

ANNUAL Review 2007  
CIC ANNUAL Review 2007  
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DIVERSITY  
INCLUSION  
DIGNITY  
PROGRESSIVE  
INSPIRATIONAL  
INNOVATIVE  
ENABLING  
PIONEERING

putting individuals first ...

individuals fi



## Who we are

CIC is a national social and health care charity. We work in the community delivering support to people with a diverse range of needs, including; learning difficulties, physical disabilities, mental health problems, addictions, homelessness and childrens' services. We also provide residential and nursing care for older people.

Our maxim is "putting individuals first". Every person is unique. We do not look at labels, we see the person and tailor our service to fit individual need. We ensure our services change as needs change.

With nearly 300 services from Morayshire to Portsmouth, we work with thousands of people and their families in a variety of settings, including:

**Independent living** - supporting people with diverse needs to live independently in their communities.

**Senior care** - supporting people through the frailty of old age whilst maintaining their dignity independence and choice

**homelessness relief** - we aim to break the no home, no job, no hope, cycle by supporting people in our homeless projects to move on through counselling, rehabilitation, and support into work

**Addictions outreach** - through counselling, holistic therapies, advice and support for families and friends we help people on the path from crisis to recovery.

CIC is a unique organisation. We bring together individuals, many who traditionally have been excluded. We believe every person should be treated equally and be able to achieve their potential.



# INTRODUCTION

Hello, My name is Billy Banner. I have been invited to introduce this year's CIC annual review. I am pleased to be asked because I think CIC are a great charity and I want to tell you why. I had never heard of CIC before. I had no reason to, I didn't have any friends or relatives who needed to access any of their various services. But when I began drinking heavily and hit rock bottom, I sought help from CIC. I began attending counselling at CIC's addiction services in Huyton. Whilst there I joined the creative group and discovered a love for painting. Some of the artwork used in this publication is the work of myself and other artists who access CIC services. We recently took part in a national art exhibition at Liverpool Anglican Cathedral: Artists Included! It was a great success and I have been asked to exhibit my work at the Tate Liverpool next year as part of 2008 European Capital of Culture celebrations. CIC helped me realise three of my life ambitions: To stop drinking, to exhibit my work at a national exhibition and to sell my art. This year I achieved all three.



Billy Banner





Donna Small and Frankie Roberts

TOWNSDALE





# RESIST

*CIC's vision is of an inclusive society where diversity is celebrated. For us, this means every person supported is treated with dignity, respect and has real choices and opportunities in life.*

*Celebrating diversity is at the heart of CIC. From the people supported, to the staff delivering care, we are all proud of our dynamic community and want to share our stories and pictures with you through our annual review.*



# INCLUSION

Barbara Darwin

Freda Austin

Gayle Adams







## Annual Art Exhibition

CIC's 'Artists Included' Exhibition at Liverpool Anglican Cathedral was held in August. The dramatic setting was suited to our theme of social inclusion.

**The event was such a success that the Tate Gallery, Liverpool, has selected paintings to display in their Communities Exhibition for the 2008 European Capital of Culture.**

Some of the paintings and real life stories in this annual review demonstrate the pain of past exclusion and others are a celebration of being part of a caring, inclusive community. They are all reminders that we have to stay focused on our vision.

## Social Inclusion Networks

**CIC has a regional network of social inclusion groups made up of people we support. They are platforms for people to get involved in how their services are shaped and delivered.**

In February, members of CIC's social inclusion groups travelled from across the UK to Dundee to meet together and review how well CIC provides support to people. This was positive and helped assist CIC in planning future service provision. In the evening we celebrated our national social inclusion network with a ceildh. Over 160 people attended, some from as far away as Portsmouth.

Brian Moore from Rainhill, Merseyside wrote a report about the event for our website.

*"Myself and Colin (fellow tenant) were asked if we would like to attend a ceildh in Dundee. As I am very fond of dancing and my friend is very fond of the bagpipes, we thought this would be a perfect night out – plus an excuse for a holiday!"*





## Continuing Care

Strategic Health Authorities, Local Authorities, Primary Care Trusts and NHS Trusts have been driving forward the National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care, which came into effect on 1 October 2007.

CIC has a wealth of experience in delivering nursing care and specialist health services to elderly frail people and sufferers of dementia. We have care homes around the country providing a diverse range of services including: respite, day, residential,

nursing, continuing, intermediate and palliative care.

The principles of dignity, respect and choice for every individual are central to how we deliver person centred care.

## New Care Home

In October 2007 CIC added Eccleston Court and Haydock Court in St Helens to its list of residential care homes.

CIC Director Robert Black said: "Eccleston Court will continue to

deliver nursing and palliative care, whilst Haydock Court is to be developed as a specialist unit for dementia care."

Julie Thornett, CIC Service Manager, is managing the new service. Julie said: "Our aim is to make the transition for residents as smooth as possible; keeping residents happy and content and sustaining the high standards CIC promotes across all its older people and specialist homes. I am confident that our specialist team of professionals will offer residents the best in terms of care, independence and quality of life".



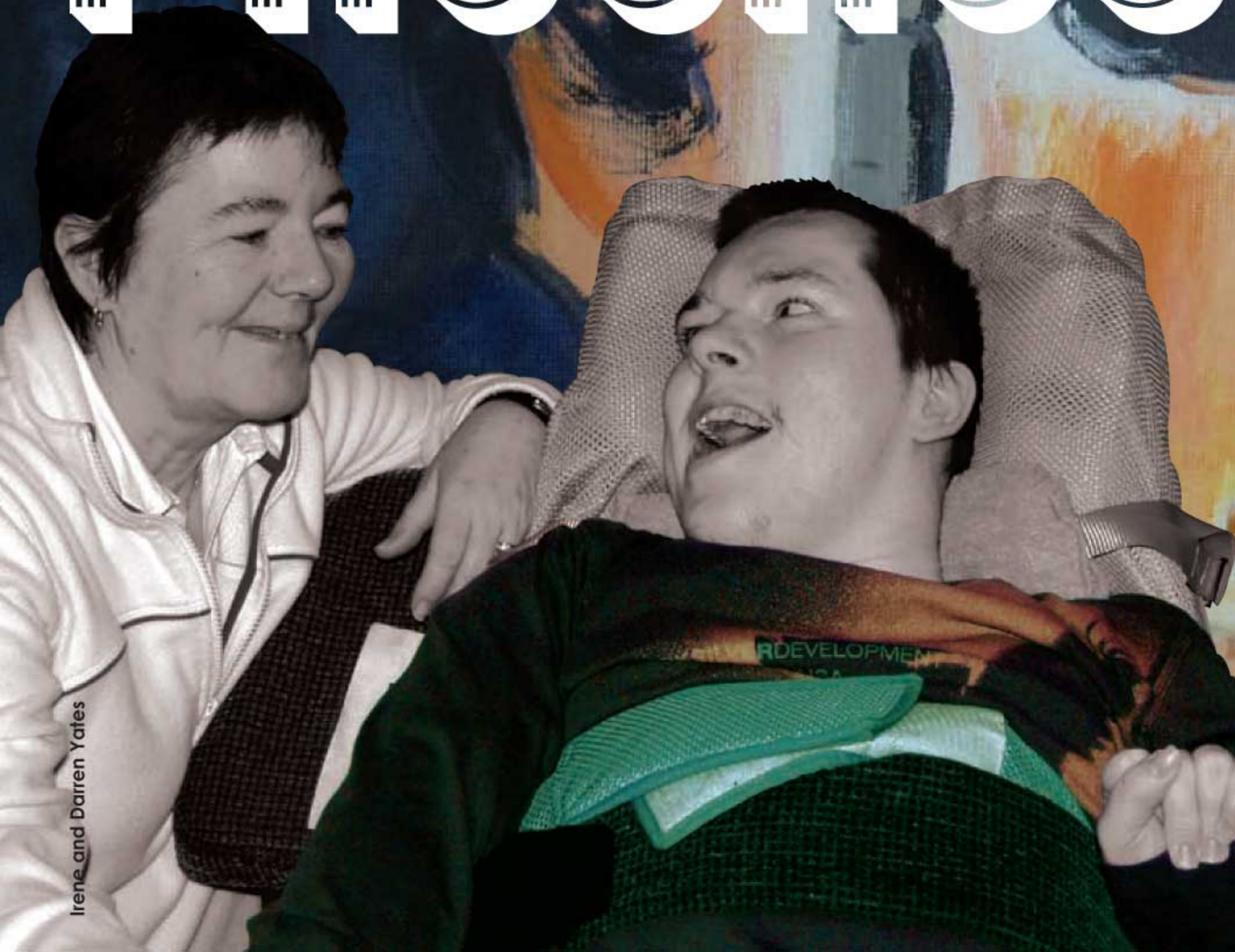


# DORIS

Dorothy Coldrick



# PROGRES



Irene and Darren Yates



# SIVÉ

**"In Control is a unique partnership between families, individuals, services, local authorities, government and many other organisations. All these people are working together to define best practice in self-directed support and change the system."**

Source: <http://www.in-control.org.uk/>

In Control is a government initiative that actively promotes opportunities for people accessing care and support to be independent and take charge of their lives. CIC is participating in two In Control pilots in North East England.

We are helping people to pursue individualised budgets. Also, throughout England and Scotland we are working in partnership with a number of individuals, families, local authorities and agencies to explore and develop new and more flexible ways of accessing services.

"I heard there was a woman visiting my brother in the hospital, even taking him out to places he wanted to go to. She was from an organisation called CIC, but I didn't want to meet her, what could this woman do for my brother that was different from the rest? She talked to me and explained the new system (In Control), I thought here we go again, but was willing to see what was on offer. After several months I have seen a difference in my brother, how he talks about his plans. I could relax knowing that he was getting to make choices in his life. I had support too, but most of all he had support from some lovely friendly people, helping him to build up a package which best suited him and his life style.

I was amazed when he told me that he was putting an advert in the chronicle to look for staff and then he was going to interview them. He felt so important telling me "I can say who will help me." This new system that is in place has shown a great improvement in client choices. I have seen the difference."

*Ann, Newcastle*

**Taking Charge** Darren Yates from Wigan, Lancashire, is profoundly disabled. He has been cared for by his family all his life. His mum Irene chose CIC to provide additional support.

Irene said: "We interviewed a number of care providers, but CIC impressed us the most. They understood our situation and were happy to work alongside us. Others assumed we didn't know what we were talking about and worse, that they knew what Darren needed better than we did."

"CIC understood our commitment to Darren and we are confident in their abilities to support him when we aren't around. They give us a break and peace of mind" she adds.



# INSPIRATION

This year has brought many accolades for CIC, here's just some of them...

## RDB 5 STAR RATING AWARDS

Independent auditors.

Winner: CIC care homes: Green Heys and Kemp Lodge, Merseyside.

Top marks for their "excellent standard of care and facilities", for these Merseyside older persons residential homes.

## NVQ Level 1 Horticulture Skills

Winner: John Mahon

John's family, his support workers from CIC Vocational Support Services and his employer Glendale, were all there to see John receive his certificate from Liverpool City Council leader Warren Bradley.

## Essential Skills Awards Liverpool Community College

Bridget Ryan  
Barbara Darwin  
Richard Chan

## Healthy Homes Award

Winner: CIC's West Lodge, Sunderland home to Norman Christie, Paul Madison, Ian Scott, Anne Ashton, Beverly Rantin and Candy Atkinson.

The annual awards are presented after rigorous and regular inspections of individual homes, with the aim of promoting health and wellbeing within residential and nursing homes across the city.

## Overcoming the odds

Halton Borough Council

Mike Rodgers was recognised for his progress in his adult education.

## Management Excellence

Laing and Buisson Independent

Winner: Jane Worsley CIC and her specialist services.

The judges chose Jane as the most effective contributor to the single most effective contribution of a team, unit or company in the last year.

Judges commended Jane as "a role model in leadership, providing innovative solutions in a manner which achieved outstanding results".





Michael Lyons

# COMMUNICATIONS AWARDS WINNER

**Best Annual Review**  
The British Association of Communicators in Business Excellence Awards.

**Winner: CIC's annual review MY Life MY Way**  
The awards are described as Europe's biggest and most prestigious corporate communications competition and have been established for over 50 years. CIC beat an impressive shortlist of communication professionals, to be named the class winner of the annual review category.

# ADULT AND LEARNING SKILLS TEAM

**Adult and Learning Skills Team**  
Recognised for making outstanding contribution classes

**Healthcare Awards**  
Assistant director for older people

Manager 'that has made a significant contribution towards the success of the team last year'

'...a model for effective communication in a professional setting. Well done!'





#### **New Kids on Block**

CIC has branched into a new area of social care: children's enablement services. We are currently providing this service for children in the North East, where twenty children are supported to access activities in their community.

"We support children and young people with autism and learning difficulties to access activities in their community," explains project manager, Sam Rutherford. "Our project focuses on providing support with life and social skills, including both health and emotional related needs" she adds.

#### **Direct Access For Homeless**

CIC homelessness projects in Cheshire are piloting a new "direct access" scheme. This multi-agency approach provides 24 hour response to provide shelter and support for a person in a crisis situation.

#### **Sensible Drinking**

Positive Communities, part of CIC's Liverpool addictions services are working in multi-agency partnership with Liverpool City Council and PCT to provide sensible drinking advice. The PSST campaign was launched last Christmas to alert

young people to the dangers of binge drinking. The campaign has been so successful that the programme has been extended across Merseyside.

#### **Gambling Support**

Many of CIC's addictions services have been trained by Gamcare to deliver counselling and support to people with gambling addictions.

#### **Holistic Treatment**

Biophysical Solutions treatment method, which involves non-invasive electro-acupuncture to treat cravings and promote well-being, continues to grow in demand

by people supported by CIC addictions services.

#### **Business Services**

CIC vocational support services celebrate local employers who provide paid work for people we support.

This year certificates were awarded to:

Algeos  
Asda  
Caty and Co.  
Glendale  
MacDonalds  
Netto  
SONY Entertainment  
Sure Step Day Nursery

# INNOVATIVE





Chloe Vose



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Richard Chan



# CAF BIRKHALLS

## Reach for the Skies

Suzanne Crow's dream to travel has made her a TV star. It all began when she told CIC as part of her personal Life Plan that she had wanted to travel abroad, but had never been outside of Britain.

Her dream was to fly on a plane to visit her parents who live in Spain, but first she wanted to experience a trip on a train. Suzanne's support staff spent a year taking her around the country on trains, until she felt ready to tackle a plane journey. On hearing of Suzanne's ambition, Aberdeen Airport made arrangements for her to board a plane and fly to Norway and back. This would help her prepare for her important journey by experiencing the full passenger treatment. Aberdeen Airport wanted Suzanne to tell them exactly what she wanted, so that they could train their staff to support people with learning difficulties to have a safe and enjoyable experience when flying with them. The partnership between CIC and Aberdeen Airport has been so successful that it has been televised for local TV.

## Best Place to Work

"I started out as a support worker for CIC. I left to work for other care providers, but I have returned as a home manager because I believe that CIC is the best. There is a real commitment here to putting the people supported first and making a difference in their lives."

Emma Tierney, Home Manager,  
Festings Grove, Portsmouth.

## Model Home

Robert Campbell, housing manager of Sanctuary Scotland Housing Association, praised CIC supported living service Birkhall Avenue, Scotland. Mr Campbell stated that "Birkhall Avenue is now regarded as a model in terms of supported accommodation by everyone in our Association".

Home to James Mailland, Alexander Fraser, Brian McMaster and Duncan McKenzie, Birkhall Ave was acclaimed as being "a welcoming and comforting place to be, where staff are committed to the well being of the people they support".



**CIC has grown considerably in the past year. We have taken on a number of services and are actively growing in new areas of the UK.**

**Smart Move** A residential re-development for people with mental health concerns was launched this year in Dumfries. It boasts the latest in SMART technologies to aid people supported to live independently in their own home.

Twelve individuals have moved from NHS care to state-of-the-art flats which are fitted with intensive homecare systems, suited to the individual needs of each tenant.

This exciting project is the result of a number of different agencies sharing a vision of supported living at its most innovative. They all have an important part to play in helping make an individual's transition from long-term hospital care to supported living, successful.

**New Disability Service** Scottish Borders Council and NHS Borders have appointed CIC to run a new, community based, supported housing service for individuals with physical disabilities in Todlaw, Duns.

Andrew Lowe, SBC Director of Social Work, said, "CIC has many years' experience in providing top-class care to people with complex needs. CIC tendered a really impressive proposal on quality, delivery and value for money. We are confident that Todlaw will offer its residents the best in terms of care, independence and quality of life."

The new, purpose built, supported development, provides 24-hour care and nursing to former residents of Marchmont House, near Duns.

**Our Midland Mates** In February we launched our first supported services in the Midlands. Working in partnership with Leicester Council we now support 25 people.

Claire Chauhan continues as service manager following the transfer over to CIC. She said: "I am delighted to have been given this opportunity to work for CIC. It is a person-centred organisation and our supported living services reflect this."

**Care Home Boost** Eccleston Court and Haydock Court, our new older persons care home in St Helens joined the fold in October. Robert Black, CIC Director of Older Persons and Specialist Services, said: "We welcome this additional service and the opportunity to further develop our partnership working with Halton & St Helens Primary Care Trust.

"CIC has nearly 20 years' experience in providing specialist care and support services to older people across the UK. This contract strengthens our commitment to provide excellent, innovative services to older people."





PRODIGE PRINCIPAL

Rajesh Gadhia



# MAKING AN IMPACT

CIC

**in 2006/07  
we said we would...**

continue extensive maintenance of properties to ensure that our service users have improved and comfortable living environments

staff turnover through introduction of a revised rewards and retention policy

further improve our management reporting capabilities to ensure that the systems we have invested in are used to their fullest, through user training, information provision and key indicators for management

continue extensive maintenance of properties to ensure that our service users have improved and comfortable living environments

**in 2006/07  
we achieved...**

development of our new planned maintenance and improvements schedule has taken longer than anticipated but is currently a work in progress

staff turnover has significantly decreased over a 12 month period

improved visibility of our information through implementation of a new reporting tool which provides more detailed information from all our systems

development of our new planned maintenance and improvements schedule has taken longer than anticipated but is currently a work in progress

CIC

**In 2007/08  
we aim to...**

refocus our strategies for each of our service areas and redefine goals for performance and development

review the unmet needs in the care sector and apply our specialist expertise to developing new services to meet those needs

further improve our information management to support innovation and communication



**in 2006/07  
we said we would...**

**in 2006/07  
we achieved...**

improve satisfaction levels achieved in 2006 by developing services to meet specific needs	introduction of new service for children under 18. The enablement service currently supports 18 children in the North East of England
	supported living scheme opened in Leicester, a new regional area for CIC, thereby securing links into the Midlands
investigate mixed living schemes in social housing	introduction of a new learning difficulties and mental health supported living service in Dumfries
	we have 2 service users on an 'In Control' pilot scheme, where the service user manages their own care provision and budget

**In 2007/08  
we aim to...**

- continue to exceed quality standards and improve consistency of quality care provision across all our services
- take forward sector revenue challenges through review of sustainable funding sources and services to match
- to be at the forefront of technology assisted care provision

**in 2006/07  
we said we would...**

**in 2006/07  
we achieved...**

achieve average occupancy of our older persons services homes consistently above 90% together with expansion of our homes network to increase the number of beds available to service users	average occupancy for 2006/07 was 95%
	we gained 5* RDB status for two of our care homes in the North West, the highest award available
	two further care homes have received "Excellent" ratings by CSCI

**In 2007/08  
we aim to...**

- further increase the ratings for care homes to ensure that the quality of our services is consistent across services
- develop our palliative care specialists and care provision
- be innovative in the reconfiguration of service and care provision



## Chairman's Report

**In April this year CIC Trustees introduced Phil Edgington as our new Chief Executive Officer (CEO). I feel privileged that during the eight month search for a new CEO, I was asked to act as Executive Trustee and run CIC on a day to day basis.**

I stepped into that role at an exciting stage in CIC's development:

- We expanded into Leicestershire, a new geographical area for us, designing and delivering nine new services
- We joined Dumfries PCT in a an innovative and exciting partnership to develop assisted technology homes for people accessing mental health services
- Our participation in helping people to manage individual budgets through the In Control pilots in North-East grew
- Regional social inclusion groups run by people we support developed into self governing bodies who independently fundraise and manage their own activities
- The nationwide roll-out of information technology to all our properties was successfully completed and is now being further developed

It was awards galore and well earned personal recognition for our hard working and committed staff as:

- our Merseyside care homes won top marks in the national 2007 Residential and Domiciliary Benchmarking (RDB) Awards;
- Our Cheshire care homes achieved "excellent standards" in their CSCI inspection reports
- our annual review came top at the British Association of Communicators in Business Excellence Awards

I am continually impressed by the 'can do' attitude of my colleagues, from frontline carers to management and administration. These awards are evidence of that caring professionalism and are well deserved.

All of us at CIC, want to develop and improve our current services and at the same time help more of those in society who would benefit from them. I firmly believe that we have the people, knowledge, experience and resources to do so.

However, we are conscious of the pressure our partners in Local Authorities and Primary Care Trusts are under to reduce public spending. This is a difficult and immediate challenge for all of us. Therefore, I was keen to put in place the foundations for reviewing and refining CIC's national strategy.

We believe that by working closely with our partners and by developing expertise in providing innovative care packages, we will continue to find new ways to achieve our objectives and enrich the lives of the people we support.

I was very pleased therefore to welcome Phil Edgington to CIC. Phil was chosen because he has the ability to motivate, manage and develop people and he has wasted no time in driving forward the development of the national strategy.

The Trustees, Phil and his executive team are committed to furthering the vision and values of our organisation and developing the organisation in a robust manner. I very much look forward to the next 12 months.

John Edwards  
CIC Chairman.

## CEO Report

I hope that you have enjoyed reading our annual review 2007. I am sure you'll agree with me that CIC is an impressive organisation that really does put individuals first.

I joined CIC in April and like many people, I hadn't heard much about CIC before. Traditionally CIC has preferred to build a reputation through excellent delivery of a wide range of high quality social and health services. That's a good way to begin but we will be looking for ways of ensuring that many more people get to know and experience what we stand for and what we deliver.

CIC is an organisation that appreciates the need for solid business practices and performance management, but doesn't ever lose sight of its charitable objectives. We are aware of the high level challenges of the sector and combine this knowledge with a passion for delivering services to the individuals we support.

The changes to funding are the obvious challenge for all care providers and we do not underestimate these problems. Nevertheless, I find it truly inspiring to lead teams that are committed to working through the issues for the benefit of the service they offer.

CIC's strengths are our ability to focus on wider needs of the individual: our flexible all round approach and our proven ability for succeeding in delivering services to people with complex needs, where others have failed. Our innovation and partnership working means we will secure our position as provider of choice.

We have been shy in the past about attracting attention to our achievements. This annual review shows how much we have to be proud of and we will continue to demonstrate by our actions how CIC leads the way in "putting individuals first".

Phil Edgington  
CIC Chief Executive



# FINANCIAL HIGHLIGHTS

## Statement of Financial Activities for the Year ended 31 March 2007

	2007 £m	2006 £m
Incoming resources	74.5	69.8
Resources expended	71.1	68.9
<b>Net Incoming resources</b>	<b>3.4</b>	<b>0.9</b>

## Balance Sheet at 31 March 2007

	2007 £m	2006 £m
<b>Fixed assets</b>	<b>37.1</b>	<b>38.6</b>
<b>Current assets</b>		
Debtors	5.0	5.3
Cash at bank	7.3	3.6
	12.3	8.9
<b>Creditors</b>		
due within one year	(9.3)	(9.6)
<b>Net current assets / (liabilities)</b>	<b>3.0</b>	<b>(0.7)</b>
<b>Creditors</b>		
due after one year	(18.8)	(20.6)
	21.3	17.3
<b>Total funds</b>	<b>21.3</b>	<b>17.3</b>

## Cashflow for the Year ended 31 March 2007

	2007 £m	2006 £m
Net cash inflow from operating activities	7.3	7.5
Servicing of finance	(0.8)	(0.9)
Capital expenditure	(2.5)	(4.8)
Receipt from sale of fixed assets	0.7	0.2
Loan repayments/increases	(1.0)	2.0
	3.7	4.0

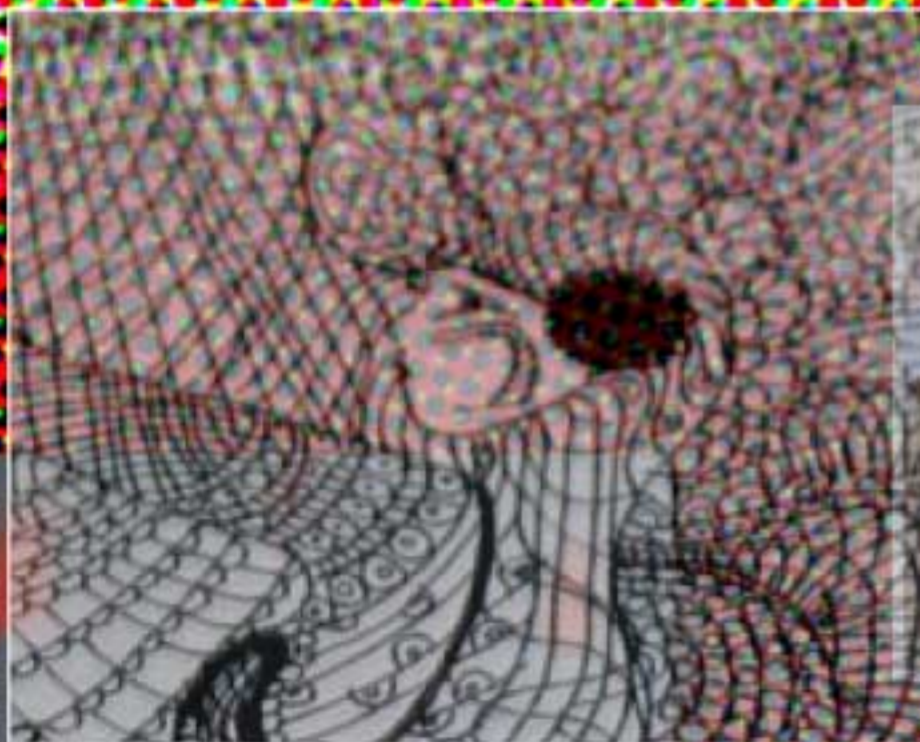


	Independent living £m	senior care £m	homelessness and addictions £m
incoming resources from Service Areas	2.8	1.2	0.01



# COMMUNITY INTEGRATION

**CIC Celebrate 2008...** In 2008 CIC are celebrating our 20th Anniversary. Back in 1988, people who had previously been assigned to long-stay hospitals finally had the opportunity to live in their own homes. CIC was founded to support them. There was a great deal of resistance in the early days, but we remained committed to a path of community integration. Since then we have grown and developed our expertise across the social and health care spectrum. But in our 20th year we will celebrate our vision of an inclusive society and pay tribute to the people who are making our communities a better, fairer place.



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