

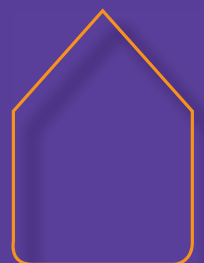
Annual Review 2009



Community Options

Building
person-centred
services

"My mother was able to live how she wanted to, independently in her own home and this was undoubtedly due to the commitment and support of Community Options."





Foreword from Chairman John Wates



I am delighted to introduce this year's Annual Review highlighting some of our key achievements which began, or ended, in 2008/09.

The theme for this year's Annual Review is Building. By building on our strong foundations we are able to learn, grow and make progress in the future. At the heart of this 'building', the concept which remains the foundation for everything we do is Recovery.

In this year's review we'll tell you about our trip to the Boston Recovery Conference and how it helped us to benchmark our services against the leaders in America. You will also be able to read about some of the wonderful activities and achievements of our clients, the move to our new building and our plans to improve and develop for the future.

We will continue to explore new ways of accessing funds. To that end we have made a number of joint bids, including one to EcoMinds with the Field Studies Centre (London Borough of Bromley), Bromley Adult Education and Bromley Mind, to train people in horticulture.

We are proud of our reputation for excellence, and of our excellent staff who enable us to achieve the high standards we set ourselves.

Former mental-health service users bring valuable insight to the organisation. "Experts through Experience" make up a quarter of our workforce.

To mark our staff achievements, we held our third Bi-Annual Staff Summer Ball Award Ceremony in August at the Bromley Court Hotel. The awards were hosted by Councillor Catherine Rideout, Mental Health Champion for the London Borough of Bromley. Our staff received recognition across a range of categories including Inspirational Role Model, Community Options' Champion and Worker of the Year.

We know that Community Options is a good place to work, as our 2008 Staff Satisfaction Survey showed that 98% of people employed by us enjoy their work.

Our new premises provide an environmentally-friendly building, making use of new technologies to reduce our impact on the environment.

We held our Annual General Meeting and Open Day here on October 31st and the building proved itself to be a wonderful space to showcase all the vibrant activity across the organisation, with each room dedicated to an activity or service. The walls were also adorned with Picture Stories.



"I really enjoyed learning about the projects and meeting and talking to the clients, staff and trustees. Their capacity to explain and promote the services, ethos and objectives of Community Options was impressive and uplifting."

Mary Cheves, LLP Partner, Charity Team, Russell-Cooke Solicitors.

I am delighted to thank our clients, their carers, the staff and my fellow trustees for their hard work, commitment and continued support.

John Wates, Chairman



investor in excellence



INVESTOR IN PEOPLE

*Our work is based
on building many
things; relationships,
confidence, bridges.*

*Most importantly,
we aim to build
hopeful and inspiring
environments to
support people's
mental wellbeing.*





Community Options

Supporting mental wellbeing

At any one time, one in four of us will suffer from a mental illness. How this impacts on people's lives will be unique to the individual. The support someone may need to improve mental wellbeing will be equally unique.

We seek to support mental wellbeing through a range of services reflecting the diverse needs of those we serve.

Through our accommodation services, we provide a range of support:

- 24-hour support – registered care homes
- 24-hour support – supported housing scheme
- Flexible support – supported housing scheme
- Management support – caring landlords

The environments are hopeful. People will be supported on their unique journeys, which may also include support with issues around alcohol/drug misuse, challenging behaviour, personality disorder and learning difficulties.

Our Community Support Services provide varying degrees of support through our Support Time and Recovery (STR) workers. People may be referred by Community Mental Health Teams, GPs, or they may self-refer.

The Service User Involvement Project in Tower Hamlets empowers people to make informed choices and take opportunities to be involved as well as influencing service delivery.

To support all these services and the wider mental health community, we provide a range of training services. Our trainers have direct experience of services through either work or engagement. In partnership, we have delivered a "Changing Minds" programme, which involves training experts through experience to become trainers in mental-health awareness.

Feedback from service users demonstrates that our services are meeting their needs, and doing so in a way that respects and values them. Eighty-five per cent of people told us that achieving their goals improved their self-confidence, and 91% value staff support and belief in their recovery – which has enabled 13% of people in registered projects to move on to independent living.

Our early-intervention project in Tower Hamlets has supported 253 people. Engaging with people at an early stage can reduce the need for more intensive and long-term support. Within this service 90% of clients move on within six months. This service also engages effectively with people from Black, Asian and Minority Ethnic (BAME) groups (45%).

SUIP event at the Re-connect cafe, Tower Hamlets





Events 2008/9



Avery Hill Park,
Greenwich



Edward Road
residents in
the reclaimed
garden



Recovery Experience
Conference, Bromley



Staff training
through drama



Christmas Winter Ball



Staff Summer Ball





Strong foundations

The basis of all our work is person-centred services built on the recovery concept. Using our links with the Boston University, and through our Trustee Judy Turner-Crowson, we have led the way in supporting people to develop their own Person-Centred Plan (PCP), Wellness Recovery Action Plans (WRAPS) and Needs Assessment Outcome Star.

The society we live in is complex, and so it's no surprise that the needs of the people we support are also complex. For some, their lives can seem chaotic, with no straightforward answers to their problems. Our services provide safe and supportive environments for people to move forward on their recovery journey.

"Many providers won't take people if they have a combination of a mental-health and substance-use problem, so having somewhere that will accept and take people at the point where they're trying to make good choices about the rest of their lives is crucial. Good, intensive, community-based skilled rehabilitation reduces the number of people who need to go into hospital provision."

Dr Geraldine Strathdee OBE, Clinical Director, Oxleas NHS Foundation Trust

Our person-centred approach allows us to be flexible in our work with individuals. We aim to support their specific needs by encouraging them to determine the support they need.

"Person-Centred Planning is just what I need to get my life back on track."

Effective early intervention can reduce the need for people to go through intensive, costly, long-term care. In 2008, 68% of people using our Support Advice and Recovery Service in Tower Hamlets said they had used GPs and Accident and Emergency services less, indicating an improvement in overall wellbeing.

Our Community Support Service provided support and advice to over 400 people in their own homes to aid their recovery.

"I think the service is excellent – staff are caring and patient."

CSCI report, 6th August 2008, client survey response

Our Service User Involvement Project has influenced thinking in Tower Hamlets. A significant change was the introduction of a Service User Forum in February "Your Say, Your Event". This quarterly forum is a place for commissioners, healthcare professionals and people affected by mental health to come together and support each other, share information, learn about new developments and influence services within the Borough.

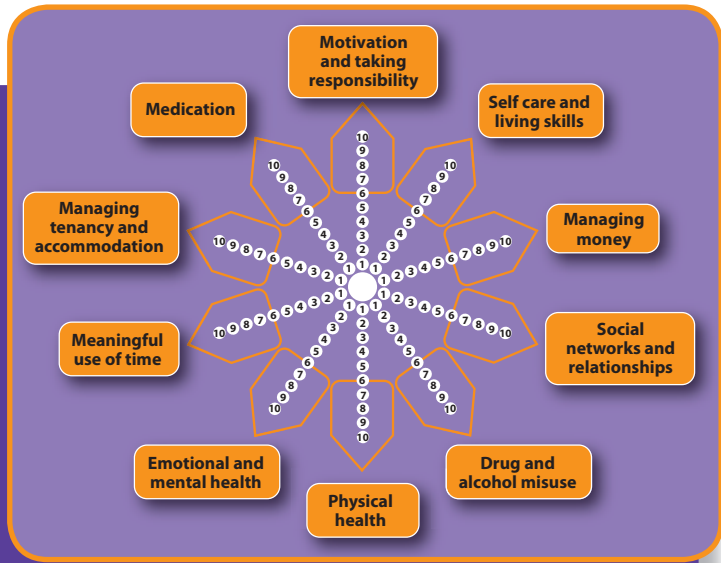
SUIP event "Your Say, Your Event" at Toynbee Hall





"The project has established itself as a valuable contribution to the Tower Hamlets community. You are giving people hope, sharing valuable information, facilitating good communication with officials and encouraging mutual help. You are offering the kind of support that can help people change their lives for the better!"

Judy Turner-Crowson, Trustee



We have adapted the Needs Assessment Outcome Star as our tool to support people to track their journey. The Star helps people to pinpoint where they might need support, and identify how they can reach their recovery goals.

The Care Quality Commission (CQC) has rated all our services as two stars. The highest rating is three and we are working towards this. Supporting People have rated our services as B. In our own self-assessment we have achieved A-ratings in all but one area, and we are on track to achieve an A-rating in our next assessment.

"It is important and valuable to be able to see the steps being made to help us."

During the year, Dr Jan Wallcraft and Angela Sweeney, Service User Researchers, visited our accommodation services to assess the extent to which the recovery concept is embedded into our practice. They said:

"People value the support of staff; they also feel ownership of their own progress and recovery. Staff use gentle encouragement rather than force, consequently people feel gradually empowered to take control of their lives."

An important part of our work is to develop and educate both service users and support staff with bespoke training programmes based on person-centred and recovery-focused approaches.



Taster session on Person-Centred Planning



Building and learning

We attended the Boston Recovery Conference in April to benchmark our services against the leaders in America. The event inspired us to use Picture Stories at our last AGM, and allowed our service users to use pictures and words to express something that was important to them in their lives. This form of expression is being taken forward by our Art Group.

We also supported the development of RecoveryNET groups in the London Boroughs of Bromley, Greenwich and Lambeth to provide support to people on their recovery journeys.

In July, we conducted a Service User feedback Survey across our core services. The survey measured service users' perceptions about improvements in self-confidence and independence, and provided information on how content they are with our services. The survey told us that:

Ninety-six per cent of Support Advice and Recovery Service Users in Tower Hamlets said that achieving their goals had improved their self-confidence, and they praised staff for being positive. Ninety-three per cent felt that the service had increased their independence.

Our service users said that staff believe in their recovery, and that their recovery plans have provided them with hope for the future, with many benefitting from increased independence.

A group of service users and staff reviewed the survey, and the findings were developed into recommendations for improvement. The group continues to meet regularly to monitor the proposed developments.

Through our involvement in the Changing Minds' programme, which was commissioned by South London and Maudsley NHS Foundation Trust, we trained people who have experienced mental-health difficulties to become trainers in mental-health awareness. The course, which ran for nine months, provided skills training helping people back to work.

During the course four people found employment.

"It was a real pleasure to work with Community Options. The projects were delivered with impressive attention to detail, excellent administration support and first-rate communication. We are thrilled with the results and hope this will be the beginning of a long partnership."

Stephanie McKinley, Programme Lead - Changing Minds 2009

"Being involved as a trainer on the Changing Minds' programme is helping me to achieve my future hopes of setting up a recovery house for young people by the sea and gives me hope I can get back to work."

Frankie Hughes

We train our staff to not only deliver on the services we offer, but also on what we want to achieve in the future. Our training programmes cover subjects including dual diagnosis, drugs and alcohol today, psychotherapy strategies, sign language, crisis intervention and de-escalation, motivational interviewing, self-harm and self-belief, to name just a few!



Boston Conference Recovery poster



Building links to support social inclusion

As active members of Develop, a partnership that brings Bromley businesses, agencies, providers and local people together, we promote social inclusion across all areas of life. This partnership has been recognised nationally as best practice in relation to promoting social inclusion for vulnerable adults.

In March we supported the Bromley Service User Involvement Team to deliver a Recovery Experience Conference at Bromley Central Library. The event provided taster sessions in person-centred planning and recovery, and enabled people to use drama and drumming to explore ways of managing feelings and expressing emotions.

*"The drumming was very moving. I haven't enjoyed myself so much in ages."
"On behalf of my team at Stepping Stones I would like to say thank you and well done for excellent social care and partnership working. We all appreciate your work."*

Sam Irvie, Social Worker



Working with others to benefit service users

In April, a group of city workers from Tower 42 spent the weekend at our Edward Road Residential Project transforming the garden into an area that all the residents can enjoy. The garden now has a beautiful pond, flower beds, shaded seating areas and a vegetable plot.

"I enjoy gardening as it's nice to see the plants grow and take shape. I like the colours which form. For me, gardening is very relaxing and gives me great pleasure."

Service user

Providing networking opportunities for clients

We give service users the chance to express themselves and try out new things at various events throughout the year. These include walks, social and sporting events, picnics, music, gardening, art and drama.

In July we held our annual Summer Walk at Avery Hill Park, Greenwich. The day was themed around networking and attracted 83 people.

The picnic event allowed people to meet one another in a safe and welcoming environment. Fun activities included a mini Olympics, also promoting physical and mental wellbeing.

Our Christmas Winter Ball was held in the United Reform Church, Bromley, in December and over 100 people attended. People sang, played the piano, danced and dined, enjoying the company of others.

Tower 42 garden project





Financial

Community Options is a registered charity with a £3.6million turnover.

There was a negative movement of funds of £123,769 in the year. The principal reason was a £112,426 exceptional item. This related to a reconfiguration of services in 2006 and followed discussions with the Primary Care Trust during the year. There was also a £20,000 accrual for dilapidations' costs arising at the end of the lease of the previous central offices in Napier Road, Bromley.

Specific plans are in place to ensure there will be cost savings, effective from the first quarter of the new year, to ensure there is no repeat of any reduction in reserves. Meanwhile, the trustees remain confident that the level of reserves, £537,167, is adequate to meet all obligations to clients, suppliers and staff, as well as lease commitments.

Statement from the Trustees of Community Options

These are summarised financial statements containing information from both the Statement of Financial Activities and the Balance Sheet for the year ended 31 March 2009. The statements do not make up the full statutory report and accounts, which were approved by the trustees on 30 July 2009 and subsequently submitted to the Charity Commission and Companies House. They received an unqualified audit report and copies may be obtained from Community Options' central office.

On behalf of the trustees, **Andrew Winter (Treasurer)**, October 2009

Independent auditor's statement to the trustees of Community Options

We have examined the summarised financial statements of Community Options.

Respective responsibilities of trustees and auditors

The trustees are responsible for preparing the summarised financial statements in accordance with recommendations of the charities' Statement of Recommended Practice (SORP). Our responsibility is to report to you our opinion of the consistency of the summarised financial statement with the full financial statements and trustees' Annual Report. We also read the other information contained in the Annual Report and consider the implications for our report if we become aware of any apparent mis-statements or material inconsistencies with the summarised financial statements.

Basis of opinion

We conducted our work in accordance with Bulletin 199/6 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom.

Opinion

In our opinion, the summarised financial statements are consistent with the full financial statements and the trustees' Annual Report of Community Options for the year ended 31 March 2008.

Sayer Vincent, Chartered Accountants and Registered Auditors, 2009





Accounts 2007/8–2008/9

Summary of year	2008-09		2007-08	
	£	%	£	%
Incoming Resources				
Residential Care Services	2,002,456	56.4	1,943,047	55.5
Community Support Services	738,341	27.8	846,184	24.1
Supported Housing	606,933	17.1	555,282	15.9
Service User Involvement	81,985	2.3	79,985	2.3
Supported Lodgings Service	62,200	1.8	-	-
Interest receivable	25,464	0.7	34,576	1.0
Other	33,272	0.9	40,313	1.2
Total incoming resources	3,550,651	100.0	3,499,387	100.0
Resources Expended				
Direct Charitable Expenditure	3,520,189	99.1	3,438,920	98.2
Governance	54,915	1.5	37,150	1.1
Repayment to Bromley PCT	112,246	3.2	-	-
Total resources expended	3,687,350	103.8	3,476,070	99.4
Net (outgoings)/incoming resources before unrealised gain	(136,879)	(3.8)	23,317	0.6
Unrealised gain on investments	13,110	0.4	12,838	0.4
Net movement in funds	(123,769)	(3.4)	36,155	1.0
Balance Sheet				
Tangible fixed assets	339,970		320,283	
Net current assets	197,197		340,653	
	537,167		660,936	
Represented by:				
General funds	537,167		600,936	
Designated funds	-		60,000	
	537,167		660,936	

Trustees

Mr John Wates, Chair
Mr Edward Young, Vice Chair
Mr Robin Hogg, Vice Chair
Mr Andrew Winter, Treasurer
Miss Pam Buttrey
Mrs Heather Donovan
Mrs Monica Hanscomb
Mr John Johnstone
Mrs Judy Turner-Crowson

Management Team

Chris Mansi, Chief Executive
Tracy Simpson, Deputy Chief Executive
David Robjohns, Finance and Administration Manager
Nathan Pathmanathan, Community Support Service Manager
Catherine Parsai, Accommodation Service Manager
Sally Lawson, Head of Training and Consultancy

Principal Bankers

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Kent
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COIF Charity Funds

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Auditors

Sayer Vincent
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London EC1V 2SJ

Solicitors

The Charity Team
Russell-Cooke Solicitors
2 Putney Hill
LONDON SW15 6AB

Thank you

We are particularly grateful to the following organisations for their support in 2008/09:

- Ability Professional Training
- Anglo Office Group
- Ann Allen Flowers
- Browncross Healthcare Ltd
- Canon
- Care Recruitment
- Coca Cola
- Fairlight Commercial Ltd
- J Sainsburys
- Marks and Spencer Plc
- Tesco Stores Ltd
- Tower 42
- Utilize Plc



Contact us

Community Options is a registered charity and a company limited by guarantee.

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