

Neighbourhood Networks

Events and experiences of 2013

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- February - Edinburgh Pilot Networks
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*Our members are connected to their communities, sharing their skills and talents and following their dreams -
"Together anything is possible!"*

Annual Report 2013



The year in summary - John Dalrymple (Director)

Neighbourhood Networks learned something new in 2013. Our local networks broke new ground and got involved with their local communities in a variety of new and compelling ways.

The catalyst for this was “Angels and Aeroplanes” – an idea shared amongst members of the Springburn network that, with the added ingredients of imagination, ambition, and no end of hard work, took wings and flew.

In the course of “the fashion show” we discovered a powerful method of connecting our networks with their wider circles of family, friends, neighbours, and previously unknown allies. Suddenly we had an organising point around which we could collaborate creatively on costume design and manufacture, choreography, music and performance. By the summer we were able to bring all the parts together into what might be described as a genuine “co-production”.

This wasn’t just about the event itself. It was just as much to do with the process of week-by-week local meetings, workshops, rehearsals; learning new skills, demonstrating hidden talents, gaining the confidence to show yourself to others in a different light.

Now, having stumbled on this way of forging new relationships and partnerships between our networks and their wider communities, we want to make sure that “Angels & Aeroplanes” and everything it represents becomes and remains integral to all that we do in future.



John Dalrymple (Director)

The year in summary - just a few highlights!



January 2013 - Quality Street Meetings

Neighbourhood Networks has very much promoted our Quality Street Group meetings. These take place on a quarterly basis and are attended by both members and staff. In the last year we have also developed the role of the Network Advocate who attends meetings on behalf of their Network so that they can both bring topics for discussion to the meetings as well as feedback to their Network the discussions that have taken place.

The general purpose of 'Quality Street' meetings is to ensure the involvement of our members in the decision making, development, and evaluation of the service that the organisation provides.

Over the past year the quality Street meetings have covered areas such as: evaluating Neighbourhood Networks in relation to the forthcoming Care Inspection; Looking at the 'Vision' for the future of Neighbourhood Networks; 'Angels & Aeroplanes' the benefits and the learning from this event; introduction and development of Neighbourhood Networks 'Active Citizenship' Celebration and year book.

The Quality Street meetings have become such a valuable asset to the Organisation and are generally attended by between 30-40 People, made up of both members and staff.



February 2013 - Edinburgh Pilots



The Edinburgh pilot service began on 1st July 2013 as a one-year initiative funded in partnership with **City of Edinburgh Council** and the **Thistle Foundation**, with investment From **Neighbourhood Networks**.

Two networks have been developed to support people who are feeling isolated within their local communities and we currently have 7 members in the Southside Network and 8 members in the Gorgie Network. Members may have a **learning disability, mental health issues and/or a physical disability**. It is the diversity within the groups that makes them both challenging and enriching for the networks and their local communities.

Already members report benefits in developing new **friendships**, enjoying sharing **interests**, having a voice in suggesting things to do and having their input appreciated. Not simply passive recipients of support, members are beginning to recognise they have something to offer as well as something to gain. This does not happen overnight but the sands are beginning to shift and even something as simple as changing 'fixed' routines is helping members to broaden their horizons.



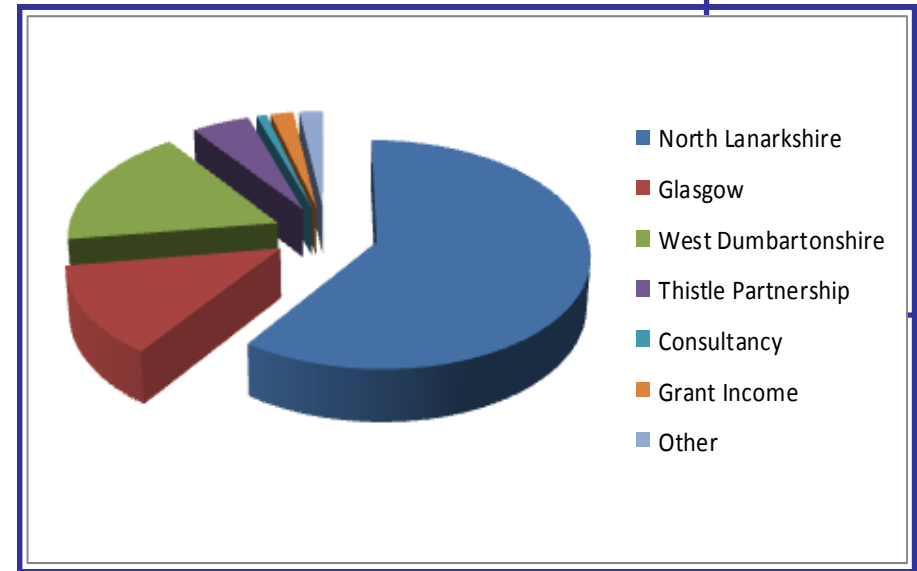
Networks meet in their local community centres – Southside Community Centre and Gorgie Memorial Hall. There is a growing sense of ownership for these community hubs and there has been a drive from members to introduce the sport Boccia to their local communities involving very successful fundraising to this end.

Whatever happens next, the **Edinburgh Networks** will leave a legacy in their local communities..

March 2013 - Finance and Figures

Finance Report

Income : Year end 31 March 2013. Income remained above £500,000 across all services. We continue to have excellent relations with North Lanarkshire Council which is evident in the level of income received from them and is indicative of the level of commitment they have to preventative services in the area. They have also committed to more networks for the year 2014/15 and are actively working with us to open the model up to other vulnerable adults including people with Mental Health issues and young adults in transitions. Continuing growth also in West Dunbartonshire where a third transitions network is in development.



The final financial position saw a surplus of **£28,711**, a slight improvement from a surplus of £25,874 in 2011/12 and we are forecasting another surplus for this financial year. This provided the organisation with a approximately 5 months reserves (£225,883) at 31 March 2012 of which only 4% was restricted. This allows the organisation to comply with OSCR recommendations in terms of a reserves position.

April 2013 - The Neighbourhood Networks Conference

This years conference took place on 20th April at the Rutherglen Town Hall, the event was put together by a **working group** of members supported by some Neighbourhood Networks Staff. The working group were responsible for the budget; deciding on the venue; agreeing the catering; letting everyone know where and when the event was, how they might get there and arranging the workshops and entertainment for the day. The day was well attended and members and guests reported enjoying the various workshops which included: **Aromatherapy & Relaxation**

Welfare Reform/Benefits Changes

Arts and Crafts

First Aid

Zumba



Some time was spent on the day raising funds for a charity, the charity that benefited from this was DEBRA who were presented with a cheque for £310. The evenings entertainment took the form of a disco and karaoke which produced some interesting results!!! There has been some discussion at **Quality Street meetings** regarding perhaps changing the format and/or event type, next year!

May 2013 - Songwriters Story (Glasgow)

The idea of the fashion show came from members in Govan who wanted to do something to remember their friend Rosemary who passed away. Rosemary was a woman who enjoyed the finer things in life and loved colour and fashion. She also had a passion for Angels and Aeroplanes and once wrote a song about this. Members in Govan wanted to perform this song at the Fashion Show as part of a tribute to her. The only problem was no one had a copy of the song. A singer song writer Maria who lives in the local community found out about the fashion show and wanted to share her skills to recreate the song that Rosemary had written. Maria met with members and together they worked hard to create the song from memories they had of Rosemary. Time was spent looking through song books, listening to music and writing lyrics. It was also a good opportunity for people to talk about different types of music and memories they held of certain songs. Maria's involvement meant that members in Govan were able to come together and learn a new skill. The song was played at the fashion show during the Glasgow networks section. Dorothy one of the Govan members made a crochet blanket for Maria as a thank you for taking the time to recreate the song. Dorothy offered to share her crochet skills with Maria at some point in the future. Maria has kept her connections to the network going after the fashion show and members look to Maria as a friend in their community.



June 2013 - Angels & Aeroplanes

On a beautiful sunny day in June 300 people came together to celebrate “Angels and Aeroplanes”. This concept was created by a group of members who wanted to remember their friend Rosemary Boyle who had recently died. From this wish work on a fashion and art show began. The title of the project came from a song Rosemary once wrote about things she loved. Word soon spread across the Networks and communities across the Central Belt of Scotland. Lots of people wanted to get involved and give up their time, talents and energy to make this happen. The result on the 8th of June was a glorious and joyful celebration of Rosemary’s life but also of the talents and skills of our members and their communities.



Willow dresses, the mix it up group, ‘Glamrockers’ and ‘Eco Warriors’ were just a few of the treats for the captivated audience. For people that missed it, a link to a short film can be found at:

<http://www.youtube.com/watch?v=udg77praxaU>

The Monday afternoon after the event, a group of people bounded into the office asking when we were doing it all again. And so “Angels and Aeroplanes 2 – A Festival of Common Wealth” is coming your way soon. Watch this space!!



July 2013 - Nick's Story (North Lanarkshire 1)

Before I joined **Neighbourhood Networks**, I was socially isolated and my care was less than adequate, I live on my own and about 5 years ago I nearly died suffering from an intestinal obstruction caused by a drug called Clozapine which I received for my mental illness, I was in hospital for 14 weeks, when I was discharged I came home and with my medication change, the world was a new place and I discovered a talent for poetry, but I developed severe nerve pain and for the next 3 years I suffered a great deal of discomfort.



In 2012 I was given a newspaper clipping about the network from a great carer and I called and spoke to Adrian (**Network Manager**) who came to see me a few times. He introduced me to the **Community Living Worker** William, and I have to say what I have benefited most from the network is the genuine friendship and great company of both Adrian and William, I had network meetings at my house and I had some DVD nights and met the other **members** of the network, we had some fun nights.



Adrian and William have supported me in getting out more, one day Adrian supported me in going to the local Hare Krishna temple which I have wanted to do for a long time as I used to live there and it was great to see my old friends.

August 2013 - Board of Trustees

This was an exciting year for Neighbourhood Networks as we saw our recently expanded and diversified board settling in and our network model develop. We also welcomed two new network members to the board, **Sally Humphrey and Andrew Rennie**.

I am extremely privileged to have been Chair of an organisation of which I think so highly. However, with all the new talent around, I thought it would be a good time to reap the benefits of that through appointment of a new Chair. We are delighted that **Ian Arthur, experienced board and network member**, was elected to the position. **Charlie Docherty**, who has been a great friend and asset to Neighbourhood Networks since his appointment to the board last year, is now Vice Chair.

Together the board continues to work on our organisation's ideas for expanding and improving the ways and the places in which we operate. We see the staff and members taking the organisation forwards at a great pace.



And what can I say about **Angels and Aeroplanes**? It was a wonderful tribute to Rosemary but it was much, much more.

It showcased Neighbourhood Networks as a community organisation, full of talented, committed members and staff. It made the organisation open and inviting to non-member involvement. And in line with our organisation's objectives, it placed our networks centre stage in our local communities.

(Mhairi Owens—Neighbourhood Networks Chair 2011-2013)

September 2013 - Care Inspectorate



On 5th August 2013 we had our annual **unannounced** inspection by the **Care Inspectorate**. Once again it was the same Inspector (Moirra Agolini) who carried out this inspection. This year, as well as examining all our documentation; Policies & Procedures; files; systems, and processes Moirra met with many of the staff and attended a member's Network meeting in Govan. During Moirra's visit she highlighted the work that we had carried out since our last inspection. Moirra also highlighted "how **skilled** the staff team were in making sure members were involved in an inclusive and empowering way that often **increased independence** and **improved self-esteem**".

Overall Moirra graded our service to the following level:

- Quality of Care and support - 5 = **Very Good**
- Quality of staffing - 5 = **Very Good**
- Quality of Management & Leadership - 5 = **Very Good**



Moirra recommended that we share our successful 'member involvement' practice with other health & social care professionals. It was also recommended that staff receive risk assessment training and that we reviewed our practice and processes in this area. **In conclusion the Inspector noted:**

"This service showed great skill and their continued commitment to providing life changing opportunities for the members. We saw strong evidence that this concept in service delivery had resulted in significant improvements to individual's self esteem and to inclusion in their communities."

October 2012 - Alan's Story (West Dumbarton)

Alan joined the **Clydebank** network in May 2011 when Neighbourhood Networks was being established there. He was one of the first people to take up the challenge to try something completely different. It took Alan some time to get used to the **flexibility** that Neighbourhood Networks offered as he was used to receiving his support on the same day at the same time every week.



At first **Alan** appeared to be fairly reserved but within a year he had become familiar with the support being offered by Neighbourhood Networks and no longer required support from the other provider. Alan quickly established himself as a very active and dedicated member of the network. His literacy skills were very good and he took responsibility for minute taking and chairing network meetings.

Alan put himself forward for the Management Board in 2013 and participated in the recruitment process. It became more obvious that Alan had a lot to offer Neighbourhood Networks. He was reliable, trustworthy and had a good understanding and enthusiasm for **peer support** and independence. The more challenges offered to him the more his **confidence increased**.

Alan takes responsibility for supporting network members to GP appointments and with practical tasks. He **facilitates** two social events monthly for members without staff support and encourages network members to contribute to the newsletter. Alan completes monitoring forms to record the work he is doing and regularly supports the network during times of staff annual leave etc. Alan is **now paid to work** alongside the Network Manager and Community Living Worker.

November 2013 - Staff Training & Development

As usual with Neighbourhood Networks our annual **Staff Training & Development Strategy** is developed through a number of areas. These areas are:

- Feedback from individual staff appraisals
- Individual training needs i.e. Requirements for **Scottish Social Services Council** registration
- Organisational developments and subsequent training needs
- Other requirements through annual inspection

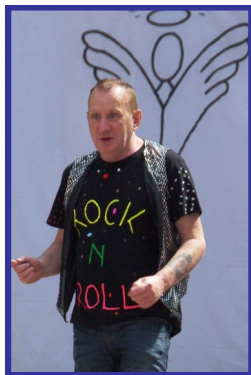
This year our 4 Staff Development days covered areas such as values, attitudes and working as a team; **Angels & Aeroplanes** - planning the Event; **Asset Based Community Development** with Cormac Russell, which was open to our members and other stakeholders; and finally in November we launched our new support planning and risk assessment tools and processes.



Within Neighbourhood Networks we very much value the skills and talents of the team we have and often use those skills to help us facilitate or train the staff team. We do however recognise the benefits of bringing in external agencies to support our work. We also recognise the importance of our members and ensure that at least one Development Day is open to our **members** and that this day is structured in a way that supports their involvement.

December 2013 - Alex Story (North Lanarkshire 2)

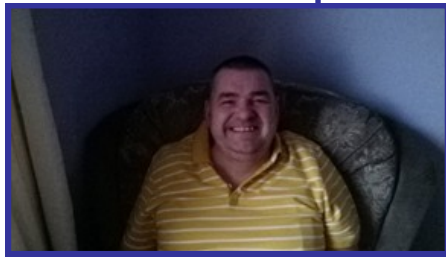
My name is Alex and I am a member of the Bellshill Network. I suffer from mental health issues and depression. I feel that in the last few weeks I have made a huge improvement and overcome many barriers that previously due to my illness I felt would not be possible. As part of my illness I lack motivation and find some social situations difficult. However over the past few weeks one of my friends in another network had an accident and had to stay in hospital due to mobility problems. As the other member had no family to visit him I found the confidence to go and visit him in hospital and I also realised I had many skills which allowed me to help him overcome his hospital stay and also help him settle in back home. As he was in pain and mobility problems he was unable to carry out daily tasks so I visited him on several occasions and done laundry, hoovered, shopping and he enjoyed and appreciated the company.



I feel that I have been able to achieve this due to the help of the CLW and members of Neighbourhood Networks. With their continuous help improving my skills I feel I am starting to achieve my full potential and this has given me encouragement and confidence to apply for voluntary work which I have wanted to do for a few years but not had the confidence or motivation.

Network Development - Kilmarnock

Neighbourhood Networks new Network in Kilmarnock was launched in June 2014. A new Community Living Worker, Eleanor Rennie, is now in post and working with member and other people interested in joining up. Eleanor has lots of connections in the area, especially through Onthank Community Centre. Our two newest members, both from Kilmaurs, are Joe Fagan and John Smith.



Joe says: *"I joined Neighbourhood Networks in October and since then I've been involved in some news things which I've enjoyed a lot"*

This includes volunteering at the Community Cafe in Onthank where Joe has made lots of new friends.

One of John's outcomes for joining Neighbourhood Networks was to learn how to bake.

John says

"I am now part of a baking group which is held in the community centre (Onthank) every Thursday afternoon. We have been baking different things and will be doing the baking for the community cafe on a Friday".



2015 - The year ahead!

In the course of 2014 we look forward to bringing to fruition some of the development work we have been involved with in various parts of the country.

We are at an exciting stage in our well-established work in **North Lanarkshire**, as new networks take root in Cumbernauld and Wishaw, and we develop a new mental health initiative .



In **East Renfrewshire** and in **Glasgow** we are active participants in Public Social Partnerships with the Council and third sector organisations seeking to reshape and improve the range of service options available. In the year ahead in East Renfrewshire we hope to be able to demonstrate the benefits that can accrue to people and funders alike from our preventative, peer support approach to community development; while in Glasgow we will continue to assist the work of “The Life I Want” with its primary focus on people currently using day services.



In **West Dunbartonshire** we are looking forward to developing a network for young people in transition from school to adult life and in **Edinburgh** we are eager to consolidate the pilot work successfully begun in the city over the past year. We will also be taking steps to operationalise the agreement we have reached in principle with **Midlothian** Council, Thera and Equal Futures to trial a unique partnership approach.



In September This year a group of Doctors, social workers and other health professionals from **Finland** spent the day with Neighbourhood Networks' members and staff to hear about the model and the work that we do.



We continue to have good communication with our other International friends in the **Czech Republic, Slovakia, & New Zealand**



www.neighbourhoodnetworks.org



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