

Proud to be Outward

Annual Report & Accounts 2018/19



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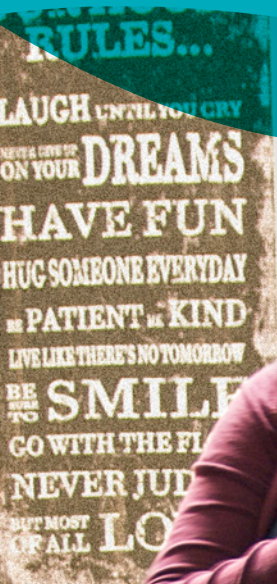
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Chair's report

Delivering consistently good quality services and care.

This year's report is titled 'Proud to be Outward' and I reflected on this recently when visiting an Outward supported living service for people with profound and multiple learning disabilities. Seeing a caring support worker patiently trying different flavours on the lips of someone who receives their food via PEG feed, and therefore doesn't experience the sensation of taste, had a significant impression on me and certainly did make me proud of the work Outward staff do. Often the small things make the biggest difference.

This year we celebrated the achievements of our staff and volunteers at an afternoon tea event and I was immensely proud to learn how our staff are working creatively and inclusively to help people reach their potential in life. Recognising that social care work is hugely under-valued in society we continue to seek ways to recognise and reward our staff in times of significant financial pressures; this is not always easy and recruiting and retaining good staff remains a key challenge for the future.

Despite these funding challenges Outward has continued to thrive throughout 2018/19. Our achievements include:

The successful re-accreditation of Investors in Volunteers – our investment in volunteering provides opportunity for people with learning disabilities to be active participants in their communities through the 'Volunteer Club'.

We opened new learning disability supported housing in Waltham Forest, Hackney and Enfield in partnership with Newlon; providing fit for purpose, high quality self-contained

homes including shared ownership for people with a learning disability. We are now developing eight new, accessible and modern homes for young people with profound and multiple needs in Hackney.

We have continued to deliver a successful programme of supported holidays for people with learning disabilities at Nutley Edge which provide a great opportunity for people to experience the countryside and also give family carers the opportunity for respite.

In 2018/19 more than 80 carers in Hackney were supported through our brokerage team to identify their needs and plan to meet them via universal services, accessing grants and signposting to specialist and generic services locally. We are very proud of our work in supporting people who are carers for their loved ones, without pay and often with very little support or recognition.

The most important achievement for Outward, however is to continue to deliver consistently good quality services to people we support and we are proud therefore to have retained 'Good' ratings from the Care Quality Commission in all our registered services throughout the year.

Jackie Ballard

Chair of the Outward Board



Creating new homes

Our 2017/2020 strategy 'Strengthening Foundations for Future Growth' has been the driving force behind the development of three new supported housing developments in 2018/2019.

Responding to feedback about a clear need for supported living options for people with learning disabilities, who may have behaviours of concern, and for younger people with learning disabilities, we have been able to redevelop empty buildings to create new, quality homes with Newlon Housing Trust.

A new service in Hackney provides four self-contained one bedroom flats for people who may have learning disabilities, or autism and some behaviours of concern. Staff are all trained, and work within positive behaviour support approaches and in strong partnership with involved families. For one person the Court of Protection had previously approved the use of a two-person escorted walk due to his behaviours of concern. Since moving into his own home, this restriction to his independence is no longer needed due to effective positive behavioural support based on proactive strategies.

Forest Glade in Waltham Forest is a shared home for four young men with a learning disability who were ready to leave home and take their first steps towards independent living. The property has been fully redecorated to better meet the needs



of younger people with Wi-Fi throughout the building, a games room and a focus upon building upon people's strengths to maximise their independence and opportunities.

Catherine House in Hackney was formerly supported housing for elders but following a review with the borough the building was closed and people moved to more suitable housing. From our experience and communication with families and social workers we became aware of a real need for high quality, accessible homes for people with profound and multiple learning disabilities in North and East London and particularly focused on younger people.

This year we have been working with Newlon to completely redesign the existing building to create eight modern one bedroom flats, five of which are designed for permanent wheelchair users and with additional design features including a fully accessible bathroom with shower table, on-site activity club, large communal lounge, dining room, kitchen and garden. We are currently working with social workers, individuals and families in planning moves to their new flats and also meeting local priorities to bring people back to live in their local community.



“ He has settled in
so well - all smiles
and energy. ”

Pictured on opposite page: Forest Glade
shared home and bedroom.

Pictured on this page: Living room,
accessible bathroom and exterior of
Catherine House.



Celebrating achievements

Outward had the privilege to give some truly inspiring people awards during 2018/2019. Having our staff and the people we support recognised for their positive attitudes and hard work is a reflection of our core values to Engage, Enable and Empower.

Newlon Star Awards

Our first award for the year was given by Newlon Housing Trust who held their second Star Awards event in November 2018. The Star Awards are a terrific opportunity to recognise and reward the achievements of Newlon's committed staff and tenants. Among the honours was a dedicated award for people supported by Outward called The Outward Personal Achievement award. The worthy winner was James whose ability to overcome the many obstacles he has faced in the last year with such positivity, amazed the judges.

Outward Achievement Awards

In April this year Outward hosted the annual Achievement Awards for staff. This event recognises the extraordinary work of our staff, who work directly with the people we support, and go above and beyond in their work. We are immensely proud of the dedication of our staff and thank them for their ongoing commitment.

Learning Disabilities and Autism Awards

At the 2019 Learning Disability and Autism Awards Newlon and Outward were both finalists for the Supported Housing award for the Doubleday Court supported living service. Unfortunately we didn't bring home the main award but that didn't dampen our spirits as we remain proud to

have been involved in creating new, accessible homes for people with learning disabilities.



Doubleday Court provides 11 spacious accessible one-bedroom and one two-bedroom flat in a purpose-built property designed to meet the varying needs of people with learning disabilities and autism. Ten of the flats are for social rent and two are Shared Ownership flats for people with long-term disabilities. The scheme is staffed with care and support services provided by both Outward and other providers, according to individuals' personal choice and circumstances. It is situated in East London, near shops, restaurants, leisure centres and bus routes.

What is unique about Doubleday Court is the offer of two flats for Shared Ownership through the Government's Home Ownership for People with Long-term Disabilities (HOLD) scheme. Outward and Newlon have a history of supporting individuals to buy their own properties, meaning real choice of housing tenure for people with learning disabilities.

Pictured on opposite page: Outward Personal Achievement Award winner, James, at the Newlon Star Awards (top) and this year's Outward Achievement Awards winners.



“Stunning group of workers who clearly go the extra mile in extreme circumstances”



Supporting positive behaviour

Outward's positive support culture continues to deliver on helping people with learning disabilities to lead independent and fulfilling lives.



In 1975 Outward was set up to support people with a learning disability out of long stay hospitals, to live in their own homes in the community, 44 years on we are still engaging, enabling and empowering people throughout London to lead the lives they choose.

However, in 2011 the Winterbourne View Scandal brought to the nation's attention the vulnerability of people with a learning disability or autism who remain in inpatient units. Sadly today over 2,300 people with a learning disability or autism remain living in inpatient units, with the average stay of 5.5 years. One of the biggest reasons for this is the lack of suitable services in the community.

Through developing and embedding a positive behaviour support (PBS) culture throughout Outward, we have been building capacity to create physical and social environments that are supportive and capable of meeting the needs of people with even the most complex behaviour, and teaching people new skills to replace the behaviours of concern.

To enable our staff to be both reflective and resilient in their day to work we developed a two stage PBS training programme which includes non-abusive psychological and physical interventions. Outwards PBS manager and coaches work in partnership with people being supported and families to deliver training and develop consistent support practices. PBS practise is now fully part of the core induction all new care and support staff in Outward.

Another priority for Outward over the last year has been to deliver on our commitment to STOMP – 'Stop the Over Medication of People living with a learning disability, autism or both'. We have made significant progress on our STOMP action plan by reviewing our medication policies, raising awareness and completing a full audit of people we support who are prescribed psychotropic medication. This has led to re-focusing resources on proactive strategies for specific individuals as part of a restraint reduction plan and brought about a 40% decrease in incidents of behaviours of concern.

Promoting independence

Our core values and vision emphasises and promotes that people with a learning disability have the right to the same opportunities as anyone else, should be empowered and supported to live purposeful and satisfying lives, and live as independently as possible in their home and community.



One way we are realising this is through investing in technology by creating partnerships, developing expertise and allocating resources to find the best solutions for the people we support to reduce their reliance on paid support.

How Do I? is a video player app through which one can record and play back videos to teach life skills. Our pilot of the app commenced in services this year and is off to an amazing start. We have already filmed videos with staff, people we support and their families and these are now being used to facilitate support sessions.

We have filmed a number of cooking support videos with family members, for instance, learning step by step how to make someone's favourite home cooking (which luckily involved some taste testing too!). These video recipes are then linked to the How Do I? stickers and put in an

accessible place in the kitchen. Staff and people we support are now able to tap their mobile phones onto the stickers and the recipes pop-up onto the phone ready to play back and cook along to.

We have used the technology to improve how people are supported in more person-centred ways such as filming their preferred morning routine. This means that all staff are able to offer consistent, personalised support to the individual and most importantly, in the way they want to be supported.



Encouraging health and well-being

This year we have continued to provide our wide range of social activities and developed some new initiatives to enable the people we support to lead interesting and healthy lives.

People with learning disabilities experience worse health than the general population. Shockingly, data shows that a woman with a learning disability will die on average 20 years earlier than someone without a learning disability.

With this in mind, and in response to our commitment to the Health Charter for Learning Disability Providers we have invested in a number of initiatives to help create a better chance of closing the health inequality gap experienced by people with learning disabilities.

The national uptake for annual health checks for people with a learning disability is 49.7%. This year we have been undertaking awareness initiatives and promotion of health checks and monitoring this as a key performance indicator. We are pleased to have achieved 79% of the people we support having health check in the last 12 months and continue to work hard to bring this number up.

To assist people with communication difficulties we have developed a toolkit of accessible and easy read materials for staff to use in supporting people with their health; including tools to explain common health conditions, boards to help people communicate pain and easy read guides to explain what happens at health checks to relieve anxieties.

In March we launched a befriending pilot with University College London (UCL) to see how befriending can help to alleviate loneliness and isolation in individuals with learning disabilities and moderate depression. Working in partnership with North East London NHS Foundation Trust, UCL and a range of other providers we are matching people to volunteers and look forward to publishing positive results next year.

We have also expanded our own volunteer club this year. Over the last year our volunteer group have worked in partnership with the Canal and River Trust giving up their time to help preserve and tidy the waterways. People feedback that they enjoy making new friends, socializing, giving back and working with the community.



Some of the other ways we have been improving health and well-being over the last year include:

Our choir, social groups and football teams, bringing people together to share common interests, have fun and keep healthy.

Our supported holiday venue Nutley Edge in East Sussex has seen more than 100 people with a learning disability or autism join breaks focused on arts and crafts, food and drink, animals, local history and pampering among many other interests.

During the summer months we host a gardening competition, which never fails to be a wonderful time of year for our keenest gardeners, regardless of disabilities or barriers, to get outside and enjoy their gardens. With the highest ever number of entries, it is growing year upon year – just like the amazing gardens created.

Pictured on opposite page: Volunteer befrienders and Outward's award-winning football team.

Pictured on this page, clockwise from top: Nutley Edge guests, garden competition entry and Monday Social Club regulars.

“

We have fun,
laugh and do
activities

”

Nutley guest



Statement of financial activities for the year ended 31 March 2019

	2019			2018		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Income from:						
Donations and legacies	451	-	451	195	2,000	2,195
Charitable activities:						
Rent	3,371,182	-	3,371,182	3,992,251	-	3,992,251
Service Charges	1,996,405	-	1,996,405	2,155,817	-	2,155,817
Care and tenancy support	13,017,049	-	13,017,049	13,150,879	-	13,150,879
Other trading activities	185,900	-	185,900	224,312	-	224,312
Investments	18,782	-	18,782	21,504	-	21,504
Other	-	-	-	-	-	-
Total income	18,589,769	-	18,589,769	19,544,958	2,000	19,546,958
Expenditure on:						
Raising funds	-	-	-	-	-	-
Charitable activities:						
Rent	3,461,119	-	3,461,119	4,110,516	-	4,110,516
Service Charges	2,234,921	-	2,234,921	2,231,566	-	2,231,566
Care and tenancy support	12,347,488	-	12,347,488	12,900,958	-	12,900,958
Other	182,676	1,057	183,733	224,282	1,037	225,319
Total expenditure	18,226,204	1,057	18,227,261	19,467,322	1,037	19,468,359
Net income before net gains on investments	363,565	(1,057)	362,508	77,636	963	78,599
Net gains on investments	50,000	-	50,000	50,000	-	50,000
Net income before other recognised gains and losses	413,565	(1,057)	412,508	127,636	963	128,599
Gains on revaluation of fixed assets	-	-	-	-	-	-
Actuarial gains/(losses) on defined benefit pension schemes	(694,267)	-	(694,267)	-	-	-
Net movement in funds	(280,702)	(1,057)	(281,759)	127,636	963	128,599
Reconciliation of funds:						
Total funds brought forward	6,713,866	35,263	6,749,129	6,586,230	34,300	6,620,530
Total funds carried forward	6,433,164	34,206	6,467,370	6,713,866	35,263	6,749,129

Balance sheet as at 31 March 2019

	2019	2018
	£	£
Fixed assets:		
Tangible assets	1,116,221	1,064,546
Investment properties	1,800,000	1,750,000
Investments	1,070	1,070
	<u>2,917,291</u>	<u>2,815,616</u>
Current assets:		
Debtors	1,779,081	2,334,407
Cash at bank and in hand	5,915,769	5,213,799
	<u>7,694,850</u>	<u>7,548,206</u>
Liabilities:		
Creditors: amounts falling due within one year	<u>2,498,062</u>	<u>2,520,023</u>
Net current assets	<u>5,196,788</u>	<u>5,028,183</u>
Total assets less current liabilities	<u>8,114,079</u>	<u>7,843,799</u>
Creditors: amounts falling due after one year	1,646,709	1,094,670
Total net assets	<u>6,467,370</u>	<u>6,749,129</u>
The funds of the charity:		
Restricted income funds	34,206	35,263
Unrestricted income funds:		
Designated funds	1,752,477	1,752,477
Revaluation reserve	814,191	764,191
General funds	3,866,496	4,197,198
Total unrestricted funds	<u>6,433,164</u>	<u>6,713,866</u>
Total charity funds	<u>6,467,370</u>	<u>6,749,129</u>

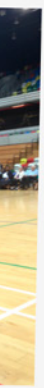
All of the results in the statement of financial activities are derived from continuing activities. There are no other recognised gains or losses other than those included in the statement. The financial summary represents Outward's financial statements for year ended March 2019. For a better understanding of the Charity's financial position and the results of its operations, please refer to the detailed, audited financial statements which can be obtained from our registered office, Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE.

Our year

This year we've had so much to be proud of. We held a Summer Ball, the Staff Achievement Awards ceremony, our annual Gardening Competition and launched a pilot befriending programme. Outward's football team won a Sports Personality of the Year award and Nutley Edge continued to promote health and well-being with its activity breaks.

Here are a few photos of some of our favourite moments.







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Outward Housing trading as Outward is a company limited by guarantee.

Registered office: Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE.

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