



sciagroup.co.uk

social care in action

Annual Report 2017 / 2018



Charity Name: **Social Care in Action**
Charity Registration Number: **1096903**
Company Registration Number: **04526806**

Registered Office and Principle Office:
Amplevine House,
Dukes Road,
Southampton,
SO14 0ST

023 8036 6663
sciagroup.co.uk
hello@sciagroup.co.uk

Written by: **Fiona Hardie, Head of Business Development**

SCIA Group, Amplevine House, Dukes Road, Southampton, SO14 0ST. Charity Registration No. 1096903
Social Care in Action (SCA Group): registered as a company limited by guarantee no. 04526806, charity registration no. 1096903 - Registered with Companies House (Cardiff) and Charity Commission
SCA Care, registered with charitable status under the Co-operative and Community Benefit Societies Act 2014, no. 27461R - registered with the FCA (London)
SCA Transport Services, registered with charitable status under the Co-operative and Community Benefit Societies Act 2014, no. 29035R - registered with the FCA (London)
SCA Trafalgar Dental Services, registered with charitable status under the Co-operative and Community Benefit Societies Act 2014, no. 29975R - registered with the FCA (London)
SCA Fenwick2, registered with charitable status under Co-operative and Community Benefit Societies Act 2014, no. 30336R - registered with the FCA (London)
Options Wellbeing Trust: registered as a company limited by guarantee no. 4699108, charity registration no. 1100782, British Association of Counselling & Psychotherapy registration no 101217
- Registered with Companies House (Cardiff), Charity Commission.
Southampton Healthy Living - registered as a company limited by guarantee no. 10627689 - Registered with Companies House (Cardiff).

Contents

02.
Our mission

03.
Our services

04.
**A year in the life of
Social Care in Action**

05.
Our thanks

06.
**Welcome from the
Chair**

08.
SCA Care
- Improving individual lives

15.
SCA Transport
- Connecting our communities

16.
SCA Trafalgar
- Servicing all your dental needs

18.
**Southampton Healthy
Living**
- Take life on, healthier

20.
**Options Wellbeing
Trust**
- Helping you take control

21.
Cobbett Hub & Library
- More than just books!

22.
SCA Fenwick2
*- Friendship and support in the
community*

23.
Support us

24.
Financial summary



Our Mission

“We exist to improve individual lives, the communities we serve and wider society.”



A year in the life of Social Care in Action



1,575

Counselling sessions



80,000

Dental patients



23,600

Activity sessions
attended at our Day
Opportunities Centres



42,084

Passenger journeys
provided



2,226

Borrowers at
Cobbett Hub & Library



159,839

Hours of care and
support at home

Our Thanks

Our staff work round the clock to improve individual lives, the communities we serve and wider society. Social Care in Action has impacted on the lives of thousands of local people over the past year, and we could not have done this without your support.

Thank you.



2017/18 has continued to be a challenging social and public policy environment; continued cuts in Local Authority budgets; demographic challenges in relation to increased numbers of older people; changing legislation in relation to community transport; significant challenges in recruiting staff in a number of areas – carers, dentists and drivers.

The group is now three years into its five year strategy for 2016-2021. This document details how we will develop in the period.

Our work is built on the quality of the relationships we have with those who use our services. We will increase our focus on what we do well and continue to improve the lives of those we work with during 2017-2019 by:

- ♥ Increasing our geographical reach in Southern England.
- ♥ Build our evidence base to show what we do, how we do it, what has improved and how we can replicate what works well.

In line with our plans, we have expanded our geographical reach in Southern England by successfully winning the contract to deliver Extra Care at three schemes in the New Forest; Lymington, New Milton and Totton. Our services are for the provision of on-site 24 hours, seven days a week social care services within the housing schemes to improve choice and outcomes for vulnerable older and disabled people who are at risk of increased dependence without such provision. Since starting this service in May 2017, we have provided 100,829 visits to customers, enabling them to continue to live independently, in their own fully self-contained property as an alternative to entering residential care.

Our reach has also increased within Southampton City by our innovative approach to actively support the Voluntary and Community Social Enterprise (VCSE) sector through the Southampton Healthy Living

(SHL) contract, a three-year programme which started in April 2017.

This programme is led by Social Care in Action (SCiA) working in partnership with statutory and voluntary partners to offer a single service which enables individuals, families and communities to develop more control over their lifestyle by helping create communities where healthy behaviour is the norm.

To help build community capacity as part of our commitment to improving individual lives and the communities we serve, £100k of the total contract has been made available to smaller VCSE organisations through a grant programme. To date, 14 organisations have been awarded a grant, and collectively we have helped over 13,000 residents to improve life expectancy, healthy life expectancy and health inequalities across Southampton.

As part of our commitment to demonstrate the difference we make to the people we support and wider society, and to improve the outcomes for individuals, we have committed to building our evidence base. To do so, we have invested in PASSystem Care Management App and Quality Compliance Systems (QCS) for care services and Salesforce (Customer Relationship Management software) to evidence impact measurement and management across all services. This means that moving forward we can measure our services and improve the effectiveness and efficiency with which we operate. This will ensure that our future direction includes what we need to do to create the changes (or outcomes) that lead to the aspired impact.

In addition, SCiA has reviewed some services to ensure we are performing effectively and delivering good outcomes to improve and benefit those for whom we work. Our dental services while having a difficult financial year due to the challenges of recruiting associate dentists, has also seen those employed working extremely efficiently.

One of the biggest challenges has been recruitment, specifically within the care field and dentistry (dentists). It is unclear yet what impact the decision to leave the European Union will have upon recruitment and retention in the future. Our HR team has carried out an appraisal to determine what impact we believe it may have; many of our dental nurses and dentists are from Europe. However, we do not believe it will impact greatly on the current staff. Where it may affect is on future staffing in dentistry which could pose significant challenges.

We are developing creative ways to recruit both carers and dentists including social recruiting - using digital platforms to meet future employees where they are: online. We plan to engage with passive candidates through platforms such as LinkedIn directly as well as targeting applicants through Facebook/Instagram adverts. By customising an ad's audience on such platforms, we can boost messaging to reach a finite demographic. This coupled with retargeting as a digital recruitment strategy allows us to engage with job seekers throughout the candidate journey. All our recruitment campaigns take a values-based approach, focusing on attracting candidate's values, behaviours and attitudes who match the values of our organisation, a charity where all profits are ploughed back into the community, the continued development of services and our staff.

As a not-for-profit we ensure that we make a visible difference in supporting community initiatives; Cobbett Hub and Library is one such project.

Cobbett Hub and Library has now been under the custodianship of SCiA for over a year, and on 4th June 2017, our CEO celebrated our first year with volunteers and staff. The library, which is now also a community hub, offered 126 activity sessions to the local community this year and has witnessed an increase in visitors. We will continue to develop to achieve our aspirations of making it a space that people in the community can come together to enjoy reading, literature and community activities – a space where people can learn informally, socialise and feel they belong.

The future will continue to be challenging but SCiA has a good track record and as a large VCSE is well placed to work in partnership with others in the VCSE, public and private sectors to deliver services which improve the lives of those we work with.

I hope you enjoy reading this year's Annual Review. I am extremely proud of all that Social care in Action has achieved throughout 2017/18.

les judd

Les Judd
(Chair of Social Care in Action Board)





We believe that helping people live the life they want to lead is extremely important.

SCA Care currently supports over 500 older adults around Hampshire.

Our services include:

- ♥ Care at home
- ♥ Day opportunities
- ♥ Memory groups
- ♥ Extra care courts

Older people are an asset to this country and preparing for an increasingly ageing population is one of the government's biggest national challenges. Many people want to stay in their own homes for as long as possible and we help people to do just that. Our approach focuses on what a person can and wants to do, not what they are unable to do.

We do this in any number of ways, from cleaning and preparing meals, to helping with personal care. We can help people to get out and about to the local shops, or for people caring for someone with memory problems we can help access day opportunities for support and a much-needed break for families.



“We want to thank you for the care and devotion with which you looked after our wonderful mother during the last months of her life. Mum passed away with dignity and grace in the peace of her own home, and that was much to do with the support she received from you all at SCA Care.”

SCA Care at home customer's daughter, Southampton

Our day opportunities offer a great opportunity to make friends and be part of a group. Based across five centres in Southampton and the New Forest, we've held 23,600 sessions, offering everything from arts and crafts, memory exercises and reminiscence projects, entertainment, information and advice, physical activities to day outings.

We were delighted to win the tender for the delivery of Southampton Day Opportunities for the next five years. This was a joint bid with Age UK Southampton, and by working in partnership, together we aim to transform the way day care is provided in the city, ensuring that the service is more community focused.



“We don’t feel isolated anymore, as the carers are always there for us.”

SCA Care Customer



In February, we opened the doors to the public at Fenwick in Lyndhurst in support of Dignity in Action Day, a national initiative led by the Dignity in Care Campaign and its key partners to bring staff and members of the public together to make a difference to those receiving care.

A number of activities were on offer: sharing information about what dignity means, creating a dignity tree, sharing personal experiences and expectations of dignity in care. Everyone who came along particularly enjoyed our ‘dancing with dignity’ tea dance in the early afternoon. Food and refreshments were provided free of charge throughout the day, generously supported by a donation from Budgens Supermarket in Lyndhurst.

We manage three Extra Care courts in the New Forest. People live in their apartments and remain as independent as possible, while we provide support and personal care. Social including activities for residents are provided on a daily basis that are stimulating, engaging and person-centred; ensuring minds and bodies are kept active, healthy and alert. The weekly coffee mornings are always popular as cake is always on offer!

This year SCA Care has:

- ♥ Provided 59,010 visits to help customers remain in their own homes.
- ♥ Provided 100,829 visits to customers at Extra Care Courts.
- ♥ Received CQC rating ‘good’.

Christine, Anji and Betty all met at our day centre Christmas party in December 2017 – held for those who would be alone at Christmas.

The ladies didn’t know each other before they came and each left with two new friends.



Our Day Opportunities team took Lesley swimming. Lesley attends one of our day opportunities centres.

Before she started swimming Lesley used a wheelchair to get around. After a few swimming sessions her mobility had increased greatly and she no longer needed the wheelchair.

Case Study



Roger and Delia

Roger first came to SCA Care via the reablement service to help him with his recovery when coming out of hospital. After this service ended for Roger, he decided that he wanted to stay with SCA Care and become a private customer for care at home, along with his wife Delia also signing up to become a private customer. Roger and Delia have been married for 40 plus years, having met each other at a dance in Southampton.

SCA Care help to support Roger by having a carer visit him twice a day, once in the morning and once in the evening. The carer gives Roger his medicine, giving his family piece of mind knowing that he has taken it and that he has been checked on. Delia's carer comes once in the morning to see her. The carer gives Delia her medicine, helps with making the bed and helps her to prepare and cook food. When the carer returns in the evening, they support them in cooking the dinner.

Roger and Delia value having their independence and being able to live in their own home. They like living where they do as it means they can walk down to Shirley High Street where Roger enjoys looking in the book shops. Roger and Delia used to go down to Bournemouth where they would spend the day going round antique and book shops. By being able to go into Shirley, Roger can carry on with his hobbies and interests. Roger's sister Julie takes them out shopping once a week, and they enjoy spending time with their family.

Their life would be different without SCA Care as they would not be able to continue living in their own home. This would result in them losing their independence and not being able to do the things that they enjoy as often.



“

“I wasn't very sociable and was a bit shy when I started going to Oak Lodge. Under Martin's determination he has got me out of my shell which I appreciate very much.

He has got me doing things I never thought I was capable of doing. I am glad I come here. You are welcome and treated as a person not a number.”

Arthur, Oak Lodge

"Thank you so much for a very valuable service to the residents of Southampton, and a particularly grateful thank you to SCA Transport Services for the help and kindness and reliability over the years. Long may this service continue."

SCA Transport Customer,
Southampton

scatransport
connecting our communities

SCA Transport is a social enterprise connecting our communities.

This year we have undertaken 42,084 passenger journeys. Our fleet of 21 accessible minibuses help our customers reach facilities, centres and activities in their communities that they would not have otherwise been able to get to without our transport services.

We provide a wide range of transport services as follows:

- ♥ Dial-a-Ride, a door to door transport service operating in Southampton.
- ♥ Social Car Scheme, volunteers and private hire drivers providing essential transport for customers across the South.
- ♥ Community Transport, providing a safe and reliable service for customers attending SCA Care Day Opportunities and other Day Care Centres in and around Southampton.

It's been a year of many changes for SCA Transport culminating in the service changing its location from Unit H in Bitterne to Amplevine House. We have been able to do this by working in partnership with First Bus

Southampton who provide spaces for our fleet at their depot across the road from our Amplevine House headquarters. This has resulted in improved communication and a more integrated approach to service delivery for our customers attending SCA Care Day Opportunities.

Over the year we have provided:

- ♥ Taxi Share Scheme 2,306 journeys
- ♥ Dial-a-Ride 8,514 journeys
- ♥ 11,448 journeys helping customers of day opportunities from the city's older population, access day facilities

We continue to maintain accreditation of ISO 9001: 2008; this is a tried and tested framework ensuring that our services are consistently and systematically delivered to meet our customer's expectations. All our vehicles are maintained to PSV standards, and all our drivers are MiDAS trained, and DBS checked as standard.



We provide dental treatment, education, advice and support to 80,000 registered patients.

At SCA Trafalgar, we are passionate about providing high-quality dental services to all members of our community. We have six dental practices across South Hampshire and Dorset, and all of our practices are accessible and family friendly. We provide both NHS dental services and private dental care.

We are proud to be able to deliver an excellent standard of service, and all are fully CQC (Care Quality Commission) compliant dental practices. Each of our fully accessible practices has either been purpose built or fully refurbished to ensure maximum comfort and efficiency for both patients and our dental teams. We also provide access to the latest technology across all of our sites, including digital x-rays and intra-oral cameras.

To ensure that we are continuously improving the care that we offer, we regularly gather patient feedback. Across the group, we have excellent patient feedback and satisfaction statistics, and 95% of our patients said that they would recommend us to their family and friends.



“We consider our dentist, who works at this practice, as a true “magician”. We are extremely happy with the care provided and top skills of our dentist. It is well worth to visit this surgery, top marks.”

Customer, Portsmouth Practice

We also provide emergency dental services to NHS 111 both during the week and during weekends and bank holidays.



As part of our commitment to ensuring our services are fair and accessible to all, we support patients in a variety of languages including Arabic, Bulgarian, French, Gujarati, Hindi, Hungarian, Konkani, Marathi, Persian, Polish, Portuguese, Punjabi, Romanian, Slovakian, Spanish and Urdu.

We are committed to providing our patients with high-quality dental treatment, and in line with the Department of Health's guidance on Delivering Better Oral Health, we ensure that we provide continuous education and advice with the aim of prevention of dental disease.

We believe in supporting those who wish to enter and progress in the professional field of dentistry and have developed fantastic relationships with Portsmouth Dental Academy, Eastleigh College, Learn Direct, HTP Apprenticeship College and Bournemouth College to support training and development for our clinical and non-clinical staff.



Southampton Healthy Living

Southampton Healthy Living (SHL) is a new partnership that implemented services in Southampton City during 2017 to support behaviour change with residents and those registered with a GP in Southampton. This is with the aim of reducing health inequalities and preventable health issues from occurring through lifestyle choices such as smoking, drinking alcohol to risky levels, obesity and physical inactivity.

SCiA is the lead partner for SHL, and monitors and reports on the delivery of the contract through partners and sub-contractors to Southampton City Commissioners.

Southampton Healthy Living are passionate about being able to provide the capacity to smaller community organisations and social enterprises that would not be able to bid for contracts such as these but can contribute and support grassroots behaviour change in local communities. Key partners delivering services are Solent NHS Trust and Southampton Voluntary Services.

Weight Watchers were funded through their Health Solutions Programme to provide free vouchers for those who met criteria to attend for 12 weeks.

Helping communities

A community funding programme was launched and implemented in June 2017 where community groups, individuals and charities could apply for a small grant (under £1,000) or for a contract (over £1,000) with a total budget of £90,000 available in the year.

This year we've supported:

- ♥ Coalporters Rowing Club
- ♥ Empowered Fitness
- ♥ Friends of Polygon School
- ♥ SVS Community Roots
- ♥ Mencap
- ♥ Communicare
- ♥ Fitness Fairy
- ♥ Thrinjun Women's Group
- ♥ Active Nation (larger contract)
- ♥ Parent Support Link (larger contract)
- ♥ Families First (larger contract)
- ♥ Radian (larger contract)


This Year...


5,423
**Brief interventions
(Healthy conversations)**


60
**Pregnant smokers have
stopped smoking after
4 weeks of support**


813
**People have achieved
an increase in physical
activity after 12 weeks**


355
**People have achieved
a 5% weight loss after
12 weeks**


2,176
**People have received
an alcohol brief
intervention using a
validated tool**


147
**Mini NHS
health checks**


562
**People who had
stopped smoking after
4 weeks of support**

“

**Sarinder attended a yoga class
at her temple, funded by
Southampton Healthy Living...**

**“Before yoga I couldn't bend very
well due to my knees and back.
I can now. We have also made new
friends and now we see each other
outside of yoga.”**

Sarinder, Southampton Healthy Living





Celebrating one year as part of the Social Care in Action Group of social enterprises.

Options Wellbeing Trust provides counselling, training and development services in Southampton, Portsmouth, Hampshire, Wiltshire, Oxfordshire and Milton Keynes.

Options provide support for individuals aged 18 and over with any number of issues. These can be from life-changing decisions to the smallest, seemingly insignificant aspects of everyday life which can leave someone feeling confused, depressed and unhappy. In addition, Options also provides free gambling counselling in partnership with GamCare.

Options training and development services provide training for organisations and individuals in recognising and managing health and wellbeing issues.

Counselling is available for a wide range of issues including:

- ♥ Alcohol
- ♥ Depression & distress
- ♥ Stress and anxiety
- ♥ Self-esteem & confidence
- ♥ Problems at work
- ♥ Relationships
- ♥ Loss and bereavement
- ♥ Addictions

This marks the first full year of Options Wellbeing Trust operating as a wholly owned subsidiary of Social Care in Action.

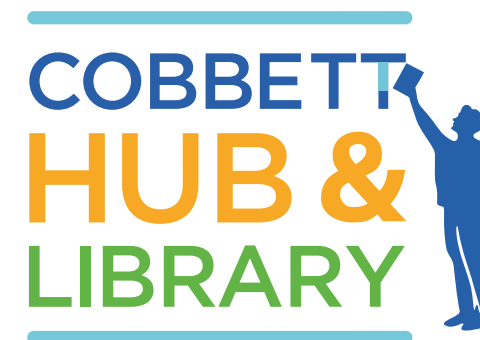


“My counsellor was brilliant and gave me a lot of things to think about which enabled me to understand, accept and most importantly self-help by guiding me — Thank you.”

Counselling Client, Basingstoke

One of the key challenges facing Options this year has been in respect of its core work providing counselling support to problem gamblers and their relatives. Actual funding reduced by 2.65% alongside an expected increase in activity levels. Through careful management, the service has managed to achieve a 12% increase in the number of appointments it offered to clients over the previous year.

78% of Options clients report a totally positive change to their situation and the other 22% report a very positive change to their situation.



Cobbett Hub & Library has been under the custodianship of Social Care in Action since 1st June 2016.

During this first full year, we have developed the library into a community hub, and it's now home to community groups, library users, crafters and health and wellbeing groups, to name a few. Cobbett Hub & Library has a wide range of facilities available to the local community, and we rely on you using our facilities – your facilities!

Many of our rooms are also available to hire for meetings, classes, sporting activities and children's parties.

Cobbett Hub & Library holds a wide range of books with a section devoted to large print and spoken word books. With new releases featured at the entrance to the library, there is plenty to capture your interest, whether you enjoy reading fiction or non-fiction.

We also have a dedicated children's library to excite imaginations. We have fiction and non-fiction children's books.

This library is organised into age groups to make it easier to navigate, there is plenty of space for sitting and reading books, and we are breastfeeding friendly.

There are a further four computers in the children's library for public use and children's library membership includes access to some digital libraries, perfect for helping with homework.



Moving forward, we have exciting plans to further redevelopment the library and hub.



Situated in Lyndhurst, the stunning capital of the New Forest, Fenwick Health and Wellbeing Centre offers an exciting mix of services, as well as running a day opportunities service for people who have dementia or are physically frail.

SCA Fenwick 2 works in partnership with a wide number of companies providing health and wellbeing services and the following are currently delivered from the centre:

- ♥ Day opportunities for older people
- ♥ Club for isolated older individuals
- ♥ Carers groups
- ♥ Nail clipping
- ♥ Physiotherapy/occupational therapy
- ♥ Homoeopathy, reflexology, massage, hypnotherapy
- ♥ Counselling including relate
- ♥ Information on services
- ♥ Gym facilities and exercise classes
- ♥ Yoga, zumba, laughter yoga
- ♥ Walking group
- ♥ Meeting rooms
- ♥ Office rental
- ♥ CST/memory groups



8,797
SCA Fenwick2
sessions were
run this year

Support us

We want everyone to have the chance to live their life, their way – with your support we can help more people than ever before.

With over 25 years of experience in bringing groups together, working in local communities and meeting the needs of local people, means we're in a great position to make a real difference from the beginning. But we can't do it without you. Your time, dedication and enthusiasm for our cause is what makes the difference.

Trusts and Foundations can play a vital role in supporting our work. We were delighted to receive a Capital Grant of £88,000 from BIG Society. This funding allowed us to work in partnership with Cogent Ventures to enable SCiA to be contract ready to bid for service provision to help Southampton's older residents.

Why not support us as a company?

There are so many different ways in which your company can support us, from volunteering your time and sharing invaluable skills and knowledge through to fundraising and giving a Gift in Kind.

Or make a donation?

Whether you want to make a one-off donation or become a regular donor, your support will make a difference. Details of ways to help can be found on our website.

However you chose to support us, you can be assured we will use your money and time wisely, to have the biggest impact possible on the lives of the people we support.



Consolidated Statement of Financial Activities

(For the year ended 31 March 2018)

	Total Funds 2018 (£)	Total Funds 2017 (£)
TOTAL INCOME	8,829,127	8,791,241
TOTAL EXPENDITURE	8,976,216	7,602,629
NET (EXPENDITURE)/INCOME FOR THE YEAR BEFORE TAXATION	(147,089)	1,188,612

Consolidated Balance Sheet

	2018 (£)	2017 (£)
TOTAL FIXED ASSETS	1,831,192	1,913,156
TOTAL CURRENT ASSETS	3,222,082	2,569,657
TOTAL CURRENT LIABILITIES	(2,719,007)	1,935,874
NET CURRENT ASSETS	503,075	633,783
TOTAL ASSETS LESS CURRENT LIABILITIES	2,334,267	2,546,939
CREDITORS: Amounts falling due after more than one year	(620,007)	(685,590)
NET ASSETS	1,714,260	1,861,349
GROUP FUNDS	1,714,260	1,861,349

Approved by Trustees, October 2018.



If you would like further information about our work, or would like to receive this document in an alternative format, for example Braille or large print, please contact our Business Development Team using the details below.



@SciAGroupUK



@scia_group



hello@sciagroup.co.uk

Finance and Trustee Information

Chair of the Board of Trustees: Les Judd

Trustees

R Hallett, **Treasurer** (Res Dec 17)

G Dibben, **Secretary**

C Beech (Res Dec 17)

D Chamberlain (Res Dec 17)

E Hickman

W Hughes

D Lodge

M Patel

M Venables

R Dickenson, **Treasurer** (App Feb 18)

Bankers

Lloyds Bank (Totton)

Royal Bank of Scotland (Southampton)

Auditors

Saffery Champness LLP (Bournemouth)

Chief Executive

Ruth Marriott

Executive Management Team

John Mills, Head of Finance

Fiona Hardie, Head of Business Development

Marcus Wrycraft, Head of Facilities

Karen McCarthy, Head of Human Resources

Wendy Lee, Head of Health and Wellbeing

Ricky Rossiter, Director of Integrated Services

Stacey Ball, Director of Operations for Trafalgar Dental Services

Colin Flanagan, Clinical Director for Trafalgar Dental Services

Nikki Keeley, Director Options Counselling



Registered with
**FUNDRAISING
REGULATOR**

We're demonstrating our commitment to good fundraising practice.
We have committed to follow the Code of Fundraising Practice and the Fundraising Promise.

Social Care in Action registered as a company limited by Guarantee No. 4526806
Charity Registration number 1096903