

Annual Review

2022–23



About Us

We are an independent, non-profit charity that is dedicated to serving and advocating for individuals with learning disabilities, physical disabilities, and mental health support needs within the community.



Final Year Business Plan Update

In the last year of our business plan, we focused on consolidating our services and ensuring the financial stability of our company. We have boosted our turnover from £2.6m to £4.3m. Our holistic services have been a massive hit, and we received great feedback for our group-based support in LAMA. However, recruitment needs have impacted our delivery levels across the board and continues to be a challenge.

Our Vision

ALL PEOPLE WITH A LEARNING DISABILITY ARE ENABLED TO DO MORE AND BE MORE.

Our mission since 1964 has always been to provide the best services and facilities for people with learning disabilities. We believe that everyone is capable of achieving more and we offer bespoke solutions to support them. We provide a wide range of services such as supported living, domiciliary care, community support, and wellbeing programs to name a few. Additionally, we offer children's respite and short breaks. Our community building, The Wellington Centre, is a safe space that provides plenty of opportunities and sensory and IT facilities, as well as room hire and training.

Our Mission

SUPPORTING, EQUIPPING AND EMPOWERING EVERYONE TO DO MORE AND BE MORE

We are dedicated to supporting our community and constantly improving our services. Putting the needs and desires of those we support at the forefront of our efforts, we strive to grow and excel in our mission. Our goal is to raise awareness and transform attitudes towards learning disabilities, physical disabilities and mental health in our community.





Review from the Chair

This year has been a time to get back to some normality after the last few years of Covid and Lockdowns and get back to doing things we took for granted before March 2020.

Having been successful last year in our tendering for care packages with Hampshire County Council, 2022-2023 started the process of taking over the contracts and working hard to provide good services. Sometimes this has been difficult in main due to a lack of staff, an issue which is a big problem nationwide, but we are making progress.

The big change for us this year was changing our name from 'Andover and District Mencap' (ADM), to Purple Oak Support (POS). We launched this at the end of April 2022 over a week of activities. For some time we had been planning to rebrand the organisation as locally ADM and Royal Mencap were often confused in many ways including charitable activity and care provision.

For those who don't know where our new name came from it was inspired by Liz Hall who was a founder member of ADM, the first chair, a force of nature, and the spiritual heart of the organisation so when considering a new name, we used some of Liz's thoughts and ideas as guidance.

Liz Hall had been involved in the creation of the ADM logo which is an Oak Tree with supporting hands for trunk that represented ADM and leaves that represented those we support. This was developed further with a purple leaf, which represented that 'all the leaves are Oak leaves, but they are not all the same.'

Liz Hall also had a much-loved phrase, 'from tiny acorns do mighty oaks grow.' This is a mantra for our organisation in that you have to have ideas, dreams, work hard and have faith that they will flourish and grow.

So the Purple is the leaf, the Oak is the tree and Support is our aim.



In August we said goodbye to our CEO Helen Walker, who was moving out of the area and left the organisation. Helen did a good job as CEO, especially guiding the organisation through the last few years of lockdowns and Covid. She was very keen on nurturing and developing people, which is reflected in our strap line that she designed which is:

**Supporting, Equipping and Empowering
everyone to DO MORE and BE MORE**



I would like to thank Helen for the service she gave to ADM/POS during her time here and wish her all the best for the future.

The next job in hand was to appoint her replacement, and in August the Board appointed Lisa Rogers to the Role of CEO. Lisa has been with the organisation for 14 years, has worked in a number of posts and is known to members, staff, and the local community.

In September we were able to hold our 6th Annual Golf Day fundraiser at Leckford Golf Club. I would like to thank the golf club, the teams who came to support us and everyone who donated raffle prizes, auction prizes, supplies and sponsored holes. It was an important event for POS and raised just over £5,000.



Congratulations and well done to Vikki Cheshire (Ambassador), whose weekly video posts during lockdown had been a source of great fun on our social media platforms. This led to her winning the Sue Sheppard Award at the Pride of Andover Awards.



In October, we were honoured by being given one of the 350 native trees from the 'Tree of Trees' display at Buckingham Palace, which was part of Queen Elizabeths 'Green Canopy initiative for her Platinum Jubilee. Our President Iris Anderson had provided information and liaised with Lady Portal, Deputy Lieutenant for Hampshire, and we were very fortunate to be selected as Custodians of a wonderful Alder Tree.

Iris also liaised with Test Valley Borough Council to secure us a lovely spot in Town Mills Park, in the heart of the community where we have been able to plant this tree, which is also a symbol of POS that hopefully will thrive and grow for many years.

In November 2022, we had started researching for our Diamond Jubilee which is next year 2024. Despite our best efforts we had been unable to come up with an actual date anywhere in our archives from 1964 as an official birthday. A proposal was put to the Board for a 'Founders Day' to be approved as our official birthday and to use the Liz Hall's birthday, the 13th of March as the date. This was unanimously approved by the Board.



Thank you to Hampshire County Council and Test Valley Borough Council for their support during this year, this has been most appreciated.

We would like to thank Helen Walker, Lisa Rogers, the Leadership Team, and the rest of the office based team for keeping us on track and for all the hard work and support they provided this year. They have been busy working to get POS back to normal and bedding in the new contracts that we were awarded last year.

We would like to thank our support workers; we are very proud of you and so grateful for your care and commitment to those we support.

Thank you to Iris Andersen (Honorary President) and to Vikki Cheshire (Ambassador), who have both been doing as much as they can to support POS.

To all of our members, volunteers and those who have been fundraising and working for us out in the community, thank you so much, it is most appreciated and does make a difference.

And finally, thank you to my fellow Board Members who once again have been here, giving their time and expertise voluntarily.

Thank you all so much.

Ann Woods
Chair

Ann's Quiz Team taking the
winning spot in February 2023





Message from the CEO

As I look back on the year, I honestly can't believe just how quickly the time has flown! It really has been quite the year with plenty of changes, lots of challenges and a whole heap of learning.

This past year has been one full of highs and lows.

At the beginning of the year, the challenges with staffing levels after the transfer of new Supported Accommodation services was very real. The pandemic had done no favours to our industry, particularly when it came to competing against the offers for careers where you can choose to work from the comfort of your home and to pick when you work your hours provided the work is done. So, we continue to look at ways of offering attractive and flexible work opportunities for our teams as much as we can, whilst meeting the needs of those we support.

Another successful and positive inspection at Rainbow Corner, our children's respite home, with a Good rating as the outcome. I am very proud of the hard work that Ami Turner and her team put in and the joy that they bring to the children who come to stay. The report for November 2022 said: "Children benefit from an environment that is homely and nurturing." "Some children have improved their communication skills and can now express their feelings and views more openly." "Children benefit from continuity in their education. Some children continue to attend their school during their stays and others are supported by staff to complete their schoolwork." In September, one parent shared with our Independent visitor "we had an introduction to the home, which was very comprehensive. J was able to visit before she stayed, and she was included in the conversations. All the process was very child orientated. They shared the paperwork that needed to be completed very quickly. The difference in the level of happiness that we noticed after her week stay at Rainbow Corner is remarkable, she was so much more interacting with us, really smiling and without the usual meltdowns. It was a real transformation, and it is clear that she absolutely loved her stay'.

Our Care and Support services have had an incredible amount of change to deal with, both for those staff who transferred in under TUPE and those who had already been with us. We had mixed successes with our recruitment into Registered Manager roles through the year. Derek McCarthy joined the team in January and would later go on to become our new Head of Operations following Lee Roberts decision to transfer across to the role of Business Support Manager.

Whilst the CQC report was disappointing, it was also mixed in terms of the way people feel about our service. We continue to work with Hampshire County Council and our CQC inspector to evidence the actions that are being taken to improve services across the board and ensure that all of the people we support are receiving consistently high quality support.

Behind the scenes, the teams within HR, Finance and Business Support have continued to seek improvements in both what we do and how we do it. From planning and sourcing new training options, redesigning recruitment campaigns, tightening up our credit control processes, inviting new hirers into our community building, engaging with more local companies to support our fundraising efforts and generally being there to support our operational teams at all times.

Our small team of volunteers always make us proud and amongst them and paid members of staff, we have had a number of them appear as winners of Pride of Andover awards over the years. This year it was Vikki Cheshire, our Ambassador who had been nominated and picked up the Sue Sheppard award. An award given “For someone who against all the odds has turned round their lives and shown that with hard work, passion and belief anyone, despite their circumstances, can make a success of things.” Just a little of what Vikki has achieved has been here with us. Her step to living independently, success through her involvement with the RDA at both regional and national events and huge commitment to raising money for Epilepsy action all contributed to her being very deserving of the award.

What I am incredibly grateful for is the team members who have been with me throughout this first year and the support that they have given. It never ceases to amaze me at just how committed and loyal our team is to the people that we support. I am incredibly lucky to see on a daily basis examples of just how much they care. Throughout the year people have been supported to; find new hobbies, enjoy new experiences, visit lots of different places on day trips and holidays, enjoy arts and crafts, dance, sing, watch the latest movie at the cinema, make new friends, grow their own vegetables, decorate rooms, improve their garden spaces and plenty of opportunities for smiles and laughter.

Whilst I can't promise our teams that things are going to be immediately easier in the new financial year, I know that I have a leadership team who are committed to doing everything they can to ensure that our colleagues are supported to deal with any further challenges that we face.

So thank you to every single one of my colleagues across Purple Oak Support, it is a pleasure to work with you all and thank you to our Board of Trustees for their ongoing support and commitment to the organisation.

Lisa Rogers
CEO



Care and Support

Reflecting on Our Progress: Challenges and Opportunities

Our success in the previous year with tender submissions led to the transfer of Supported Accommodation services, which more than doubled our previous offerings. Although this area was already the most significant area of work that we had been delivering before April 2022, consolidating new services and staff was not an easy task. Unfortunately, this was reflected in our disappointing CQC inspection outcome, which moved us from a 'Good' to a 'Requires Improvement' status. Nonetheless, we see this as an opportunity to learn and grow, and we are committed to taking the necessary steps to improve our services and performance.

Nearly 185,000 hours of care and support delivered in people's homes and within the community.

196 spaces attended at 44 sessions of our Shortbreaks Activities for young people.

Over 500 places attended at our LAMA (Leisure Activities Made Accessible) sessions



Children's Respite Service

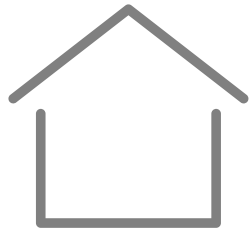
Rainbow Corner: Another Year of Success

We are thrilled to announce that our service at Rainbow Corner has once again achieved a 'Good' rating during our Ofsted inspection, marking another successful year. Our occupancy rates are also on the rise, and we remain a highly sought-after provider of choice among our commissioning bodies. Since our inception, we have consistently delivered high levels of respite support to local families, and we look forward to continuing this vital work in the years to come.



Up to 41 young people were accessing respite at anyone time through the year.

866 Overnights of respite provided



Our People

Expansion of Our Team in 2022: A Recap

In 2021, we welcomed new members from You Trust and Macintyre, and before we could really get them settled, we were already focussed on incoming teams from Royal Mencap and Brandon Trust. Despite the challenges we faced in recruiting new support workers, we managed to bring in new talent. However, the initial transfer period and subsequent changes to our management structure led to some disruption for everyone and there have been many lessons to learn.



51 new team members joined us under TUPE arrangements on 30 March 22 so we spent the early part of this financial year settling them in.

A further 23 new staff joined us through the year through other recruitment activities.



GOODBYE!

Unfortunately we said goodbye to 40 people through the year. Including 2 members of the team who had over 56 years of service between them!!!!



**Support Worker
Recruitment
Day**

Interested in a career as a Support Worker?
Apply now and attend our Recruitment Day!
Having the right qualities is all you need to start;
there's on-the-job training for everything else.
We have full time, part time and bank opportunities

APPLY
TODAY



The Wellington Centre

A Year in Review: Steady Progress and Adapting to Change

It has been a challenging year for many, but we are grateful to have made steady progress with external room hire as the world adjusted to the post-COVID environment. We are seeing more people returning to the office and using our communal spaces. Following the pandemic, we were able to open our new commemorative wall and honor two exceptional individuals, Liz Hall and Marian Grundy, who were loved by many throughout the years.

On the fundraising front, it was a difficult year. However, with the addition of a new team member, we are building momentum and investing more time into engaging with our community. We are optimistic about the future and the possibilities that lie ahead.



External Room Hire
£41,343.46

2022/23 was a challenging year financially for Purple Oak Support but we have broadly broken even. The focus for 2021/22 was to ensure the future of the organisation by winning bids with Hampshire for new contracts with Adult Services and Rainbow Corner. The aim for 2022/23 was to deliver that new business in line with plan.

This was our first full year of running the new contracts and they have enabled us to increase revenues to £4,308k from £2,563k in 2021/22. However, a shortage of the number of staff that transferred with the new contracts and industry wide difficulties with recruitment of staff have required the use of a large amount of 3rd party agency staff. This has led to a reduction in net income to £3.6k in the year from £83.2k in the prior year.

Adult Services – Income increased to £3,202k from £1,660k. Net income reduced to £85k from £135k. The reduction was due to bidding at tighter margins to win the work and increased use of agency to £344k from £95k.

Children’s services – Revenues were increased by £22k to £439k during the year and despite increases to the national minimum wage costs were controlled so the reduction in net income was limited to £7k down on last year.

Activities – this has been our first full year of delivering LAMA, Launchpad and Enablement and revenues have more than doubled to £419K with contribution at £187k.

Fundraising – We have found it hard to raise money in the post COVID environment. Income has dropped from £98k to £12k.

Wellington Centre external room hire is in line with last year at £41k.

The Finance team has increased to 4 part time staff (nearly 2 FTE’s) and is working very well together. This has enabled us to continue to improve processes. This in turn means increased resilience and has allowed us to work closer with operational teams to help them challenge and improve performance.

Net Operating Income	2021/22	2022/23
Adult Services	135	85
Children's Services	86	179
Fundraising	91	-2
Central Support	-184	-186
Depreciation	-72	-72
Total Net Income	156	4

Finance

Financial Performance:	Profit / (Loss) After Depreciation	Profit / (Loss) Before Depreciation
2021 / 2022	£83,360	£155,693
2022 / 2023	£3,608	£75,033

Work with Us

There are so many different ways that you can support us:

- Donations
- Fundraising – Host your own or attend our events
- Corporate Sponsorship
- Volunteering
- Become a Trustee
- Apply for a vacancy
- Follow us on Facebook, Instagram and LinkedIn
- Become a paid member

Thank you to everyone that has worked with us through the year and for your ongoing support!



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**Purple Oak
Support**