

annual report 2009-10



changing lives since 1985

Chairperson and Chief Executive's Report 2009 to 2010

Welcome to our annual report for the year ending March 2010.

There is much to recognise during the last 12 months which was also my first full year as Chief Executive. Our plans to become a truly person centred organisation has gathered tremendous pace and more people are now having a real choice and taking control over the design of their service.

There is a total acceptance of people's differences and uniqueness and by putting an array of person centred planning tools into practice this has proved to be hugely successful. By making changes to the way we think and work, staff are being far more creative and making a real difference to people's lives.

Continuously investing in staff development has been critical to the successful year. Our highly regarded NVQ centre has supported our highest ever number of staff achieving a formal qualification. The flexibility and dedication of the NVQ Centre Managers has been pivotal to this success, they continue to remain focussed in delivering high quality assessments that validate the individuality of practice.

A key milestone in ensuring staff are treated equally was to harmonise pay to the extent that a single salary structure was achieved. This was an enormous undertaking in realigning several salary structures inherited from previous years.

Another of our highlights of the year was to celebrate 21 years of providing Respite services in Cardiff. This service is well renowned for what it achieves providing a full variety of respite options to suite all needs; from a short stay at Pant Bach and Partridge Road, to day trips and holidays.

This year could be regarded as the time when OHT's identity was consolidated. Significant changes over previous years in terms of practice, staff and people supported have meant that a new culture has now emerged.

Finally, I would like to express my appreciation to OHT staff, Trustees and partner agencies for their continued support and dedication. It is this strength that will help us face future challenges yet continue to provide a high quality service.



Pam Bannister
OHT Chair



Mandy Evans
Chief Executive

OHT Mission Statement

“To empower and support people with a disability to enjoy a valued life in their community”

Our Aims

- Make a difference in people's lives, through a range of flexible and responsive support services, utilising appropriate technologies and resources.
- Continually improve our efficiency and effectiveness through innovation, quality assurance, good communication and partnership working.
- Develop a shared culture that defines what OHT is and what we stand for.
- Promote Person-Centred Approaches in all aspects of our work, from planning and monitoring systems to HR, Finance and Admin processes, so that the people we support are able to achieve positive outcomes relating to their daily independence, inclusion and decision-making.

Values

As an Organisation we strive to work to a set of key values which we believe underpin our ethos and culture:

- People with Learning Disabilities being active citizens within their communities.
- People with Learning Disabilities will be treated as individuals.
- People with a Learning disability supported appropriately to develop their maximum potential.
- Support should be provided in a safe environment that preserves dignity.
- We will encourage and support those who can do so to build their independence.
- We should promote the continued development of a high quality workforce.

Our core values are as important to us today as they were when OHT was founded over 25 years ago



Landing that dream job...

Phil's New Dream Job at Bart Motors, Llandow Industrial Estate.

Phil

Phil works voluntarily in a garage and has become an important member of their team. He has been given his own tool set. "It is my job to take old cars apart and finding parts that can be used again." Phil



Christopher

Working at the Heart Foundation

Christopher helps out at the British Heart Foundation Charity Shop at Bridgend: "I sort out all the books, videos and DVDs and make sure they are all in correct cases before they go into the shop for people to buy them." Christopher



Getting the right support can make a world of difference



Gary



Tom went to Bletchley Park “It was brilliant to see the museums full of historical facts about World War II.”



Tom



Clive



Neil

Neil’s dream holiday involved a cruise for the first time. “I could not believe the size of the boat, it was massive. I got to see a lot of places I also visited a casino while I was in Monaco which was amazing. This was one of the best holidays of my life so far. I had the best time ever and I would love to go again as soon as I can.” Neil

Every volcanic ash cloud has a silver lining! The Volcanic Ash didn’t stop Clive enjoying his holiday. It made his return journey an adventure by travelling on a bus, cruise liner, coach and ferry. “I enjoyed all the different types of transport. Best of all I enjoyed the cruise liner. So much so that I’ve been thinking of going on a cruise again.” Clive

Living life to the full...

Staying fit and healthy plays an integral part of community life

Alyson and Jonathan



Alyson and Jonathan: “It is good exercise for my legs my heart, my back and my arms. I enjoy going to Nordic walking because it keeps me fit and healthy and I get to meet my friends and meet new people.”



Andrew

Andrew: Proud winner at the Special Olympics. Training for two and a half years paid off, when Andrew won a gold and 2 Bronze medals in Kayaking. “I am very proud of my achievements as are all my family and friends.”



Ceri

Ceri in her Welsh Bowls Team uniform holding one of many of her trophies.

The day we met the First Minister



Visit from Carwyn Jones, First Minister, came to OHT to explain politics and how to vote in the election.

We organised 4 practical workshop explaining how to vote.

We have trained 6 people we support to be OHT trainers in the Principles of Support and Role of the Support Worker.

People we support have been involved in reviewing policies. They have told us how they want to be in control of managing their own money.

An additional team was developed who produce their own magazine called 'OHT Friends'.

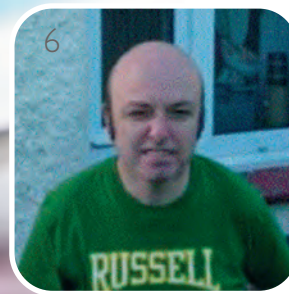
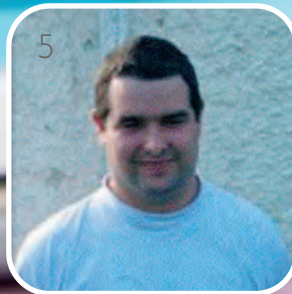
Everyone employed by OHT is selected by people we support. Everyone chooses their own support staff with the help of the Person Centred Staff Matching Tools.



Having a say and being heard...

There's no place like home...

We supported 12 people to move in to more independent Supported Living



1) "I moved to my new home in February and so far I am loving it. Since moving in I have had lots of new experiences." Michele

2) Since moving to Furzey Park, Chris is able to enjoy more independence.

3) "I am now able to do more things around the house; I do my own laundry, cleaning my room and shopping." Ian

4) "Since being supported by OHT I have learnt lots of new things to help me live independently." Ian Dunford

5) "I have neighbours at Caradoc which I did not have before and I like to chat to them." Ashley


6) "I now do more for myself since the move and enjoy preparing meals for myself. I like cooking stews and cottage pies." Stephen

IT- Realising the Potential

In the last year there have been a lot of changes to the way we use IT to help us do a better job.

Our IT achievements:

- Upgrading our office infrastructure and linking all offices.
- Installing computers in 6 houses connecting people we support and staff to the OHT Network.
- Improve our communication by giving email accounts to support staff and direct access to OHT network.
- A computerised on call system that makes use of mobile internet and a laptop to allow managers to access IT resources when they are on call.
- Development of an E learning Suite to provide E learning in POVA, Mental Capacity Act and Person Centred Planning software.
- 10 flip cameras were purchased to make recording information more accessible to people.
- Introduction of online recruitment system.



We installed computers in 6 houses connecting people we support and staff to the OHT network

The heart of our work in autism...

What we are committed to do

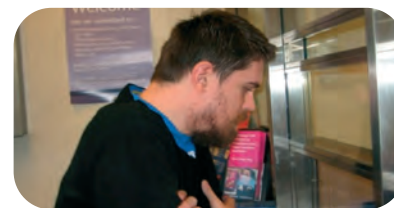
Our mission is to provide a comprehensive service designed to enable people with autism to lead fulfilling, productive and independent lives in their communities.

The support offered is measured against the National Autistic Society, Autism Accreditation Programme. This gives a framework of quality and ensures a standard of excellence for continuous self-examination and development.



What we achieved

- Far more people with Autism are an integral part of their community life.
- Individual designed support using Autism techniques integral with person centred approaches.
- Autism specific competencies aimed at all staff supporting individuals with autism.
- Core training modules: Autism Awareness, Communication Issues and Visual Support Strategies.
- Community of practice to develop a knowledgeable workforce by disseminating information about theory, practice.
- Specialist training and supervision of teams.



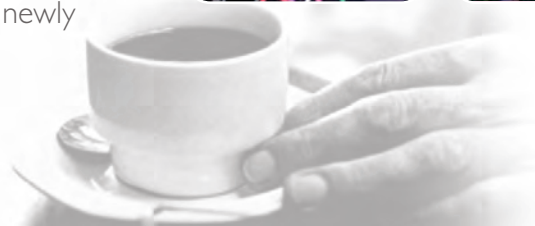
Respite ...a break for everyone

Respite gives carers some time to themselves, while those who are cared for get to enjoy a complete change of scene and new experiences at our service. We like to think of Respite as a break for everyone.

To mark our 21st year, we took the time to look at the service we provide at respite in a bit to find ways of improving it further.

- During this year we provided support to 82 people at the highest point and 76 people at the lowest point.
- We provided support for 14 people to go on holiday and 17 people going on various planned trips to places of interest around England and Wales.
- Opportunities to experience more independent life skills and social relationships.
- There was one transition from younger persons' Respite and 3 people were newly introduced to Respite Services.

- Launch of our newsletter dedicated to Respite and reviewed our Respite brochure.
- A member of our staff team won GOLD in the Welsh Care Awards.
- 15 staff attended 18 training days relating to improving the support they offer to people they support.



What we do... How we do it...

What we do:

Ceredigion

Supported Living
Children Services
Independent Living
Specialist Autism Services
Community Connections

Pembrokeshire

Supported Living

Bridgend

Supported Living
Independent Living
Specialist Autism Services

Rhondda Cynon Taff

Supported Living

Caerphilly

Supported Living
Independent Living
Specialist Autism Services

Cardiff

Supported Living
Independent Living
Specialist Autism Services
Respite Services

How we do it...

- We provide support for children and adults with Learning Disabilities across Wales
- We supported over 345 people last year
- We have over just 800 members of staff
- We have developed and grown our specialist autism services



Our plans for the future are to...

- Continue with Person Centred Planning so that people can shape and design their own service
- To develop a Involvement Strategy
- To continue with training and development of staff
- To continue to invest in technology to make us more efficient
- To explore efficiencies and service effectiveness to demonstrate that we provide value for money

Meet the people who work behind the scenes

Board Trustees

Mr James Crowe

Mr Alan Davis - Treasurer

Mr Robin Jones

Mr Granville Tatham

Mrs Pauline Young

Mrs Pam Bannister – Chair

Mrs Anne Dunne

Mr Arthur Exton

Mr Matthew Exton

Mr Mike Jorgensen

Mr Roger Morrissey

Senior Management Team



HR Director
Kay Williams
KayW@oht.org.uk
029 2082 1174



Chief Executive
Mandy Evans
MandyE@oht.org.uk
029 2082 1170



Finance Director
Geraint James
GeraintJ@oht.org.uk
029 2082 1170



Head of Autism
Helen Kerrel
HelenK@oht.org.uk
029 2082 1190



Health & Safety Manager
Karen Rowley Jones
KarenRJ@oht.org.uk
029 2082 1190



HR Manager
Jane Reakes
JaneR@oht.org.uk
029 2082 1184



Regional Manager
(Cardiff)
Nicola Williams
NicolaW@oht.org.uk
029 2082 1193



Regional Manager
(Cardiff, Caerphilly & Respite)
Liz Corscadden
LizC@oht.org.uk
029 2082 1192



Regional Manager
(Pembrokeshire & Ceredigion)
Richard Lucas
RichardL@oht.org.uk
019 7063 1060



Regional Manager
(Bridgend & RCT)
Jane Hutchinson
JaneH@oht.org.uk
079 6602 3642184

Statement of Financial Activities

OPPORTUNITY HOUSING TRUST A company Limited by Guarantee

(including the Income and Expenditure account) Year Ended 31st March 2010

	Unrestricted Fund £	Restricted Funds £	2010 Total Funds £	2009 Total Funds £
Incoming resources:				
Incoming resources from generating funds				
Investment Income	100	0	100	17,773
Incoming resources from charitable activities				
Received from service users	1,513,461	0	1,513,461	1,429,684
Local government grants	0	13,013,704	13,013,704	13,303,729
SPG and other allowances	0	832,665	832,665	868,204
Monies Received for designated reserves	0	0	0	0
Training Income	2,524	0	2,524	9,006
Total incoming resources	1,516,085	13,846,369	15,362,454	15,628,396
Resources expended				
Charitable activities:				
Direct charitable expenditure	1,475,972	14,151,840	15,627,812	15,172,378
Monies paid for designated reserves	0	0	0	0
Governance costs	44,238	0	44,238	40,629
Total resources expended	1,520,210	14,151,840	15,672,050	15,213,007
Net incoming resources before Transfers:				
	(4,125)	(305,471)	(309,596)	415,389
Transfer between funds	6,465	(6,465)	0	0
Net Income for the year	2,340	(311,936)	(309,596)	415,389
Reconciliation of funds:				
Total Funds brought forward	430,613	1,041,580	1,472,193	1,056,804
Total Funds carried forward	£432,953	£729,644	£1,162,597	£1,472,193

This statement of Financial Activities includes all gains and losses in the year and therefore a Statement of Total Recognised Gains and Losses has not been prepared.

The figures on these pages are taken from the full audited financial statements of Opportunity Housing Trust Limited for the year ended 31st March 2010, approved by the Trustees and submitted to the Charity Commission and the Registrar of Companies. The auditors Haines Watts Wales LLP, whose opinion was unqualified, have confirmed that this summary is consistent with the full report.

During the 12 month period ending 31st March 2010, we have experienced some challenging times, following two years of building up our reserves. We have emerged stronger from this process into the spring of 2010 with better cashflows in respect of income and continuing cost savings generating a positive contribution by the summer of 2010. We have recognised the need to be vigilant in the

Balance Sheet

OPPORTUNITY HOUSING TRUST A company Limited by Guarantee

Year Ended 31st March 2010

2009

Tangible Fixed Assets	892,462	848,929
Current Assets		
Debtors	329,421	477,771
Cash at bank and in hand	1,196,731	1,471,922
	<u>1,526,152</u>	<u>1,949,693</u>
Current Liabilities		
Creditors: Amounts falling due within one year	<u>945,559</u>	<u>906,052</u>
Net current assets / liabilities	<u>580,593</u>	<u>1,043,641</u>
Total assets less current liabilities	1,473,055	1,892,570
Creditors: amounts falling due after one year		
Long Term Loan	(310,458)	(365,377)
Provisions	0	(55,000)
Total Net Assets	<u>£1,162,597</u>	<u>£1,472,193</u>
Represented by:		
Restricted funds	729,644	1,041,580
Unrestricted funds		
Designated funds	410,751	380,036
General funds	22,202	50,577
	<u>432,953</u>	<u>430,613</u>
	<u>£1,162,597</u>	<u>£1,472,193</u>

coming months so that OHT continues as a successful operation providing the quality of service we aspire to achieve.

I would like to extend my thanks to all staff involved in helping Trustees to manage OHT through these difficult times.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full accounts, auditors report on those accounts and the Trustees annual report should be consulted: copies can be obtained from Opportunity Housing Trust Limited, Library Court, Fair oak Road, Roath, Cardiff CF24 4PX on written request.

Alan Davis (Treasurer)

The financial statements were approved by the Board of Trustees on 14th September 2010

OHT friends magazine team

Head Office

Unit 5, Cleeve House, Lambourne Crescent
Llanishen, Cardiff CF14 5GP

Tel: 029 2023 6216

Fairoak Office

Library Court, Fairoak Road
Roath, Cardiff CF24 4PX

Tel: 029 2023 6216

Bridgend Office

Waterton Buildings, Brocastle Avenue
Waterton Industrial Park, Bridgend CF31 3US

Tel: 01656 769073

Haverfordwest Office

19 Cartlett, Haverfordwest, Pembrokeshire SA61 2LH

Tel: 01437 774430

Aberystwyth Office

Agea House, Glan Yr Afon Industrial Estate
Aberystwyth, Ceredigion SY23 3JQ

Tel: 01970 631060



The following companies are proud to be
sponsors of Opportunity Housing Trust:



**DANWOOD
WALES**



If you would like to find out more
about OHT and the work that we do
then please visit: www.oht.org.uk

Company Registered Number 1966665

Charity Registered Number 517149