



ANNUAL REPORT 2019

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Contents

Overview and Structure

Management Committee Profiles

Training and Volunteers

Groups and Activities

Fundraising

Fighting Fires with Jamie

An Outstanding Year of Volunteering

Generosities of Strangers

Auditors Report

Income and Expenditure

Manager Message



Report from the Chair

Welcome to the 2019 Annual Report of the Inclusion Group Dundee and to my first introduction as the Chairperson.

If you do not know about our service: we provide much needed support to children and adults in Dundee. We set out to do this by being very attentive to the individual needs of the children and adults that use our services. What they tell us and ask of us is what drives us as an organisation.

This means we expect our staff to seek out opportunities, in Dundee and further afield, that satisfy a wide range of hopes and aspirations. You will find information in this report that will give you a flavour of the many things our service users choose to get involved in and the enjoyment and stimulation they get out of that involvement.

It is, of course, our staff who help our service users turn their hopes and aspirations into reality and the Inclusion Group is lucky to have a very dedicated group of support workers. They have a representative on our Board, Stephen Swann. Stephen has an article in this report which gives a flavour of what our staff hope for the future of the organisation and what they have been doing to make sure they are in a position to provide the best possible service for our service users.

Our organisation is led by our manager Fiona Flynn. With the help of her management team, the staff and some very energetic volunteers, Fiona has been working in the last year on getting an overall improvement in the performance of the organisation. Fiona and her team have made progress with this and in her message in this report she gives you more information about how things have been taken forward.

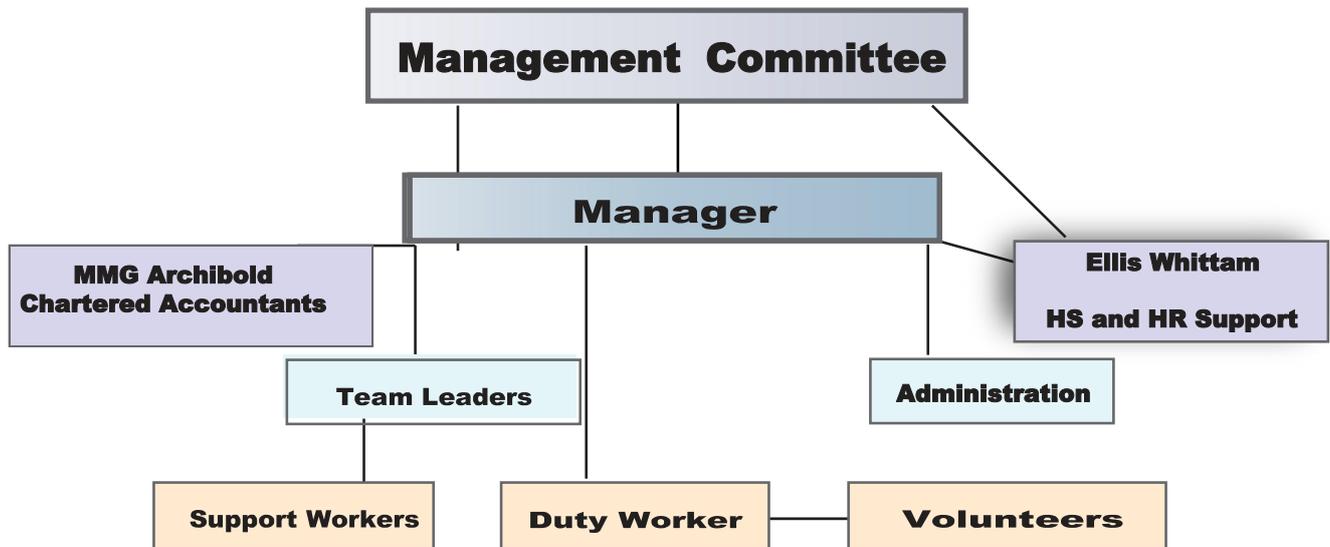
I am assisted in the running of the Board by an active group of trustees. They bring wide range of experience and they give their time willingly and freely to the Inclusion Group. Together we provide strategic leadership to the organisation which sets our overall direction of travel. You will find information in this report about who we are and how we have organised ourselves. In the last year, as well as pushing on with our strategy, we have committed to improving our governance and to this end we are working towards achieving a good governance award. There will be more information about this in our next Annual Report.

We are able to do what we do because Councils, Health and Social Care Partnerships, and individuals contract with us or make contributions that allow us to provide our service. We are grateful to them all for showing continued confidence in us and for the informal support they provide to us. We are also grateful to the Inspectorate for the professional way they go about the business of scrutinising our performance. I finish by commending this Annual Report to you and thanking everyone who has contributed to putting it together.

Thank you for taking the time to read it and I hope you enjoy it.

Martin Keenan
Chairperson

Structure



Ruth Findlay

I joined the Inclusion Group as a part time administrator in 2001 and, since I retired, I've been a Board member. I've been a private secretary, sold caravans, taught shorthand and keyboard skills, and for twenty years was a field sales rep for a computer company. My Irish Setter Bridget is well known to our service users as their visiting Therapist, and she and her wee prodigy Caoimhe the pup, love taking their Inclusion friends for country walks.



Bernardine Gall

I am a mother of a young woman with complex support needs.

I was a literacy tutor working with adults with additional support needs, in various locations in Dundee, for over 20 years. I provided person centered literacy programmes for the students. I also liaised with various agencies and provided training for the students' support staff so they could assist the students with their literacy in everyday life.



ElizaBeth Soutar (hr Sub Committee)

I joined the Inclusion Group when it first started as administrator in 1998. At that time, the office was practically a cupboard and the filing cabinet contained one client and two volunteers! I undertook various roles during the three years I was with the service and only left because I finished studying and began teaching full time.

I joined the Board in 2008 and have been a member since. It has been a joy to see the organisation grow and meet the needs of so many clients.



Gail Ingram (Fundraising Sub Committee)

I'm married to Tom, we have two adult children, Beverley and Thomas. My daughter Beverley has been receiving services from The Inclusion Group since 2011.

I was invited onto the board in 2012 as a parent member, and subsequently asked to join the fundraising committee. I've been fundraising for various organisations for a number of years, and for the last eleven years, together with Teresa Anderson, we have been organising an annual ball, The Spring Fling Ball. The Inclusion Group benefits from funds raised at this event. I am keen that The Inclusion Group continues to thrive for the clients, present and future. I take my role on the board very seriously.



Laura Bannerman

I joined the Inclusion Group in December 2016 shortly after I retired from work. I came to the organisation with long experience of working in social work and social care and of partnership working and I wanted to put my professional experience at the disposal of the Inclusion Group. I am pleased to say that the Inclusion Group accepted my offer and I have served on the Management Committee since then providing support to the Manager and serving as Company Secretary and Treasurer.



Yvonne Ryce

I've been on the Board of the Inclusion Group for several years. I worked abroad for an international airline, training cabin crew and was ultimately promoted to Manager of Cabin Service Training. I returned to the UK in 2000, and after working as an administrator with a charity supporting children and young adults with speech and language difficulties, I returned to teaching in 2007. Following retirement I enjoy, running, reading and being part of The Inclusion Group



Stephen Swann (Staff Rep.)

I have been employed as a Support Worker with Inclusion since 2008. I thoroughly enjoy my job and the opportunity it gives me to help our service users enjoy new experiences.

I was recently elected by staff to be their representative on the Board and I'm enjoying this additional role too

Martin Keenan (HR and H & S Sub Committees)

I was invited on to the Board because of my experience in Industrial Relations, Human Resources, Employee Relations and Employment Tribunals. I have been married to Betty for 44 years and have three adult children and six grandchildren.

My working career of almost 45 years was spent entirely in the Telecommunications Industry, initially, as an engineer and last 26 years as a full time Trade Union Official with the Communication Workers Union (CWU). I served the CWU as a Branch Secretary, Scottish Regional Negotiator, Deputy Regional Secretary and was on several National Committees. I was a member of the Scottish Trade Union Congress (STUC) General Council for quite a few years before becoming President. I retired six years ago.



Volunteers

The Inclusion Group would definitely not be the place it is now without the help of our valued volunteers.

We are always on the lookout for people to get involved in volunteering, whether that be within our many groups, or in a variety of other specific roles.

As well as recruiting Volunteers to help with the activities of the Inclusion Group, we are also on the lookout for volunteering opportunities for our service users. We already have a number of successful partnerships throughout Dundee, and further afield, which provide our clients with the opportunity to learn new skills, and showcase the ones they already have.

Elsewhere in this report our service users tell of their volunteering work, from Cats Protection to HMS Unicorn, and they are always eager to help others where ever they can.

If you are interested in becoming an Inclusion Group Volunteer, please contact the office and we will be delighted to send you all the information you require. Contact us by email at:-

enquiries@inclusiongroup.org.uk

Training

2019 has been a year of change in the way we deliver training across the organisation.

We have been fortunate to be able to access a suite of eLearning modules through our external HR partners. ELearning has now been incorporated into the revamped Induction programme, and allows staff the flexibility to keep up to date with mandatory learning in their own time and be paid for their time once the module has been completed.

A suite of eLearning modules has also been undertaken by the management team to improve their skills and knowledge in their team leader roles. This has been further enhanced by the team leaders successfully completing a PDA in Supervision.

We are also benefiting from access to external training sessions through Dundee City Council, ARC Scotland, The Yard and Trust Training.

We have once again been successful in receiving a grant from VSDF, which will allow a further 19 staff to undertake the SVQ 3 in Social Services and Health Care.

In October 2017 the Scottish Social Services Council opened the register for all Care at Home services workers. At the time of writing all staff working for the Inclusion Group are registered with the SSSC.

Over the past year we have been undergoing an assessment and evaluation process with the Care Inspectorate and are now registered as a Housing Support Provider as well as a Care at Home Provider.

Congratulations are extended to all staff who have worked so hard over the past year to ensure training and skills are kept up to date and for achieving professional qualifications in their role.

Groups and Activities



We have had an eventful year at the zone in what can be dubbed the “Year of Challenges” we’ve had the Soda Challenge, Pringles Challenge, Oreo Challenge, Jelly Bean Challenge, where the members of the Zone have been blindfolded for a taste test. Those who correctly

guessed the most flavours win a prize.

We have also had the Pizza and Smoothie Challenge which saw us gather a multitude of ingredients some pleasant and others not so much, which were then randomly selected

put together and then eaten. The favourite combination amongst the Zone members was the pineapple baked bean strawberry sauce pizza and the least favourite the rhubarb and apple spaghetti hoop ice cream smoothie.

We have also taken full advantage of the light summer nights and visited the new Slessor Gardens for a nights of outdoor fun and traipsed around the city centre in a treasure hunt challenge. This year has saw a few of our Zone members leave as they turn 18 with a few more turning 18 in 2018. We have also had the delight of 5 new members joining us recently and are still looking to expand the Zone members further into the 2018.



KALEIDOSCOPE

Friday nights begin with a group of our service users meeting to have tea together at the office. Tea Group is a social occasion and everyone chips in with the chores. Once the tables have been cleared and the dishes loaded, its time for Kaleidoscope.

The club meets on the premises and is open to over eighteens who want to meet up in a safe and friendly atmosphere, try new activities and just generally socialise with old friends and meet some new ones.

The group is led by Robbie, our Duty Worker with the help of skilled volunteers. Many of our volunteers previously attended the club themselves, so they are well equipped to ensure that everybody has a good time. At the moment, we are running at full capacity.

Dean Becomes a reporter!!

I attend Kaleidoscope every Friday night along with a number of my friends. I thought it would be good to ask them what they enjoy most about the group and share it with you in the annual report.

What Kaleidoscope means to me:

'I enjoy coming to the group to meet with friends'

'I like to come to get peace and quiet from my parents' 'I like to come to play Fifa with my pals'

'If I come here it means my mum can't boss me about'

'I come along to play pool and its good'

'I have fund and really like it when karaoke is on'

'I like to come to have a catch up with my friends'

'I come along to colour in and do quizzes'

'I like to come to get quiet from my brother and sister'

'I like to come along to play computer games with the lads'



The Energy Group meets every Tuesday at Kirkton Community Centre from 2 till 3 pm. The group is open to all clients of support organisations who are interested in getting active and improving their skills. Ideas for the sessions often come from the participants themselves.

The £1 entry fee contributes towards keeping up to date with sports equipment and accessibility aids.



Report from Staff Rep

Are we really at the Inclusion Group AGM 2019 already? It doesn't feel like a year has passed since the last one but that's no shock! It's been a busy year for myself and every member of the team within the organization.

Day by day the staff strive to deliver the best service possible. As a team we are always looking to create opportunities and develop the skills of those we work with. This year we have enjoyed planning day trips, cooking groups, holidays, music concerts, voluntary opportunities and support in anyway we can to make things even better than last year. I speak for every member of staff in saying that there is nothing more rewarding than seeing those we work with excited and with a smile on their face.

Without the dedicated staff team, our dreams and ambitions would not be possible. A number of new faces have also joined the organization in the last year and I am proud of every one of them. They have not only helped to improve the rota for everyone (just a bit) but have brought new energy, passion and enthusiasm that both the workers and service users thrive on.

A new training programme has been introduced this year and this has allowed staff to develop their skills in a number of different ways. I believe this training has helped everyone to deliver a better service. Every member of staff has now got their own staff email address to improve communication and make us that little bit more professional. This has helped with communication and planning.

As staff rep, I have also been pleased to see a number of staff complete their SVQ Level 3 qualifications and a new batch of staff start the journey. As someone who has completed the course myself, I know how rewarding and important the qualification is. It will be a tough year for those who have started but they will be better for it at the end.

Of course, everything is not always perfect and I hope I have helped staff in any way I could. It may sound a little 'cheesy' but it's been a privilege to represent the staff this last year and as always, I am available if required.

From the bottom of my heart I would like to thank every member of staff because your passion and energy inspires me every day. With the level of dedication, we all have I know the year will be an exciting one.

Here's to another successful 365 days!

Fundraising

As always, the main fundraising event over the past year was the Spring Fling Ball, with the total raised this year of £1700.

While the ball has been a particular success over the years, it should be noted that the main purpose of the ball is to provide an event where the focus was on making it possible for those who would not normally get the chance to 'dress up' and attend a formal dance to do just that.

A race night was also held in November at Fairfield Sports and Social Club, with a magnificent total of £1720 being raised. Special thanks need to be attributed to Tommy McKay and Joanna Wright on the Inclusion group staff team who both worked very hard along with a number of our service users to get raffle prizes for the event. Bill Findlay also needs to be thanked for displaying his skills as a bookmaker on the night of the event.

Other fundraising events over the past year have included an Abseil off the Forth Road Bridge, six of the staff team who survived Tough Mudder, and a Christmas Craft Fair held within the office.

Our Summer!

My name is Derek and as part of my service I like to go to concerts outside of Dundee. I have previously been to see James Arthur and Busted before. James Arthur is my favourite singer and I told my team leader that I wanted to see him again if it was possible.

Earlier this year I was on with my support worker Stephen Swann and we were planning activities for me to do for the rest of the year. I had noticed that James Arthur tickets were about to go on sale for his small intimate tour. After speaking to my mum, we were lucky enough to get a pair of them before they sold out.

After the buying the tickets I planned the trip with my worker and was excited for months.

The concert was amazing and my trip was one I will remember forever. To see my favourite singer in a small venue was amazing and he played some of my favourite songs.

Going on trips outside of Dundee really helps me to develop my skills and rest assured I have been in touch with my team leader and support workers to get another trip organised soon to see another concert.

PS. If my team leader is reading this McFly are doing an area tour next year!!!

Derek.



Volunteering at Unicorn

Dan and David have both undertaken an increasing amount of volunteering on the Unicorn over the past year, and are considered an integral part of the Unicorn Team. The guys have been fully involved with many aspects of an ongoing programme of work and improvements aboard Unicorn and have made a noticeable difference to the way the ship looks.

The hours of work Dan and David have contributed resulted in an invitation to the Queen's Garden Party at the Palace of Holyrood in Edinburgh.

Dresses in their finery and with much excitement, on a scorching hot day they attended the party to be served with canapés and drink (soft!) while they waited for the arrival of the Queen. The guys were fairly close to the Queen, but sadly they did not actually get to meet her. However they enjoyed spending time exploring the grounds of Holyrood House before returning home.





Cameron and Soha had a day out Go-Karting in Perth with their workers.

This was a first for both and I think Cameron's face says it all!!!



Craig hard at work on his volunteer placement in Dryburgh.



Leaving our mark in the sand!! A cold but bright day spent on the beach. One of the many days we spent out and about in the minibus.

Auditors Report

Income and Expenditure

Managers Message

I find it hard to believe that it is this time of year again! It just feels a few weeks ago I was pondering my message for the 2018 Annual Report. They do say that time flies when you are having fun!