



2014

Annual Review





Chair of Trustees Report

Another year of growth and improvement with income reaching £757,110 and a record number of students supported

It is an understatement to say that FiND believes in meaningful activity during the day being central to anybody's wellbeing, and this is particularly the case for people with learning disabilities and autism. It is therefore a delight to be able to support an ever increasing number of students at FiND with total student numbers currently standing at 61. When the new service Matthew's Hub is added in, this number rises to some 160 and growing, which is a massive achievement and demonstrates the demand for our services.

Staff numbers have risen in line with the additional student numbers and permanent staff numbers are currently 41 but when you add the sessional staff at FiND1 and bank staff, this number rises to 75. We are fortunate to have an excellent staff team under the leadership of Gill Poole, our Chief Executive, but the job of managing FiND is clearly substantial and not to be underestimated.

The role of the trustees is to oversee performance and governance of the charity. Key to this is balancing the books, whilst ensuring that the quality of services for our students meets the high standards we expect. I'm pleased to say that we have achieved our objectives in this regard with further growth in income to £757,110 (previous year £631,035) whilst still managing our expenditure to leave a surplus of £63,011. During the year we have embraced a person-centred approach to our support and this has paid off in terms of satisfaction from our students and their families.

Some of the more difficult changes we have had to make over the last year include making a charge for FiND 1 for the first time, although this charge only covers approximately half the cost of the service; increasing the prices at FiND2 to make it more financially viable; and restructuring the management team to make it more appropriate for the challenges of running the charity.

Last year we said that we were working on two new services – Matthew's Hub and a short-stays service. I am very proud that Matthew's Hub opened its doors in January

2014 and has made an immediate impact on many people in the area with high-functioning autism and Asperger's Syndrome. At the time of going to press this service is providing support for 100 people! The proposed short-stays service has been slower to get off the ground than we expected, however we are aware of the continued demand for this service and we expect to start planning for this shortly.

Pam Marin stood down as trustee and treasurer at the annual meeting last year whilst Sally Stoakes stood down in June this year. I would like to thank them both for their amazing contribution to FiND whilst they were on the trustee board. At the same time I would like to welcome our three new trustees Shirley Hart, Jane Phillips and Jonathon Wells. Jonathon has also agreed to act as treasurer which has become a really important role as the charity gets bigger.

There have been so many good things happening at FiND that it's difficult to keep up sometimes but I would particularly recommend checking out the new websites for both FiND and Matthew's Hub with the new-look logos. Also the person-centred approach that we have introduced over the last year which is guiding how we support each student as an individual.

We are very fortunate to have generous donors to the charity, and I would particularly highlight the legacy of Lynda Smith which provided the funds for the extension at FiND2, plus the generous donation by Simona Battye and the Deflog VQ Trust which provided the funds to allow the opening of Matthew's Hub. I'm particularly touched, however, by the many smaller donations we have received which all make a real difference to the services and our facilities.

Finally I would like to give a big thank you to all the special staff members who work for FiND and to the families and students who put their trust in us.



Charles Hodgson,
Chair of Trustees

What did we say we would do in 2014?

We developed an action plan with six strategic themes

Strategic Theme 1 – Person centred care

Aim: Support is focussed around the person

We have:

- Developed and implemented one page profiles and My Plan
- Undertaken 'matching' of staff to individual students as part of our commitment to person centred support
- Implementation of FiND student reviews across services

Strategic Theme 2 – Maximising potential

Aim: Individuals are supported to have a meaningful life

We have:

- Implemented person-centred planning
- Audited and reviewed student plans

Strategic Theme 3 – Quality of life

Aim: Care and support focuses on individuals being happy and having a good quality of life

We have:

- Increased the number and variety of activities
- Rolled out a person-centred approach

Strategic Theme 4 – Organisational culture

Aim: A positive culture is important

We have:

- With the help of Peter Oakes our clinical psychologist, we have rolled out the values of FiND and ensured that these create a 'support and challenge' environment
- Staff and parent surveys undertaken, survey results collated, action plan developed and implemented
- Implemented induction standards for all new staff across all services

Strategic Theme 5 – Leadership and governance

Aim: FiND's Trustees and managers lead and run the organisation well

We have:

- Involved students in councils across services
- Undertaken health and safety audits and developed action plans, commissioned training for all staff

- Revised our management structure
- Undertaken a training audit and developed a training strategy
- Developed recruitment documentation, and our interview processes

Strategic Theme 6 – Communication

Aim: To deliver consistent, effective, professional communications to all our internal and external audiences so that they are fully informed, engaged and supportive of FiND and its services

We have:

- Reviewed our assessment and planning documentation and now developed in line with person-centred planning
- Developed our new websites www.findcharity.org.uk and www.matthewshub.org
- Printed regular newsletters with details of activities enjoyed by students and fundraising events
- Undertaken appraisals and introduced regular supervision for all staff





What did we achieve in 2014?



One girl who attends FiND1 has shown remarkable improvement over the past year. She has developed a positive relationship with many of the staff and fellow members and is showing increased independence in relation to life skills, use of public transport and shopping. One of the particular highlights of the summer was her participation in a 'girly shopping' day around town. She enjoyed using public transport, shopping, choosing her own lunch and socialising with the group.

Another girl has shown an increased level of responsibility whilst at FiND1. She socialises well with her peers at FiND1. Her confidence has significantly developed and she is helping staff to organise events for fellow peers and supporting her peers to achieve their potential. Staff have commented on how well she has developed and how her behaviour is promoting the participation and achievement of others.



Over the past year FiND2 has had many proud and memorable moments. One of these being setting up regular carriage driving sessions along with the RDA at Thornton House. All students involved in the activity have benefitted greatly from it. We have seen many of the students' confidence grow, learning how to control the horse themselves, and parents have also provided us with great feedback regarding this new activity.

Over the past summer we were provided with the Beverley Community Allotment. When we received the

space it was over grown and unkempt. Within only two weeks, the students and staff at FiND2 transformed the space amazingly and were entered into the Beverley in Bloom competition. We were visited by the judges and the students did FiND2 proud.

One student in particular, has grown in confidence and self-esteem over the past twelve months. He is now willing to participate in small group activities and enjoying them. Charles Huckvale has been attending FiND2 over the past year providing us with exciting music sessions. At first WB wouldn't stay in the same room as the music session without becoming upset, but recently he joined in for 10 minutes of the session, which is a huge step for him.

FiND2 have now reached their maximum capacity after five new students started in September. This is a very proud moment for FiND2 after only being open just over four years. It reinforces the great reputation we have gained in such a short space of time and how highly thought of the Key Workers and team are at FiND.



A young lady started attending FiND3 and would not get out of her mother's car without a great deal of persuasion. She now attends FiND 3 four days a week. She has shown significant development in relation to her behaviours, in particular with her fellow peers. She now appears to be far more relaxed and happy at FiND 3, working well with the keyworkers with whom she has been matched. She participates well in group activities and is forming friendships with fellow students. This is great for us as a team to see.



Comments from FiND 3 parents

One young man has shown significant progress this year. He is more relaxed and confident and this has allowed him to participate in many group activities. He is becoming more independent when he is cooking with his peers using less prompts as he is working from a picture/symbol recipe with reassurance from staff.

We had a lovely email from his mother: *"I can't tell you how thrilled my husband and I were yesterday evening. Our son came home from FiND, having had a day of relevant shopping for ingredients for the baking activity, very proud of his buns and vegetable pizza. AND HE ATE SOME OF THE PIZZA!! It's never happened before. AND VEGETABLES!!!! Honestly, I cannot tell you how excited we are in this house at the moment."*

One student at FiND3 has made immense progress with his interactions with peers and staff this year with positive reinforcements, supporting, and praise from staff, his interactions have improved greatly. He is a lot more confident and interacts well with a number of staff and peers. He is starting to spend more time with the others and eats his lunch with his peers in the communal area and joins in group activities. This young man will now work with three different keyworkers; this itself is immense progress for him. It is hoped that in the future

we may be able to increase the number of staff he will work with.

We received this email from his mum: *"Continued thanks for all the fab things you do at FiND. I am amazed at how our son continues to improve in confidence and how happy he is now."*



FiNDers 3

FiNDers at FiND3 has significantly strengthened on the foundations of a successful first year. The number of members, and the average weekly attendance has increased from last year and this is enabling us to organise more diverse and fulfilling activities for our members. FiNDers at Hessele has secured Co-operative-Hessele as their charity of the year which has significantly increased our budget. This extra income and increased admissions has meant we have been able to promote more person-centred leisure activities. We run creative arts groups making crafts and art work, regular disco evenings, cooking and baking skill groups and football skills. In addition to these workshops our volunteers have

been supporting members to play pool, have movie nights, hair and beauty sessions and social circle peer discussions. Looking to the future we are consulting with our members about running residential trips, organising sports and drama workshops, and considering the purchase of new equipment. Our members have given us positive feedback about the student-run tuck shop. We are proud that our members have enjoyed taking on the responsibility of elements of their own club and manage the tuck shop extremely well.

Students have shown significant development and progress at FiNDers. Earlier this year one student asked if he could run the tuck shop. He is now 'Head Cashier' and is responsible for teaching other members how to run the tuck shop. He knows all of the prices and is able to add up members' shopping, calculate their change totally independently and use the electronic till without any support from staff. Staff and volunteers have commented on how proud and impressed they are about this student's progress.

In terms of significant developments in relation to social interaction there are a number of members at FiNDers that have formed friendships. The volunteers have commented on how well the friendship circle has formed and is constantly developing. It is lovely to see the members supporting their friends to achieve and progress.

FiNDers 2

FiNDers 2 has been open since April of this year. Since then we have had a steady stream of members coming along to join in the activities. We have had great successes in film nights – the most popular being Mama Mia. We have enjoyed some very creative art sessions organised by Linda Wilson that many of the members have enjoyed making and taking their creations home with them. Alongside this we have regularly had nights of baking cakes, sausage rolls and buns that all our members have really enjoyed making.



Matthew's Hub



Our proudest achievements have been being able to set up a tuck shop that is solely run by our students allowing them to build up self-esteem and confidence. FiNDers has enabled our members to have more opportunities to socialise and spend leisure time with each other that otherwise would not be possible.

For the forthcoming year it is hoped that we will be able to build on our already solid foundation of members, and look to increase the numbers attending. There are many more activities planned such as the FiNDers Christmas Disco and the Great FiNDers Bake-Off, which will run alongside our already popular activities.

Matthew's Hub

This new service was launched earlier this year to give support to people living with high-functioning autism and Asperger's Syndrome. This was enabled by generous donations from a family affected by Asperger's Syndrome, and Deflog, a local charity who have given us £25,000 annually for three years. The service is based in Regent's House, on Ferensway in the centre of Hull.



Matthew's Hub offers a range of services to help build self-esteem and confidence, and develop skills to enable its members to take up volunteering, work and social opportunities.

The service offers a warm and welcoming environment where we work with individuals to develop bespoke support packages designed to help members maximise their potential. The support includes advice, training, advocacy and social networking. We provide a drop in Monday to Friday between 10am - 2pm.

Please visit our website www.matthewshub.org for more information; or email hello@matthewshub.org for advice or to arrange a consultation.

What are we going to do in 2015?

We will further develop our person-centred approach whilst continuing to work towards being an excellent employer

- We will implement the training strategy and ensure all our staff engage with the learning required to maximise their ability to support our students and members
- We will work with staff and managers to ensure that FiND is a great place to work
- We will continue to roll out our person-centred approach, so all students have a one page profile and a personalised plan, which will be developed with their families and carers
- We will develop person-centred recruitment processes, which match staff with the needs of people who use our services
- We will work to further improve our communication with staff, parents and external organisations
- We will set up parent and sibling support groups, which will help to share experiences, develop supportive relationships and provide information where requested



- We will develop a further service which will provide 'whole life support' and a 'route to independence'. This may include short breaks/stays and supported living
- We will explore the need to develop further services like FiND 2 and 3 as we are reaching capacity
- We will create a sensory garden at FiND 2
- We will source a people carrier for FiND 3 to enable students to more easily access activities



If you would like to apply for any of the FiND services please

visit our website at www.findcharity.org.uk

e-mail us at info@findcharity.org.uk

telephone us on 01482 870785

For enquiries regarding our services, volunteering, fundraising or an application form please phone the following telephone numbers:

FiND1 & FiND2 01482 870785

FiND3 01482 640253

Special Donation

FiND was fortunate to be chosen by Paul Obernay to receive a unique donation of the sole example of a Dolphin Dome. It provides artificial dolphin therapy through audio visual media and tactile interactions in an innovative & unique den enclosure. We are very grateful for this gift. <http://www.thedolphindome.com>

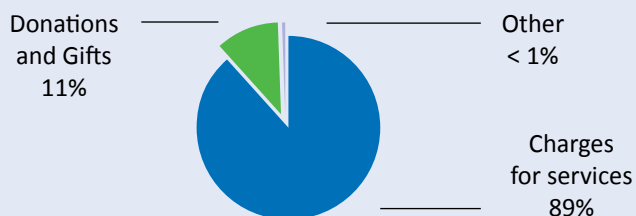


To donate – please go to our website or you can post a cheque to FiND Charity, The Chandler Centre, Belprin Road, Beverley, HU17 0LN

Finances for the year ending November 2013

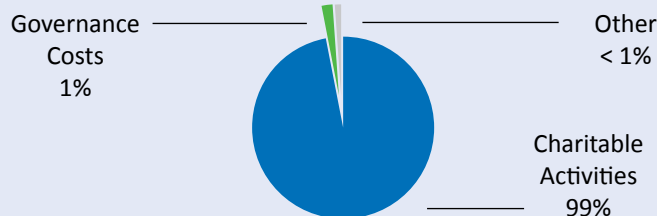
Income

Charges for Services	£669,851
Donation and Gifts	£84,191
Other	£3,068
Total Income	£757,110



Expenditure

Charitable Expenditure	£686,833
Governance Costs	£6,621
Other	£645
Total Expenditure	£694,099



The income after deduction of all expenditure was £63,011. Total cash at the year-end was £168,697 of which £55,000 was restricted for use on developing Matthew's Hub. The current charity reserves policy stipulates a minimum cash reserve of £75,000 rising to £100,000 by 2015. This is to provide a prudent contingency in the event of any unforeseen circumstances.

Since the year end the £55,000 of restricted reserve has been spent on establishing Matthew's Hub and £20,000 on the building extension at FiND2 in order to increase capacity.

Financial Governance

We have recently introduced new technology and partnered with an external team of accountants to gear ourselves up for the increased level of services and activities that we provide. This will allow us to have improved information, better oversight of costs and free up time for the management and administrative team to devote to delivering services and looking after our students and carers.

The management team have embraced and are leading these changes.

FiND 1 & 2

The Chandler Centre, Belprin Road,
Beverley, East Yorkshire, HU17 0LN
Telephone: 01482 870785

FiND 3

Miriam House, The Hourne,
Hessle, East Yorkshire, HU13 9LR
Telephone: 01482 640253

Matthew's Hub

First Floor, Regents House,
183 Ferensway, Hull, HU1 3UX
Telephone: 01482 221028