

# Annual Report & Accounts

REACH LEARNING DISABILITY

2018

reach



Enabling people with learning disabilities  
to reach beyond expectation



Credit to photographer- Ben Lumley

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# Chairman's Report

This last year should be characterised as one of consolidation for Reach Learning Disability following the hectic growth of the previous few years. We have still grown, and grown well, but the focus has been on improving our operational capability and internal procedures. A Senior Management Team has been established which meets regularly and is working well and clear lines of accountability flow from this group. The information necessary to run our affairs effectively is being collected and channelled to those who need it and as a result the board agendas have been revised and refocused.

Another reason why our focus has been more inward-looking has been the impact of regulation. In particular, the work required to prepare properly for the implementation of the General Data Protection Regulation (GDPR) has been enormous in a small organisation like ours. I am proud of the way we handled this challenge and I believe this work, having been undertaken so meticulously, will serve us well in the future.

There has been good news in that the Appeal Court has made a ruling in respect of "sleep-in shifts" which, temporarily at least, removes a Sword of Damocles which has been hanging over our heads for more than a year. There was a danger that the retrospective application of National Living Wage (NMW) legislation for a period of up to 6 years would have seriously jeopardised the very existence of charities like ours without adequate compensation from central government or local authorities and where there was no assurance or even likelihood that such compensation would be forthcoming. At the time of this report, Unison have requested leave to appeal to the Supreme Court.

A solution has yet to be found to the long-term funding of the care of our most vulnerable citizens. In its absence, we essentially live a rather hand-to-mouth existence. We suffered only a small deficit last year but had to work very hard indeed to prevent the situation being much worse and will have to do so again this year with enhanced funding sources required to respond to the real needs of our clients. As I have said before, we are determined there will be no compromise in the high standards we set ourselves. Our clients deserve no less.

I would like to convey my thanks to the trustees for all their devotion to the cause and for their wise counsel. Then, on their behalf, to express my appreciation to our staff and volunteers for all they do to make Reach such a happy and caring environment for our clients.



David Thompson

# Chief Executive's Report

Following the improvements to our infrastructure and the appointment to new roles of Business Operations Director, Finance Manager and a Commercial Manager (Flower Pod), this year was always going to be challenging financially for us. Despite this challenge, my team worked long and hard to keep our eventual deficit down to a minimum. Outperformance of our targets in all income streams and, particularly, within our domiciliary care company, Reach Care, led to a much-improved bottom line.

During the year we conducted a thorough strategic review and restructure of our horticultural social enterprise, Flower Pod. We renewed our focus on delivering in areas in which we excel and on growing our number of beneficiaries in the service. We are all excited to see the next stage of development of this unique venture.

Under the control of a new Registered Care Manager, Reach Care has consolidated its position as a provider of high quality care support to adults with learning disabilities. As we move towards our upcoming CQC inspection, we relish the opportunity to present the unique way we deliver our service and show how we strive for the highest quality of care provision. Under the new management structure, we have implemented initiatives in the areas of staff training and supervision and strengthened our relationships with other social and health professionals.

Our Day Services in Newark, Mansfield and Southwell continue to flourish although further development is challenging with the current economic background and the difficulties sometimes faced by families in acquiring a personal budget and adequate care support package for their person with a

learning disability. We continue to develop a host of interesting and varied activities for over 200 clients weekly and a further 200 within our Out reach service.

Our client holidays go from strength to strength and the provision of affordable breaks for clients who, otherwise, might never have the opportunity to go away independently is increasingly well received. Having personally attended 19 of our 21 holidays so far, I can tell you from first-hand experience that they are very special (albeit very tiring!)

Our sector continues to be challenged enormously by the, seemingly, never ending cuts to services. Nevertheless, I am sure that I speak for the whole of our organisation when I say that we will continue our quest to deliver the highest quality of service to our clients in whatever way they engage with us. As ever, my thanks go to the most wonderful team of colleagues, trustees and volunteers who give their utmost to the organisation.



*Steve Shatwell*

# Financial Review

The principal funding sources for the charity are from personal budgets, a contract with Nottinghamshire County Council's adult community learning service (Inspire), grants and community and events fundraising. Work began in 2017 to increase our income from individual donations in the longer-term to help ensure a diversified income stream. A small income stream is created by the sale of cut-flowers. Reach Care donate any surplus they may produce each year to Reach Learning Disability as a charitable gift.

We have seen moderated growth this year, increasing our total income to £1,914,000, a 14% increase on last year. A focused review of our domiciliary care business, Reach Care, and the appointment of a new Registered Care Manager, delivered a turnover of £1,157,000, an increase of £227,000 (24%). The consolidation of the charities core income streams delivered a more modest growth of £17,500 (2.5%).

This year's total deficit of £27,000 was budgeted and approved by Trustees to allow us to build the right infrastructure for the charity, across our four centres and Reach Care. Improved operational capabilities and investment in IT systems have led to our internal financial procedures becoming more robust, allowing us to better manage our costs and data in line with new regulations for GDPR and Fundraising.

We have been able to 'top up' wages for Reach Care staff in the year prior to confirmation of the National Minimum Wage legislation relating to sleep in shifts.

The Balance Sheet position is very similar in all respects to last year. Our debtor days are currently 35 days enabling us to maintain cash resources adequate for our current commitments.



# Vision

Our vision is of a community where people with learning disabilities can make a good life for themselves – a life full of meaning, challenge, opportunity and friendship.

# Mission

We aim to enable people with learning disabilities to reach beyond expectation by providing personalised support with purposeful activity and by creating new opportunities for them to lead fulfilling lives in their own community.

## How we achieve this

- Providing day service, courses, social activities and holidays
- Creating opportunities for clients to become active citizens including through volunteering
- Providing one-to-one domiciliary care support through our Reach Learning Disability Care CIC
- Preparing clients for transition to their next life-stage
- Progressing our long-held aim to deliver accommodation.

## We believe that:

- Everything we do should inspire trust and confidence
- We all need to feel safe, encouraged and valued
- Everyone has the right to aspire
- Understanding individual needs takes time and care
- We all have the right to share in the life of the community
- The voice of people with learning disabilities AND their families must be heard
- Our commitment to high standards must underpin all that we do.



## Key issues facing people with learning disabilities:

Approximately 2% of the population of England has a Learning Disability, which is about 14,715 people over the age of 18 in Nottinghamshire (Nottinghamshire County Council Joint Strategic Needs Assessment refresh, 2012).

However, in Newark & Sherwood and Mansfield & Ashfield districts there are estimated to be over 7000 people with learning disabilities and/or autism who are not known to services (Transforming Care for People with Learning Disabilities in Nottinghamshire, 2015). A key challenge for us is to grow our capacity to reach those people with learning disabilities who go under the radar so that they too can access the support they need for a positive future.

- **Preparing for change:**

The majority of our clients are aged 18+ years but we offer activities for young people aged 14+ years. People with learning disabilities need support to prepare for change throughout life – for example when moving from children's to adult services or preparing to leave the family home. Around 20 to 30 of our clients who currently live with older family carers are planning to leave the family home within the next five years. Without the right support there is a risk they could become socially isolated.

- **Loneliness and social isolation**

Our clients tell us that the opportunity to make friends at Reach is really important to them. Their experiences of feeling lonely and isolated reflect findings in national research, for example one in four people interviewed for research said they didn't have any friends ('Loneliness & Cruelty', Gravell 2012).

- **Poor health**

Findings from the 2013 Confidential Inquiry into premature deaths of people with learning disabilities found that men with a learning disability die 13 years sooner than men without, and women with learning disabilities tend to die 20 years sooner than those without.

60% of our clients live in areas where the general population face a higher risk of poor health outcomes than the general population due to high levels of deprivation (cf Index of Multiple deprivation [dclgapps.communities.gov.uk](http://dclgapps.communities.gov.uk)).



# Year in review 2017/18



**Reach Off Road** another successful year, attracting riders from across the county, raising £5,000.

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36

**36 clients** plus staff enjoyed a summer holiday to Gunton Hall, Suffolk. Activities included rifle shooting, cross bow, shuffle board, walking and dancing.

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**New courses launched** in September including employability, plus expanded outreach programme.

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**£5,000 raised** for Reach at Deerstock.

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Building on skills learnt through courses like Active Me, Mansfield clients take part in the **Midland Games**.

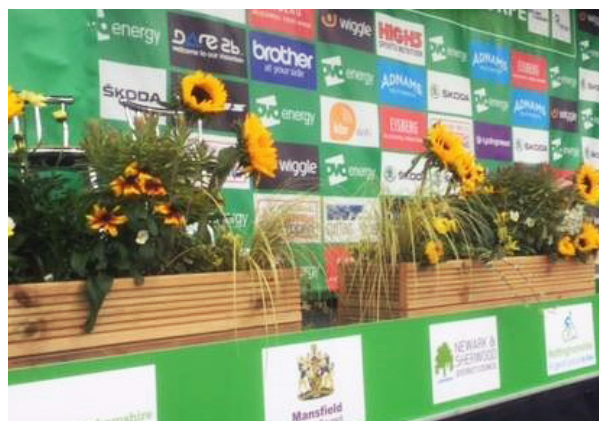
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Big Give Christmas Challenge **raised over £25k** in 7 days to help reduce loneliness and social isolation.

Raised over £25K

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Flower Pod were honoured to supply the flowers for the **Tour of Britain** presentation.

**37 clients** plus staff enjoyed the winter holiday at Warners in Hayling Island. People enjoyed swimming, walking, rifles, quizzes and dancing and having fun with friends.

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**Christine Walkden**

Gardening expert Christine Walkden **entertained over 100** people at NTU and generously donated all proceeds to Flower Pod.

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**Sell out event**

The 3rd Mansfield 10k was a **sell out**, with over 1000 people registering.



**184 people volunteered** at Flower Pod over the year from Tarmac, Experian, M&S, NTU, Anglican Diocese, Notts Fire Services, John Lewis, Vodafone.

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Julia, Beverley, Steve & Anna took part in the Swim Serpentine and **raised over £4000** in sponsorship.

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**Launch of our short film**, 'Reach beyond expectation' – a series of short films showing the work we do. To view go to [www.reachuk.org](http://www.reachuk.org)



# Achievements and Performance



**146**  
Volunteers

**22,360**  
Volunteer  
hours

**40**  
Outreach  
courses  
delivered

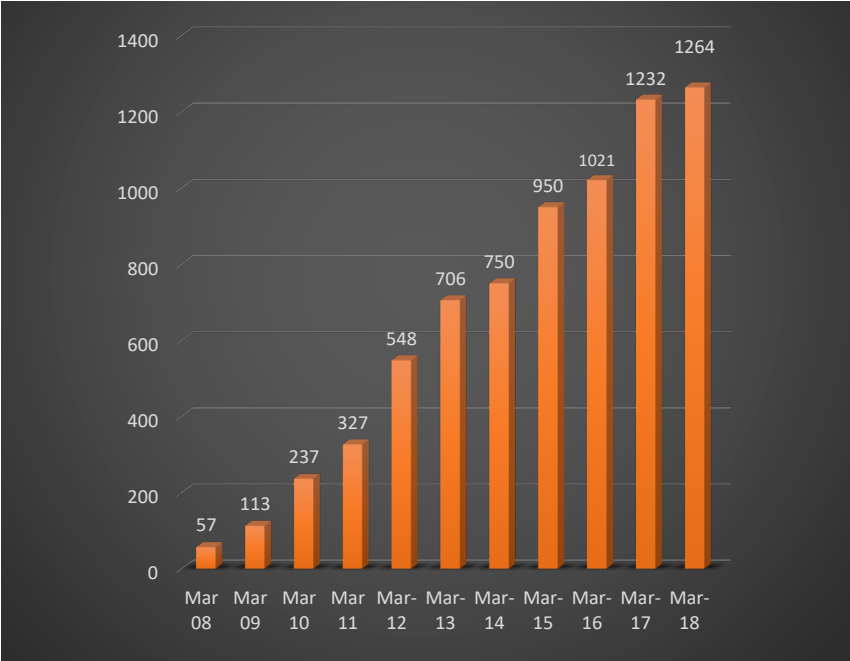
**230**  
Outreach  
clients



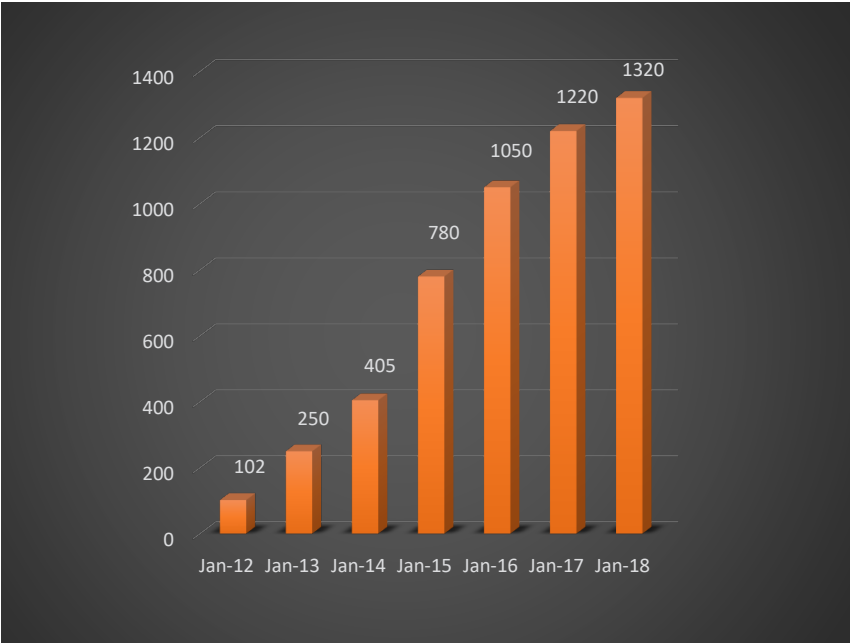
**40**  
Courses delivered across  
centres each week

# Average Weekly Client Facing Hours

### Reach Learning Disability (Day service)



### Reach Learning Disability Care CIC



**2584**  
Weekly client facing  
hours March 2018

Our current three-year fundraising plan has been approved by Trustees. The objectives are:

- Continue to grow income from grant-making organisations and commissioners.
- Develop improved return on investment from events and community fundraising
- Diversify income streams including increasing numbers of individual supporters and offering new ways for people to support us based on their motivations for giving
- Trial digital fundraising approaches and utilise safe giving platforms such as the Big Give
- Improve communications with all stakeholders to increase engagement and income
- Plan for a major gift capital campaign to support our accommodation project
- Effectively demonstrate organisational competency; improve stewardship.

Trustees receive reports on fundraising activity and performance against targets at quarterly Trustee meetings. Large outline funding and project proposals are submitted to Trustees for discussion/approval. Trustees can question the Fundraising Director and Chief Executive about fundraising performance and strategy directly at Trustee meetings and at operational level.

Reach does not share supporter data with other organisations or buy in direct marketing lists. To deliver our annual Mansfield 10k event, Reach contracts with Perfect Motion - a specialist events organising company. Our agreement with Perfect Motion has been revised in 2018 to comply with Fundraising Code of Practice and General Data Protection Regulations with milestones and meeting schedules agreed to help monitor performance and ensure compliance. The Mansfield 10k website is managed by Full Phat Design for Reach on a voluntary basis.

Our service level agreement for corporate sponsors has been revised in light of new regulations and to clarify areas of responsibility.

Volunteers and other third parties who undertake fundraising activities on behalf of Reach are informed of legal responsibilities and offered materials and support needed to fulfil their activity safely, productively and legally.

Reach has paid the Fundraising Levy and is committing to implementing the Fundraising Code of Practice and Fundraising Promise.

There were no complaints about Fundraising in 2017/18.

Fundraising staff liaise closely with Centre Managers and Reach Care managers to ensure all communications are compliant with regulations. Fundraising staff have worked closely with colleagues in 2017/18 to develop new systems, procedures and policies to comply with the new Fundraising Regulations and General Data Protection Regulations.



Funding from the Local Sustainability Fund (2016-2018) supported capacity building across the organisation including investment in fundraising staff training and a new fundraising database.

As part of our commitment to better demonstrating our competency, we are improving how we demonstrate our impact (difference made to clients' lives). A cross-organisation body of work was begun with funding through the Local Sustainability Fund and we were pleased to secure funding from the Access to Impact Fund (Impact Management Programme) to further improve our Impact management in 2018/19.

A new fundraising risk register will be reviewed at strategy group meetings comprising four trustees and the senior management group.

Work to increase our 'Charity of the Year' selections started to bear fruit with Reach and/or Flower Pod chosen by several local clubs, societies and businesses.

## Partnerships

Working in partnership helps to draw in new expertise, contacts and opportunities into the charity. During 2017/18 we worked together with diverse statutory, commercial, voluntary and community groups to expand the breadth and depth of our services. For instance, we are delighted to be involved in the Helping Ourselves Prevent Exploitation (HOPE) Project. This innovative EU-funded project is run by the British Institute for Learning Disabilities and also involves people with learning disabilities in the South West and Bulgaria. We are pleased to have made it possible for ten Reach clients to participate in the project and to provide a meeting venue for the group to meet plus volunteer support. Clients have trained as co-trainers and are delivering training to young people across the region on how to stay safe and have positive relationships. 150 young people will be reached altogether. Training has also been provided to 80 health care and education professionals.

## Our Supporters

We are fortunate to enjoy good support from long-term loyal supporters. In 2017/18 we received grants from local groups like Southwell and District Lions and Edwinstowe & Dukeries Lions Club who supported us financially and provided much appreciated hands-on help at

our events. We are always grateful to be chosen recipient from annual community events such as the Upton Duck race. Our corporate supporters range from local shop-keepers to major blue-chip companies whose help ranges from volunteers, to donations and gift-in-kind.


Care is taken to ensure that all fundraising activities and approaches are undertaken sensitively, comply with legislation and follow best practice. We aim to listen to all our supporters and find out how they would prefer to help us. We will adapt our fundraising plan to respond to the changes in the external environment and to new opportunities as they rise, always taking care to ensure strategic fit and focus on creation of high-quality services that meet the needs of our clients.

## Julia Sandhu

Director of Income Generation

To stay in touch about fundraising fill in our Keeping In Touch form at:

 [www.reachuk.org/opt-in](http://www.reachuk.org/opt-in)

 or call 01 636 819066.



Our day services are run from our four centres: Reach Mansfield, Reach Newark, Reach Southwell and Flower Pod – our horticultural social enterprise. We offer so much more than what the term ‘day service’ may suggest. We seek to provide holistic support to each individual client, enabling them to achieve their own goals.

Each centre has a client forum where trained client representatives gather views from all clients. Feedback is provided to managers and trustees for discussion and to help inform planning. Topics covered include creative and performance arts, cookery, ICT, communications skills and lots more – all embedded with opportunity to build self-esteem and confidence and play a more active role in community life.

## Reach Southwell

Serving 30 clients a week. Offer includes two full-day women’s groups, a choice of four creative courses, healthier lifestyle courses, evening social sessions, volunteer-led one-to-one cookery sessions, reflexology and massage for clients and carers.

In 2017 several new courses were offered at Reach Southwell included Pottery, Boccia, Singing and Men’s Cookery Course. Reach Southwell is very much part of the fabric of local life and we continued to take part in community events such as the town’s December lantern walk.





## Reach Mansfield

Serving 30 clients a week. A small staff team offers 12 diverse courses including projects to address the high risk of poor health outcomes faced by adults with learning disabilities in the Mansfield area.

After four years at the helm, our Centre Manager moved to the role of Client Services Manager. We were delighted to appoint Zelma Hutchinson as Reach Mansfield's first full-time Centre Manager. Zelma's nursing, social care and voluntary sector background means she is well-placed to take forward Reach Mansfield's innovative special projects that address health inequalities.



## Reach Newark

Serving 100 clients a week who enjoy a diverse choice of courses and activities including opportunities to be out and about in the community. Several clients volunteer within the service supported by the Centre Manager and team.

The need to find larger more accessible premises for our busy Newark centre moved up the priority list in 2017. With support from Newark & Sherwood District Council, the under-used Hawtonville Community Centre was identified as suitable premises and our new premises opened its doors in early April 2018. Clients received tailored support to prepare for a successful transition to the new site. A large stage and hall, catering facilities, several classrooms and small outdoor courtyard have already enabled us to introduce new courses and activities. We also benefit from a small income stream generated by managing the room hire to the local community.

## Flower Pod

Serving 30 clients a week. Flower Pod offers adults with learning disabilities from across Nottinghamshire the opportunity to learn in an outdoors environment, undertaking courses and social activities that are centred around the growth, nurture and sale of beautiful cut-flowers and related products.

Flower Pod continues to mature as a Social Enterprise within the local community. We have revised our course programme to ensure the optimum combination for our diverse learners to gain new horticultural skills whilst gaining vital personal and social development skills.

Links with organisations who encourage the involvement of Reach clients, have been expanding. One example is Southwell Racecourse which purchased seasonal baskets and planted tubs from Flower Pod, with plants grown by NTU Brackenhurst horticultural students, and assembly by Reach clients with support from volunteers.

Another example is championed and funded by a consultant at King's Mill Hospital, whereby a Reach client arranges a flower posy each week to be presented to a member of staff 'just because'. That puts a smile on everyone's face!

Flower Pod garden hosts Tours and Talks and Corporate Volunteering days. The hundreds of wonderful people who attend these events typically go on to be positive supporters for the charity; some join as volunteers, others buy flowers or support us through recommendations for 'charity of the year status' with their wider social and community groups. This results in donations, greater awareness and more contacts throughout the local community. We've seen examples of this from Golf Club captains and from gardening and flower clubs around the region. In March gardening expert Christine Walkden generously donated all ticket proceeds from an evening's presentation to over 100 people.

## Outreach

Serving 268 clients around the county in 2017/18. Our outreach courses support learners to use simple touchscreen technology and tablets as part of their learning.

In 2017 we further refined our short course outreach programme to meet the learning needs of people in supported living and residential accommodation across the county. 40 outreach courses were delivered in total including short courses and 1-day workshops.



Reach Learning Disability Care became a Community Interest Company (C.I.C) on April 4th 2017.

Growth in client-facing hours continued throughout the year, achieved through a combination of more client hours for existing service users, and 6 additional services users choosing our service, to reach a total of 44.

## Success and staff go hand-in-hand.

During the year, we welcomed new Registered Care Manager Dani Noquet, and expanded the back-office and management resource with specialist expertise to administrate regulated activities in relation to service users and staff. Dani's appointment was an internal promotion and 2 appointments to Team Leader were also as a result of internal promotion.

Finding good staff and keeping them is a well-documented challenge in Adult Social Care but our values-based approach to recruitment, investments in training and development has resulted in us attracting a high quality of new staff so that we have 3 more full-time equivalents than last year, 58 staff in total.

Steve Shatwell and I really love to meet our new care staff when they join us. It not only puts a face to a name as we grow, but connects them to the wider organisation, and gives us the chance to share the culture and the passion behind the job they are doing.

Over the next 12 months, we expect to recruit more care support staff so that we can continue to satisfy the demand that comes from families in the local area.



## Pressures on funding for Adult Social Care

The service provides over 2000 sleep-in shifts a year to our most vulnerable adults and the legal position of these shifts in relation to the definition of work and pay has been in question throughout the year. HMRC created the Social Care Compliance Scheme (SCCS) to enforce employer pay liabilities and the Court of Appeal judgement in the case of Tomlinson-Blake vs Mencap reversed the previous judgement. MP's Questions in Parliament and statements from the new Secretary of State for Health and Social Care, Matt Hancock, have brought the matter higher prominence, but that has not removed the uncertainty around future funding of these vital care shifts. Local Authorities struggling with budget challenges face difficult decisions and we all await clear direction from Central Government at the time of the Autumn statement. Meanwhile we are pleased that Reach Care staff, who perform these shifts, are receiving higher remuneration, aligned to current local authority funding arrangements.

## Quality improvement at the heart of how we work

In keeping with published intervals, we anticipate a CQC Inspection to take place before the end of September 2018, and have submitted a Provider Information Return (PIR) in accordance with their requested schedule. We'll be inspected to establish that we satisfy the requirement to be Safe, Caring, Effective, Responsive and Well-Led.

The completion of the PIR allows all of us to reflect on and be very proud of the improvements we've made since the last time of inspection and reminds us of the potential we have to make a positive difference to people's lives.

**Report from Alison Hall,**  
Business Operations Director

## Harriet Lee Support Worker



**“I love knowing that I am a positive influence on their lives, helping them enjoy their life more, making them part of the community”**

“I first worked at Reach on work experience while I was studying Health and Social Care Level 3 at college. I loved it so much that I didn’t want to leave at the end of the placement, so when I had completed my course, I applied for a job with them.

I love knowing that I am a positive influence on their lives. We go to town and to the cinema, making their lives more fulfilled, and if I wasn’t there they wouldn’t be able to do that.

Reach look after us too. I feel very comfortable talking to my manager, you know they will always look after you. I have had lots of training as well, so you are never stuck not knowing what to do.

You feel very nervous when you start as you don’t know them, and they don’t know you, but as soon as you get used to each other, the relationship that you build is really special. It is a lovely job with lovely people.”

## Amy Fox Support Worker

“I had worked in event management for six years, and had started to retrain as a holistic massage therapist. I needed a part time job, but wanted something meaningful. I had started looking at care homes, then a friend who works for Reach Care recommended them. As soon as I saw the videos on the website, I had a real instinct that that was what I wanted to do. The videos show exactly what it is like – how much you can help others, and what it means to the service users and to their families.

When you work with the service users, your relationship grows every day as you learn more about each other. We have running jokes and some days I have been crying with laughter. The service users I work with have such a great sense of humour. Some days they might feel anxious about something, possibly thinking about a change in routine that is happening, so you adapt to meet their needs. I like everything about this job but best of all is being part of their lives, and providing the support.”



**“As soon as I saw the videos on the Reach website, I knew that Reach was the organisation I wanted to be a part of, and to be a support worker was the job I wanted to do”**

## Simon Sleney Support Worker

"I joined Reach 9 months ago having worked in care for 20 years, and I think I picked a good one here! I am really enjoying it, and find it quite inspirational. I like to make a difference to someone's life, to make sure they had a good day, and everyone at Reach works together to make that happen.

I left a day centre as I didn't feel supported by the other staff. I enjoy music and art, and was trying to run activities but some of the staff were just on their phones, instead of involving the clients in the activity. I then worked in my partner's business but I missed care work, so popped in to see Reach. Even the managers at Reach are really good. They help where they can and are not just sat behind a desk. At my induction, the Chief Executive had a chat with me, and I had a good positive feeling.

We use a work rota app on our phones, and though I am not good with technology, it is great. I struggle to remember dates, but the app sends you reminders. You can put in holiday requests on it too – the schedule co-ordinator in the office is very flexible and manages somehow to suit everybody.

You get lots of training – I am learning sign language and have also completed equality and diversity, moving and handling and end of life courses. I couldn't wish for a better job."



**"I have worked in care for 20 years, and Reach is probably the best organisation I have worked for."**



## Ruth's Story

### Reach Care client

Ruth's story is one of determination, team-work and achievement.

Ruth has a learning disability and some physical needs. She has epilepsy, Type 2 diabetes and a mental health condition. Ruth had operations on both legs when she was younger. In 2010 Ruth started to use a wheelchair after a fall led to decreased mobility and confidence.

Until 2014 Ruth lived with her parents whom she is very close to. Moving into a supported bungalow that year was a very big step for her. Ruth and her parents hoped that this move would enable Ruth to re-build her all-round confidence and to progress towards greater independence.

One of Ruth's goals was to lose weight – given her diabetes condition it was very important that she manage her weight and diet as well as possible. Ruth's staff helped her to find alternative low-sugar treats that are suitable for people with diabetes and to increase her activity levels. She has now lost two stone by being more active and managing her diet better. She is delighted that she now longer needs to have her blood sugars checked by the GP as her diabetes is so well managed. "I know I can't have too much sugar because of my diabetes. I don't eat chocolate – it's not good for me. I'm happy that I have lost some weight."

Ruth takes lots of pride in her appearance and staff help her plan shopping trips, hair dresser appointments and so on so that she can always look her best. Losing weight has had a positive impact on Ruth's self-esteem as well as physical health; "I feel like a new

woman. My old picture doesn't look like me. I say no pain, no gain." To help Ruth increase her weekly activity levels, Reach staff supported her to start swimming again – something she enjoyed as a child but which she felt fearful about. Initially Ruth needed a sling to enter the water, which in itself she found challenging. She now rarely uses the sling and when she does, takes it all in her stride. With her staff's encouragement Ruth increased her swimming sessions to twice a week and also opted to attend hydrotherapy sessions that her house-mate attends.

Ruth can now swim and walk unaided in the pool, do push-ups on the steps and play ball games. She was worried about getting aching muscles, but staff gently explained that mild aching is a positive sign. Ruth then set herself the challenge of climbing out of the pool. She practised climbing a few steps each week until she mastered it. Ruth's mum was blown away with this improvement. "Mum was proud and amazed. She videoed it on the i-pad and told Dad about it. I feel proud when I do it and my Reach staff tell me that they are proud as well."



**Ruth's story is one of determination, team-work and achievement.**

Her muscles are now much stronger which helps Ruth to feel safer and more confident in using her legs and is becoming less dependent on her wheelchair in the home. She can now climb in and out of her parent's van which means that she can go on holiday with them - this major achievement is very important to Ruth.

Ruth is good at arts and crafts and, with the help of Reach centre managers, Ruth and her staff have planned a diverse activity programme that enables Ruth to express herself creatively and to continue to develop her social and communication skills. Ruth attends pottery at Reach Southwell, and crafts, drama and bowling at Reach Newark. Her home is full of ornaments and articles that Ruth has produced – including a family of giraffes, Ruth's favourite animal.

Ruth's emotional well-being has improved as her confidence in her own abilities has grown. Her mum explains: "Ruth is far more confident and will voice her opinion more readily. She can speak with more confidence to people she has just met." Ruth has plenty of opportunities to enjoy social interaction with people of all ages. She has a good relationship with her house-mate Dale that is built on kindness, humour and mutual encouragement. Her increased confidence in making friends is proven by Ruth having made a new friend at swimming whom she now meets socially.

Ruth's increased confidence in her own abilities has facilitated her progress towards a greater level of independence. She now enjoys everyday tasks like making drinks and packed lunches; "I used to think I couldn't do things but now I know I can." Ruth likes to show people what she can do. She likes to surprise people and loves all the positive praise and encouragement she gets from her staff team. She also likes to show staff how to knit.

Ruth's staff have learned the best ways to support her through mental health episodes by listening to her and her family. As she has become more settled and comfortable in her new home, these episodes have significantly decreased. Importantly, she is now more able to express herself and use her voice to communicate her feelings and cope in unfamiliar situations. "I'm fine. I'm energetic. I enjoy my activities. I will tell staff when there's something wrong."

Ruth would like everyone to know that she has achieved so much over the last four years thanks to the support and encouragement of her family and Reach. She wants people to know how far she has come and – as Dale always reminds her at hydro – "There's no such word as can't!"

**Full case study prepared by Hayley Zemontas (Reach Care) and Ruth**

**Summary version by Julia Sandhu, Fundraising Director**



## Phil's story

### Attends:

### Reach Newark & Flower Pod

Hello, I am Phil. I have been coming to Reach since 2011 and I started at Flower Pod before the building went up. Before that I was doing gardening on the YTS scheme. That finished after a year and Flower Pod seemed good just to get to know about growing plants and that.

I've learned loads of stuff over the years and can do complicated stuff like sowing different seeds, pricking out seedlings, potting on and planting them out. It's good to see something you have grown do well and then get sold in a bouquet.

**When I came here I met new people, made friends and I'm still friends with them. If I'm struggling I know I have friends to ask for help.**

I'm not able to work full time due to a health condition and I started going to Reach Newark and it really helped to fill a gap in my life.

I did some cooking classes and now I help as a volunteer, going to the gym with sports group and working with the allotment group – I help out with people, show them how to do stuff and am an extra pair of hands for example, when sports group do walking, I can walk with someone who needs a bit more time or wait with them to keep them safe.

I also do a computer class which is a bit difficult because I like to do it on my own but Matt the tutor will always help – I just like to do stuff myself – I guess I am very independent.

Reach holidays have been a good thing in my life. It's helpful that it's organised from you. I can go on my own and enjoy the social aspect. I meet people from the other bases like Southwell and Mansfield – getting to know new people. We have a pint with the Chief Executive – we're all the same, one big gang.

Being at Reach and Flower Pod helped me get out instead of staying at home on my own – being bored. They have also helped me with my finances, getting papers ready for a Personal Budget audit, I would have struggled with that. I've got a system now for filing it all and my sister helps me.

I go and help out by volunteering at things like the Christmas Fayre at Newark – I'll stand behind a stall and sell stuff, talk to people, help set up and clear down – being part of the team.

I've literally seen the garden grow at Flower Pod, it makes me happy to see the plants grow – I feel proud.

Life without Reach? I'd be fed up, plodding around not knowing what to do with myself.

I've been through a really difficult time recently and I just knew that people at Reach were there for me – it's kept me going by giving me something to do, take my mind off the horrible stuff – have something else to think about.

I've been doing the HOPE Project – learning about how to be a peer mentor to help others avoid sexual exploitation – difficult stuff. It's a British Institute of Learning Disabilities project that Reach is involved with. The Hope Project Manager Bridget is lovely, always cheerful and patient, helping us learn and feel confident, sorting out visits to schools and colleges where we have been giving presentations to younger people about what exploitation is, their rights and where to go for help.

I've taken part in courses to help in lots of different ways – Travel Training, Employability – preparing for volunteering and work - I learned how to write my CV and then I did a work placement at Flower Pod and I met Ben, a young, new client and I coached him as part of teamworking, it made me feel good. I like helping other people, yeah, really good.





## Matthew's story

### Attends: Flower Pod

I came to Flower Pod for about five years every Wednesday.

At first, I didn't know anybody, so I used to sit in the corner and not talk.

People included me in activities like weeding and the building of the gazebo which helped my confidence in talking to others.

I did the Employability class with Amanda where I learned how to keep calm in interviews and how to talk on the phone to employers, this helped me get my new job.

I made a good friend in Tom who I enjoy talking with about football – we both support Man-U so we have a lot in common. We are friends now and regularly keep in touch.

One of the volunteers Ian worked with me on more practical tasks such as woodwork and laying slabs to make steps. I enjoyed this because it helped me to stay fit and keep my hand in.

Jane the Manager has always been there for a good chat. I have had problems in the past and needed someone to talk to.

I have left Flower Pod and now work at a local school as a lunchtime supervisor. I will continue to visit the team at Flower Pod and might come in to volunteer in the future.

## Charlotte and Amelia's story Reach Care and Reach Learning Disability client and parent

I am the mum of Amelia who is 19 years old. Amelia went to Reach Southwell's young people's club for a number of years and now goes to Women's Group, singing and Boccia. Amelia is a lively, energetic young woman who loves gardening, swimming, singing and drama. She has Down's syndrome and has recently been diagnosed with a 'psychomotor retardation' – which is an old-fashioned sounding term for neurological difficulties linked to how Amelia was responding to anxiety, stress and feelings of low mood. Amelia lives with me and her two younger brothers in Southwell, which is a small market town in North Nottinghamshire. Amelia is very much part of the community and is known by everyone. This community connection is very important to Amelia's wellbeing and sense of identity.

The transition from school to college and adult services for Amelia was not an easy one. We did not realise for some time that Amelia was experiencing neurological difficulties linked to adjusting to the huge change from a school environment to attending college and Reach. Amelia is obviously young and younger still for her age, so being with older people was probably a shock. We now know that her withdrawal, elective mutism, self-harm and change in behaviours were to do with her struggles to cope at transition. Both Beverley, the Reach Centre Manager and Amelia's college tutor picked up that she was struggling. Beverley suggested that we should take Amelia to the GP, which led to diagnosis and support. Once we understood the problems better we could all work together to put things in place to help Amelia find her feet.

The nature of Reach is that staff take a very holistic approach to a person's whole

needs – they go so much further than just the day care offer. They worked with us to find solutions which included providing one-to-one support by a small team of two Reach Care workers who know Amelia very well and certainly go above and beyond to support her. Beverley has worked with us to support Amelia to feel comfortable and able to participate in day care sessions. The team work with her on everyday life skills like road safety and personal interaction skills such as being able to understand a group dynamic.

Amelia is now blossoming – her attitude, behaviour, emotional state are unrecognisable from 18 months ago. A former teacher who knows her well, who met her recently, said that she was like a different young woman. Her speech and communication skills have improved immensely through coming to groups, and she has gone from not speaking to never stopping talking in Women's Group.



It is such a joy to see Amelia progressing towards a more independent life and gaining new life-skills that will enable her to be part of the community. She goes shopping with her Reach Care workers, and can now budget, shop, pack her bags and pay herself. She is working on building her confidence so that she can access Reach trips and holidays in the future.

I want to emphasise how important being part of local life is to Amelia; we are fortunate to live in a open and welcoming community of shopkeepers, café owners and neighbours who know Amelia and she certainly has a sense of belonging that re-inforces her sense of who is she. Amelia will never be invisible and I want to help Reach make this a reality for all people with learning disabilities.

Amelia has made friends at Reach both within her peer group and with older clients – this has taken a while and Reach staff

have given her time and space to be able to develop these relationships at her own pace. She sees her friends outside of Reach too. Staff don't just think about running courses, they are thinking all the time about Amelia's holistic needs and her aspirations. This level of involvement adds value to the sessions she attends – it is a far more complex system of care than just a day service. I think it is important that donors understand this; the care doesn't stop when Amelia leaves the building. As a parent having people who get alongside you to understand your child's needs and work with you is invaluable.

The practicalities of daily life of supporting a young person with learning disabilities can be challenging. It can sometimes feel like a hard daily slog that can be absolutely physically and mentally exhausting. If I didn't have Reach I am not sure I would cope. I want to make it clear that Reach is essential to me. There is no sense of institutionalism – their approach is modern and open.

Having Reach onsite has allowed me to carry on having a life, to work and be a parent to Amelia's siblings too. When things were very difficult for Amelia, the impact on family life was very stressful, now our home-life has transformed. Reach services have benefitted every part of our life. Recently Amelia, her brothers and I back-packed to Amsterdam and back – it was a wonderful trip that I could not have considered a few years ago. Yes, there were challenges but Amelia coped – we all did. The difference between now and previously is that I can

have confidence in Amelia being able to cope and that she herself has confidence in herself. This means that she can experience the wider world and not be limited.

The thing is, is that Amelia has not plateaued. We have not reached a place where the care of her has become a mundane routine. At Reach there are staff who are as ambitious for her as her family is and so I feel that she has what she needs to carry on growing and developing. From September Amelia will go to Flower Pod regularly. She has a real talent and passion for gardening which we aim one day will become the basis of supported employment for her.

#### **Amelia**

**“When I come to Reach I feel amazing and very happy. I like the people, bowling, Boccia, singing, swimming and going to the cinema. With Women's Group we do things like crazy golf, pamper days and going out to eat – very important! When I go shopping with my Reach Care workers it makes me pleased to be doing it myself. I can sort out clothes and laundry by myself too, make the beds and clean the house. I am going to go to Flower Pod more soon. I like gardening, digging and pulling up weeds. I am really good at gardening and have done it since I was little. I eat my lunch quickly so I can get back out and do more digging. I am looking forward to going to Flower Pod more.”**



**“When I come to Reach I feel amazing and very happy”**

## Adam's Story

**Attends:  
Reach Mansfield**

Hello – I am Adam and I have come to Reach Mansfield for about two years. I have just turned 30 and enjoyed celebrating my birthday with my friends at Reach. I think Reach Mansfield is amazing – in fact I messaged head office to tell them this. I like to be cheerful and to be a good friend to the other clients. As well as coming to Reach I do catering work at another organisation called Rumbles. So when I found out about Reach Mansfield's summer celebration I said that I would help with the catering for that and wear my chef outfit.

At Reach Mansfield I do Out & About, Fitness & Nutrition, Cookery and go to gym with the Active Me course. I like to be busy and active and at Reach there are always things to do and you can keep learning. It's never boring and it's good because you learn new things that you need to know in everyday life. But also I help other people to learn and that's important too.

I have just moved into my own flat. It's amazing to have my own kitchen and I am really looking forward to using it. It is good to have responsibilities. I know that if I have problems I can talk to people at Reach and they will help me to work out what to do, how to get help if I need it.

Friends at Reach are really important. There are other men about my age - we have fun and a laugh together.

Another good thing about Reach is going on the holidays. I have been on a few. There is so much to do, you are busy all the time. We went to Suffolk. You get to meet people from other Reach centres so can make new friends. You can choose to do things like



archery, cross-bows, swimming. At night there is entertainment and some people dance all night.

## Marwa's story

### Attends: Reach Mansfield

Marwa is 27 years old. She has cerebral palsy and a learning disability, which affects her speech and restricts her physical movement. Marwa grew up in Syria and moved to Mansfield where she now lives with her mother and sister.

Marwa has been coming to Reach Mansfield for six months. She attends for one full day a week. She faces significant barriers to communicating with others due to lack of speech, physical difficulties, and only understanding Arabic. Without support, she is potentially at risk of isolation and Reach Mansfield are providing Marwa with opportunities that should help her to participate in society more independently.

We have taken time to get to know Marwa and her family in order to tailor activities to her individual needs and interests. We have worked hard to facilitate communication so that Marwa can fully participate in sessions and enjoy them. We have been supported in doing this by the Speech and Language Team and Marwa's social worker. Marwa's translator visited us to increase our understanding of how we can meet Marwa's needs from a cultural and spiritual perspective.

Understandably, when Marwa first started at Reach Mansfield, she felt shy and lacked confidence. Over the past 6 months, she has grown in confidence and is visibly more relaxed. She has built relationships with other clients who clearly really enjoy her company. She has begun to sign her needs to staff and clients and will now enter and find a seat independently as she feels more comfortable with others in the group. Her family have told Reach that she "counts down the days" until she next attends

Reach and she is very proud of the work she does at Reach Mansfield.

Working with Marwa has helped us as a staff team to develop new creative communication approaches that benefit all our clients – for example through clearer facial expression and demonstration. After the success of our recent signing course that Marwa took part in, we are using signing more which Marwa appreciates and responds to by signing herself. Marwa and staff have developed her communication book by adding images that will benefit her work here at Reach.

Marwa enjoys preparing food and serving others. It has been great finding out about Syrian culture in sessions. We have researched, made and tasted Syrian food and listened to Syrian music. Marwa's mother prepared Syrian treats to serve at our summer celebration.

Initially, Marwa was attending Reach with her mum. She is now preparing to be supported by Reach Care which will help her progression towards greater independence and provide her mum with respite.

### Reach Mansfield Team





“Volunteering at Flower Pod is really worthwhile and very rewarding”

## Eddie's Story Flower Pod Volunteer

“Since I retired from the Fire and Rescue Service I have done a lot of voluntary work – firstly as a magistrate and then for Citizens Advice Bureau, but I was looking for something different. I live in Southwell and had heard about Flower Pod so started volunteering for 2 half days a week.

I am no gardener but I'm reasonably good at DIY. At Flower Pod we try to be as environmentally friendly as possible, so we build whatever is needed using old pallets and other materials ready to hand. So far, I have worked with clients and other volunteers to improve our facilities by building such things as compost bins, and cold frames. I have also created a drainage system to take water from the roof to water butts thereby reducing the amount of mains water we use.

Time spent at Flower Pod is a wonderful experience. The garden overlooks the town and in the early morning before the arrival of the clients and volunteers

there is an all-pervading sense of peace and harmony amongst the flowers. Then as the number of people arriving for the day's activities increases, the buzz of conversation and laughter grows and continues throughout the day until finally, at the end of the day, peace and silence returns. This is truly a happy and rewarding place to be. I would encourage anybody with some free time to volunteer here. It is really worthwhile helping folk learn new skills and building their confidence.” Eddie Patterson



# Structure, Governance and Management

## Head Office and Delivery Premises

Reach's principal office is Prebend Passage, Southwell, Nottinghamshire (from 1st June 2014). This is also our Southwell day service centre. In January 2009, the charity opened a base in Newark – since 1st April 2018 this centre is based at Hawtonville Community Centre, St Mary's Gardens, Newark. In July 2012 another base was opened at St John's Church Hall, St Johns Street, Mansfield, Nottinghamshire. In the same month our horticultural social enterprise and day service base was opened at Home Farm, Brackenhurst Lane, Southwell, Nottinghamshire (Flower Pod). We also deliver courses on an outreach basis in premises across the county.

## Purposes and Aims

Our charitable object is to provide support and services for people with learning disabilities (including those without a formal diagnosis, those with autism, brain damage and/or whose sensory and communication impairments present a similar barrier to quality of life as living with a learning disability) and their families and carers within a 50-mile radius of Southwell, Nottinghamshire.

## Delivering public benefit

The trustees have due regard to the Charity Commission's public benefit guidance in the course of exercising powers or duties relevant to the guidance.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the set aims and objectives.

Our main areas of charitable activity are as described on pages 16 to 18.

## Risk Management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The Senior Management Team (SMT) actively review the major operational and business risks which the charity face on a regular basis and establish systems to mitigate the significant risks. They report on a pre-agreed timescale to the Board of Trustees who actively engage with the SMT when considering the risk likelihood and impact. The organisation completes individual risk assessments in all areas of their work including specific fundraising events. Where risks have been identified, action is taken to minimise them, and insurance cover is arranged where available and considered prudent.

## Reserves

It is the policy of the charity to maintain unrestricted free reserves at a level to provide sufficient funds to cover 3 months operating expenditure. The Trustees consider that the current level of free reserves is appropriate for the charity and they will regularly review the level of reserves held. Trustees have agreed to establish a new Audit committee to have oversight of our financial and sustainability policies. The Audit will develop a new Reserves policy to meet the changing needs of the charity going forward.

## Structure

On 1st April 2014 the charity's name was officially changed from Southwell Care Project to Reach Learning Disability. It is a company limited by guarantee without a share capital (company number 3724275), and also a registered charity (number 1076318). It is governed by its Memorandum and Articles of Association.

# Structure, Governance and Management

## Governance

The Company is administered by its Council of Management, the members of which are trustees for the purposes of Charity law and directors for the purposes of Company Law. Senior managers report to Trustees on performance against yearly targets at quarterly Trustee meetings. These meetings are supplemented by focussed meetings for all Trustees in areas such as finance and strategy every year. Further review and planning also takes place at Strategy and Audit meetings with designated trustees and the Senior Management Team. Organisational aims and objectives are reviewed every three years by Trustees and Senior Management team incorporating feedback from all staff, clients, family carers, volunteers and professional contacts.

The Company has a wholly owned subsidiary company, Reach Learning Disability Care CIC (company number 7619886). Reach Care directors meet at least four times a year.

Attendances at both sets of Board meetings are excellent. We take great care that the membership of the Board comprises a good mix of the skills required to steer the organisation together with an adequate representation of parents of people with learning disabilities. Five of our Trustees have been on the Board for more than nine years. We have taken steps in the last two years to replenish our Board. Long-serving trustees have been retained in order to i) ensure the charity continues to gain from their strong community links which benefit all our work including progression towards our original aim of establishing accommodation provision in Southwell ii) allow for newer trustees to be guided and supported by those with years of experience of the issues facing clients and families. In recent years we have taken on new Trustees with a wide professional and social care skill set complementing the knowledge of our longer-serving Trustees.

## Directors' Responsibilities

Company and Charity Law requires the Council to prepare statements for each financial period, which give a true and fair state of the affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the Council are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Council are responsible for keeping proper accounting records which disclose at any time the financial position of the company and its subsidiary and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and of the group and hence for taking reasonable steps for the prevention and detections of fraud and other irregularities.

Signed on behalf of the Council.

A handwritten signature in blue ink that reads "David Thompson". The signature is written in a cursive style and is positioned above a light blue rectangular background.

David Thompson - Chairman

# Officers of Reach Learning Disability

## Chairman

### David Thompson FCA

Formerly Deputy Chief Executive and Finance Director of The Boots Co plc and Non-executive Director of Cadbury Schweppes plc. Formerly Chairman of Nottingham Building Society. Currently Trustee of the Boots Pension Fund. Formerly Chairman of The Nottingham Healthy Living Centre. Father of a son with a learning disability.

## Council Of Management

### Nick Turner

Deputy Chair of Trustees. Retired local businessman. Member of Southwell Lions. Verger at Southwell Minster.

### Ann Best

Founder of Westgate Group (local self-help group). Mother of son with learning disabilities.

### Madeline Oliver

Former Radiographer. Mother of son with learning disabilities.

### Daphne Hughes

Matron of Caudwell House (Children's Home) for 30 years. JP for 26 years. Deputy Chairman of the Bench. Chairman of Youth Court. Mother of daughter with learning disabilities.

### Keith Harding

Former Operations and Marketing Executive of The Boots Co plc. Father of a daughter with learning disabilities.

### Michael Davidson

Former Head of Humanities and Religious Education Teacher at Magnus School

### Pati Colman

Independent Investigator of complaints and employment matters. Former Complaints Manager, Training Officer and Social Worker for Notts County Council. Chair of the Westgate Group for people with disabilities and their families.

### Julie Payne

Founder member of Westgate Group. 20 year foster carer, former chair roles at local school and Family Care adoption panel. Parent of three sons, one with a physical disability, adoptive parent to two disabled daughters and "mum" to S, who also has disabilities.

### Adam McQuilkin DipM MCIM

Managing Director of Device Technologies UK Ltd, part of the Device Technologies Australia Group (Australia's largest private medical company). Former Governor of Wellow House School.

### Rachel Lannon

Independent corporate business consultant and trainer with over 10 years' experience of supporting multi-national companies and statutory bodies to improve capabilities and capacity. Former global procurement and operations manager at Kodak Ltd. Former JP.

### Adrian Hartley (Appointed 30th July 2018)

Member of the Nottinghamshire's Learning Disability and Autism Partnership Board, Expert by Experience working with CQC inspectors. Former Health and Social Care Assessor with Tempest Management Training. Father of a son with complex needs.

### John Peacock (Resigned 17th May 2018)

## Senior Paid Officers

Stephen Shatwell	Chief Executive	Full time
Julia Sandhu	Director of Income Generation	Full time
Alison Hall	Business Operations Director	Full time
Sharon Card	Finance and Administration Director	Full time

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The Co-op Local Community Fund  
The Finnis Scott Foundation  
The Honourable Kathleen Laurence Trust  
The Nottingham Building Society  
The Reed Foundation  
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[www.reachuk.org](http://www.reachuk.org)



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Registered Charity Number 1076318

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