

Nansen Highland Annual report 2009-10



Annual Report 2009-2010 Nansen Highland



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Nansen Highland

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Company Limited by guarantee number: 191841

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Aims and objectives:

- To relieve young persons and children 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 and children 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.

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Chairperson's foreword

The last year has been one in which the organisation has consolidated the position it moved to following its amalgamation with the Bridg'it Venture in the year 2008 – 09, when Nansen Highland became the care provider.

Our service now operates on three outlets, at Redcastle Station, at Drumnadrochit on Borlum Farm, and in Beauly at Fram House. Our activities are in providing educational and training services in day services between Redcastle and Drumnadrochit, and residential ones between Beauly and Drumnadrochit. The unique nature of the activities of the previous day services at Drumnadrochit with an emphasis on equine activities has been preserved.

The transition into a larger organisation with the amalgamation of two staff teams highlighted the need for a restructuring of the service to facilitate its smooth operation and make best use of our resources, in particular financial ones. This restructuring has been undertaken so that in organisational terms there are now four units, residential ones in Beauly (Fram) and Drumnadrochit (The Lodge) and day services at Redcastle (The Station) and Drumnadrochit (The Venture). Each unit will be represented on the management team by a senior member of its staff team who will have responsibility for the day to day running of the unit and who will be encouraged to consider developing the activities of the unit. This new structure is still in the process of being established within the senior posts just appointed.

These changes have not been without their impact on the staff team and some of the previous members of the BV team have moved on so that we are currently in the process of appointing replacements to bring us back to strength. I have special thanks for the staff team for their patience and understanding during this particular process of change and for their willingness to undertake extra duties to allow the continuing activities of the service.

I am pleased to report that in the midst of these changes there have been no obvious negative effects on our trainees who continue to pursue their activities in a positive manner.

Our next priority will need to be planning the provision of a new residential unit to replace the existing premises of The Lodge in order to bring it into line with current legislation.

We continue to retain good quality trained staff while other staff are undertaking training to keep standards within national requirements.

The Care Commission reports have been positive, which only reflects the good quality of the service provided for our trainees. Without the enthusiasm of our staff team and their commitment this would not occur, and again I must express my thanks to them.

It is with regret I report the death of one of our board of non-executive directors, Dr Iain White. His services to Nansen are greatly missed.

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The Board of Directors have given their services willingly and with enthusiasm throughout the past year and I express my gratitude to them, I am obliged to single out Bart our managing director and Sarah for particular thanks whose unstinting efforts have made the process of change take place smoothly.

I must once again express my personal thanks to Bart and the whole staff team for their efforts which have made it possible for me to continue to discharge my duties much more easily than it would otherwise have been possible.



Dr Tad Baecker
Chairperson

A black and white image of a handwritten signature in cursive script, enclosed in a thin black rectangular border. The signature appears to read 'Tad Baecker'.

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Introduction

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
1861-1930

The history of Nansen Highland and its predecessors.

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 has been split in two separate services, The Lodge (Nansen), the residential establishment and The Venture, the day training facility.

Our aims and objectives implement that the trainees are recognised and treated as fully respected individuals. We encourage them through education, employment and consultation to become a full member of the society in the best possible way. Our statement of intent explains in detail the aims and objectives of Nansen Highland and how they will be delivered.

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Reorganisation of Nansen Highland.

The year has been a period of consultation with stakeholders and staff, restructuring and implementing a new management structure to ensure Nansen is operating swiftly and all the services are represented in the management structure.

A consultation period of 6 months took place to explore the new management structure, new contracts of employment and an updated company handbook.

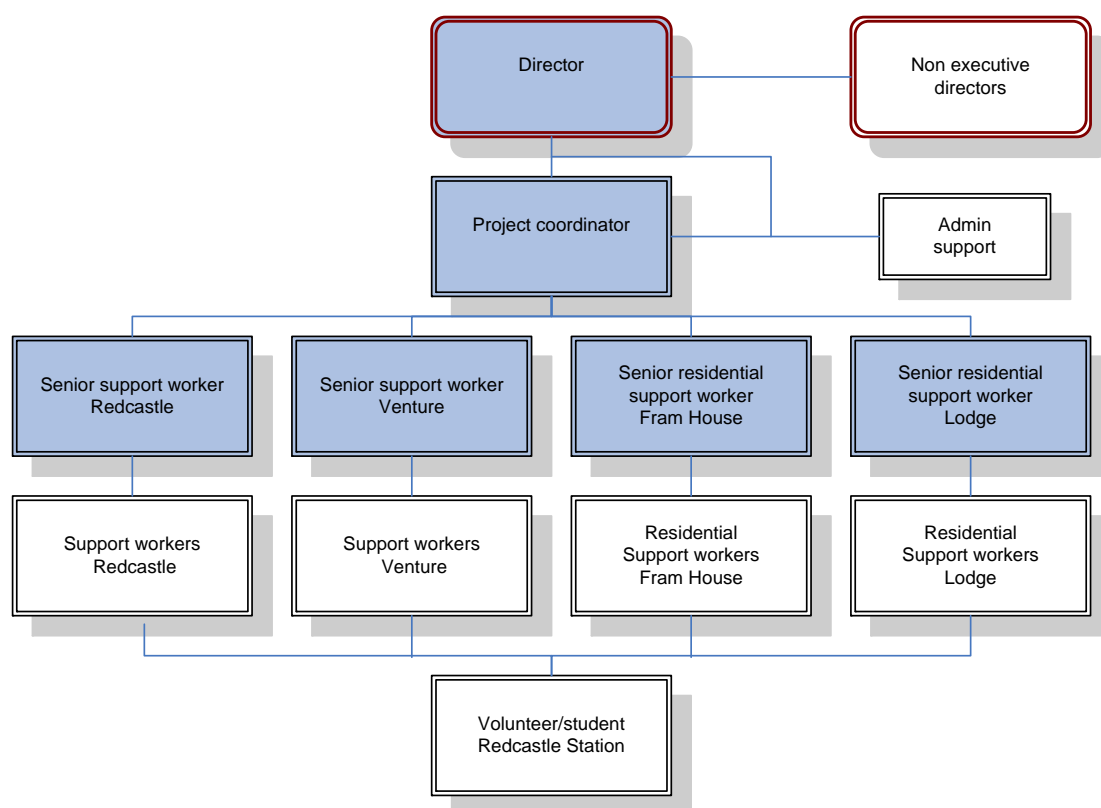


Fig 1. New management structure.

4 senior workers have been recruited to represent the different services on the management team.

Dieter Devriendt; Senior support worker at Redcastle.

Kate Ellistone Senior support worker at The Venture.

Yvonne MacDonald Senior residential support worker at Fram.

Vicki Millar Senior residential support worker at The Lodge (Nansen).

The new management structure will be implemented on 1st April 2010.

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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. Nansen Highland aims to offer these 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 centre at Redcastle Station

The day training is delivered in a refurbish disused train station at Redcastle and in the Venture, a log cabin in Drumnadrochit

Various training opportunities are available: SQA training, non-vocational training, social training, etc.

Individualised training packages

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

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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.



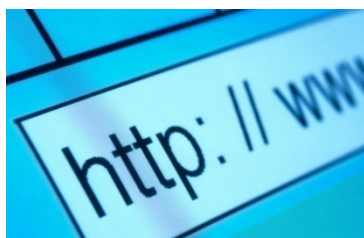
The Venture, Drumnadrochit

As we explained in the introduction, our aim is to arm the trainees 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. The trainees will receive the time they need to achieve this at their own pace.

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 full list of units offered can be found on our web site,



www.nansenhigland.co.uk

Residential Care Home

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The residential care centre in Beaulieu

As well as the training centres at Redcastle Station and Drumnadrochit, Nansen Highland runs two residential centres, Fram House in the village of Beaulieu and the Lodge in Drumnadrochit.

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.



The Fram, in the Fram museum, Oslo, Norway
www.fram.museum.no

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!

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The Lodge, based in Drumnadrochit has similar aims and objectives. The accommodation is designed for 6 residents, but there are no en-suite facilities. The building is leased and further physical developments to the building will be limited to maintenance and



The Lodge, Drumnadrochit

decorations. As the building is no longer up to standards, we are actively seeking to relocate the facility in either suitable accommodation or in a purpose build facility.

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 the Lodge, 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 trainee to develop and plan for their own future.

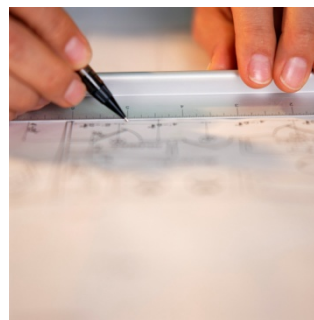
All centres run at 100% capacity. Nansen offers a joint programme of training and residential support, and this means that the number of residential trainees is constrained by the availability of places at the day centre.

Nansen offers a respite service to the trainees attending the day training centre. The availability of this service depends on the availability of beds. This facility is currently offered at Fram house only.

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Developments

Nansen Highland operated this year at full capacity. We have actively engaged ourselves in exploring various expansion plans for the organisation.



The various options for expanding the organisation are:

- Establishment of a Social Firm.
- Feasibility of Nansen Equine service.
- Feasibility of providing support/community care for young adults with ASD/learning disabilities in their own premises.

The vision to establish a Social Firm has been met with great enthusiasm. The marketing research is almost finished and business plans are being drawn up, in consultation with the *'Development Partners Business'*.



The demand for an ASD service is still very high. A group of enthusiastic parents in Nethybirdge and surrounding areas have established 'An Cala', a charity that aims to provide a service for young people on the ASD spectrum.

An Cala, meaning 'safe haven in Gaelic' approached Nansen Highland with a view to establish a partnership and to start up the service in partnership.

The initial contacts with the local authority have been extremely positive and promising. A feasibility study has been finalised. Preparations are made to seek funding for the physical development of a base.

Watch this space!

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Dr Iain White died in October 2009. Iain joined the board of Nansen Highland in 2004 and has been a great support to the fellow board members and Nansen Highland. His knowledge of learning disability and epilepsy was instrumental to the service planning of current and future service delivery.





He supported the activities of Nansen wholeheartedly and was very supportive in the recent developments of our charity, when we contemplated taking on extra service delivery in Drumnadrochit.



Staffing

The majority of the staff team remained unchanged.



The staff leaving employment are

-  Bianca Geernaert, residential support worker (Fram)
-  Gill MacDonald-Haig, day training (The Venture)
-  Janie Thorburn, day training (The Venture)
-  Mike Flockhart, day training (The Venture)

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 has an in-house qualified practice teacher available to aid these placements. Two students had their practice learning experience at Nansen Highland.

-  Annelien Speleers, student orthopedagogics, IPSOC, Belgium
-  Julie De Laere, student orthopedagogics, IPSOC, Belgium

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The trainee training programme

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

The tables show the number of units the trainees have been enrolled in, successfully finished and withdrawn from.

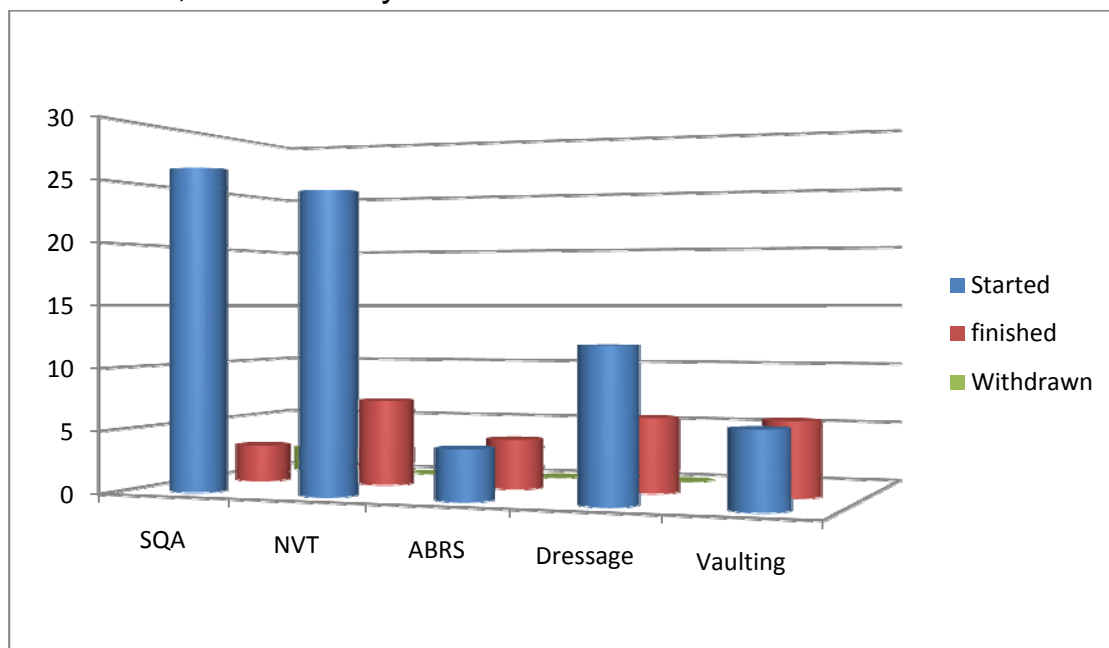


Fig 2. The Venture

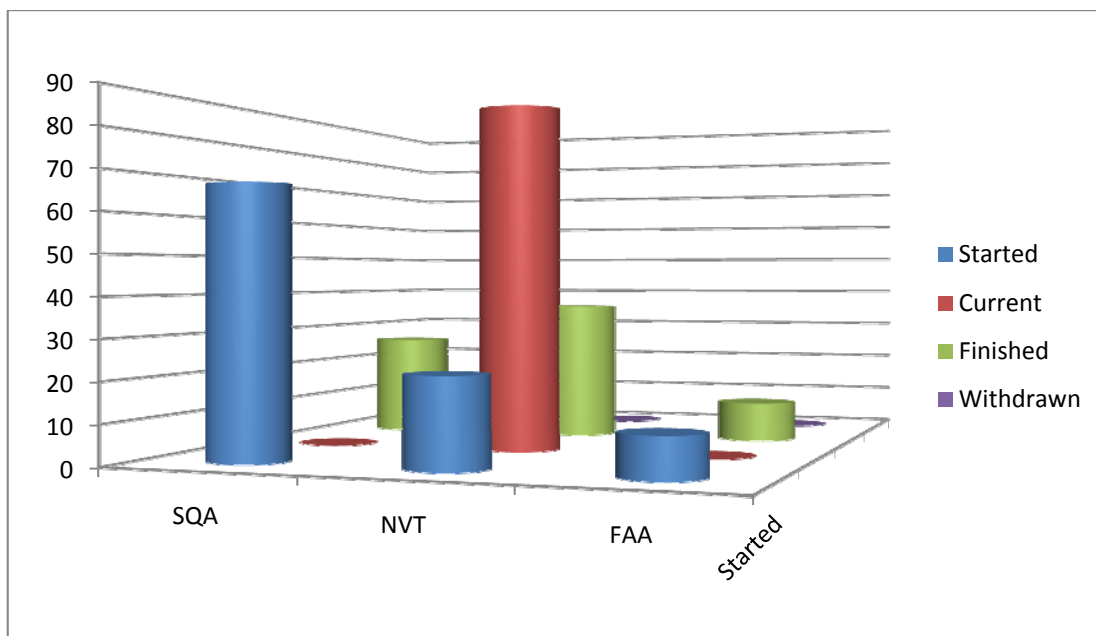


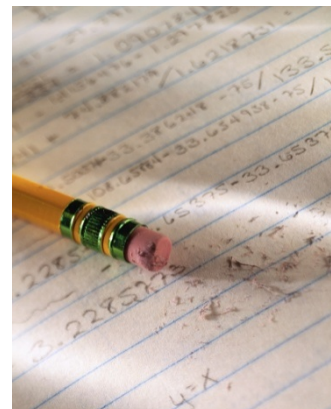
Fig 3. Redcastle Station

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Staff Training programme

Staff training remains an important issue for our organisation.

We have achieved our accreditation to deliver the Social Care 2 and 3 levels to deliver to our staff. This will enable us to work towards and obtain the minimum qualifications as set out by the Care Commission and the Scottish Social Services council (SSSC).



Other training attended by staff included:

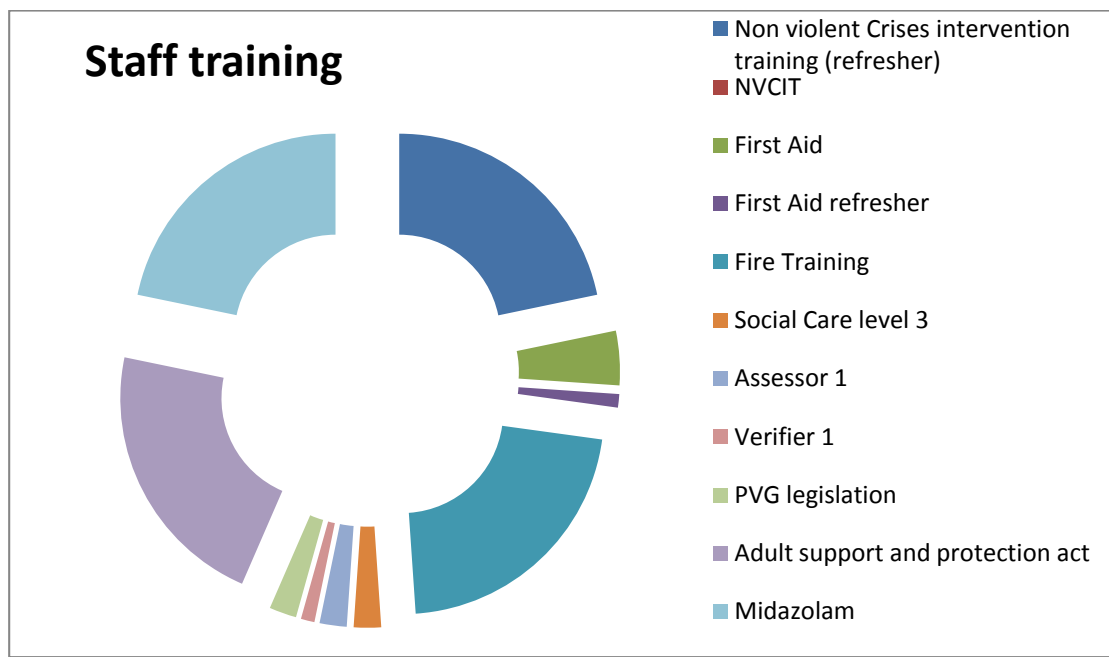


Fig 4

Publicity

Nansen Highland took part in careers exhibitions this year taking place in Fort William and Drummond school in Inverness. Further publicity has been promoted through the website and talks with social work departments.



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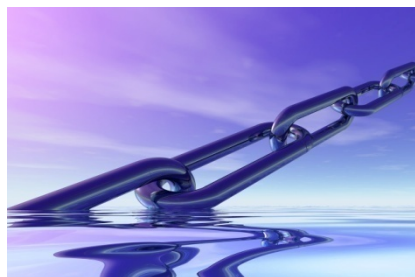
The website, www.nansenhigland.co.uk, has proved to be successful this year as significant increases in its use has been recorded.

Administration



In 2009-2010, we received over 4 new enquiries throughout the year. This year the waiting list has lengthened with four new referrals for The Station, one referral for Fram House and one referral for the Lodge.

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. One trainee moved into employment. One trainee completed their training and moved on to other services. 3 new trainees started their placement, whilst 1 trainee increased their care package to 2 days.



Local links

Nansen Highland has various links with local organisations.

HEN (Highland Employment Network)

One of the aims of HEN is to promote and encourage the formation and development of a network within the area to promote the sharing of information and good practice in the provision of Supported Employment for people with disabilities and carers and those who require additional support to access employment.

International links

IPSOC (Belgian university for social workers)

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On an annual basis, IPSOC, an educational organisation for Bachelors in Orthopedagogics (social workers) in Belgium, comes to visit Nansen. The main purpose of their visit is to explore the way care is organised in different organisations in the Highland Region and beyond and to draw comparisons with the way care is organised in Belgium. (<http://www.katho.be/ipsoc/>)

Every year, an International Week is organised where a Nansen delegate is invited to give an explanation on the Scottish Care system and Nansen Highland.

Work placements

Work placements are an integral part of our training package. The following work placements were successful and we appreciate the help of the organisations involved:

- New start
- Williamsons Group
- Columba Hotel
- The gallery café, Dingwall
- Royal Highland Hotel
- British Heart Foundation
- Red poppies
- Pointzfield Herb Nursery
- Seal boat trips, Plockton

Grants and donations received

We would like to thank the following institutions and individuals for their financial support. (Fig 3)

- | | | |
|--|---|-------|
| • Killearnan Community Council | £ | 160 |
| • Applecross 'Boat pull' life boat team | £ | 2,000 |
| • Nansen Highland Skydive team | £ | 625 |
| • Funds raising in memory of Dr Iain White | £ | 500 |

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We would also like to thank the local communities of Redcastle and Tore and the various co-workers who have joined us, for their support in time and good will.

<p>Aims 2010-11</p>	<p>The aims for the next year include:</p> <ul style="list-style-type: none">🌐 Consolidation of the new organisational and operational systems🌐 Increase the organisation's public relation activities and enhance its profile with various local authority departments, including social work, education, etc.🌐 Review the training programmes🌐 To organise two in-house staff development seminars🌐 Provide full-time training for an equivalent of 20 or more full-time trainees.🌐 Further implement the framework of the European Foundation for Quality Management
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Governors

Patron: Eigil Nansen (grandson of Fridtjof Nansen)

Chairperson: Dr. Tad Baecker

Secretary: Bart Lafere

Non-exec. directors: Leslie Johnstone

Nicki Walsh

Pete Mulvey

Honouree non-executive director: Bill Arthur