

# NANSEN

# HIGHLAND

## ANNUAL REPORT 2020-21

### Aims and objectives



To relieve young persons who are in conditions of need, hardship or distress by the provision of training for such young persons and children, and to promote their education.



To train and assist in the training of young persons so to develop their physical and mental capacities that they may grow to full maturity as individuals and members of society, and to instruct and to assist in instructing young persons and children in the principles of discipline, loyalty and good citizenship.



Registered Charity Number: SC 28479

Company Limited by guarantee number: 191841

Registered office: Redcastle Station, Muir of Ord, IV6 7RX ,

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[www.nansenhigland.co.uk](http://www.nansenhigland.co.uk)

## Table of Contents

Chairperson's foreword .....	2
A bit of history.....	4
Who are we?.....	5
Board of directors .....	5
Management team .....	6
Our work, performance .....	7
Covid-19 .....	7
Specialised Day Training .....	8
Residential Care Homes .....	8
Redcastle Station. ....	11
SQA units, Young adults' training programme .....	11
SQA, new units have been developed this year. ....	11
Work placement hazard awareness .....	13
Work placements.....	13
Duke of Edinburgh Scheme.....	13
.....	14
Local, national and International links.....	14
Duty of Candour.....	16
Nansen Training .....	17
Challenges ahead .....	18
Finance and workforce .....	18
.....	18
Quality of services.....	18
Our finances.....	19
Balance sheet.....	19
Statement of financial activities .....	19
Our plans, our commitments.....	20

## Chairperson's foreword

*This year has created challenging circumstances for everyone due to the onset of the Coronavirus pandemic. In particular, the impact on the community of people that is Nansen Highland has caused everyone to find new and sometimes stressful ways to do the things we normally take for granted. The people who use our services have had to adapt to new and changing circumstances, and our staff have had to try new ways to support people, often at a greater physical distance than normal, using online communication and learning tools and creating new ways to continue the support that people rely on.*

*As Chair of the Board of Trustees during this time I have been truly impressed at the ability of our people (staff and service users) to adapt quickly and positively, and to make the best of any situation. The working partnerships between service users, their families, staff, and management, have allowed us to change our ways of working while continuing to support people who would otherwise be at risk.*

*None of this would be possible without our amazing staff and management teams, who constantly go the extra mile. I and my fellow Trustees would wish to record here our continuing gratitude and admiration for the way they have responded so positively during this difficult time.*

*Looking forward there may still be a long way to go before we get back to something like the old and familiar normal. I am confident that some of the things we have learned may help us to do even better in the future. The use of communication technology (Zoom and others) has been an incredible support, helping to keep people as included as it was possible to be. There are many challenges and*

## Nansen Highland Annual report 2020-21

*uncertainties ahead, but the last year has shown that Nansen Highland has the ability to adapt and to find new ways to support the young people who need our services.*

*Brian Robertson*

*Chairperson*

## A bit of history

Nansen Highland in Scotland is a non-governmental organisation and a company with charitable status, originally motivated by the life and work of the Norwegian humanitarian and explorer Fridtjof Nansen. He was a Norwegian explorer, scientist and diplomat. Nansen was awarded the Nobel Peace Prize in 1922 for his work as a League of Nations High Commissioner.



Fridtjof  
Nansen

The organisation first established its presence in 1969 in Herefordshire. Nansen International Children's Centre (NICC) provided holidays for children from the inner cities. The centre was run on a purely voluntary basis and ceased its operations 8 years later.

The organisation moved to the Highlands in 1991 under the name of The Nansen Society. The Nansen Society changed its name into Nansen Highland on 1st of April 1999 and became a Scottish charity.

Nansen Highland took over the service delivery of the Bridg'it Venture, based in Drumnadrochit on 1st January 2009. The service was split in two separate services, The Lodge (Nansen), the residential establishment and The Venture, the day training facility.







## Who are we?

Patron: Eigil Nansen, Fridtjof Nansen's grandson.

### Board of directors

The 4 non-executive directors of Nansen Highland come from a variety of backgrounds, bringing a wide range of experience to Nansen Highland.







-  Chairperson: Brian Robertson, retired senior social worker.
-  Nicki Walsh; member of the human resource department with a local authority. Nicki's daughter attends Nansen.
-  Susan MacKenzie, teacher and Susan's son attends Nansen's day service.
-  Secretary: Bart Lafere, social worker



# Nansen Highland Annual report 2020-21

## Management team

The daily management of Nansen is in the hands of the management team. Each service has its own senior manager, to ensure the smooth operation of the service.

-  Director, Bart Lafere.  
Bart started his career with Nansen in 1993 as a support worker, later became the training coordinator and then director in 1996. Bart is qualified as a social worker. He has the registered manager's award, is a qualified social work practice educator, an instructor in MAPA (managing aggression and potential aggression) and in EFR (emergency first response), and a mental health first aider. To ensure internal quality control, he has the internal assessor and verification awards awarded by SQA.
-  Project manager, Sarah Welch  
Sarah started her career at Nansen in 1996 as a support worker and became project coordinator in 1997. Sarah is qualified as a social worker and is an internal assessor.
-  Senior training support worker, Redcastle Station, Dieter Devriendt.  
Dieter started his career at Nansen in 2004 after a successful practice placement. Dieter is a qualified social worker and has achieved his internal assessor and verifier's award. Dieter became senior training support worker for Redcastle Station after a restructuring of the organisation in 2010. Dieter obtained his registered manager's award in 2015.
-  Senior residential support worker, Fram House, Mariusz Stefaniak  
Mariusz started his position at Fram House in March 2014.  
Mariusz first started in Nansen as a training support worker located at Redcastle Station in 2007. Mariusz obtained his registered manager's award in 2015 and his assessor's award. He is also our First Aid trainer.
-  Senior residential support worker, Tigh Na Cloich, Vicky Millar  
Vicky started her career with Nansen in 2009, when Nansen took over the Bridg'it Venture in Drumnadrochit. Vicky, a qualified nurse, became senior residential support worker of the Lodge after a restructuring of the organisation. The Lodge later moved to Muir of Ord into new premises; Tigh Na Cloich. Vicky obtained her registered manager's award in 2015.
-  Senior housing support worker, Ulrike Cornil  
Ulrike started her career with Nansen in 1999. Ulrike is a qualified social worker and assessor. Ulrike obtained her registered manager's award in 2015.

During the period of 2019-20, an additional staff member has joined the housing support team due to the expansion of the services delivered.

### Student placements:

Nansen Highland continues to offer training to students in the field of social care. Inverness College (Social Care NHD), Robert Gordon University, the Open University and Caledonian University (Degree Social Work) have placed students for their experience at Nansen Highland. Nansen also offers student placements to international students, mainly from Belgium. In the past, students have been received from Holland, Spain and Austria.

During this pandemic, two students joined the team. Olivia-Fay Stuyven and Elke Maes. Respectively, they were doing their social work practice placements from the university of Karel the Grote in Antwerp, Belgium and Vives Ipsoc, Kortrijk Belgium. Nansen has an in-house qualified practice educator available to aid these placements.

## Our work, performance

### Covid-19

The world changed forever in March 2020.

All at Nansen had to adapt to the new reality. Our residents, day attenders, people relying on our housing support services and our staff. It has been with amazement to see and experience the resilience all showed in order to live and function in the new world.

The services at the residential centres continued, but with all the restrictions put into place. The residents coped with it remarkably well. The support of the parents and families was instrumental for which we thank you all.

The services within the housing support service continued, but again with the restrictions put into place. Some packages were increased, some moved into the 'digital support service'. Again, resilience was shown, and all packages were adhered to.

The main changes during 2020 was the changes in the service delivery of the day training centre. All activities at first stopped in March when the centre closed its doors. Gradually, the training given on a face-to-face in Redcastle moved on to a newly created online platform. This was a very steep learning curve for the young adults we support, but also for their families enabling this support and for indeed our own staff too. This was very successful as the young adults continued their



## Nansen Highland Annual report 2020-21

training packages, but also it functioned as a social interaction platform where all could meet in safety.

'Redcastle on-line' grew to a support service delivering 546 hours averaging per month.

A second additional resource developed in the 'Redcastle-outreach' service. This was developed for the young adults in need of one-to-one interaction with the staff team during the pandemic.

### Specialised Day Training

Nansen Highland offers a specialised training package to young people with extra needs. These young people may not have the chance to learn the different abilities that people need to find their way in a complex society, such as the abilities to read and write; the ability to understand and work effectively within society's rules and values, the ability to organise one's daily life, and the ability to cope with difficulties at home or at work. We aim to offer the young adults the opportunities they deserve to develop into stable, self-confident and socially minded individuals.

With this aim, emphasis is put on developing job skills, life skills and social skills for their future.

The day training is normally delivered in a refurbished disused train station at Redcastle, but not this time around as mentioned earlier. A report of the activities at Redcastle by the senior manager is listed further below.



The day training centre at Redcastle Station

### Residential Care Homes

As well as the training centres at Redcastle Station, Nansen Highland runs two residential centres, Fram House in the village of Beauly and Tigh Na Cloich in the village of Muir of Ord.

Each person will follow a specially designed individual training programme, which will have been decided upon with young adult, careers officer, parents, social worker etc. The aim here is to help young adult develop the skills that will be most valuable to them in the future, whether these are social skills, vocational skills or both.

## Nansen Highland Annual report 2020-21

The vocational and non-vocational training are not freestanding projects within Nansen Highland. They are closely and carefully interlinked tools to enrich the whole personality of the individual.

As we explained in the introduction, our aim is to arm young adults with the tools that they will need to understand the complex society we live in and to react according to the unwritten rules and expectations of that world.

This crucial understanding is a necessity for the independence the young people endeavour to achieve in the future, no matter what the final level of independence may be. No time limit is set on this exploration. Young adults will receive the time they need to achieve this at their own pace.



The residential care centre in Beaulv

Therefore, every person joining Nansen Highland is offered a combination of vocational and non-vocational training. The time spent on each is carefully considered at the beginning of the placement and evaluated, reviewed and if necessary adjusted at reviews and/or staff meetings. The accommodation at Fram is designed for five residents, each having their own bedroom and en-suite facilities. One room is designated as a double room for couples only. Combined facilities of kitchen, lounge and sitting room are available on the ground floor. The emphasis is on further development of free-time management, domestic skills, interpersonal and social skills to enhance their capabilities for progression to supported housing or independent living. Fram House lent its name from Nansen's exploration ship, which translated from Norwegian means 'Forward', which encompasses our philosophy in one word. We are not intended to retain our residents, but prepare them to move onwards!



The Fram, in the Fram museum, Oslo, Norway  
[www.fram.museum.no](http://www.fram.museum.no)

Tigh Na Cloich, is located the village of Muir of Ord, on the Black Isle. The accommodation is designed for 4 residents with en-suite rooms. The property is near the local amenities with shops, bus and rail links, pubs and so on.

## Nansen Highland Annual report 2020-21

The centres are not isolated from the day training. The method of interaction is more informal and the input of the residents is encouraged in the running of the unit. Regular activities are organised to ensure and promote contact with parents/guardians and residents chose to return home for a weekend.

Within the residential care at Fram House and Tigh na Cloich, our aim is to provide a safe, secure, stimulating and caring environment whilst also respecting each person as an individual. We strive to promote opportunities for each young adult to develop and plan for their own future.

All centres run at 100% capacity.



Nansen offers a joint programme of training and residential support, and this means that the number of residential young adults is constrained by the availability of places at the day centre.

The NHS Highland, the local authority's education department and careers service are aware that Nansen Highland is running at full capacity, and consequently are making referrals early.

2020 has been a difficult and extraordinary year in many ways. The residents at TNC and Fram House were removed from their usual pattern of life. Considering the changes, they have had to make, they have coped incredibly well. The restrictions on visiting and seeing family seem to have hit hardest but as each small change to restrictions was made regarding this, the residents relished any opportunity to see their families. The ability to go home to spend quality time made a huge difference to all.

The continuation of training opportunities through the day was a boon. The residents seem to appreciate the hard work of the day staff. Communication was encouraged through zoom, face time what's app etc. This resulted in some really steep learning curves for the... staff!. These platforms seemed to help ease the sense of missing family.

Both TNC and Fram House were awarded new iPads through a grant from Connecting Scotland. This was made ready by our helpful IT department. Some games and educational apps have been added as well as facetime opportunities. This can be used by staff and residents alike.

## Nansen Highland Annual report 2020-21

We are moving along the Open with Care pathway and opening up visiting again within the stated guidelines. We have already had a few garden visitors and even a few car trips. These seem to be driven by a desire for takeaway cake and coffee.

### Redcastle Station.

SQA units, Young adults' training programme

Nansen has continued to develop its young adult training programmes, within the changing context of SQA, and various new units have been developed.



The full list of units offered can be found on our web site: [www.nansenhighland.co.uk](http://www.nansenhighland.co.uk)

SQA, new units have been developed this year.

- National 2 units
  - Preparing for Employment (H8L7 72)
  - Investigating the Workplace (H1GW 42)
  - Completing a Work placement (H1GX 42)
  - Working with Materials (Training pack)
  - Creating Media Products – Individual (H8M1 72)
  - Creating Media Products – Group Activity (H8M2 72)
  - ICT – Internet Applications (H20X 72)
  - Science – Practical Experiments (H8M3 72)
  - Practical Craft Skills – Making a Craftwork Item (H25F 72)
  - Art & Design – Creating Materials for Display (H22P 72)
  
- National 3 units
  - Modern Studies: Social Issues in the UK (H23F 73)
  - Analysing Media Content (H235 73)

Likewise, we were able to finish some new NVT units:

- Geography (PowerPoint presentation and information)
  - America
  - Northern Ireland & Republic of Ireland
  - Canada
  - Poland
  - Portugal
  - Japan
  - Australia
  - France
  - Germany
  - Greece

## Nansen Highland Annual report 2020-21

- Qatar
- Russia
- Scotland
- South Africa
- The Netherlands
- Iceland
- India
- Italy
- Ukraine
- Jamaica

- Modern Languages Using Language – French
- History
  - World War II
  - Victorian Era

No SQA assessments were done this year.

We are exploring at how we can do some assessments via Zoom.

Nansen's on-line zoom sessions, a selection of different tasks listed below:

- Internet Safety
- Quizzes
- Drawing and Writing tasks
- Active listening and body language
- Kitchen hazards
- Indian snacks to try at home
- Festivals in the world
- Sounds of nature
- Ancient Egypt theme week
- Healthy living theme week
- Recycling theme week
- Invent your own sport
- Guinness World Records
- Being proud!
- Let's fold napkins
- Presentations (History of Roald Dahl, Harrods, Mars Touchdown, History of Redcastle, ...)
- ...

Opportunities were created for all young adults to discuss the activities on a *daily task Zoom chat* with staff.

We strived to keep structure within the offered on-line training, that reflected their days at the Station, and developed a *Zoom Week planner*.

Weekly social Zoom chat sessions in smaller groups with the young adults were organised and 1-1 chat was offered to the young adults requesting this.



## Nansen Highland Annual report 2020-21

Every three weeks, there is a social tea & coffee chat for everyone via Zoom.

Before the 2<sup>nd</sup> lockdown, we offered an outreach service to some who needed human interaction and to encourage positive mental health amongst the most isolated young adults.

Some of our yearly social activities were organised via Zoom by the events group:

- Halloween party
- Christmas party
- Quiz

There was also the opportunity for all young adults to discuss these activities on a *daily task Zoom chat* with staff.

We strived to keep structure within the offered on-line training, that reflected their days at the Station, and developed a *Zoom Week planner*. As we all got more familiar with the new reality, the week planner got busier with more sessions added.

Due to Covid-19, all following activities were put on hold.

Work placement hazard awareness

Specifically developed for young adults, this qualification aims to raise their awareness of hazards in the workplace before they embark on work experience or their first job.



Work placements

- 🌐 Williamson's Fruit and Veg – Inverness
- 🌐 Munloch Animal Aid – Munloch
- 🌐 MacKenzie centre Inverness
- 🌐 Sue Ryder – Dingwall
- 🌐 Playful Paws Dogs Day Care
- 🌐 Blythswood Charity shop
- 🌐 Highland Hospice Inverness
- 🌐 Eden Court



Duke of Edinburgh Scheme

Initially, Nansen was part of a pilot scheme that offered young adults with disabilities the opportunity to join the scheme. The scheme has been successful at Nansen and the young adults enjoy the challenges set.



## HIGHLAND DISABILITY SPORT

Annually, Nansen participates in the sports activities organised by Highland Disability Sports.



Locally, Nansen has links with Aigas Field centre, with whom we have an active partnership.

## Local, national and International links



### IPSOC (Belgian university for social workers)

Every year, IPSOC, an educational organisation for Bachelors in Orthopedagogics (social workers) in Belgium, organised a study trip to Scotland. The visit is primarily focused on establishments in Edinburgh and around the Inverness area.

Due to budgetary reasons, these visits have now been stopped.

The main purpose of their visit was to explore the way care is organised in different organisations and to draw comparisons with the way care is organised in Belgium. (<https://www.vives.be/international>)







## Nansen Housing Support

### Changes to housing support due to COVID

The main aim during the pandemic in housing support has been for young adults to remain safe, health and happy.

#### Positives:

- We have been able to increase support where needed, due to financial support from NHS.
- Staff have been amazingly flexible and adaptable to the changing situation
- Staff have worked within guidelines, concerning PPE and restrictions in the community.
- Young adults have coped well with changes to routine and have worked with staff to adapt their routines to suit their interests where possible.
- Most young adults have adhered to restrictions, with varying staff support.

#### Challenges

- Lack of clarity in guidelines for housing support – mainly geared towards day and care home services
- Lack of activities for young adults
- Anxiety around the virus and restrictions.
- Some young adults have found it difficult to adhere to guidelines so staff have had to adapt the way these young adults are supported, to ensure the safety of other young adults and staff.
- Lack of social interaction for young adults

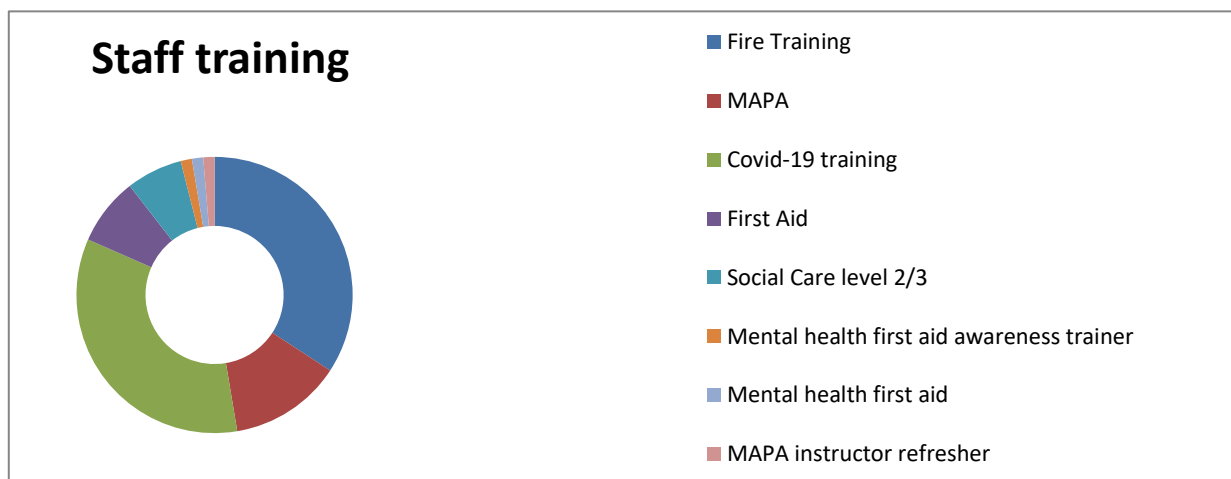


## Staff Training programme

Staff training remains an important issue for our organisation. Our accreditation to deliver the Social Care level 2,3 and 4 to our staff, will enable us to work towards and obtain the minimum qualifications as set out by the Care Inspectorate and the Scottish Social Services Council (SSSC). Covid-19 disrupted our staff training schedule as face to face training was not possible. Mapa refresher training moved to an on-line platform. Covid-19 training also moved primarily to an on-line platform. This training included Infection Prevention and Control, PPE, etc.



Other training attended by staff included:



## Duty of Candour

All health and social care services in Scotland have a duty of candour. This is a legal requirement, which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future. An important part of this duty is that we provide an annual report about how the duty of candour is implemented in our services. This report describes how Nansen Highland has operated the duty of candour during the time between 1 April 2020 and 31 March 2021.

No instances have been reported under the Duty of Candour.

# Nansen Training



Nansen Training has been set up as a separate training arm under the hospice of Nansen Highland.

The new website has now been launched: [www.nansentraining.co.uk](http://www.nansentraining.co.uk)

Nansen Training primarily offers First Aid training. During this year, unfortunately due to the Covid-19, no courses have been delivered externally. Only two courses were held for Nansen staff. A First aid refresher course and an Outdoor First Aid course.



## Challenges ahead

### Finance and workforce

The main challenges that we face as an organisation are the financial pressures that we face and staff recruitment.

We are aware that this is not Nansen specific, but sector wide. Some initiatives are being explored Highland wide around the recruitment of quality staff across the sector.



The most important asset an organisation has is its staff.

The board of non-executive directors value the high standards our staff has. Staff remuneration is reviewed annually.

However, this has been shadowed by the challenges thrown at us by the pandemic. The main challenges now are the safety of our residents, young adults, housing support users and staff.

The next challenge will be the safe reopening of the day training services and guide the service users through these challenging times.

### Quality of services

It will become a challenge to keep the quality of our services to the high level we currently provide and retain the quality grades received from the Care Inspectorate reports.

Our Internal Quality Assessments are based on the principles of the EFQM, the European Foundation for Quality Management. Under a rolling programme, one of the services is assessed, by both internal and external questionnaires.

Due to the Covid-19 pandemic, these questionnaires will now be available on line.



# Our finances

## Balance sheet

Fixed assets		£ 415,053
Current assets	£ 275,156	
Creditors (<1 year)	-£ 77,605	
<b>NET CURRENT ASSETS</b>		<b>£ 197,551</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>£ 612,604</b>
Creditors (>1 year)	-£ 81,432	
<b>NET ASSETS</b>		<b>£ 531,172</b>
<b>FUNDS</b>		
unrestricted funds	£ 525,785	
restricted funds	£ 5,387	
		<b>£ 531,172</b>



## Statement of financial activities

<b>INCOME</b>		
Donations	£ 2,855	
Charitable activities	£ 876,285	
First Aid training	£ 200	
Investment income	£ 57	
other	£ 8,604	
	<u>£ 888,001</u>	
<b>EXPENDITURE</b>		
charitable activities	£ 823,456	
First Aid training	£ 49	
Project	£ 15	
	<u>£ 823,520</u>	
<b>NET INCOME (EXPENDITURE)</b>	£ 64,481	
Total funds brought forward	£ 466,691	
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>£ 531,172</u>	



# Our plans, our commitments



## Quality service delivery

As mentioned before, it will become a challenge to keep the level of our service delivery to a high level, but we make it our commitment to strive to retain that level of service delivery.

The aim of our services are primarily to enable our young adults and residents, to the best of our abilities, to integrate in society. Perhaps living in their own accommodation, shared or not and to provide them with a worthwhile and stimulating activity, on a voluntary basis or in a paid function.



## Aims 2021-22

The aims for the next year include:

- 👤 Reopen the day training centre
- 👤 Keep service users and staff safe
- 👤 Re-engage the various care plans of all people supported by Nansen.