



Annual Review 2014-2015





Chair of Trustees message



Chair
Val Palmer

It is so wonderful to be able to write this piece. Its been a very positive year for Compass Disability Services. The effects of austerity have taken its toll, however 2014/15 saw us submit our best accounts for a few years. Projects have gone from strength to strength, alongside contracts being extended with commissioners very happy with the services we provide. As usual all of this couldn't happen without my committed fellow trustees who with the support of the senior managers and staff make this organisation the success it is.

All this being said times are changing and we will have to continually look at how services can be delivered with fewer resources, or look to fundraising and grant funding to be able to deliver services at the level we wish. Fundraising has become an integral part of the organisation's work and I am pleased to say that once again our fundraising volunteers have exceeded expectations. We have seen no additions to the organisation in terms of our services this year but I can assure you that we are looking at our strategic direction very closely so watch this space. Finally as ever I would like to thank Richard and his team for their work throughout the year.

Chief Executive Officer's summary



CEO
Richard Pitman

As Val said it has been a good year and hopefully my nights of worry on the 25th of the month wondering whether that invoice from the local authority will be paid on time to enable staff payments to be made are behind me. Those are the pressures of being the CEO but on the other hand I also get to oversee those joyous moments like when we celebrate having our contracts extended due to the excellent service we provide. Alongside this is the success of being given a chance to save Shopmobility Taunton from closure and I look forward to reporting next year on the successes of this service. As said, fundraising and grant

funding has become an integral part of the organisation and we mustn't lose sight of firstly how committed the volunteers are to support the funding activities and how we can never seem to have enough volunteers and secondly how competitive the grant funding arena is. To give you an example I recently heard of how a grant for £25k received applications of over £600k, I wouldn't like to be one of the people making the decision as I am sure that all the causes are very worthy. Where we did secure grants this year was from Skills for Care to deliver training for recipients of direct payments on how to be a good employer and other aspects of employment, this training has been well received and I am pleased that we have received an additional grant for the forthcoming year. Finally as we close the successful year I look forward to working with my team of trustees and staff in what promises to be an exciting year ahead.



Governance



Chair
Val Palmer



Treasurer
Mark Oldershaw



Trustee
Denise Hole



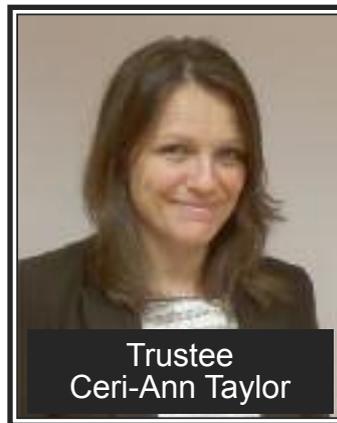
Trustee
Pauline Tilley



Trustee
Tracy Oldershaw



Trustee
Alison Hart



Trustee
Ceri-Ann Taylor

Trustee
Karen Attwell

Trustee
Frank Hulbert



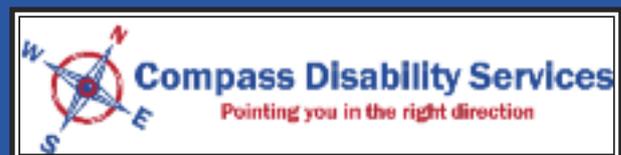
* Some Trustees were not in post for a full term of office

Could you be a Trustee?

We are recruiting new Trustees, with a range of skills, to join the existing board. **Compass Disability Services** is looking for people who are committed to its mission, values, aims and objectives and are passionate about the work it does. As a Trustee you would be expected to ensure that the organisation complies with its governing documents, charity law, company law and any other relevant legislation or regulations. Trustees use their specific skills, experience and knowledge to help the board reach sound decisions.

Becoming a Trustee will involve:

- Scrutinising board papers
- Focusing on key issues
- Providing special expertise
- Leading discussions
- Promoting the organisation whilst enhancing and protecting its reputation
- Being a good ambassador for the organisation



For more information,
please contact
Paula Ingrey on
0330 333 0089 or email:
paula@compassdisability.org.uk



Consultation Events

240 disabled people and carers attended consultation events during 2014/15

The Sedgemoor Disability Forum continues to be well supported, with an average attendance of 27 people across the two meetings. Members have provided input into;

- Sedgemoor District Councils annual budget consultation; and have engaged with,
- Avon and Somerset Police - Sedgemoor Neighbourhood Inspector, Somerset Partnership NHS Foundation Trust Patient Experience Manager; and received information from
- Sedgemoor Lifeline Service, Somerset You Can Do, Somerset Clinical Commissioning Group (Wheelchair Service), Devon & Somerset Fire and Rescue Service (Home Safety Visits) and The Community Council for Somerset Village Agents project.

We are also giving opportunities for people with learning disabilities a chance to find out about topics of interest to them from funding provided by Sedgemoor District Council, who also fund the Sedgemoor Disability Forum.

Taunton Deane

Disability Discussion Group

We have changed the timings and venue for this meeting during the year and are now holding two longer daytime meetings instead of the four short meetings held previously. We are pleased to say that the numbers have increased to an average attendance of 22 across the two meetings during the year. Both meetings have taken place at Ruishton Village Hall, nr Taunton.

Members have provided input into;

- Taunton Deane Borough Councils Taxi Policy with speakers from Licensing in attendance plus discussions with 'Economic Development' and

building surveyors regarding proposals to regenerate the Market House in Taunton and possibly relocate the Tourist Information Centre.

The group have also engaged with;

- Somerset Partnerships NHS Foundation Trust's Patient Experience Manager, Musgrove Park Hospital's Patient Experience Lead, Taunton Deanes Community Development Officer and received information from Somerset Hate Crime Support Service, Compass Disability Services (Taunton Shopmobility), Disabled Facilities Grants and Somerset Micro-enterprise project.

Funding for this group is provided by Taunton Deane Borough Council's Voluntary Grants Fund.

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Our consultation work varied throughout the year and included;

Transport Needs Consultation April 2014

As a follow on from Somerset County Councils county wide consultation to understand Somerset residents transport requirements, Compass Disability Network were asked to arrange a meeting to give disabled people and carers a chance to give their views on the use of Demand Responsive Transport (Slinky) in April 2014. 27 people attended a meeting at North Petherton Community Centre.

Home Improvement Agency

& Integrated Community Support

Equipment Focus Group June 2014

In 2014 Somerset County Council reviewed and re-tendered their contracts for the Integrated Community Equipment Service, Home Improvement Agency and Handyperson service. As part of this process 20 people attended a meeting in June at Compass Disability Services offices in Taunton to give service users a chance to discuss proposals for the future service and look at what is important to them to feed into the development of the service specification that they went out to tender with.

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Service User Evaluation

As a follow on from this a small group of service users came together and submitted a question that was used in the tender for the new service.

The group then evaluated the responses and nominated a representative to be involved in the final stages of the process.

Somerset Direct - New Phone System

14 people attended a meeting at The Meadway Hall, Compton Dundon in September to discuss plans to change the telephone number for contacting Somerset Direct. Somerset County Council planned to change to a single 0300 number with automated options available to transfer to the required department. Disabled people and carers came together to give their views on how to make the new call system as accessible as possible and the best way to communicate the changes. They were also able to give general feedback about their previous experience of contacting the service.

Service User Engagement Group

We are pleased to have worked together with Somerset County Council to establish a Service User Engagement Group during the year. The group meets every other month to discuss various topics related to care and support services for adults with Somerset County Council.

Topics covered during 2014-15 include:

- The Care Act – Choice & Control
- Reablement / Independent Living Teams / Multi-Agency Working
- Residential & Nursing Care
- The Care Act – Eligibility & Assessments
- Care and Support services within Extra Care Housing
- Information, Advice and Services Website / Portal
- Up and coming consultation on the 'sitting service'
- Care Act Preparations / Care Assessment forms
- Somerset Choices Website.

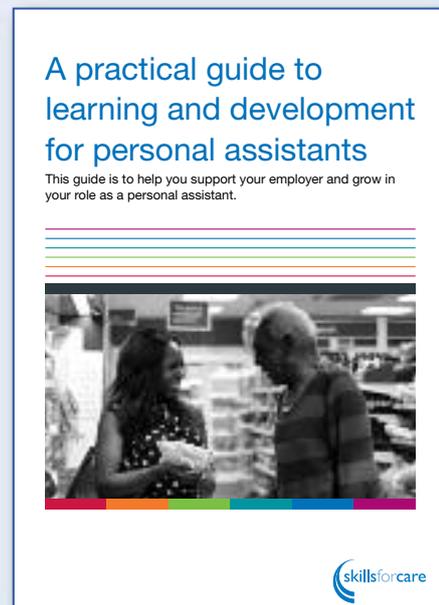
The Hub



Compass Disability Services was successful with an application to Skills for Care to help to develop a Learning & Development Guide that is aimed at Personal Assistants in the care industry. This project ran over the course of five months from November 2014 to March 2015.

We held focus group meetings for employers and personal assistants in order to review draft versions of the guide to make sure it was easy to read and covered all the main points that would be relevant to personal assistants in their role. We also gave people the opportunity to provide feedback over the phone or by email. All of the views gathered were fed back to Skills for Care to help improve and develop the guide.

The final title of the guide is “Learning & Development: A practical Guide for Personal Assistants” and it aims to help both personal assistants and employers understand the learning and development process.





Compass Learning and Development Hub was established in 2009 and brings together a group

of disabled people and carers who all have an interest in training and the development of adult social care staff in Somerset. The group meets regularly throughout the year with the purpose of sharing members' experiences and knowledge to help inform the learning and development of Adult Social Care staff in Somerset. During the year The Hub has:

- held four core meetings covering the following topics:
 - ~ Personalised Care and Support Services
 - ~ Social Care Governance
 - ~ Think Local, Act Personal
 - ~ Learning & Development for Personal Assistants
 - ~ Planning future training sessions
 - ~ Reviewing training delivered by Hub members.
- Held four additional planning and rehearsal meetings to prepare for upcoming training sessions delivered this year.

Promoting Reflective Practice in Supervision, integrating views of service users and carers

Sue Walton is an independent trainer and for the last five years has delivered a three-day Reflective Supervision course to social care staff in Somerset. The aim of the course is that staff will reflect on their practice and as a consequence improve outcomes for service users and carers.

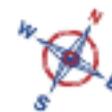
Sue and the Learning & Development Team at Somerset County Council wanted to develop the course further by drawing on the expertise and experiences of carers and service users. A small group of Hub members volunteered for this project and they met on four occasions over the period of a year. Firstly to hear about the course and subsequently focusing on content and materials which sparked debate and from there ideas evolved. Subsequently Sue said about the project: "The time spent with the Hub group has certainly

- Delivered two full-day induction sessions to staff new to Somerset Adult Social Care Department
- Held the final three (of five) meetings on the topic of Reflective Practice in Supervision.
- Two representatives from The Hub attended a Social Care Governance Board meeting.
- Two representatives from The Hub attended an ASYE (Assessed and Supported Year in Employment) Panel meeting to moderate portfolio work of Newly Qualified Social Workers.
- One representative from The Hub attended a Quality Assurance Panel meeting to moderate portfolio work of Newly Qualified Occupations Therapists.
- Staff members attended Somerset County Council's Social Workers conference and Occupational Therapists conference.

We are very pleased to receive positive feedback from both the members and commissioners in The Hub annual evaluations. We look forward to continuing working with the Hub group members and Somerset County Council's Learning and Development team over the coming year.

challenged my thinking and had a profound impact on me as a trainer. Hub members reminded me of the impact that reflection or its absence has on them. This is a motivator to continue to advocate for reflection to become embedded in the culture of Social Care organisations. Whilst my contact with the Hub group has come to an end I am taking my learning forward beyond this training course to my other work with health and social care students and practitioners. As an independent trainer, I will definitely take every opportunity to engage in similar processes and would encourage others to do the same".





Carers Project

Compass Carers is a support service for unpaid carers in Somerset.

We have a team of seven Carers Support Workers, supporting carers with one-to-one support, emotional support and signposting.

Two years into the delivery of 'Compass Carers' in Somerset has enabled more carers to access the service for information, support, training and advice. This included supporting more people to identify themselves as carers.

As more and more referrals are made to our service, carers are able to receive one to one support from a Carers Support Worker tailored to their individual needs and situation. This support available can happen face to face and/or by telephone. The comprehensive service includes emotional support, signposting and support planning.

The Compass 'Careline' is open Monday to Friday, 10am - 3.30pm for processing enquiries, signposting and facilitating self-referrals from carers directly. Feedback we have received from those who have been supported, is typically, "You have been a lifeline for me. I don't know what I would have done without you."

Support Groups

Every month, the Compass Carers team facilitate some 20 Carers Support Groups in and around Somerset, as well as supporting and attending a further 28 groups, as and when required.

By having a presence at Carers Support Groups carers attending the group have access to a Carers Support Worker when they might not otherwise receive that support. The Carers Support Workers continue to work with GP Champions at Doctors Surgeries across Somerset, as well as at other relevant organisations to ensure that the Carers Support Groups we facilitate continue to meet the needs of carers in that area.

Training

Our 'Carer Training' courses are held at venues across Somerset, giving as many people as possible the opportunity to attend. We deliver a variety of carer related training, encompassing "Skills for Carers", "Recognising and Managing Health Conditions", "Dementia Care", "Lasting Powers of Attorney" and "First Aid". The training has received very positive feedback, with sessions available as widely as possible.



Volunteers

During the past year, we continued to create volunteering roles generally and more specifically for the Compass Carers Team. Our volunteers come to us in a variety of ways. Some respond to advertising for specific roles. Others approach us directly through schools and colleges or organisations like Shaw Trust or St.Loyes College. At the end of the year, we have some 40 volunteers and had recruited just over 20 in the year. Some volunteers have achieved salaried work with us or with other organisations, while others only volunteered for a particular event or during breaks from study, or other roles.

To support the work of the Compass Carers Team, we launched a Talk and Support Telephone Befriending Service in July 2014. This facility offers regular telephone support to unpaid carers. Initially we had four volunteers operating the service and in November they were joined by a fifth. By the end of the year, we were supporting over 70 carers. The service has been very well received.



Compass Independent Living

Compass Independent Living provides services and support to people in receipt of health or social care financial packages; NHS Personal Health Budget (PHB), Direct Payment (DP) or 'self-funders', to manage their care in a way that gives them choice and control over their lives. We support service users to understand the care package that has been agreed to meet their assessed needs and how best to use the DP/PHB in meeting that need. For example explaining how their personal budget works and providing advice and support on what it can and can't be used for, discussing the choices available and helping to find the services if needed. We provide guidance about financial record keeping and ongoing support.

If service users want to use their personal budget to employ a Personal Assistant, we offer advice and provide assistance on their recruitment and selection; for example, supporting with drawing up job descriptions, advertising, DBS checking and seeking references, producing contracts of employment and responsibilities of being an employer; advise them on employment legislation e.g. national minimum wage, statutory rights of employees, contracts of employment etc. and support them to arrange Employer's Liability Insurance.



We also provide a full payroll service for service users who employ their own Personal Assistants. The service users notify us their personal assistants' hours and payslips will be produced, subject to agreement of Local Authority. We process payslips, P32s including information about TAX and NI, P45s for when employees leave, complete yearly returns and provide professional advice on payroll issues such as holiday pay or maternity pay.

Our Managed Account service is for people who may need or want additional support managing their care funding. All the funding from their care package is received by Compass Independent Living. We then arrange to pay the agreed outgoings for the service users' care from the money we hold on their behalf. They still retain full responsibility for their own money.

We have been successfully providing the full Direct Payment support service, including Direct Payment support, payroll and managed account service for Children and families in Birmingham since August 2012. We have established a positive working relationship with the Council and the end date has been extended several times. Service users who turn 18 and keep receiving Direct Payment from Adult Social Services often stay with our services in the way they're used to, even though we are not the contracted provider for Adult service users in Birmingham and they are free to use another service provider. We have been offering the service as part of a Local Authority and NHS framework. People can choose who to receive services from, subject to agreement from the funder. We are part of framework for PHB users in Gloucester, North Somerset, Wiltshire, Cornwall, Devon, BANES and Bristol.

For another year we were commissioned to provide administrative support with Local Offer Payments in Wiltshire, now known as Short Break Scheme for families with children or young people who have special educational needs and/or disability.

Designed in consultation with parents and carers, the scheme aims to meet the individual needs and interests of children and young people who require additional support to access leisure activities or 'short breaks'. The scheme offers families a variety of options that allows children and young people, together with their parents or carers, to choose how to spend their leisure time based on what works for them.

Fundraising



2014/15 again saw the determination, commitment and hard work of volunteers pay off with a record year of fundraising.

The biggest single contributor was the Compass Carboot, our Facebook selling page where people can either donate goods that we sell via the site or can sell themselves making a donation back to Compass Disability Services, once a sale is made. This has relied upon the extraordinary generosity of donors, who have donated clothes, shoes, toys, books, baby equipment, fishing gear and everything else imaginable in order for this initiative to be a success. So much has been donated that we were also able to hold two mega jumble sales in this period adding a considerable amount to the total raised. Anyone interested in making a donation should contact Paula Ingrey on 01823 282823 or email: paula@compassdisability.org.uk.

Carnival season again proved to be a success and we are very grateful to the Collections Officers at Wellington, Bridgwater, Highbridge and Burnham-On-Sea and Glastonbury for allowing us to participate. It is challenging to get collectors to turn out, on what can be dark and damp evenings,

but those that do seem to have a great time, getting up close and personal with carnival carts and the crowds, who always seem to be having fun. Anyone who would like to turn out to collect on our behalf should contact Michelle Edwards who organises our collectors on 01823 282823, or email: michelle@compassdisability.org.uk.

In line with our Environmental Policy we have various fundraising initiatives that support recycling; for example recycling jewellery, including broken or odd pieces of costume jewellery alongside the more precious metals and stones. This year saw us introduce a new initiative working alongside Terracycle and Mcvities recycling sweet biscuit wrappers in return for cash that are eventually turned into products such as watering cans, garden seating, waste bins and tote bags. Any type of sweet biscuit wrapper such as Custard Creams, Digestives, Penguins and Rockys can be forwarded to us at Compass Disability Services, Unit 11-12 Belvedere Trading Estate, Taunton, TA1 1BH, we will receive approximately 2p for every wrapper that we recycle.

Fundraising is only possible with the support and enthusiasm of those that give up their time to administer the initiatives and those that get involved by donating, collecting or recycling on our behalf. We were really pleased to see Paula Ingrey win our Star of the Year Award for 2014, mainly due to her amazing commitment to fundraising, all of which is done in her own time and has seen her organise Jumble Sales, prance around the Carnival circuit in her Scooby Doo costume and run around the county collecting donations for the Compass Carboot. To Paula and all of our other amazing supporters we owe you an incredible debt of gratitude - Thank you.

Anyone wishing to volunteer for fundraising activities should contact Jane Allin our Volunteer Coordinator on 01823 282823 or email: jane@compassdisability.org.uk.



Statement of Financial Activities

Year Ended 31 March 2015 (Including Income and Expenditure Account)

These accounts show the financial state of affairs of Compass Disability Services as at 31st March 2014 and the incoming resources and resources expended for the year ended 31st March 2015. The Trustees consider that the financial position of the charity at the year-end is soundly based. The Trustees confirm that the accounts comply with the statutory requirements, the charities constitution and with the Statement of Recommended Practice (SORP) - Accounting and Reporting by Charities (revised 2005). With regards to the charity's restricted funds, in the opinion of the Trustees, sufficient resources are held in an appropriate form by the charity to enable funds to be applied in accordance with any restrictions. The Trustees maintain an ongoing review of any matters likely to give rise to major risks for the charity, in order to identify and make provisions for any such risks.

	<u>Unrestricted</u> <u>Fund</u>	<u>Restricted</u> <u>Fund</u>	<u>Total</u> <u>2015</u>	<u>Total</u> <u>2014</u> <u>As restated</u>
Incoming resources				
Incoming resources from generated funds income				
Donations	15,319		15,319	20,846
Activities for generating funds				
Hire of meeting rooms & facilities	41,545		41,545	26,494
Investment Income	105		105	74
Incoming Resources from charitable activities				
Grants and contracts -				
Consultation and representation	135,373		135,373	106,295
Provision of support services	974,909	20,000	994,909	823,902
Information and advice	82,680		82,680	1,971
Radar Keys	939		939	751
Other service provision	1,312		1,312	20,034
Other incoming resources	34,945		34,945	50,582
Total incoming resources	1,287,127	20,000	1,307,127	1,050,949
Resources expended				
Costs of generating funds				
Meeting rooms and facilities	5,929		5,929	21,885
Other	45,012	-	45,012	
Charitable Activities				
Consultation and representation	58,677	1,658	60,335	92,431
Provision of support services	791,879	2,399	794,278	919,772
Information and advice	65,199	-	65,199	84,300
Subtotal charitable activities	915,755	4,057	919,812	1,096,503
Governance costs				
Strategic development	249,949	3,386	253,335	98,870
Other governance costs	5,466	-	5,466	18,407
Total resources expended	1,222,111	7,443	1,229,554	1,240,442
Net Income/(expenditure), year	65,016	12,557	77,573	(189,493)
(Net movement in funds for the year)				
Total funds at 1 April 2014	(24,146)	10,823	(13,323)	61,604
Prior period adjustment	-	-	-	114,566
Input VAT recoverable	17,645		17,645	
Total funds at 31 March 2015	58,515	23,380	81,895	(13,323)

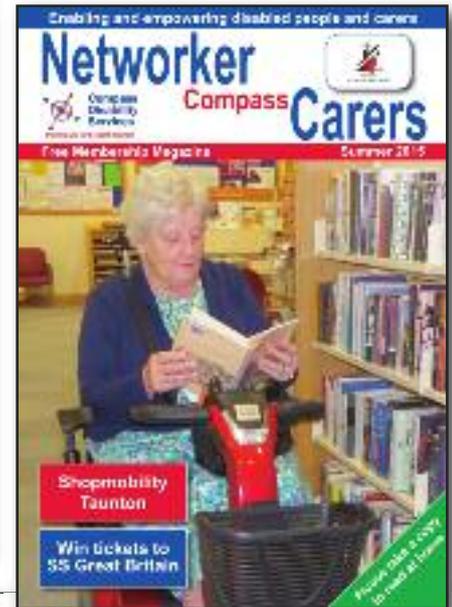


Media & Marketing

This Annual review was produced by the in house Media Team. We design and/or produce, as far as practical, our own leaflets, posters, pop-up displays, business cards leaflets, general stationary and promotional items, such as pens & magnets, large vinyl information banners and posters, or even Powerpoint presentations.

We maintain regular feeds through all relevant Social Media and have thousands of contacts who consume our information, through the likes of Facebook & Twitter.

We also produce a quarterly magazine “Networker/Compass Carers” and publish some bespoke service guides.



Hate Crime Support Service

Hate crimes and incidents are any hostility that is perceived to be based on a victim’s race, ethnicity, disability, sexuality, religion/belief or gender identity. We delivered a Hate Crime Support Service across Somerset, offering support to victims of hate crime and hate incidents. Victims were referred by an agency (Victim Support, support group, etc), Housing Association, Police, or victims referred themselves.

Our Hate Crime Support Worker liaised with the various agencies involved, including the Police and other professionals. We supported victims to report incidents to the Police or attend court hearings. We were also able to offer emotional support, advice on staying safe and signpost to other avenues of support. If required we also supported victims at restorative justice meetings. We have supported younger victims, by working with them,

their parents and schools across Somerset. The Avon and Somerset Police and Crime Commissioner came to visit and met with victims who had used the Hate Crime Support Service. Victims felt positive that the problem of hate crime was being addressed. We have supported people who have been victims of hate crime because of their race, disability (including mental health), sexuality, religion and those who are transgender; many of whom have feedback that they would not have coped or recovered without the support of the Hate Crime Support Service in Somerset. We also attended hate crime meetings and some antisocial behaviour meetings with other agencies, to help reduce or prevent incidents and help ensure that the needs of the victims were taken into consideration, in community safety planning. This project ran until March 2015.

Partners & Commissioners



Compass Disability Services' continues to forge and develop excellent links with many other agencies, although all parties feel the strain of budgetary constraints.

We would like to thank all of the organisations that have worked with us in partnership or commissioned one off pieces of work, enabling us to deliver a wider range of services.

We would also like to thank the grant making bodies that have awarded us funding to undertake projects which have not been commissioned by other organisations.

Copies of this document are available, on request, in alternative formats, For example PDF, Audio (MP3, CD, Casette), larger print or braille.

Contact Clive Rymer on 01823 282823 or email clive@compassdisability.org.uk, for more information.

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Registered Charity Number: 1099376

