



**My Life...**  
**My Way**  
Annual Review 2006

# Welcome to CIC's 2006 annual review

CIC is a diverse community uniting thousands of individuals across the country through our specialist care and support services. Together with 3,000 staff and teams of community partners, we are assisting over 1600 people from Aberdeenshire down to Portsmouth to lead fuller lives.

- Our services are provided in a number of settings:
- **Supported living, registered care and floating support** for people with learning difficulties, physical disabilities and/or mental health concerns;
  - **Residential living** for people who are elderly or have specialist health care needs;
  - **Community care and support** for people who are in recovery from addictions or homelessness.

All our services, no matter how bespoke or unique, have a common theme... integration. We believe that everyone has a right to be included in society. We champion social inclusion and person centred approaches through our service delivery.

My life... My way is an annual review with a difference. It's a platform for our community members to personally talk to you about their experiences over the year and their hopes, and plans within CIC and wider society.

The inspirational stories featured here, give a clearer reflection of what CIC is all about. Our contributors will tell you more about our mission, vision, values, aims and objectives, than any traditional annual review or report could.

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“Hi my name is Janet. I have been asked to introduce CIC’s Annual Review and share my adventures with you, so here goes.

I had never been out of Cumbria before September 2005 when I went on holiday to the Isle of Man with two carers.

I visited all the tourist spots on the island, went shopping and walked around the many villages the island has to offer. I even visited a small wildlife park and I had a trip on a steam train, something I have never done before. The whole week away was non-stop new experiences from start to finish.

But the most exciting thing I have ever done is to fly in a light aircraft! A few months

ago I was supported to have a 30 minute flight in a small four seater aircraft. The whole trip was exhilarating. The views were magnificent, you could see for miles and miles. I sat in the back of the aircraft and wore a set of headphones, so I could hear what was being said by the pilot. The idea behind my flight was to see if I would be okay on an aircraft so I can go further afield for my holidays in the future.

My family are very happy and amazed with me taking positive risks as they feel that’s what life is all about. The next step on this great adventure called life is to have a flight in a jumbo jet. I will let you know when this happens and how it goes.

I want to remind all people, whether you work, or are supported by CIC with the right attitude and support, there are no hurdles.”

☀️☀️ The next step on this great adventure called life is... ☀️☀️







I now go out and go away on holiday which I really enjoy



## Active Lives

**My message is simple – just look at the smiling faces of the people we support and this tells you the story of their journeys. We have put hope in place of despair and inclusion instead of isolation. This is what we are here for and what our staff are good at.**

**My life – “I want people’s help when I need it...”** taking balanced risk approaches with people who have complex needs has enabled them to lead full lives and to plan for their futures. Person-centred approaches throughout the organisation have been used as a basis for personalised funding for more self directed approaches to support and care. Our participation with the ‘In Control’ pilot in the North East has led to changes in CIC as a result.

**My home – “People said I would never manage to live on my own...”** Such a common statement but we changed all that with people coming into their new tenancies in Liverpool, Gateshead, Newcastle, and Dumfries. In some areas new services have been designed with SMART technology and fitted with intensive homecare systems suited to the individual needs of each tenant. By working in close partnership with the local authority, the transition of the children’s enablement services to CIC in Newcastle has been a resounding success.

**My way – “I feel listened to and am helped to take part in everything that affects my life...”** We have continued to do this at service level but also sought to involve people using our services in having a say in the day to day running of CIC.

In August a team of people who use our services flew to Wisconsin, America to meet with People First advocates.

The team are part of our Regional Inclusion Network which has been formed to further CIC’s social inclusion initiative. Friendships and alliances were forged last year when the American advocates visited the UK. Our team were invited to find out more about advocacy American style. They had an interesting and thought provoking time and have returned with many ideas for developing their network.

People we support were proud to hand out the certificates at the SVQ Award ceremony in Dundee this year and recognised our staff for the jobs they do.

Partnership working will continue to be a strength which has enabled us to successfully work with Commissioners to reinvest savings and achieve quality accreditation outcomes. Our services in Scotland achieved Investors in People status. Autism services accreditation of our services continues to progress and our quality monitoring processes were reviewed this year.

Yes we’ve had a busy year growing new services and approaches but in a way that demonstrates continuing innovation and looking to the future to meet people’s needs. I expect that to continue to be reflected in the quality of local services provided.

**Rob Harper,  
Director of Partnerships,  
Learning Difficulties  
and Mental Health Services.**

Background picture  
Aberdeen Rotunda

## My Story

### Eileen Banks

“My name is Eileen Banks. I have lived in my house in Aberdeen for nearly three years. I wanted to write a story about how my life has changed since I have lived here.

I now feel a lot safer and like having the companionship of the other girls who live here. When I stayed on my own I didn’t go out much and I never went away on holiday or to concerts or anything. I now go out and go away on holiday which I really enjoy. Since moving here I have been able to go on a plane for the first time.

Since I moved here one of the girls helped me get a job and I really enjoy working and getting some wages. I have just got my driving licence and I am going to start to learn how to drive. I feel nervous about this, but I am also looking forward to it.

My children visit me at my house. When I first moved here this was supervised visits now my children are older and I am more confident, I see them on my own and I know that I can ask staff to help me if I need to. I have a close relationship with the family who foster my children. Just recently we all went to Glasgow because my children’s’ foster mum won an award and we all had our photo taken and it was in the paper.

In July I am going to see Ronan Keating in concert in Liverpool at the big top. Ronan is my idol and I have seen him once before. I am very excited about this trip.”



# Active Support

**At CIC we shape our day services to help people develop their skills in aspects of work, computing and creativity. Our focus on real opportunities for people is demonstrated at CIC's innovative learning difficulties and mental health special project sites.**

The people we support gain independence by fulfilling their individual goals and aspirations. The projects are needs-led with individuals choosing services to suit their needs. Some individuals will access these services part-time; others will attend the projects full time.

- **Wolfcraig Training Project in Stirling, Scotland is an educational and occupational day service for people with mental health issues. Individuals who access the centre attend a variety of training programmes, including art and crafts, computing and music workshops.**
- **CIC's Vocational Support Service, Merseyside is committed to facilitating people with learning difficulties and mental health issues into integrated and valued employment.**
- **Port of Call in Portsmouth is an adult mental health project, providing a drop-in service, internet cafe facility and training opportunities to adults.**
- **Rievaulx Resource Centre in Cleveland is a day service which provides support, training and employment to young people with learning difficulties.**

Social inclusion is an important aspect within our day services and we encourage and support individuals to access other services and opportunities within their community.

For some people, the day services that we provide can be a stepping stone to employment or community-based activity. By working in joint partnership with local colleges and training providers within the community, the people we support increase their independence and range of skills.

CIC staff teams receive specialist training to ensure people live in their community with the best quality support. A task force team is currently researching inclusive approaches to services for people with autism Nationwide, our Autism Task Force has had an industrious year, working towards accreditation for a number of services nationwide.

A new CIC enablement service for children has been set up by our North East team. Twenty children aged between 11-18, are being supported to access a wide range of activities in the community. We hope to develop our children's enablement services and deliver them nationwide.

We are constantly reviewing and monitoring our day services in order to ensure they are of high quality and led by the needs of the people who use them.

## My Story Howard Rice

"CIC's Vocational support service is an innovative and creative employment project. We support people with learning disabilities and mental health issues into integrated and valued employment. I have been managing the service since I joined CIC in 2004.

Working is an important source of self-esteem and independence for people. Our aim is to seek work opportunities for people to develop and maintain their employment goals.

How much we get involved really depends on the individual. The support we offer ranges. For some people support is based around their training and development needs. Others may need support with gaining confidence in employment-related skills such as travelling to and from work. We continually assess individuals' level of skills then provide help and support to develop these further.

What I love most about my job is seeing the results. For example, we have recently supported John into full time, paid employment. John now has a contract via SONY which includes holidays and his money is paid direct into his bank account each month. This was his wish and we helped him achieve it.

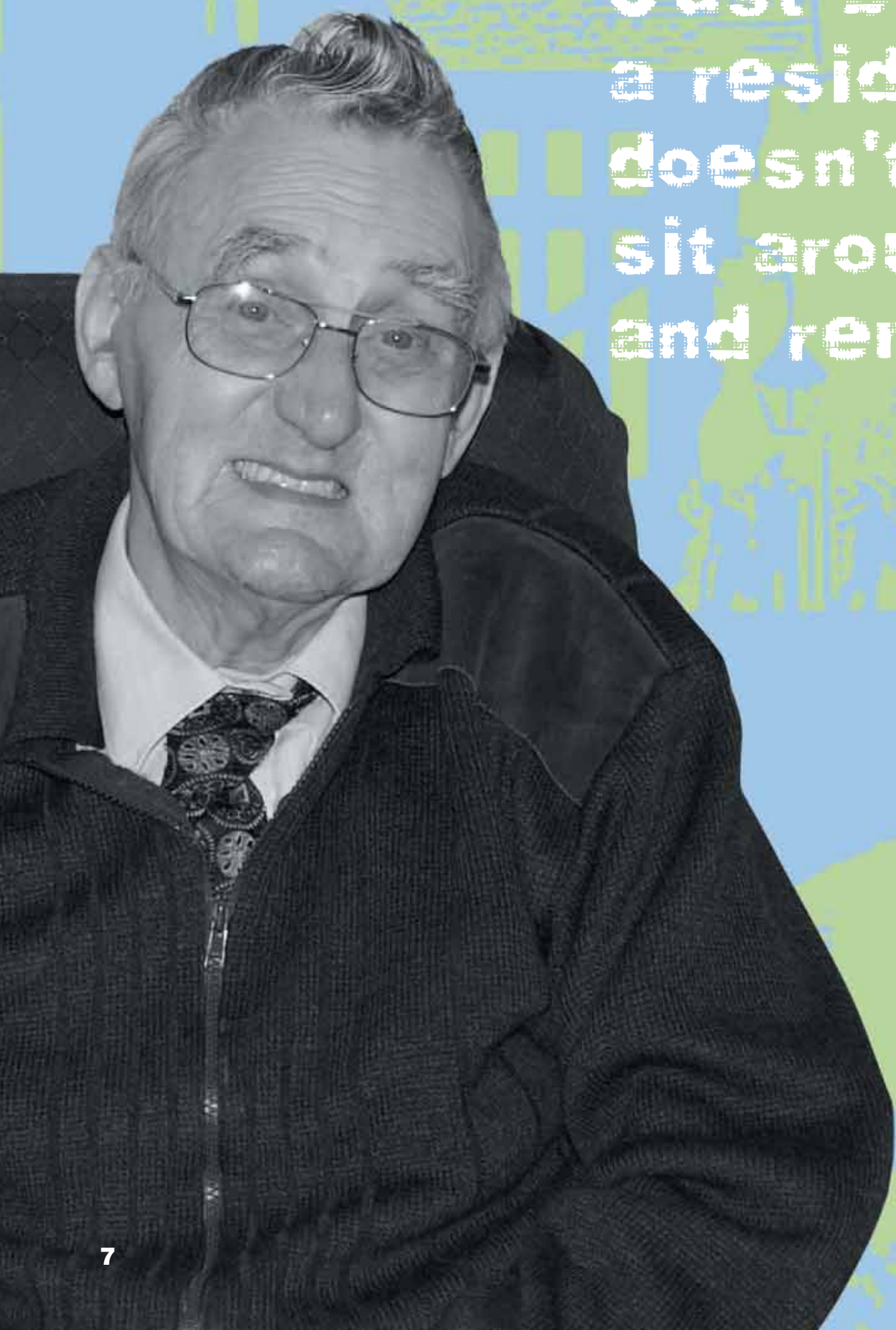
We have proven that employing people from all backgrounds enables businesses to meet their challenges more effectively. Employing people with disabilities just requires employers to be a little flexible. The people we support are engaged in employment situations that have a positive value for their employers, co-workers and society at large."

## Working is an important source of self-esteem and independence for people



Background picture  
Liver Building, Liverpool





Just because it's  
a residential home  
doesn't mean we  
sit around all day  
and reminisce



Background picture  
Chester High Street, Chester

# Residential Living

**Our residential homes provide care and support for over 800 people nationwide and this year we have retained 97% occupancy across our homes.**

Many of the people who access our services have high dependency needs and we have developed a range of specialist health and social care packages tailored to individual need.

Awards have featured highly this year in Older Persons and Specialist Services with our homes in Dumfries and Galloway retaining their Investors in People Award. Services in Merseyside have again achieved top marks in the RDB Awards, and 100 per cent of our home managers have attained or are in the process of achieving their NVQ 4 manager awards.

Colleagues pursue training and qualifications in specific healthcare specialisms and this year many have completed a specialist course in dementia care mapping. Palliative end of life care is an important area of development for the division. CIC are working with Primary Care Trusts to implement palliative care strategies across the UK.

Setting quality service standards remain at the heart of our approach. We have comprehensively revised our cleaning procedures and manual and this has been trained across all our homes. Consultants have spent the last year working with

residents and colleagues to revise and improve our catering services. A CIC recipe book has been implemented nationwide to provide varied menus of nutritious and balanced meals to suit every taste and dietary need.

New care plan packs have been developed by a project team and the new documentation is being rolled out in all homes to be fully implemented by January 2007. The new care plan ensures documents reflect current issues and best practice.

We are currently working with partnership agencies to develop a new CIC pre-assessment tool. Research is being undertaken within the Department of Health and National Institute of Clinical Excellence and it is anticipated that the new assessment tool will be available by April 2007.

The results of our annual service user satisfaction survey are again fantastic and we are proud of this achievement. By maintaining strong partnerships with statutory authorities and continuing to review our practice we will ensure our services fulfil their purpose and benchmark best practice. Our aim next year is to continue to improve on the excellent standard of care across our older people and specialist homes in the UK.

**Robert Black,  
Director of Partnerships,  
Older Persons and Specialist  
Services.**

## My Story

**Stan Fisher**

"My name is Stan Fisher. I have lived in Sandbach, Cheshire my whole life.

About eight years ago I had a road accident when I was riding my bike. I injured my leg and was in hospital for six weeks. I have diabetes and I found out I would lose my leg. I have been in a wheelchair ever since.

It was a shock. I have always enjoyed walking and something like this really sets you back. I realised I needed extra support and in 1998 moved to St Stephens residential home – just down the road from where I grew up. It turned out to be a very good move for me as I am able to stay involved in my community.

I am a sign writer by profession. My grandfather and my father were also sign writers so it was passed to me. When Kim (St Stephens activities co-ordinator) found out, she organised calligraphy classes for me. It was fantastic to begin painting again and I was pleased how quickly it all came back. I now sign in my spare time and I have had lots of requests. I also write signs for St Stephens if we have a special event.

I am very involved with all the activities that take place at St Stephens, and help Kim to organise them. Just because it's a residential home doesn't mean we sit around all day and reminisce. We get out and about as much as possible. I recently enjoyed going to Manchester Airport. We took a trip there so I could watch the planes come and go. It was fantastic.

I also go to my local church coffee mornings once a week where I have met many new friends. As a local man I know many people in the area and it's great I still see them when I am out and about.

My accident and my new situation have never stopped me from doing what I want – in fact my life now is even fuller. There is always something going on at St Stephens, I wouldn't want to live anywhere else."



# Continuing Care

**CIC's Older Persons and Specialist Services are founded on the principles of dignity, respect and choice for every individual regardless of ability. Our qualified staff are trained to provide the best possible care and support for a wide range of degenerate conditions.**

CIC takes a flexible approach in establishing services for the individuals affected by Dementia, Alzheimer's and Huntington's disease, and their families. We offer a range of services including residential, domiciliary, day and respite care.

At CIC we recognise the uniqueness of the needs of people requiring specialist care. That's why we work in partnership with local specialist services; including Primary Care Trusts, local authorities and national organisations. By recognising that high quality services need well-designed physical environments, we have spent time researching and designing environments that facilitate a broader range of care options. This has been essential in providing quality care for the people we support.

CIC are working with regional health and social care teams to implement the Gold Standard Framework for palliative care and setting standards for best practice. This includes involvement from the people who access our services, and their relatives, around their preferred place of care -

promoting dignity and choice at the end of a person's life.

Our homes deliver intensive palliative care in a homely environment, by providing:

- **A skilled staff team who are educated in palliative care**
- **Lead key workers for palliative care provision**
- **Physical, emotional, psychological and spiritual support**
- **Pain and symptom management**
- **Familiar surroundings and faces**
- **Comfort of own room**

## Older Persons Services

### Scotland

Briery Park, Dumfries  
Carlingwark House, Castle Douglas  
Charnwood Lodge, Dumfries  
Cornwall Park, Newton Stewart  
Merse House, Kirkcudbright  
Munches Park, Dalbeattie  
Thornecroft, Stranraer

### North East England

Charlotte Grange, Hartlepool  
Gardner House, Hartlepool  
Throston Grange Court, Hartlepool  
St John's Independent Hospital, Darlington

### North West England

Amberleigh House, Knowsley  
Green Heys, Crosby  
Hough Green, Widnes  
Kemp Lodge, Crosby  
Kingswood Hall, Frodsham  
St Catherines, Nantwich  
St Lukes, Runcorn  
St Patricks, Widnes  
St Stephens, Sandbach  
Winsford Grange, Winsford

## My Story Julie Cowen

"Ours is a happy home because residents and their families are actively involved in making decisions.

Many of our 46 residents are elderly and frail and some have high dependency needs, so it is imperative that we work closely with every person to establish their individual needs and to deliver real choices.

When a resident joins us we welcome their whole family into Charlotte Grange residential home. As with all CIC's residential homes, there are no regimented visiting times and relatives can stay overnight if they need to. Individual support networks help make the transition into a residential home setting much easier and we do all we can to facilitate these relationships.

We have a strong residency group which also includes families and friends and colleagues. They work tirelessly, fundraising and participating in many of the activities. They are a successful team and many family members stay involved with us even after their loved ones have departed.

Palliative Care and End of Life Care are Charlotte Grange's areas of expertise. All my team passionately believe that people who are dying from progressive or chronic conditions should have the choice where and with whom they spend their last remaining days. We have worked with families and bereavement support groups to devise our End of Life care provision. Residents and their families are provided with choices and options at this sensitive time. Many choose to remain with us. We ensure they are supported in the comfort of their own rooms, surrounded by their family and friends and given excellent medical care by qualified staff they know.

I have worked as a manager for CIC for eight years. I took over the management of Charlotte Grange in October 2001. The committed team at Charlotte Grange are just one example of CIC's commitment to delivering the best services for individuals."



# When a resident joins us we welcome their whole family





**I find the treatment a great help... and the relaxing atmosphere has helped stop the anxiety attacks**



## My Story

**Bernard Shaw**

"I started drinking heavily after my mum died in 1987. First it was lager but then I moved onto Vodka.

I was drinking at home every night. Sheila had to buy it for me as I never went out, I was a secret drinker. I stopped caring. I became agoraphobic and paranoid. Two and a half years ago, I was rushed to hospital with heart trouble and kidney failure. The consultant told me I would die if I drank anymore. He told me about CIC's Community Link in St Helens and arranged for me and Sheila to come and meet Karen (Anderson) and her team.

It changed everything. I find the treatment a great help. The biophysical treatment really stops the cravings and the relaxing atmosphere has helped stop the anxiety attacks. I feel that because of the back up and support I am getting, if I was to slip now, I would let more people down. Community Link is a lifeline.

*Sheila:* Community Link has changed both our lives. We can drop in together whenever we need to. I feel that they support me too. When I went into hospital for a few days I spoke to Karen and she promised me that they would look out for him. I felt reassured. Neither of us want to go back to the nightmare. I hated buying him alcohol, but I was scared by how much he needed it.

I didn't know how to get him to stop. Bernard and I met when we were teenagers. We will have been married for nearly 40 years. Of course I thought of leaving him during those horrible years, but I'm glad we came through it together. Things are so much better now. His agoraphobia is gone and we get out and about. I've got my husband back."

## Crisis to Recovery

**CIC's Community Services provide support and opportunities for people in crisis. Our services aim to make a genuine difference to people's lives; increasing independence and helping individuals achieve greater personal, social and economic inclusion.**

We are aware of the need to balance the desire to produce equity in service delivery, against local commissioning priorities. We have seen tremendous growth over the last year in CIC's community services and our teams have been busy implementing changes and developments, within every area of service delivery.

Our Substance Misuse services merged to become CIC Addiction services, earlier this year. This new approach offers a range of support and intervention methods for a variety of addictions, including alcohol, drugs and gambling. This move reflects our commitment to meet multiple needs of clients. CIC are working with local commissioners to implement and develop these services.

Our services for homeless people have grown substantially this year. In April we launched Orchard House, a groundbreaking young homeless project in Widnes, providing accommodation and moving-on support, in a state of the art purpose built unit. We have also recently increased our provision of single-person flats, to further the support and accommodation available for people in Southport, with a history of substance misuse and homelessness. Halton Goals in Runcorn are also undergoing a major redevelopment.

CIC's Community Link addiction service in St Helens, is an award-winning partnership, with community health and local authority teams. In recognition of its work with people with a dual diagnosis, the service received the Big Difference Award in April and more recently scooped the Positive Action Award in September.

CIC Addiction Services in Cheshire and Liverpool have moved locations. Liverpool Addictions Service has moved into the People's Centre in the heart of the city. The new base provides much improved facilities for service users and puts us together with other agencies, providing a wider range of support and information services to the local community. The CIC team will be promoting a 'sensible drinking' initiative as set out in the neighbourhood regeneration agenda.

Biophysical Solutions treatment method, which involves non-invasive electro-acupuncture to treat cravings and promote well-being, is now being used by a large number of addiction workers across the country. CIC practitioners are exploring the potential for using the treatment to alleviate other conditions and problems. Biophysical Medicine Ltd, a company owned by CIC, are generating a lot of professional interest with EDI, a recently patented innovative diagnostic device, which furthers the effectiveness of Biophysical techniques.

Working with community partners is vital in the development of CIC's Community Services and in providing the best possible support, care and intervention for people who access our services. By maintaining strong community links and expanding on innovative ideas, we aim to further develop our community services to support people to turn their lives around.

**Len Wilson,  
Director of Partnerships,  
Community Services.**



# New Beginnings

**CIC's Community Services provide professional support for addictions, homelessness and younger people's services. Our projects focus on the person rather than the problem and CIC's Community Services team work with individuals to help transform their lives.**

## Addiction services

CIC Addiction services offer support to individuals who are seeking help to escape dependency, whether it is for drugs, alcohol or gambling. By offering a mix of advice, support, counselling and treatment, we help individuals address their addiction issues. Importantly, the services are also open to family and friends who wish to access information and support.

We have had a lot of positive feedback from the community and by working with local colleges and partner agencies, we have created a strong network of local support for our services.

Our team offer a mix of assessment, advice and information to people with addiction issues, their friends and families. We also offer advice, support and training to other professionals.

## Services

Liverpool Addiction Service  
Community Link, St Helens  
Crewe Addiction Service  
Huyton Addiction Service  
Sefton Addiction Service

## My Story

### Bernie McDerra

"I have worked at CIC for over six years. In 2004 I became manager of CIC's Halton Goals, a homeless project in Runcorn for young people aged between 16 and 25. The job is challenging but I have loved it from the start. I've never looked back.

The success of Halton Goals has seen the growth of CIC homeless services. We now have two additional projects for younger people; Orchard House and Belvedere.

We are different because we are not here just to provide a shelter. We are here to help people move on from the crisis of homelessness to independence. Whether someone needs us for a few months or two years depends on their situation. But we work with every individual to achieve better opportunities.

By combining a place to live with training, job search, personal support, and motivation we provide the young people we support with a chance to realise their full potential.

We take a holistic approach to assisting the people we support. When a young person arrives they often feel vulnerable and apprehensive. It's our job to ensure they feel safe whilst assessing how the project can meet their needs.

Our projects challenge the stereotype of the homeless hostel. Orchard House was designed and built in partnership with homeless experts. With its spacious and comfortable areas, its large and enclosed garden and six private one room apartments, this flagship home challenges all the negative expectations of homeless accommodation.

Our overall plan is to continue to provide support and security to enable our young residents to break the no home, no hope, no job, cycle and move onto independent living."



# We are here to help people move on from the crisis of homelessness to independence



Background picture  
Runcorn and Widnes Bridge





# Evaluating Experiences

In 2004/2005 we said we would;	In 2005/2006 we achieved;	In 2006/2007 we will;
Provide the highest standards of care and support by continuing to put individuals first and maintain high occupancy.	Average occupancy rates of 97%.	Aim to achieve an average occupancy above 90% together with the expansion of our homes network to increase the number of beds available to people we support.
Extend the implementation of a Person Centred Approach to maximise the quality of support outcomes for people who use our services.	The Company achieved the following results in our recent Service User Satisfaction Survey: <ul style="list-style-type: none"><li>• 83% agree they have a say in the way their needs are being met;</li><li>• 84% agree that with CIC they feel part of a caring community;</li><li>• 91% agree they were treated with respect;</li><li>• 94% agree CIC staff encouraged them to be as independent as possible.</li></ul>	Aim to improve these satisfaction levels by continuing our Person Centred Approach and developing services to meet specific needs.
Develop new services to meet needs in line with the organisation's aims.	This year has seen an increase in new services, for example: <ul style="list-style-type: none"><li>• Belvedere is a homeless project, providing accommodation, support and advice to adults (aged 16 years +) in Runcorn, Cheshire. This purpose-built complex of flats and apartments is home to 23 residents.</li><li>• Orchard House, is a recently opened six bedroomed purpose-built project. It provides accommodation, support, training and advice to young adults aged 16 – 25 years old, in Widnes, Cheshire. It has a team of six CIC support workers on call 24 hours a day.</li><li>• Children's enablement services in Newcastle, providing community access for 20 children.</li><li>• In addition, 14 new supported living schemes for individuals with learning disability, physical disability and or mental health need, were opened.</li></ul>	<p>Aim to increase our Community Services provision and to further develop our specialist niche service areas such as Dementia and Autism.</p> <p>Increase our presence in the Older Person Services.</p> <p>Aim to investigate mixed living schemes in social housing schemes.</p>

In 2004/2005 we said we would;	In 2005/2006 we achieved;	In 2006/2007 we will;
Continue the planned capital investment and property refurbishment programme to improve the living environments for the individuals who use our services.	The refurbishment programme continued with a spend of £1.5m during the year.	Aim to continue extensive maintenance of properties to ensure that people we support have improved and comfortable living environments.
Devise actions to continue improvement of staff retention in a highly competitive market place.	Staff turnover has remained reasonably static over the year. A detailed review of our reward and retention policy is underway, with the aim of reducing staff turnover over the next two year period.	Aim to minimise staff turnover through introduction of a revised rewards and retention policy.
Implement further improvements to the management information systems programme, to enhance efficiency and retain commercial viability.	2005/2006 has been a year of development and enhancement to reporting. However, the systems implementations have not been fully completed yet and there is still a significant amount of rationalisation and integration work to be completed.	Aim to satisfactorily complete the implementation of information systems and develop meaningful and comprehensive management reports, to empower CIC and provide sound information for strategy and decision making.



# The Way Forward

**My life... My way is a timely reminder about what unites us all. It is not so long ago that the majority of people with learning difficulties or mental health concerns were tucked into an institution, away from society; that elderly frail people were assigned to regimented nursing homes and people in crisis through addiction or homelessness, were destined to live on the streets.**

The life stories featured here are candid and honest. They are stories of the determination and commitment to reach potential. They reflect CIC's unique community and they inspire us.

Today, the government is actively promoting real opportunities for people who access care and support services to be independent, and make their own choices about how they live their lives. CIC has been passionate about providing these opportunities since we began in 1988 and continually strive to improve our services. We champion person centred planning for every individual and put social inclusion at the top of our agenda. We have implemented Reach standards in supported living and are working to incorporate recommendations from the In Control pilots.

This year (January 2006) the government published the white paper; Our health our care our say: a new direction for community services. This will have a significant impact upon the delivery of health and social care services.

The government reforms of the NHS will bring about a number of changes. Our partners in local authorities and PCTs are under pressure to reduce public spending and cuts to services are a threat. Many of us across the voluntary sector will need to find new ways of raising more funds.

We believe that positive change can only come about by working together. CIC will work with our partner agencies, including LA's and PCTs, to continue to look for new ways to make improvements to the lives of the people who access our services. We will also continue to develop relationships with like minded organisations that are committed to our aims.

As a not-for-profit service provider, we are committed to investing in innovative and far-reaching practises and improving our services. This year has seen us:

- **Pilot In Control project in North East England, helping people to pursue individualised budgets.**
- **Develop further, our regional Person Centred Approaches Network to ensure people who use our services are involved in the running of our organisation.**
- **Roll-out information technology to all of our 230 properties, from Aberdeenshire to Portsmouth.**

- **Complete refurbishment of all our residential care homes.**
- **Re-development and extension of homelessness projects.**

In the year ahead we will continue to implement new measures to help the people who access our services. We will not be afraid to make changes to our structure to ensure our commitment to providing the best possible services.

At the heart of all we do is our vision to provide people who have been socially excluded the opportunities to maximise their potential and lead fuller lives. My life... My way is a testament to this commitment.

**John Edwards**  
**Executive Chairman**

 **People who access our services have overcome adversity and are aiming for a better, fuller life** 

# Finance

## Statement of Financial Activities for the Year ended 31 March 2006

	2006 £m	2005 £m
Incoming resources	69.8	64.8
resources expended	68.9	62.2
Net Incoming resources	0.9	2.6

## Balance Sheet at 31 March 2006

	2006 £m	2005 £m
Fixed assets	38.6	36.0
Current assets		
Debtors	5.3	9.6
Cash at bank	3.6	1.1
	8.9	10.7

Creditors		
Due within one year	(9.6)	(11.3)

Net current (liabilities)	(0.7)	(0.6)
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Creditors		
Due after one year	(20.6)	(19.7)

Total funds	17.3	15.7
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## Cashflow for the Year ended 31 March 2006

	2006 £m	2005 £m
Net cash inflow from operating activities	7.5	5.8
Servicing of finance	(0.9)	(0.8)
Capital expenditure	(4.8)	(6.1)
Receipt from sale of fixed assets	0.2	0.1
Loan repayments/increases	2.0	0.0
	4.0	(1.0)

CIC made a surplus this year at £0.9m. While this is a reduction over previous years it reflects our continued commitment to the refurbishment of services and a huge investment in new software.

After a comprehensive review of our financial requirements we have successfully completed the final implementation of our new systems. This year saw the introduction of a new purchasing system. This has been rolled out so each service is in total control of their expenditure. Our focus now is to ensure we manage our resources as effectively as possible by evaluating our new systems efficiency and developing our reporting capabilities.

The revised Statement of Recommended Practice; Accounting and Reporting by Charities (SORP 2005) came into force on 1 April 2005. Our year end accounts are fully compliant with its recommendations - improving the openness and readability of CIC accounts. CIC financial statements are available on CIC website [www.c-i-c.co.uk](http://www.c-i-c.co.uk)

There are challenges ahead for CIC with the reduction in Grants and pressures on Primary Care Trust spending. Our aim is to continue to run our services as efficiently as possible whilst providing quality care to the people we support.





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