

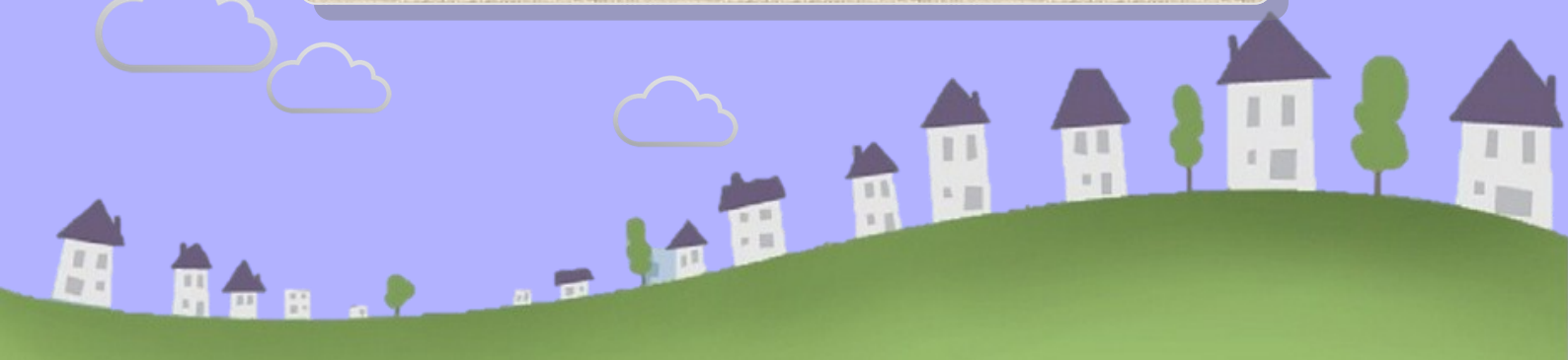
# Neighbourhood Networks



# 2014

'Annual  
Report'

"Our network Members are connected to their communities,  
sharing their skills and talents and following their dreams -  
together anything is possible."



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## To Buy:

- bananas
- yogurt
- diced tomatoes (3)
- block cheese
- eggs
- frozen pizza
- onions

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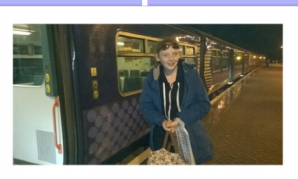
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"I am learning to travel independently and this makes me feel excited and a bit scared to too!"

Laura -  
Transitions Network





# Ross Watson's story



*Hello, I am Ross Watson, member and advocate of the Wishaw 2 Transitions Network. Around about 2 years before joining the network, I was always in the throats of my family members, due to my lack of understanding skills and my perception that they were incompetent. It was, fairly put, a very unpleasant experience for them and, when looking back, a horrible personality that I am gladly fully rid of. Furthermore, I was indoors most of the day, with the contemplation of whether or not I should get up, or just lie down in my bed.*

*That's how worthless I felt, and how I did not have the*

*necessary confidence to get up and perform in my daily life. I wasn't even nice enough to engage with family. I was a horrible person.*

*North Lanarkshire's Locality Support first got me on the road to a better life during 2013, a job, a place to live, and finally as we got more familiar with each other, an opportunity to embrace society, something I was not willing to try out. In May 2013, locality showed me an organisation by the name of Neighbourhood Networks, who specialized in giving special needs people in their communities a chance to enjoy life and help them back on their feet.*

*During my time in Wishaw 2, I have seen members come and go, for various different reasons. Monica was a young woman who joined late last year, and convinced me to join the local A L M A club, which I have been going to since. Also Evelyn convinced me that the Monday Club at St. Aidans High was fun, and she wasn't incorrect. Also currently in the network are recent recruits Alison and Ryan. So, over the course of the recent past few years, things have really looked up, both in the family and in me. All of my previous habits that were stuck to me were finally out, and my personality had literally swung upside down. No longer was I the person that so many people had deep contempt for, and no longer was I willing to get involved in arguments. Not only were the social elements on the way up, but other aspects of my life got better too. I was more able to manage things such as finance much better, due to assistance from the network, and the network actually gave me an opportunity to get up for something of fantastic relevance. I was no longer lying in my bed having to think things over; I was up in a flash, and participating heavily in lots of different things, due to my increased confidence levels given to me.*

*Also, my other family members have gone through positive transition. My sister has got married, my dad has got re-married, and I am a lot more positive and behaved than perhaps I have ever been, in all honesty. I'm not one for final endings, but what I can say is, who knows how far I can go...*



## Care Inspection 2014

On the 18th July 2014 we had our annual unannounced Care Inspection. Once again it was the same Inspector (Moira Agolini) who carried out the inspection. As well as Moira spending the day at our Central offices examining our Policies & Procedures; care plans; risk assessments; and evidence of the work we had carried out over the year, Moira also attended one of our 'Quality Street' meetings where she could witness first hand, how involved our members are in the decision making and development of the Organisation.

In addition to Moira, there was another inspector who spent time at a regional meeting in North Lanarkshire gaining feedback on our service from those members. In general Moira was extremely impressed with the work of Neighbourhood Networks and this was reflected in the Grades that

she awarded us.



## Care Inspection Grades for 2014

- Quality of Care and Support - grade **6 Excellent**
- Quality of Staffing - grade **5 Very Good**
- Quality of Management & Leadership - grade **5 Very Good.**

**What we could do better** - Moira highlighted the need for an evaluation of our service from members, their families, and external agencies. This is something that we were already in discussions about and hope to develop in 2015.

### Moira's conclusion:

"It was clear throughout the inspection that developments were tied into the needs of members. There was an effective, respectful consultation process that was continually evaluated and showed evidence of ongoing development that was aimed entirely at improving outcomes for members."

*We are delighted to have been awarded the highest grade for our 'Quality of Care and Support'*





**"I have spent a long time writing a book all about my life. The book covers from when I was born until present day making people aware of living a life with disabilities. I am trying to get the book published and I have let staff read it and would be willing to share my story with others."**

Claire Henderson, Motherwell

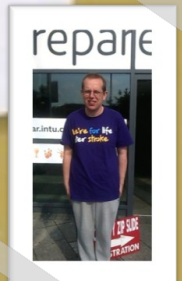


*I look forward to going to drama because it is fun and I like when we act things out as a group. I liked the Halloween party because I got to dress up as a fairy witch. I enjoyed getting to sing to everyone. I think that going to drama makes me feel more confident."*

Stephanie Watson, Dumbarton

My name is Charles from the Cumbernauld 1 network and I recently raised a fantastic £200 for the Stroke Association when I took part in a sponsored zip slide from the roof top of the highest building at Braehead down into the car park.

Charles Bruff, Cumbernauld



My name is Ian Arthur and as well as being on the Board of Directors at Neighbourhood Networks and an active member of Cumbernauld 1, I have also been committing some of my own time to volunteering in a local community garden project.



Hello?

A few words from members...



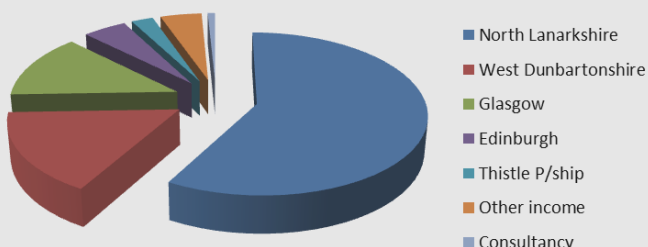


## Income: Year end 31st March 2014

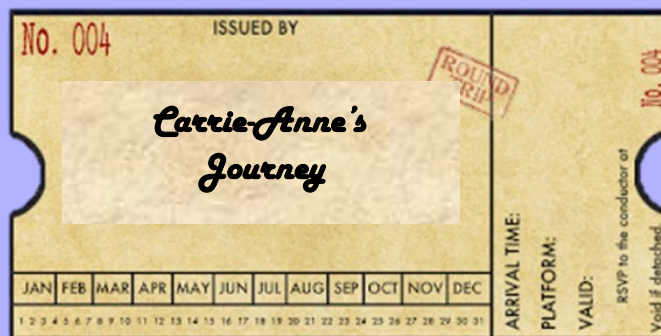
Income increased by 7.5% compared to 2013 to £539,753. We continue to have excellent relationships with North Lanarkshire which is evident in the level of income received from them, and is indicative of the commitment they have in relation to preventative services.

In 2014, we saw the first networks specifically developed to support people with mental health issues in North Lanarkshire and also for younger people in transition from school, in West Dunbartonshire. In addition to those we have also launched two new networks through our work with East Renfrewshire. All of the new networks are doing extremely well with some already at capacity.

There was a surplus of £3196 in the year which is a decrease on the previous year, reflecting the continuing pressure on funding. At the moment we are holding £229,079 in reserves which represent approximately five months cover of resources expended. Only 3% of reserves are restricted and our reserves position is within OSCR recommendations.



## The Money Stuff...



*Since joining the network I have managed to begin the process of breaking down many personal boundaries that I had put in place to protect myself from the rest of the world. Boundaries such as socialising with new people and meeting them in unfamiliar surroundings, this may not sound like much but I was virtually housebound for 4 years.*

*Of course, neighbourhood networks isn't a miracle pill that has stopped me feeling anxious. However by attending the group, I feel as though I have not only gained the confidence to venture further than my own front door, but I have also found the 'want' to do it.*

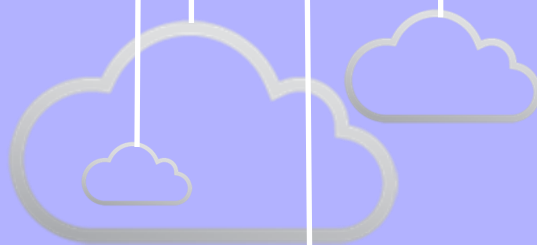
*There is no magic wand but if through joining a network such as, Wishaw 3, you can find that confidence to move forward then that for me is like a light at the end of a very dark tunnel.*

*Neighbourhood networks has allowed me to feel closer to my old self, than I have for a very long time. I've missed *Me*, who I am and what I'm all about. I've received the right kind of support and encouragement. Not the critical kind where I'm reminded again how I am "not helping myself"*

*I mean, that's kind of the point when you're deliberately leaning on the self destruct button, isn't it? I have often felt like saying to people, "Thanks for confirming that I'm doing a good job ruining my own life!!"*

*With neighbourhood networks, Lisa Smith in particular, I was shown the same thing only much differently. Lisa pointed out what I was missing out on, not what I was messing up on.*





*2014 once again saw us having a busy year with overseas visitors. Towards the end of Summer and into Autumn we hosted two groups of people from Finland, with each group having around 22 guests. Both these groups contained representatives from Social Work, health staff, and even some government officials. In total we have now played host to over 60 people from Finland, and thanks to some of our members and staff, they now know everything about Neighbourhood Network that there is to know...but are there more to come?*

*In May we also met with our third visitor from Community Connections in New Zealand. Linda French, one of their Board members, made a point of spending some time with us while visiting the UK as she had heard so much about us from her colleagues Jo and John who had visited previously. We are delighted that Community Connections have already started developing their own Network in New Zealand, which from our last communication, seems to be doing very well.*

*In October 2014 we met with Jo Battersby who works with the government in Sydney, Australia. Jo included Neighbourhood Network as part of her study in the UK looking at 'strengthening communities'. Since her return to Australia Jo has now published her paper and this is available on our website.*

*2014 has also seen us continue the long relationship that we have with the Czech Republic and as well as sharing practice some very strong friendships have developed leading to new opportunities.*





Drama workshops have been taking place in Clydebanks to prepare members for a performance at the Festival in June 2015. These are facilitated by Peter Lorenz a volunteer who studies Performance and Arts at Glasgow University. Peter's main focus is to ensure members have the opportunity to express themselves. The workshops have been focusing on building trust, communication and self-confidence.



## Marketing Team

Given that Neighbourhood Networks has gone through some growth over the past year or so and that we regularly are asked to provide presentations on the organisation, it made perfect sense to develop our own Marketing Team. The team is made up of 4 members from different Networks and three Community Living Workers. In developing the Marketing Team time was spent with the group developing their skills of presentation, marketing pitches, marketing resources budgeting as well as designing the Marketing Team Uniforms (as modelled in the photograph). So far the team have already provided presentations and interactive workshops at the Launch of our new East Renfrewshire Networks, an event supporting people with mental health issues hosted by 'Well informed', as well as other presentations to support development.



## Members Newsletter Group

Neighbourhood Networks has a brand new format being planned for the Quarterly Newsletter. We have employed the skills of a journalism student, Ryan Bounagui who has helped us develop a strategy for the newsletter to ensure its as member led as possible. We've purchased software that we are training a group of members and staff in across the organisation. This will help develop the capacity of the organisation to continue to produce a high quality quarterly newsletter. Ryan is working with us to develop the knowledge, skills and experience of members and staff in the range of roles necessary to produce the final product. These roles include reporters, photographers, editors and people to use the software to format and produce the newsletter. There are also plans to use members time and skills in printing, collating and delivering the newsletter out in Networks. Making this, a truly member led activity.

UNDER  
CONSTRUCTION



Due to the development of further networks our existing office space is no longer large enough. In early 2015 we hope to move to a new central office, although still within the Govan area. We are in the process of negotiating the lease and hope to move by May 2015. So watch this space.





***This year we have enjoyed some further growth as organisation, working now in East Renfrewshire for the first time, increasing our work in North Lanarkshire, and working hard to sustain our networks in West Dumbarton, Edinburgh and Glasgow. I hope that everyone reading this report will gain a strong sense of the rich diversity of all that is encompassed within Neighbourhood Networks, the achievements of our members, and the commitment of our staff.***

***As human beings we often demonstrate great resilience and untapped reserves of human spirit. But, as Sting has it, we also know “how fragile we are” – and we know what it is to veer between strength and weakness on account of changing social, economic and emotional circumstance. Our networks of social relationships are also characterised by this type of fluctuation. Some people are very well connected to a wide range of people who they know are there for them through thick and thin, though this level of connectedness can of course diminish over time with increasing age and infirmity. Others are less well-connected from the outset, living on the edge of their communities because they are seen as different, known to very few people, if any, and passing their lives in the type of lonely isolation that can take a very heavy toll.***

***Neighbourhood Networks exists to make sure that wherever possible loneliness and isolation is tackled and overcome. That people living on the margins with few friends or acquaintances are drawn into the heart of their communities and become members of vibrant local networks of people who relate to each other and contribute positively to each other's lives. This makes sense, most importantly, at the level of the individual more likely to avoid the crushing personal crises that loneliness and isolation can bring in their wake. And it also makes sense at the level of our society where the administrative and financial costs of responding to these crises are so significantly greater than the cost of preventing them in the first instance.***

***It also has to be said that the work of Neighbourhood Networks makes even more sense during these times of “austerity”. With money for public services in short supply, and eligibility for social work services being escalated to “life and limb only”, the opposite assumption seems to hold sway in many places: that prevention is a luxury we can no longer afford at such a time. The short-termism of this approach is all too apparent, as is the fact that austerity can only increase the fragility of the social networks of people living in the shadowy margins of the neighbourhoods and communities, and the likelihood that their demands on public services will simply increase.***

***We are therefore determined to develop this vital work further in the year ahead, and to this end we are investing significant additional resources with the aim of seeing new networks take root in parts of the country where we do not operate at present. Watch this space! Our main themes for 2015 are “Community Counts” and “Common Wealth”, each reflected in major events we are mounting in January and June. We'll keep you posted on all this as the year progresses.***



***Finally, our thanks to all of those working in other organisations, or giving their time as volunteers, who support us in our work. Your efforts are much appreciated!***

***John Dalrymple (Director)***



**Once again 2014 was a very productive year in terms of staff training and development. As always we had our 4 annual staff Joint Days throughout the year with one of these having an additional day added to accommodate our staff retreat. The subject of each of our training days is determined from our annual Training Strategy which is developed through feedback from our staff and member appraisal; Care Inspection feedback, as well as organisational developments and needs. This year we have covered areas such as: Risk assessing; introduction of new support planning and monitoring tools; sexual health training; group working, amongst others.**



## **S T A F F**

**In addition to our Joint Development days we have also been ensuring that our Managers are working towards their qualification requirements to meet the Scottish Social Services Council's Registration.**

**This year we have had both Team Managers complete their required Qualifications and in addition two of our Network Managers have also completed theirs. In 2015 the remainder of our Network Managers will follow suit.**

**From this point we can then concentrate on our Community Living Workers in preparation for their section of the SSSC registration opening in the next couple of Years.**



## **D E V E L O P M E N T**

@nayburhood



## *How do I find out more?*

*There are many ways to find out more about Neighbourhood Networks.*

*You could try visiting our website on*

*[www.neighbourhoodnetworks.org](http://www.neighbourhoodnetworks.org)*

*You could try emailing us at*

*[info@neighbourhoodnetworks.org](mailto:info@neighbourhoodnetworks.org)*

*Registered charity no: SC028984  
Company no: SC193638*

*From 1st May 2015 Neighbourhood Networks will be  
in new offices, still within Govan:*

**Neighbourhood Networks**  
**Pavilion 5A**  
**Moorpark Court**  
**Dava Street**  
**Govan**  
**Glasgow G51 2JA**

