

2009 Annual Review



TO OUR ANNUAL REVIEW 2009

CIC is one of the largest and most successful national social and healthcare charities in the UK. We have four service units delivering a diverse range of services suited to individual need. [Independent Living Services](#) support people with learning difficulties, physical disabilities and mental health problems to lead independent lives, in their own home and community. [Senior Care Services](#) support older people to remain at home by providing domiciliary and extra care and we also provide care in our residential and nursing homes. [Addictions and Homelessness Services](#) assist people to overcome crisis and re-engage with their community. CIC is committed to strengthening our expertise in dementia and end of life care for older people, promoting personalisation for our service users and helping all individuals to experience full inclusion in society.

Our recent service user survey revealed exceptional levels of satisfaction across all our services and we are delighted to share this enthusiasm here with you in our 2009 Annual Review.

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Chairman's report

We are now in the second year of a robust 5 year strategy, developed during the chairmanship of my predecessor, John Edwards and I know the current Board are enthusiastic about the further opportunities before us. Therefore, it is a great privilege to have been asked to take on the role of Chair at this time.

Annual Review 2009



On 27 November 2008, following a long and careful process of investigation and due diligence, we completed the merger of CIC with a Manchester based charity, Manchester Care, since renamed Inspirit Care Ltd. It was clear in our negotiations

that both Charities had a similar ethos and were focused on delivering the best possible care for the users of our services and this was reflected in the quality and commitment of their Board of Trustees and their many dedicated and hard working staff who have now joined the CIC Group.

We know that all CIC staff are passionate and committed, striving to ensure the very best

standards of professional care, whilst keeping the independence and dignity of individuals at the centre of everything they do. Promoting integration and inclusion has been a continued focus for us. This year, Step up to Life, our North East social inclusion group delivered a service user charter and devised their own chartermark to accredit communications approved by service users.

On a social level, we have also held CIC's Got Talent events across the country, showcasing the many budding stars within our community. This strong sense of inclusion and integration is born out by the staggeringly high satisfaction results attained in CIC's recent national service user survey.

We had a 53% response across all the services; with 100% of people who access our

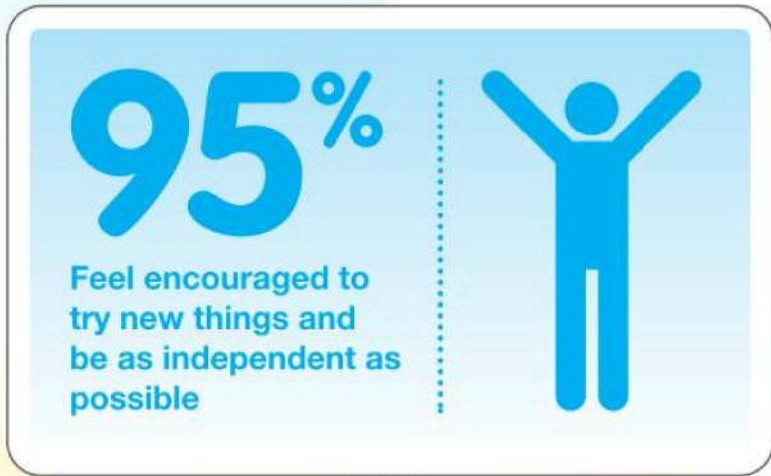
homelessness services agreeing that staff are friendly and welcoming. Service users in the other sectors also rated our staff highly with scores in the high 90's for all. These great results were further re-inforced by the fantastic deluge of nominations we received for our first ever 'Putting Individuals First' Awards and by the many national and local awards our talented staff have attained.

Finally, I would like to thank all staff for their dedication and commitment to our cause and the people we serve. Your work is an inspiration to us all and your Board of Trustees are here to support you in your endeavors.

Simon Attwell

CEO Statement

2009 begins a new chapter for CIC. Last year we celebrated our 20th anniversary. We reflected upon our achievements in providing support and care for people leaving long stay hospitals and how we have successfully evolved over the two decades to become the diverse service provider we are today.





We are keen to demonstrate how the lessons we have learned over the past two decades as a care provider enable us to deliver new and better services in these rapidly changing times. With the advance of the Personalisation agenda, comes a

transformation to overall social and health care provision and constraints on public funding. But our can-do attitude, our versatility in partnerships and our ability to respond to individual need, are helping us to re-shape existing services and develop innovative new approaches for future generations.

5 Year Strategy

CIC's 5 year strategy was launched in 2008 and one year on, we believe we have assembled the operational direction and the internal development structure needed to ensure we achieve our aims and objectives. Here are a few highlights from our annual report:

The acquisition of Inspirit Care Ltd, (the charity formerly know as Manchester Care) in November 2008, has aided CIC's aim to expand our senior care specialist service provision and expanded our geographical cover, as set out in our 5 year strategy. We have expanded into Greater

Manchester and now provide additional services including; intermediate care, re-enablement services, domiciliary care and extra care services.

Our Senior Care services have been further developing our Dementia Care and End of Life Care strategies and are pursuing Beacon status for our palliative care services in Cheshire. Taking forward the Personalisation Agenda in our Independent Living Services, we have expanded a range of individualised services. We are actively involved in working in partnership with a number of commissioners to reconfigure services and to create assistive technology pilot schemes, to deliver value for money. Following the review of our Addictions and Homelessness Services we have developed our expertise in these areas and are looking at opportunities for growth. Progression to Foyer recognition status is anticipated by our homelessness services in the coming months.

Autism Society accreditation for our Vocational Support Services was attained this year, making it the first such organisation to do so. It puts us on target to achieve accreditation for six more of our services.

Quality is the lynchpin of our 5 year strategy

We have developed the Quality department to assist CIC towards European Foundation Quality Management accreditation (EFQM). Following the

introduction of a new service quality audit system, we have recruited a specialist clinical governance manager who is driving performance and assisting service managers in continual improvement. We continue to exceed the 50% national targets on NVQ's. We currently have 73% of staff registered as working towards or having achieved NVQ's and are on course for achieving our 80% target. Developing CIC's future visionaries and pace-setters is also integral to our strategy, therefore we have contracted a specialist leadership trainer to deliver an exciting programme for us.

CIC strive to take responsibility for the environment and the community we live in. CSR (corporate social responsibility) is one of our six strategic objectives. This year has seen us achieve the first stage of our BS8555 environmental management systems accreditation, as well as being shortlisted as a finalist in the CSR category of the prestigious National Business Awards.

Against the backdrop of difficult economic conditions, I am pleased that our financial performance has enabled us to progress all these developments for the benefit of the people we serve.

Phil Edgington



Aims and Objectives

Our Vision is of an inclusive society where diversity is celebrated.

For the CIC Group this means that every person supported is treated with dignity, respect and has real choices and opportunities in their life.

Our Mission is to provide high quality support and specialist health or social care services to meet individual need.

In order for the Group to fulfil its aims and in line with its five year strategic plan, last year we developed six strategic objectives which we use to inform our organisational decisions.

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Our strategic objectives focus on our key stakeholders. They also address how we will ensure the viability of the charity to continue providing quality care services. Following on from our six objectives, we developed key performance indicators to highlight to us how we were performing and whether we were achieving our stakeholder aspirations.



Strategic Objective	2008/09 measures
<p>People we Support</p> <p>Deliver person centred inclusive support, promoting respect, choice, independence and dignity</p>	<p>Service user satisfaction survey</p> <p>Commission for Social Care Inspection (CSCI), now Care Quality Commission (CQC) & Scottish Care Commission (SCC) scores relating to care</p> <p>Audit self assessment scores relating to care</p>
<p>Commissioner & Purchasers</p> <p>Work with partners to deliver and grow flexible innovative solutions</p>	<p>New business success</p> <p>Innovative actions</p> <p>New contacts</p>
<p>Staff</p> <p>Attract, develop and retain competent staff who share our values</p>	<p>Staff Survey (Times 100 Survey)</p> <p>Staff turnover</p> <p>Training</p> <p>Sickness days</p> <p>Staff retention</p> <p>Competency framework</p>
<p>Quality</p> <p>Provide quality services by developing a culture of continuous improvement research and sharing best practice</p>	<p>CSCI/CQC & SCC scores</p> <p>QAF scores</p> <p>Accreditations</p>
<p>Financial</p> <p>Manage financial and capital resources to sustain the investment in our charitable objectives</p>	<p>Surplus and borrowings</p> <p>Staff cost ratio</p> <p>Support services costs ratio</p>
<p>Corporate Social Responsibility</p> <p>Be socially responsible in our impact on the environment and the communities where we have a presence</p>	<p>Progress against BS8555 targets</p> <p>Service user inclusion initiatives</p> <p>Implementation of environmental initiatives outside of pilot sites</p>

1305
residents in
28 homes

reaching over
2000
individuals

902
service users
in 261
locations

providing over
5000
care hours
per week

Public Benefit

The charity considers the activities it undertakes in order to further its charitable purposes for the public benefit. We must demonstrate that our services provide a definable benefit and that benefit is to the public or a section of the public.

CIC was founded in 1998 to provide care services for individuals who were leaving long stay institutions and moving back into the community. Since then we have grown to become a national social and health care provider, specialising in four service delivery areas. Independent Living which supports thousands of people with a range of needs, including learning difficulties, mental health or physical disabilities to lead fuller lives in the community. Senior Care which supports older people to live independently in their home or in one

of our 28 care homes. Homelessness Services and Addictions Services which provide crisis support to people who are homeless or are overcoming addictions.

Integration remains our primary aim. Helping to integrate our service users into the communities in which they live can be challenging due to barriers such as social exclusion, stigma, access or discrimination. CIC tackle this by having a "can do" approach; by building strong relationships in the community and by participating in local and national programmes which promote inclusion.

Specifically the CIC Group have cared for and supported in 2008/09

Senior Care

1,305 residents in 28 homes

Providing, nursing, residential and intermediate care, respite services, dementia and challenging behaviour support and beacon status end of life care.

Independent Living

902 service users in 261 locations

Supporting people in their own tenancy and other accommodation, floating support and Personal Assistants for Individual Budgets.

Addictions & Homelessness Services

reaching over 2,000 individuals

Providing person centred therapies, group sessions and education programmes as well as accommodation based support.

Domiciliary Care & Extra Care

providing over 5000 care hours per week to vulnerable adults

Domestic and personal care for individuals in their own home or extra care environment.



2009 The highlights

An unprecedented 53% of CIC's service users took part in the survey, with 80% of the charity's services represented in the research. The results highlighted CIC's successes in providing happy lives for the people we support and developing strong bonds between service users and the staff who support them.



100%
of people who access CIC Homelessness services agree staff are friendly and welcoming

Ninety Four %
of people who access CIC Independent Living services say that they are encouraged to try new things

98%
of CIC service users feel that they have a good relationship with the people who support them.

99%
say that the quality of treatments they receive are excellent or good

Over one thousand people who access our services gave CIC the thumbs up in the overwhelmingly positive 'CIC Service User Satisfaction Survey 2009'.

NINETY SIX %
say that CIC help them to be healthy

99%
of people who live in CIC's Senior Care services say that their home is clean and tidy.

The survey demonstrated that our service users have strong relationships with the staff they are supported by, feel encouraged to pursue their hobbies and interests, and are delighted with the facilities, care and support we provide.



Step up to Life...

The North East's 'Step Up To Life' social inclusion group have put down on paper exactly how the people we support want to live their lives, and how CIC can better support them in doing so. The result is the group's Social Inclusion Charter.

"Inclusion and person centered care has always been at the heart of CIC's services," explains Caroline Bairstow, the North East Service Manager who has supported the group from the start. "At a local level, our service users are involved in making decisions about all aspects of their day to day lives, from attending house meetings, to helping recruit the staff that support them and taking care of their own finances. But we wanted to take things one step further and devise an up-to-date, accessible document which clearly sets out what our service users want from the support we provide as an organisation as a whole, particularly at a management level."

The group, led by service users Shirley Wrigley and Judith Finch, worked with

other service users from across the North East to devise the Charter, using music, art and drama to encourage positive communication. Caroline explains, "We wanted to make sure that all the people we support, even those with very high support needs and limited communication abilities, could take part in the group and have their voices heard."

Shirley, who has lived at Elwick Road flats in Hartlepool for six years said, "We asked our friends in the group – "What things are important to you in your life?" Then we had fun painting, singing and acting to find out the answers. We wrote down what people in the group said and made this into our Charter."

Take things one step further

Our Charter is important because it explains to everyone the kinds of things we enjoy doing, like spending time with our friends, going shopping and having a job

We want to be involved in the big decisions

What things are important to you in your life?

Our ultimate goal is one of shared power



Everyone
can take part
and have their
voices heard

Involvement in
making decisions
about all aspects of
their day to day lives,
from attending house
meetings, to helping
recruit the staff

We wrote down
what people in
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Charter



The group have devised their own Charter Mark, which will serve as a 'stamp of approval' to show that the group are involved in important decisions across the organisation and that their ultimate goal, one of shared power, is being reached.

The Charter, which uses a series of pictures and symbols to indicate the five different areas which people highlighted as important in their lives, includes the titles: 'Have our say', 'Have my own friends', 'Be more adventurous', 'Keep fit and well' and 'Spend time as I like'. Judith, who has lived at Viewfield, a CIC supported living service, for 10 years explains, "Our Charter is important because it explains to everyone the kinds of things we enjoy doing, like spending time with our friends, going shopping and having a job. But is also tells people that we want to be involved in the big decisions that CIC make which affect our lives."





CIC's got talent

As the spotlight dimmed, Elvis was waiting eagerly in the wings, ready to hit the stage. In the audience, Freddy Mercury chatted to his friends and family, a pair of Michael Jackson's shared a laugh with Liza Minnelli, whilst Kenny Rogers and Dolly Parton tucked into a packet of flumps. 'CIC's Got Talent' had finally arrived and the stage was set for a great night of entertainment.

'CIC's Got Talent' events took place at venues in Hartlepool and Liverpool in 2009. The talent show not only showcased the musical and dancing talents of our service users, but also the enthusiasm and creativity that they and their support staff have dedicated to devising their brilliant routines and costumes.

In Hartlepool Deborah Morrison from Stone Street, Gateshead, deservedly took home the winners trophy following her stunning rendition of Westlife's 'Mandy'. A clearly shocked Deborah told the crowd, "I can't believe it, this is a dream come true!", before answering calls for an encore.





In Liverpool Amongst those clapping loudest at the events were CIC trustees Frankie Robertson and Jean Clement, who attended both events. Frankie said, "Watching 'CIC's Got Talent' has been such fun. Like all of the trustees, myself and Jean love being out and about, visiting CIC services and our service users, so we were really excited about attending today's event." She added, "We see how talented CIC's staff and service users are all the time, but it was great to see it on such a big stage."

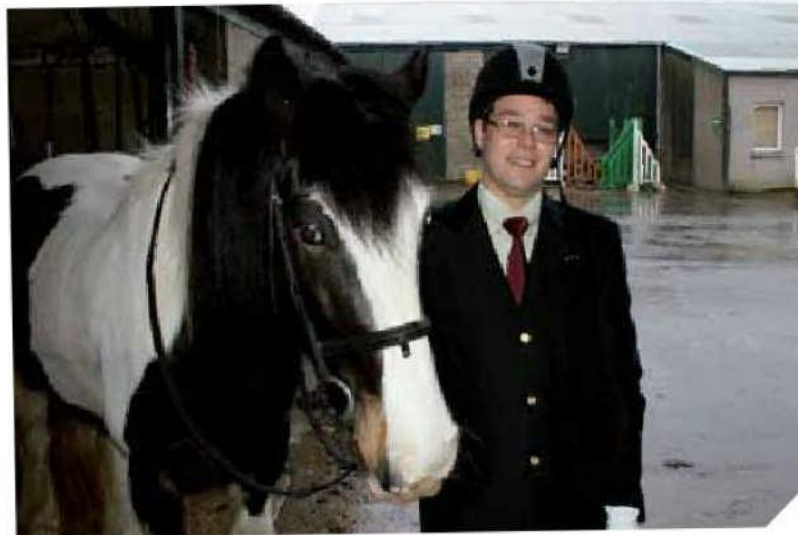




Special Olympians

This Summer, hundreds of the top athletes with learning difficulties from across the UK gathered in Leicester to compete in the 2009 Special Olympics.

Amongst those taking part in the week long event were members of the CIC community, Paul Atkinson, William Keith and Damian Brett. With two gold medals, one silver and four bronzes between them, our sportsmen not only brought home a stack of medals, but great memories that will stay with them for a lifetime...



CIC Score card

BOWLED OVER!

Paul Atkinson
Catering Assistant at C.I.C.
Gardner House, Hartlepool

Sport: Ten-Pin Bowling

Representing: Northern Region Team

2 Bronze Medals

1 Silver Medal

EQUEST FOR SUCCESS

William Keith
Fraserburgh, Aberdeenshire

Sport: Equestrian and Horse Management

Representing: Grampian Region

1 Gold Medal

Placed 4th and 5th

FLOATING TO VICTORY

Damian Brett
CIC Floating Support, Leicester

Sport: Swimming

Representing: Midlands

1 Gold Medal

2 Bronze Medals

Placed 5th





Lynda Whitehead



North West and North East Care Employer of the Year



Transport department



Caroline Bairstow

Our award winners

Home manager Lynda Whitehead and the whole support team at Ferncliffe Road, Leeds, who received the 2009 ASB ActionNet Award for their compassionate approach to combating anti-social behaviour in the community.

Vocational support worker Samantha Davies who won Outstanding Newcomer to Social Care award at the Liverpool Echo I Care Awards.

CIC Marketing and Communications department won Marketing Team of the Year in the Marketing Industry Network Awards and a Communicators in Business Award of Excellence for last years Annual Review. They were also short-listed for Best Magazine and Best In- House Team in the How-Do Public Service Communicators Awards.

Our Transport department who were shortlisted in the Fleet of the Year awards by Fleet News.

Our Learning and Development Department were finalists in the National Training Awards 2008.

CIC were delighted to be named as the North West and North East Care Employer of the Year at the regional heats of the Great British Care Awards. Service Manager, Caroline Bairstow, was also named as North East Care Innovator of the Year.

Well done also to all regional finalists including: Home Manager, Amanda Parkin, of Pinfold Lane, Leeds, Trainer Stephanie Marsden and Activities Organisers Jackie Flahert and Terri Kennedy all of St Lukes Care Homes, Runcorn, Care Home Manager, Sharon Timms and Trainer, Amanda Broad, both of Winsford Grange Care Home, Cheshire, Dignity in Care finalists, Kirsty Rimmer and Beth Hawthorn of Laneside, Southport, and the whole staff team at Belle View Terrace, Durham.



CELEBRATING SUCCESS

In December 2009 CIC hosted our own national conference and awards event at Liverpool's prestigious St Georges Hall. We heard from an impressive array of speakers from the social and health care sectors and from the Government. We also celebrated the great work of our staff with a glittering awards ceremony. With 19 achievement awards given, we have a lot of great stories to share with you, but we'll save them over for the next annual review – watch this space!



Our CSR commitment

Maybe unusually for an organisation our size, our overall CSR strategy has very much been borne out of the great work we could see our staff and service users taking part in; it was clear to us that the CIC community wanted a CSR framework from which to work, and we wanted to support them in this goal. Yes, as a charity and a business, it is important for us to demonstrate our commitment to CSR, but even more important, is supporting our staff and service users to achieve real, genuine CSR achievements everyday.

In terms of implementation, this happens organisationally; at a Support Services level; and operationally, at a service delivery level. We have a number of policies and procedures which implement CIC's commitment to CSR such as our CSR policy, our Environmental Policy and ethical Purchasing Policy, and the whole organisation work to comply with these. Each division (Independent Living, Senior Care, Homelessness and Addictions) works to uphold its own CSR commitments as set out in its overall

business plan, through implementing initiatives which reflect and uphold their respective CSR promises.

At Senior Management level the Environmental Working Group are working to help us develop an organisational wide environmental management system and achieve British Standard accreditation (BS8555) for it.

CIC's whole ethos centres on the community. We are a charitable organisation whose maxim of 'putting individuals first' centres on social responsibility, inclusion and respect for our communities. So for us, it is at local, grass roots level where we really believe our CSR efforts come into their own. It is here that our focus is on so much more than just strategies and objectives. Rather, our CSR genuinely becomes part of our everyday culture, with staff and service users in our homes, projects and services across the country all working to develop and implement their own CSR projects and initiatives.



"We believe in acting in a fair, ethical and responsible manner and consistently seek to not only realise what is expected of our organisation, but to set the benchmark for responsibility within our sector"



British Standard Environmental Accreditation



Towards the end of 2008, it was becoming more and more apparent quite how many of our staff and service users were dedicating themselves to setting up green projects and initiatives, to help not only their own service but the wider community too: Alcohol Services opened their own allotments; Senior Care homes set up schemes to become more energy efficient; some of our Independent Living services service users started up their own recycling projects; and some of our

residents from Homelessness Services began to participate in community gardening initiatives.

So in September 2008 we realised we needed to acknowledge the successes of these individual projects, as well as consolidating their efforts and encouraging our whole charity to become more enthused about reducing our impact on the environment. We formed our Environmental Working Group, tasked with finding the most ambitious standards for our charity to work towards. The result was a decision to develop our own Environmental Management System, which we aimed to achieve British Standard Accreditation (BS8555) for – the benchmark for environmentally responsible organisations.



Our CSR efforts saw us named as a finalist in the National Business Awards

Spotlight on CIC's Dementia Strategy

In February 2009 the government published its first ever National Dementia Strategy.

"People are living for longer and dementia, in all its forms, has become one of the biggest health challenges we face," explains CIC's Senior Care lead manager (North West), Helen Cook. "There are currently around 700,000 dementia sufferers in the UK, a figure which is set to double in the next 30 years."

In line with the government National Dementia Strategy, CIC aims to make significant improvements to our dementia services by investing in a Head of Dementia Care. Operations Director Jane Worsley, who leads the organisation's practices, believes the key principles

for good quality dementia care at CIC are: providing individualised support, ensuring service users are afforded dignity and respect, and recognising the needs of families and loved ones.

"Communication, with both sufferers and their families, is key to achieving all of these goals," she says. "Genuine person centred care can not be achieved without talking to service users and their families. This means getting a detailed biography and translating this into a care plan specific to that person, reflective of their likes and dislikes, their personality and their needs." Improved care pathways better facilitate people with dementia to access community services such as physiotherapy and occupational therapy, speech and language therapy and district nursing. "We see this as a vital part of the care for our service users and we work hard on building relationships with external professionals who can provide these services on site," Jane adds.



"The government strategy means we will see people having more choice and control over how they are cared for in their final weeks or months of life"

A large, vibrant pink graphic box with a white border and a folded-corner effect at the bottom right. It features several hearts of different sizes and colors (solid pink and pink with diagonal stripes). A horizontal dotted line is positioned above the main text. The text is in a bold, white, sans-serif font.

There are currently around 700,000 dementia sufferers in the UK

Technologies

A stimulating environment can also delay progression of the disease and provide a better quality of care. CIC employ a range of techniques including music therapy, reminiscence sessions and life story work, as well as 'snoezelens' - sensory relaxation rooms which incorporate light and sound therapy. We've also started a new programme called SONASapc in which small groups with varying advancements of dementia follow a programme to evoke all the senses.

As well as activity, physical environment has a significant role in the wellbeing of people with dementia. Nigel Kendrick, CIC's Property Surveyor, completed a course this year, at the world renowned Sterling Dementia Services Development Centre (DSDC), looking at best practice in building design and environment for patients with dementia. Following on he has commissioned an external design consultant to formulate a design scheme for all of our care homes which will reflect best practice and incorporate items which are specifically suitable for our dementia residents.

Julie Cowen, CIC's Senior Care Lead Manager for Scotland said, "The government strategy means we will see patients having more choice and control over how they are cared for in their final weeks or months of life,"

"All of our homes follow the Gold Standards Framework, the government's programme aimed at achieving best practice in supporting people near the end of their lives. Several of our homes are in the process of applying

for Gold Standard Beacon Status, the highest possible rating for end of life care, so it really is something we put a lot of energy and commitment into." She adds.

Julie strongly believes that better levels of care can only be achieved through a more informed and effective workforce for people with dementia. "At CIC, all staff receive basic dementia awareness training. Additionally, staff working directly with dementia patients take part in regular in-house and external training, attend conferences, and share best practice with colleagues right across the organisation."

CIC recognise that professional carers are only part of the support available for dementia patients. "To care for someone with dementia can be an emotionally exhausting experience. Giving families information, holding workshops and linking them to support groups as we do at CIC, goes part of the way to providing the support families so desperately need," says Julie. "Aside from that, we aim to provide families and other informal carers with respite from their role and giving them additional support in the home from professional staff."

Reflecting this commitment, CIC have recently participated in a study exploring end of life issues for people with dementia and their carers, with The Academic Palliative and Supportive Care Studies Group at University of Liverpool. 'Advanced Dementia - what care do patients and carers need' is a three year PhD study for Project Researcher, Jackie Crowther, a mental health nurse who has spent several years working on research projects into various aspects of the disease.

Jackie hopes that the project will help inform local and national policy in terms of end of life care and support for carers. "The phenomenal response I have had to my appeal for participants proves the estimate that 25 million people in Britain are affected by dementia in some form is no exaggeration. People want to do something to help tackle dementia and research is one of the best ways we can do this."



**A stimulating environment
can delay progression
of the disease**

Personalisation

Self directed support services, individual budgets and direct payments are all ways in which Personalisation is transforming social and health care provision in 2009.

This summer CIC was selected by Dorset Primary Care Trust to be part of its Campus Re-provision Project, a programme aimed at assisting individuals with complex needs to move on from the traditional hospital setting, into living in the community independently.

The government's Personalisation Agenda is at the heart of Dorset's re-provision of services, so CIC was very keen to develop a fresh approach, whilst drawing upon our long and successful history of providing tailored, person centred support.

"We believe that there is no better way of finding out about what CIC can offer each individual than visiting our services and witnessing first hand how successful personalisation can be"



NINETY SEVEN PER CENT

Say they have a good relationship with the people who support them

95% | feel encouraged to try new things and be as independent as possible



The way care services are purchased is changing dramatically with the increase of individual budgets and direct payments and this has put control firmly in the hands of service users and their families. Reflecting this changing approach, all providers were invited to participate in a three day Provider Fair, to give service users and their families the opportunity to meet providers and decide which organisations they felt were the right 'fit' for them.

CIC's Personalisation Co-ordinator, Michelle Elstob, attended the event. She told us "We relished the opportunity to talk directly to service users and their families. Many people were surprised by the enhanced lifestyle opportunities CIC could offer. It was really rewarding to see so many people excited to make plans for their future."

"One thing that really made us stand out from other providers was our open invitation to visit our already established services. We believe that there

is no better way of finding out about what CIC can offer each individual than visiting our services and witnessing first hand how successful personalisation can be." CIC's Business Development Manager Jacqui Parr adds, "No doubt we will see the approach taken by Dorset adopted by other local authorities in the UK. These events should be positively embraced as they give care providers the opportunity to work as an integrated team with other health and social care professionals, ensuring service users have access to an independent future with flexibility, dependability and also importantly, 'value for money'."



What impact does CIC have on the communities it supports?

Impact

We said we would	In 2008/09 we achieved
Expand our specialist service provision.	We provide: Intermediate care facilities; re-enablement services; domiciliary care & extra care services and specialist dementia services.
Expand our geographical cover.	Expanded into Greater Manchester and developed services in Dundee City, South Tyneside and the Scottish Borders.
Develop our expertise in Addictions & Homelessness Services.	Restructured the management and project delivery roles in line with best practise and invested in new information system to be fully compliant with National Standards. Commenced action plan to achieve foyer status in homelessness projects.
Continue to provide quality care services using our resources as efficiently as possible.	Implemented continuous improvement audits for all our services and revamped our support services structure to address the needs of the group going forward.
Provide services across the UK which receive high quality ratings from CSCI and the Care Commission.	Commenced work on attaining EFQM mark, to highlight our commitment to Quality. All our SCC results are good or very good 95% of our CQC results are good or excellent. Accreditation attained from the Autism Society for Vocational Support services – the first such organisation to do so.
Enhance our reputation within the care sector by active involvement in national forums.	Our CEO has joined the ECCA Board. We have joined Community Care providers Scotland. In December we hosted our first national conference with leading speakers from across the care sector.

Within each service area there are specific development objectives to focus each area of their business plan and to enable us to determine whether our 5 year strategy focus is addressing key issues for the services and for potential service users and commissioners.

Independent Living

Independent Living had success in developing several new services around the Scottish Borders. We also purchased Mansefield House in Kirkcudbright, a 10 person service. The previous provider was recommended to talk to us by the local commissioner, a positive statement regarding our reputation in that area.

We have developed a good reputation for providing quality care under Individual budgets, notably in the North East where we have had up to 100 referrals in the last year. Pressures on current contracts are always present and the re-tendering exercise for approximately 50% of the Liverpool services is now underway. Liverpool is one of our largest contract areas.

We are in the second phase of a three phase process. Whilst we have maintained all our services and achieved additional hours, the budget for this contract is yet to be established.

We said we would	In 2008/09 we achieved
Take forward the Personalisation agenda for people supported within new and existing services.	Created and increased Individual Budget schemes within the North East supporting people with choice and independence.
Continue as a leading provider within Independent Living by supporting commissioners facing funding and resource pressures by reconfiguring services.	Created several assistive technology pilot schemes to deliver value for money services for commissioners. We have attained accreditation from the Autism Society for our Vocational Support services – the first such organisation to do so. We have retained IIP accreditation in Scotland achieving a silver standard.
Enhance our reputation within the care sector by active involvement in national forums.	CEO has joined board of ECCA and have joined Community Care providers Scotland. Hosted CIC's first national conference with leading speakers from across the care sector. Provided speaker for Hate Crime Conference in Westminster.
Provide services across the UK which receive high quality ratings from CSCI and the Care Commission.	All our SCC results are good or very good. 93% of Independent Living CQC results are good or excellent.
Extend our footprint of Independent Living services into new regions where we can build our expertise and offer further value.	We now have an expanded our service base in the North East of England, the Scottish Borders, Dumfries and Galloway and Leicester.

Senior Care

Senior Care has had a changing year. CIC sold one its smaller care homes in Dumfries & Galloway to new provider who will continue to run it as care home. After a review of residents at our Independent Hospital in the North East, we deregistered it as a hospital and reregistered it as a care home. Residents who required specialist mental health facilities have been successfully transferred to more appropriate accommodation and the home is now being refurbished.

We said we would	In 2008/09 we achieved
Implement the introduction of innovative / specialist services to a quarter of our current homes.	Our merger with Inspirit Care increased our senior care portfolio by 11 care homes as well as bringing on board domiciliary care services and extra care services. Inspirit services include Intermediate Care, Re-enablement and dementia services. 38% of our homes provide specialist ICU, palliative and dementia care services. All homes registered for the DOH Dignity in Care initiative and have dignity champions.
Improve services to continue to achieve a high rating from CSCI /CQC and Care Commission.	A detailed monthly service audit was rolled out to all homes to provide us with a good internal rating system and to aid achievement of improved CSCI/CQC scores. All our SCC results are good or very good 92% of Senior Care CQC results are good or excellent.
Implement the 5 year business plan to enable CIC to continue its services.	Started extensive refurbishment programme. Renegotiated contracts to provide income longevity. Started reconfiguration of services to adapt for future needs.
Assess opportunities to extend the number and range of services Senior Care provides.	We have extended our portfolio to include extra care and added specialist domiciliary care and specialist dementia care.
Review assistive technology as a means of improving services to people with dementia.	We are piloting a sensor system to monitor falls etc which will improve the delivery of care.

Addictions & Homelessness Services

The past twelve months have seen a period of consolidation within Addictions & Homeless, with reorganisation of roles and implementation of new case monitoring software to provide visible recording of outcomes. There has been some lateral growth within the services with some small additional areas being funded for the year.

We said we would	In 2008/09 we achieved
Raise our profile in new geographical areas for Addictions & Homeless Services.	Restructured the Addictions Services to meet the ongoing needs, anticipate future requirement and explore tender opportunities for new business. Director spoke at Gamcare conference 2009.
Pilot the new QAF process for Homelessness Services to influence standards of services on a national basis.	Implemented a self audit tool to aid achievement of targeted QAF ratings.
Make improvements that build on our reputation for the provision of specific specialist services for challenging individuals.	Implementing a case management software to provide access to client treatment outcomes.
Develop opportunities to further promote ranges of treatment.	Biophysical Solutions being developed to deliver range of new treatments.
Further enhance our community engagement to improve social inclusion of service users.	Each service now has a community engagement plan and we have piloted a volunteer programme in Sefton.

Financial Summary

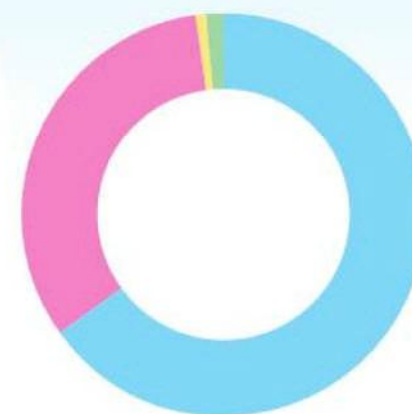
The charity does not raise significant funds through donations or events, all our income is derived from payments for services provided. This year has shown a continuation in our growth, further developments in children's services and other Independent Living services accounting for the majority of the increase.

This year total income increased by 5% to £87.0m (2008 £81.8m), reflecting the increased specialist services available and our continued expansion of Independent Living as well as the merger of Inspirit Care.

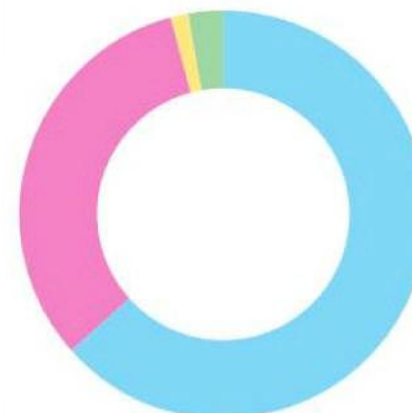
The net surplus in unrestricted funds, before pension gains was £4.3m. Services are still in the process of being reconfigured in order to provide more relevant services going forward, so these along with previous surpluses will be needed to invest in change. Looking ahead local authority spending is restricted and annual fee uplifts are reducing and in some cases we are being asked for reductions in price year on year. To ensure the charity continues to meet it's objectives we will need to be flexible enough to reconfigure services but also develop new services types for future need.

Service Area	As of March 2009
Independent Living	902 service users
Senior Care	1305 residents in homes
Homelessness & Addictions Services	Approx 2000 people
Domicilliary & Extra Care	5000 care hours per week to vulnerable adults

Charitable incomes £m



Expenditure



Independent Living
 Senior Care
 Domicilliary & Extra Care
 Addictions & Homelessness



The CIC group is a unique organisation. We bring together individuals from diverse backgrounds, many who have been excluded. We do not look at labels. Our staff are committed to helping people achieve their potential and adapt readily to the changing needs of each person we support. **Our maxim is "putting individuals first."**





"I'm very well looked after at my home. I live with my four friends and we go out a lot with staff. My key worker looks after all my needs. He takes me for my hair cut, new clothes, meals and entertainment, and also arranges holidays for me. I am very happy here, thank you."

Barry Leither, Summerson House, Gateshead.

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"I am happy and comfortable with my care; the staff here are fantastic, they always go out of their way to help and will do anything for you."

Doreen Nossiter, Gardner House, Hartlepool.

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"A great service to help young people get back on their feet!"

Jonathan Joyce, Halton Goals, Runcorn.

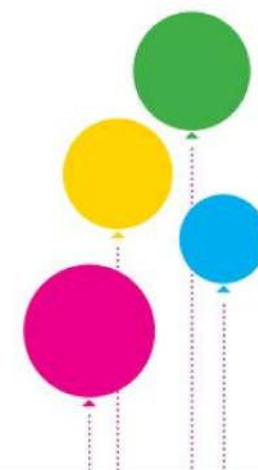
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"Since coming to CIC Vocational Support, my life has changed for the better and I feel much happier in myself. The staff and support workers are very friendly. With their help, and support, I have learnt new skills and become more independent."

Mustafa Mohammed, Vocational Support, Liverpool.

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cic
— group —

putting individuals first

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