenticeships in social care.

Specialist clinical training and competence assessment for senior carers on:

- supporting service users who use a peg feed (known as a gastrostomy)
- medication administration

Introduction of more regular and tailored safeguarding training for all support workers so they are being trained in safeguarding issues on an annual basis, factoring in any lessons learned through practice and taking a case study approach.

Financials

The financial challenges of operating within the Health and Social Care sector have continued this year however, the Charity has been able to improve its financial performance position from the previous year.



The impact of sector austerities continue to be felt by the Charity and individuals alike, however we are now well accustomed to operating in such a challenging climate. We have managed our financial position more aligned to the vastly reduced agreed deficit budget for the year, placing us more favourably in achieving our target of a cash breakeven budget in the next two years.

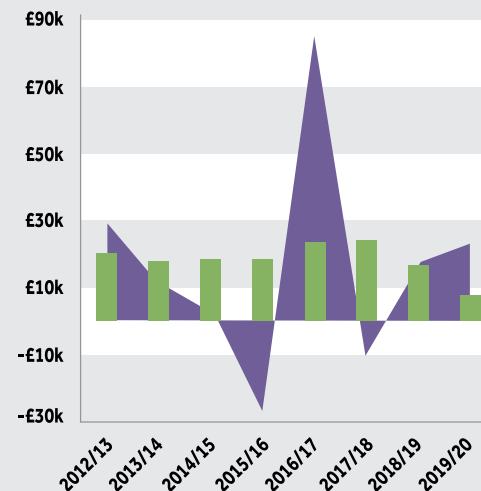
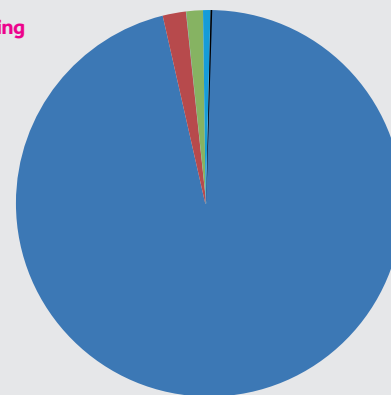
The key income source for the Charity continues to be service fees with other elements coming this year from Investments and Fundraising sources. We are continuing to see a demand for our services and coupled with the development of the 2020-23 Business Strategy, which focuses on delivering a service offer that meets the wants and needs of our service users and carers, means we are confident of maintaining a stable financial position going forward.

Although the COVID-19 pandemic has affected Supportability in terms of our ability to provide our full range of services as we neared the end of this financial year, the real financial impact will be felt in 2020/21 and beyond in terms of anticipated reduced service fees and fundraising income.

We use other sources of funding to subsidise services wherever possible.

Sources of Funding

- Service fees £3,285k
- Donations & Legacies £65k
- Trading Activities – Fundraising Events £46k
- Grants £12k
- Investments £8k

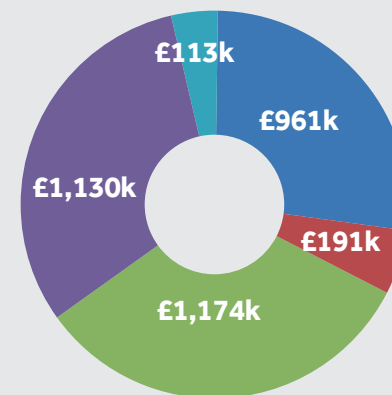


The investment portfolio fluctuated in value with global market conditions but provided a steady source of income.

We use our money to provide a wide range of services.

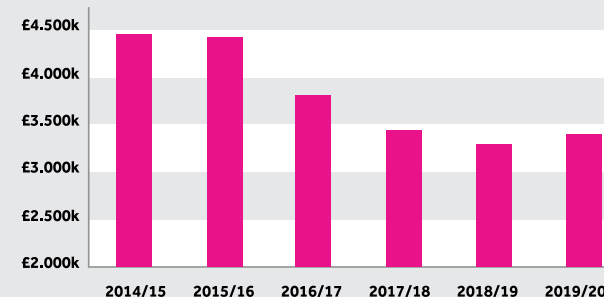
Expenditure

- Residential
- Supported Living
- Day Services
- Services in the Community
- Cost of Fundraising & Other



Total Income

2019/20 saw a slight increase in funding.



In 2019/20 we spent all the money we received delivering services and a further £152k from our reserves as we invested in future service delivery.



Vote of thanks



The work of the Charity would not be possible without the dedication and support of our staff, our Board members and our supporters. For this, we are indebted. Our special thanks also go to...

- 360 Selection
- AA
- ACS
- adidas
- Adidas Golf
- Alphabet Brewery
- Ash Hair
- Avalon
- Back's Delicatessen
- BDO
- Beever & Struther
- Belly Button Designs
- Bents Garden Center
- Blazier Hairdressing
- Blue Door Flowers
- Brewin Dolphin Securities
- Buxton Opera House
- CAMRA
- Capital Life
- Cardinal Maritime
- Catax
- City Football Group
- Compliance Consultancy
- Co-op Insurance
- Cutthroat Jacks
- Dandy Marketing
- Edmundson Electrical (Jon Bloom)
- Eternal Envy
- First Chop Brewery
- Fletchers Solicitors
- Foodie Friday
- Hall & Roberts Ltd (Charlie Hill)
- Halle Concerts Society
- Handelsbanken
- Holiday Inn Express Stockport
- Hydes
- IBI Group
- Innov8
- Jelf
- Julian Wadden Estate Agents
- Screenscratch
- Kerry Logistics
- CL Medilaw
- Lamborghini
- Life Leisure
- Lighthouse Carrwood
- Manchester Brewing Co
- Manchester City
- Marks & Spencer
- Marriott Hotel - V & A
- McDonalds
- Platform 5
- PPL Group
- Project 53
- Sainsburys Hazel Grove
- Serious
- Seven Brothers
- Sew Unique Artwork
- Slater & Gordon
- Slater Heelis
- Specsavers Stockport
- Starkey
- Stockley Farm Park
- Stockport Business and Innovation Centre
- Stockport County Community Foundation
- Taylormade
- Tesco
- The Epicurean
- The Garage Door Company
- The Railway
- The Royal Exchange Theatre
- The Vernon
- Timothy Taylor
- Torrside
- Track
- UK Fast
- Ultimate Finance
- Vernon Building Society
- Victoria Highfield
- Weetwood