

Every Member Matters

SCA Annual Review 2012



A year in the life of SCA

Over **100,000** customer members benefitting from our services

70,000 NHS dental patient members

270,370 miles travelled by the SCA Transport fleet

1250 care customer members supported leaving hospital

550 staff members

764 customer members
received advocacy or advice

100 attendees engaged in
interactive discussions at SCA seminars

Community clubs for
500 care customer members each week

100 volunteer members

6700 customer members accessing wellbeing services at Fenwick2

1548 staff and partner members received award-winning training

364,000 hours of care and support for 2100 customer members



Our Key Partners

Age Concern Hampshire, Alabare Christian Care, Alzheimer's Association, Arts Council, Big Issue Invest, Big Lottery Fund, Bournemouth Borough Council, Carers Forum, Carers Together, CFWI, Community Action Hampshire, Community Action Network, Community Dental Services CIC, Community Nurses, Dorset County Council, Empowerment Matters, Fenwick League of Friends, Frameworks 4 Change, Hampshire County Council, Hampshire Domiciliary Care Providers, Hampshire PCT, Help and Care, LifeLine Projects, National Care Forum, New Forest District Council, Poole Borough Council, Poole Housing Partnership, Portsmouth City Council, Princess Royal Carers Trust, Saxon Weald, SHIP PCT, SITRA, Skills for Care, Social Enterprise UK, Southampton City College, Southampton City Council, Southampton Football Club, Southampton CVS, Southern Health, Stroke Association, Swain & Co, Synergy Housing, TCV (Trust for Conservation Volunteers), Turning Point, Winchester University.

We would like to thank all our members for their invaluable contributions to SCA and making sure we continue to strive to be the best we can together.



Foreword

**Maria Mills – SCA Group CEO
& Mike Morgan – SCA Group Chair**

The theme of our annual review is that every one of our members matters, and their aspirations, interests, concerns, capabilities and potential, self and circles of resources - informs and adds to what we do.

We are launching shortly our new members' platform which will give greater involvement and engagement for everyone connected with SCA to really shape our work at every level, and connect us across our communities. Our members include our customers, our staff, our volunteers, our board members, our partners, our community organisations, indeed everyone we work together with. This review profiles a number of our members, highlighting the diversity and impact of our work through their real experiences and contributions.

It is an exciting time with SCA growing and developing a wide range of new services this year, services that our members really want. These include community mental health co-production services, community support services working to assist people to remain independent, significant new investment in affordable dentistry, transport for schools, greater numbers of advocacy services, specialist dementia services and so on.

However some areas of our work remain challenging, particularly some more prescriptive forms of commissioned care at home services combined with sector wide issues on available public resources, changing demographics and increasing needs, and workforce issues. Again we are trying to work with our members and partners locally and nationally to see how we can shape new ways of working to better address these areas, as only together can we create new solutions.

A Year With Our Members

Here are a selection of examples showing how SCA is making a difference to our member's lives:

Tina, our Homesafe Co-ordinator, visited Mrs Lowman to help her sort out her finances following her stroke and her husband's move into residential care. Mrs Lowman is now able to afford to stay living in her own home independently. **"Tina personally has been a great help to me and I feel that I would not have got through this time without all her help and support."** (Mrs Lowman)

Mr and Mrs Harwood are residents at Trailway Court, an extra care housing scheme in Blandford. With the support of our care team Mrs Harwood is no longer bed bound and now joins her husband in many of the activities in the communal lounges such as movie nights, skittles and arts and crafts. Their lives are transformed.

SCA Quinn placed our first two apprentices in 2011 in partnership with Southampton City College. **Kieran** (18) and **Shanice** (19) joined our team at Manston Court. Alongside their care work with residents they have been studying with our training division, SCA Quinn. They have proved to be highly successful placements and are very popular with both their colleagues and customers. Kieran and Shanice now have promising careers in health and social care ahead of them. We now have more than 20 apprentices creating valuable career opportunities for young people.

"I like working with people and improving people's living conditions," says Kieran, **"It's my dream job and I'm very pleased to be working on the front line, where I'll be able to make a difference."**

Jordan Gould (12) was named winner of SCA Trafalgar Totton's art competition. Jordan's parents were concerned about their family check-up as Jordan has Autism and can be upset by breaks in his normal routine. Staff at Trafalgar Totton welcomed Jordan to the practice and suggested he take part in the colouring competition. Jordan's parents wrote to the practice to thank the staff for their help, and tell them how excited Jordan was at learning of his win, **"Jordan started singing and dancing with excitement!"** Jordan won a gift voucher which he chose to spend on two robots, one of his favourite subjects!

Candy Moyce joined SCA as a voluntary driver in 1994. Candy is a dedicated and highly valued member of SCA. Her colleagues say she has a 'heart of gold'. Candy volunteers six days a week for SCA and gets great enjoyment from her role; it is for these reasons that Candy won an SCA Volunteer of the Year Award this year. **"Volunteering with SCA has been a very rewarding experience, I have met so many people and I really enjoy helping people get out and about in the community"** Candy.

Julie Harding is a member at Fenwick2, after being recommended our Core Stability classes to help with her lower back problems. Julie's condition has improved so much so that she was able to complete the 26.2 mile Moonwalk in London in aid of Breast Cancer along with three other members from the classes. **"The exercise classes really work and the Fenwick2 staff and trainers make it a fun and friendly place to visit every week."** Julie.



Tina & Mrs Lowman



Mr & Mrs Harwood



Kieran & Alma at Manston Court



Shanice at Manston Court



Jordan's masterpiece



Candy

Mike Morgan is our SCA Group Chair, and also volunteers as one of our advocates. During the ten years that Mike has been volunteering he has supported over 200 people to speak up for their rights and ensure that their wishes and feelings are heard.

“Mike was absolutely brilliant as my advocate. As well as helping me cope with my case with my employer, he helped me with my union. If it was not for Mike, I would not have coped with the stress, I am sure.” – Advocacy Customer Member

SCA Fenwick2 supports the Community Payback scheme whereby offenders are able to carry out their community service through volunteering at community facilities. **Andy** has been carrying out maintenance tasks for us in this role, he has worked hard to give something back. **“The staff are very caring at the centre and always ask if I need anything. I have thoroughly enjoyed my time so far and feel lucky to get this placement.”** Andy

SCA provides consulting services for fellow social enterprises, charities and public sector bodies across the UK. Within the last year we've worked with clients on projects including the creation of new dental businesses, the spin out of public sector departments to become social enterprises and the transfer of community assets. We provide clear, honest advice on the areas of business in which we have real hands on experience; transport, care, dentistry and the transfer of community assets. One client, the Adult Social Care Team at Hammersmith and Fulham Council said: **“We were extremely impressed by the services offered, by the warm welcome we received from staff and the business acumen of the Directors. I would recommend SCA in terms of their knowledge of Social Enterprise and in the field of Health and Social Care”.**

“For over 10 years the service provided by SCA Transport Services has been best in class in getting our disabled supporters to home matches with a high level of customer service, professionalism and reliability. The flexibility and service provided is paramount to cater for the needs of our disabled supporters. We look forward in continuing this excellent working relationship with SCA Transport Services in the Premier League.” – The Operations Department who oversee transport at St Marys Stadium, Southampton FC.

We are looking forward to the year ahead where we will be welcoming hundreds more new members as we expand our mental health services in the New Forest, look to open new Trafalgar dental practices, offer more places at our day clubs and build on our consultancy services.

SCA Makes An Impact

70,000 patient members are now receiving high quality, ethical dental care where they had significant difficulty in accessing an NHS dentist before, with average **satisfaction levels across all areas of 98%**.

354,000 hours of care and support were delivered to enable our 2100 care customer members to live in their own home independently.

657 referrals have been received for our reablement services, from 24 different hospitals across our region. Of those 657 people referred, 97% have regained and maintained independence in their own homes. This has enabled our local hospitals to free up beds, saving over £3m each year.

204 extra care customer members were supported to remain independent in their own homes and communities. 100% of these would otherwise have gone into residential services and in the case of 19 couples, would not have been able to remain living together. In the last year, these services will have saved local authorities nearly £5m and positively impacted on the lives of those members we have supported.

Over 750 customer members were provided with advice, guidance, signposting and advocacy, with average satisfaction ratings of 95%. In addition a bespoke service was developed to provide a large care home with a service user involvement strategy using advocates to run twice weekly surgeries.

Consultancy clients this year included a housing association in Scotland who are keen to establish NHS dental services; a children's charity in London, also keen to establish a dental service and the adult social care department of a London borough who are keen to become a social enterprise, and another local authority service also looking to 'spin out' and become independent.

SCA Quinn Centre was awarded a Strategic HR Award in 2011 by law firm Moore Blatch. SCA Quinn has continued to deliver outstanding training with average **satisfaction levels of 98%**.

We were **finalists** in the **Guardian Social Enterprise of the Year 2011 Awards**.

Elena Prieto-Ruiz and her team at the Fenwick2 Respite Day Centre were **finalists** at the **National Dementia Care Awards 2011** and the **South East Great British Care Awards 2011**.

6700 customer members came to SCA Fenwick2 in the last year and were able to enjoy one of the many health and wellbeing activities being provided at the Centre.

We continue to maintain our accreditation of ISO 9001: 2008. This tried and tested framework ensures that our services are consistently and systematically delivered to meet our members' expectations.

147 community groups in and around Southampton are able to continue to meet and have outings through the **SCA Plus Bus service**.

2303 members of SCA's Dial a Ride service have had access to fully accessible transport for their trips around Southampton with **99% saying that the service is excellent or very good** and **over 90% saying that the service has increased their independence**, improved their confidence and enables them to keep living as independently as possible.

SCA Awards

The commitment and dedication of our staff teams was celebrated this year at our first ever awards ceremony. The event was hosted by Kate Weston from Wave 105fm and provided the perfect opportunity to give thanks to our members who have made an outstanding impact.

An impressive number of nominations were received and after a shortlist of nominees was selected 15 winners were announced on the night. **Pauline Bain** received Employee of the Year; **Candy Moyce**, **Harold Hare** and **Val Harrower** won Volunteers of the Year; **Andrew Pope**, **Yvonne Hargis**, **Stef Lyn** and **Hilary Sampson** received the Care Workers of the Year Awards; **Andrea Kernaghan** received Administrator of the Year; **Theresa Halford** won Day Care Worker of the Year; **Barry Blachford** won Transport Employee of the Year; **Fay Broomfield** was named Trafalgar Employee of the Year; **Helen Atkins** won Manager of the Year.

Other winners included the **Homesafe Service**, the **Transport Department** and **SCA Fenwick2**.



SCA Group Board

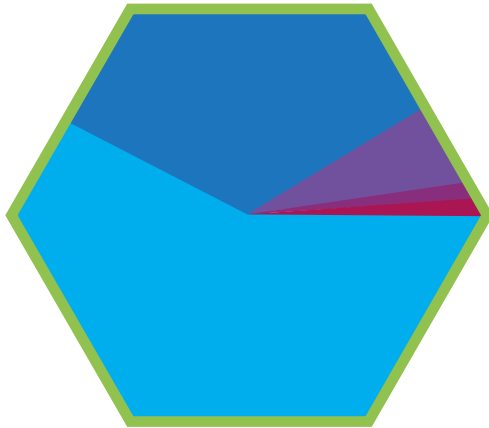
Mike Morgan (Chair)
Ray Hallett
George Dibben
Dr Eileen Thomas
Andrew Brooker
Les Judd
Geraldine Dolan
Wendy Hughes

SCA Executive Team






Maria Mills – SCA Group CEO
Lisa Dillane – Director of Organisational Development
Andrew Pease – Director of Finance
Natasha Koerner – Director of Service Development
Matt Jarratt – Director of Social Enterprise Development
Izzy Nicholls – Director of Care
Marcus Wrycraft – Director of Transport

time to change
help and mental health discrimination

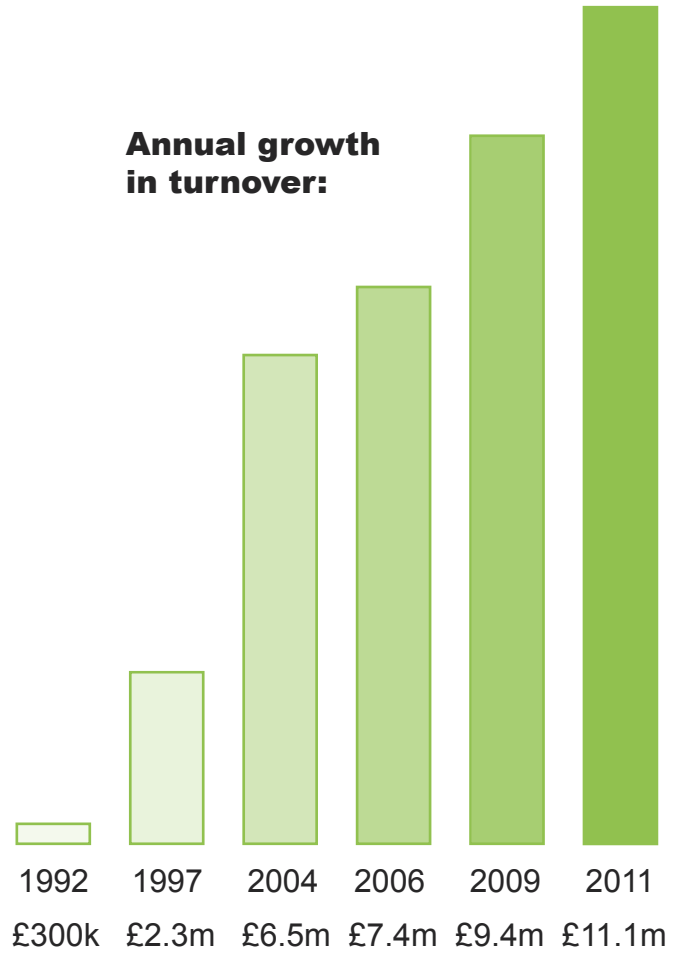
This year we signed up to the **'Time to Change'** campaign led by **Rethink** and **Mind**, to end mental health discrimination. SCA is committed to promote this within our organisation and continue our work to improve mental health services and support to people with mental health issues and their families.



Income broken down by company:

-  Care 57%
-  Trafalgar 35%
-  Transport 6%
-  Quinn 1%
-  Fenwick2 1%

Annual growth in turnover:



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