

# NANSEN

# HIGHLAND

## ANNUAL REPORT 2022-23

### 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 ,

Tel.: 01463 871 255

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

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## Chairperson's foreword

*The year to the end of March has continued to be challenging for all providers of care and support services. Covid has continued to impact on the way services can be provided, and the effects caused by Brexit have also added to our difficulties in recruitment and retention of staff. Managers and staff have had to be ever more creative and flexible, finding different ways to support people. Young people and their families have also shown a willingness to receive services in new and different ways.*

*Nansen Highland staff and service users have once again shown that we are a resilient and flexible organisation, able to respond to the pressures we are under.*

*As Chair of the Board of Trustees I remain impressed by, and thankful for, the contributions made by staff and service users.*

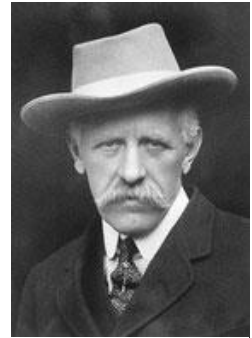
*On behalf of the Board of Trustees*

*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 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 into two separate services, The Lodge (Nansen) - the residential establishment - and The Venture, the day services facility.









## Who are we?

Patron: Eigil Nansen, Fridtjof Nansen's grandson. (†)

We are currently exploring the possibility of re-engaging with the Nansen family for patronage.

### 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; Nicki is a family support worker for Thriving Families, a highland charity funded by the local authority to provide information, guidance and support to families of children and young adults with additional support needs. Nicki's daughter attends Nansen.
-  Susan MacKenzie, teacher. Susan's son attends Nansen's day service.
-  Secretary: Bart Lafere, social worker.



### 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 services 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 Verbal and Safety Intervention 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.



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- 🌐 Senior services 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 services 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 services 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.



### Student placements:

Nansen Highland continues to offer services 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, but due to Brexit, this opportunity has now become very limited, or impossible. In the past, students have been received from Holland, Spain and Austria.

Nansen has an in-house qualified practice educator available to aid these placements.

For the last two years, an international cooperation took place between Vives Belgium, NHS Scotland and Nansen Highland.

The project was to ascertain the work opportunities for people with learning disabilities and or autism, and how to promote and support potential employers. The first year was to investigate the possibility and the appetite by the local businesses for such undertaking, and the second year was devoted to working out

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the practical arrangements needed and what service requirements the potential employers may need.

The final stage of the project would be to actively engage and train the employers and to establish solid connections with potential employees.

Unfortunately, due to Brexit and its restrictions, this has been put on hold until extra staff can be recruited to keep this on track.



# Our work and performance

## Covid-19

As we all know, the world changed forever in March 2020.

All at Nansen, our residents, day attenders, people relying on our housing support services and our staff, adapted to the new reality with great resilience.

The services at the residential centres continued, and slowly adapted again, with the reduction of the restrictions put into place.

The support of the parents and families was instrumental during these times, for which we thank you all.

The services within the housing support service continued, and indeed the reduction of the restrictions were put in place.

As from June, the Station re-opened its doors. The capacity has been reduced initially from 21 a day, pre-Covid, to 9 a day. Now, we are back up to 14 places a day. We fully expect to increase the capacity back to pre-pandemic levels.



The day services centre at Redcastle Station

## Specialised Day service



Nansen Highland offers a specialised services 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 ability 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 services are delivered in a refurbished disused train station at Redcastle.



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A report of the activities at Redcastle by the senior manager is listed further below.

### Residential Care Homes

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

Each person will follow a specially designed individual personal plan, which will have been decided upon with the young adult, careers officer, parents, social worker etc. The

aim here is to help the young adult develop the skills that will be most valuable to them in the future, whether these are social skills, vocational skills or both.

The vocational and non-vocational activities 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

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Therefore, every person joining Nansen Highland is offered a combination of vocational and non-vocational activities. 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

Tigh Na Cloich, is located in 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 local amenities, with shops, bus and rail links, pubs and so on.

The centres are not isolated from the day services. 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 choose 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.

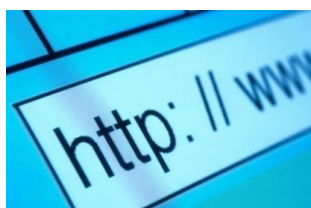
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The NHS Highland, the local authority's education department and careers service are aware that Nansen Highland is running at full capacity, and consequently are making referrals early.

### Redcastle Station

SQA units - young adults' activities programme

Nansen has continued to develop its activities programme, 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 4 unit;

- E-Touch Typing
- Modern Studies: Democracy in Scotland and the UK
- Modern Studies: International Issues

### Google Classroom

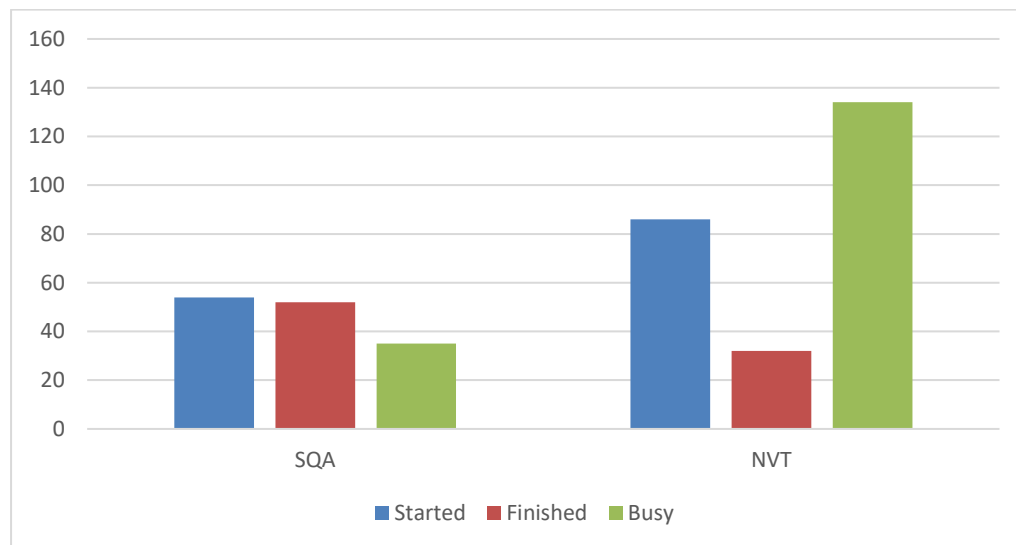
The Nansen Google Classroom was developed during Covid. This enabled the activities to remain, although all was on-line. This platform is still operational today, but more as an information sharing tool for and between the young adults and staff.

### Nansen Online Zoom sessions

Online Zoom sessions, also developed during Covid, were stopped from September 2022. This service however will be reopened in the near future to enable young adults in the remote areas of the Highlands to make use of our service.

Below, a table of the SQA and NVT assessments done.

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### 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.



### 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.

### Work placements

-  Sue Ryder – Dingwall
-  Blythswood Charity shop
-  Swap Shop, Muir of Ord

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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 the 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>)



We still have an active partnership with Ipsoc, in the shape of offering student placement opportunities and opportunities for international cooperation.

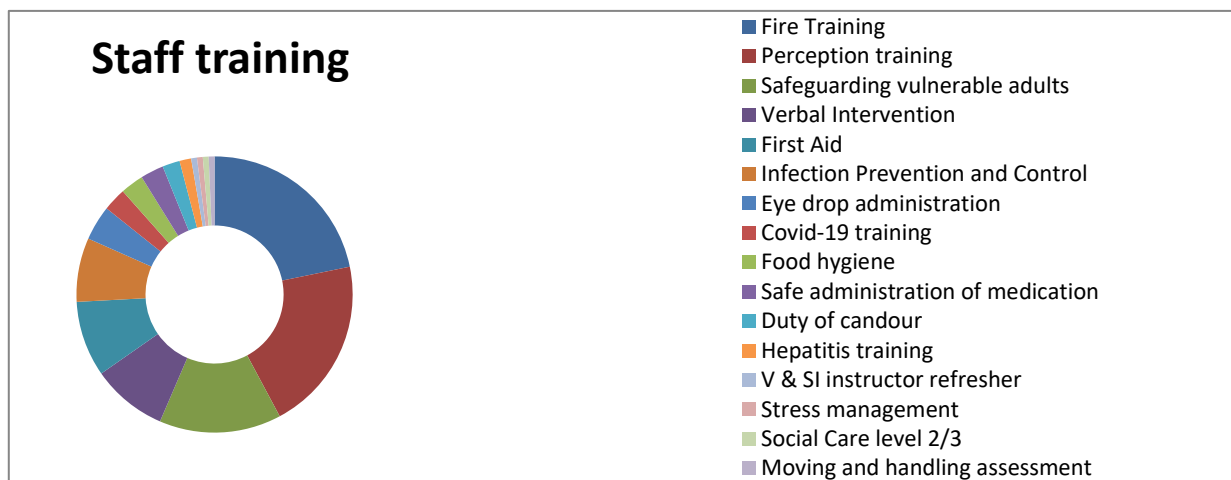


## Staff Services programme

Staff services remain an important issue for our organisation. Our accreditation to deliver the Social Care levels 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).



Other training attended by staff:



## 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<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023.

No instances have been reported under the Duty of Candour.

# Nansen Training

Nansen Training has been set up as a separate services 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. 7 First aid at Work courses have been provided of which 4 for external clients. In total, 13 Nansen staff have been trained and 32 external candidates.

Nansen continued to take a leading role in Scottish Cluster of Trainers – we host meetings as Inverness is central for trainers from Aberdeen, Skye, Fort William, Edinburgh. Our external verification went well and we receiver GREEN ratings which means our centre is a low-risk centre.



## Challenges ahead

### Finance and workforce

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

We are aware that this is not Nansen specific, but sector wide. Some initiatives



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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 values the high standards our staff has. Staff remuneration is reviewed annually.

### 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.



# Our finances

## Balance sheet

Fixed assets		£ 389,047
Current assets	£ 481,947	
Creditors (<1 year)	-£ 120,309	
<b>NET CURRENT ASSETS</b>		<b>£ 361,638</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>£ 750,685</b>
Creditors (>1 year)	-£ 60,818	
<b>NET ASSETS</b>		<b>£ 689,867</b>
<b>FUNDS</b>		
unrestricted funds	£ 685,674	
restricted funds	£ 4,193	
		<b>£ 689,867</b>



## Statement of financial activities

<b>INCOME</b>	
Donations	£ 5
Charitable activities	£ 1,004,299
First Aid training	£ 1,850
Investment income	£ 825
Other	£ 10,057
	<b>£ 1,017,036</b>
<b>EXPENDITURE</b>	
Charitable activities	£ 915,839
First Aid training	£ 983
Project	£ 225
	<b>£ 917,047</b>
<b>NET INCOME (EXPENDITURE)</b>	<b>£ 104,399</b>
Total funds brought forward	£ 585,468
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>£ 689,867</b>



## 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 is 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 2022-23

The aims for the next year include:

- 👤 Recruit the staff to fulfil the required services.
- 👤 Further expand the attendance of the day services.
- 👤 Keep service users and staff safe.
- 👤 Re-engage the various personal plans of all people supported by Nansen.