Quarriers in 2017 - making an impact

Quarriers has always been a forward-thinking organisation, and this approach is paramount as health and social care become ever more integrated. It has never been more important that we are ready to deliver responsive services which have a positive impact on the lives of the people we support.

During the past year, we have launched innovative new initiatives, including Maternal Mental Wellbeing, intandem Volunteer Mentoring and mental health service Let’s Talk, as well as expanding and developing existing services such as Coaching For Life and Enhanced Clinical Care, meaning more people can benefit from our support.

Our internal business systems have undergone a transformation: we are using new technology and moving towards a hub structure to improve efficiencies across the organisation.

I have held the role of Quarriers Chief Executive for three years, and the dedication and hard work of our staff across the organisation continue to astound me every day.

Our staff truly embody our organisational values, and we are committed to investing in everyone who works for Quarriers, ensuring that they too feel supported to reach their potential. We also recognise the incredible work of the hundreds of volunteers who give their time for Quarriers, and we are very proud to have attained the Investors in Volunteers Award for a third time.

We have continued to surpass industry standards, with services including The William Quarrier Scottish Epilepsy Centre, Quarriers Family Support Service in Dumfries and Quarriers Glen Valley Service in Quarriers Village scoring highly in inspections. Several of our services and departments have also been shortlisted by industry awards in a range of categories.

Above all, we pride ourselves on delivering person-centred services which are shaped by the needs and views of the people we support, and throughout this report, you will see evidence of the positive impact our services make. Quarriers’ support has been life-changing for Alice Harper, for Christopher, for Laura, for Westley, and thousands more. We have inspired confidence, helped families to face challenges and provided hope for the future.

Alice Harper
Quarriers Chief Executive
2017 has been another busy year, and the social care landscape in Scotland has continued to change and evolve. Quarriers has remained strong by focusing on what is most important: providing life-changing services for the people we support.

Quarriers Board of Trustees is made up of volunteers with a wide range of skills and expertise. We work with the organisation to ensure we are providing services that truly meet the needs of the people we support. Throughout the year, Trustees visit as many services as possible, and we are continually inspired by the phenomenal dedication of Quarriers’ staff and volunteers. We appreciate how vital your work is.

On behalf of the Board, I would like to take this opportunity to express how proud we are to be working together with you to help people reach their true potential.

Tom Scholes
Chair, Quarriers Board of Trustees

Directors (Board of Trustees)
Tom Scholes Chairperson
Sheila Gillies Vice Chairperson
Linda Bailey
Marjorie Calder
Patricia Cunningham
Graham Findlay
Alan Frizzell
Trish Godman
Prof. Michael Greaves
Andrew Kubski
Donald McRae
Nick Pascazio
George Peacock
David Watt

Executive directors*
Alice Harper Chief Executive Officer
Andrew Williamson Service Director and Deputy Chief Executive
Barry Ashcroft Director of IT and Information Management
Niall MacPherson Director of Finance and Corporate Services

Secretary
Christopher Harwood

*AThese directors, although designated as directors, are not statutory directors.

Awards
ACES PA of the Year 2017
Finalist: Lesley-Anne Patrick - Quarriers Executive Assistant

Charity Times Awards 2017
Finalist: Excellence in Internal Communications

Investors in People: Gold

Investors in Volunteers

Laing Buisson Awards 2017
Finalist: Primary Care and Diagnostics - The William Quarrier Scottish Epilepsy Centre

National Learning Disability Alliance Awards 2017
Finalist: Breaking Down Barriers - Quarriers Inclusion Team
Finalist: Sporting Chance - Quarriers Family Support Service, Dumfries

Scottish Social Services Awards 2017
Finalist: Head Above the Parapet - Quarriers Inclusion Team
Finalist: Thought Leadership - Quarriers Technology Enabled Care

Quarriers is a core participant in the Scottish Child Abuse Inquiry. During the first phase of the Inquiry, Quarriers made a full and unequivocal apology to anyone who had suffered abuse at Quarriers. Our approach throughout the process has been full cooperation and transparency, and this will continue.
The Sunshine Club

The great thing about The Sunshine Club is we can all empathise with each other knowing pretty much what each person is going through.

John, supported by Quarriers

Everyone who has experienced an acquired brain injury has their own story about what happened to them, what life was like before, and how life has changed.

Quarriers Renfrewshire Head Injury Service provides practical and emotional support, from helping people to cope with day-to-day activities to budgeting and accessing resources in the community.
The service also runs a weekly social group, The Sunshine Club, which helps people we support to meet others in similar situations and know that someone else understands how they feel.

In 2016, people supported by the service got together with SHIMS (Scottish Head Injury Music Support) to create a musical telling these stories. They discussed ideas at The Sunshine Club, and the songs and script began to take shape.

The result, *Invisible*, premiered in Largs in July 2017. Guido and John, who are supported by Quarriers, chose to share their own stories as part of the show, as well as performing with the band and playing instruments. And while all the stories are different, they have one thing in common: the support and hope that Quarriers Renfrewshire Head Injury Service has given them. Each story, while being very moving, is told with humour and positivity, and the show finishes on an inspirational note with the lyrics “I know that things are going to get better, then we can start all over again.”
Christopher’s story

Life without this service would be very hard. The staff at Quarriers take excellent care of our son.

Christopher’s mum

Quarriers Enhanced Clinical Care Service is an inspiring example of how services can adapt and innovate to meet people’s needs in a rapidly changing health and social care landscape.

The service provides at-home care for children, young people and adults. Due to a range of complex health needs, they require ventilation support or support with nutrition, and would otherwise spend their lives in hospital as their survival is technology dependent.
Providing this support at home makes bespoke clinically-based care available to families who may have previously been unable to access services easily or who would have had to travel long distances.

Christopher had been in the Royal Hospital for Children in Glasgow since he was born, while his family lived in Fort William. His parents were spending most of their time apart, Mum in Glasgow with Christopher and Dad at home with Christopher’s two sisters. They were exhausted, and each was missing out on seeing their children grow up.

The support provided by Quarriers has been life-changing. Quarriers worked with both the local and Glasgow health boards to develop a plan for Christopher to move home, and staff underwent intensive training to ensure that he would receive the high standards of clinical care he needed.

Over the course of three months, Christopher began a phased discharge via the family’s local hospital, spending three nights a week in hospital and four nights at home. Eventually, he was stable enough to return home full-time.

Christopher’s health and wellbeing have improved significantly, and he reaches small milestones every day. This has also had a positive effect on his parents and sisters: having him at home means they can simply be a family again.
They have given me my life back.

Laura

When 29-year-old Laura started to experience prolonged, unexplained seizures, she and her family were terrified. Laura has complex health needs: she is on the autistic spectrum, and has cerebral palsy and advanced osteoporosis to her spine and hips. She had been diagnosed with epilepsy aged 11 months but she had experienced only very infrequent seizures.
Diagnosing what was now happening to Laura was extremely difficult. She was rushed to hospital 15 times within the space of 18 months, saw several different consultants, and was given 11 different types of medication during this time. Laura became very frightened and depressed, and her parents feared they were going to lose her.

Life turned around for Laura’s family when a consultant referred her to The William Quarrier Scottish Epilepsy Centre in Glasgow. The centre provides specialist treatment for epilepsy, with world-leading technology which facilitates accurate diagnosis even for patients with complex medical needs.

Laura spent four weeks in the centre, and although she was far from her family home in Durham, her mum was able to stay with her in an adjoining carer’s room, meaning that Laura had all the professional and personal support she needed.

“I don’t know where we would be without the expertise of the staff at The William Quarrier Scottish Epilepsy Centre, and we know that we can go back for ongoing support should we need it,” says Laura’s mother Vanessa. “We become extremely overwhelmed and emotional thinking about what they have done for us, and for our beautiful, precious daughter Laura.”

For more information, visit www.scottishepilepsycentre.org.uk.
I think if I hadn’t have come to Coaching for Life I might still be sitting in the house. Now, I’ve got a better idea of what I want to do, I’ve got something to work on, and a focus.

Garry

Having a job and a place of your own might seem like simple goals, but for young people who have been in care, the path to achieving these can be difficult.
Quarriers Coaching For Life Service, which has recently expanded in Glasgow, Edinburgh, Falkirk and Renfrewshire, provides intensive support to help young people set and achieve real, practical goals. Young people who have been in care often don’t have anyone to turn to for advice or guidance, and that’s where Life Coaches like Louise come in.

“Reaching goals means different things for everyone, and we take it a step at a time,” says Louise. By exploring what really matters to the young people, Louise is able to recommend relevant training, education or employment opportunities. This can range from support to complete application forms to finding work experience placements.

17-year-old Garry wanted to find a job he loved, something that allowed him to be creative. While talking with Louise, he mentioned that he liked the idea of working in a bakery. Louise arranged a trial shift, which Garry loved, and he is now taking part in an employability programme which will enable him to secure a work placement.

Coaching For Life is there for young people for as long as they need support, so when Garry is ready to apply for jobs or go to interviews, Quarriers will be with him every step of the way.

For more information, contact lifecoach@quarriers.org.uk
Westley and Harry

Westley and Harry enjoy catching up over a coffee.

"I like Harry, and we go to good places and have a great time together."

Westley

When Harry decided he wanted to give something back to his local community, he didn’t realise that he would also get something very special: a new friend.
Having a volunteer befriender can make a huge difference for people we support. As friendships develop, volunteers can support people to take part in activities they enjoy and try new experiences. This encouragement helps people we support to become more confident and has a huge positive impact on their wellbeing.

It was by becoming a volunteer befriender that Harry met Westley. Westley is friendly, outgoing and loves to chat. Harry and Westley began meeting up every two weeks and quickly became good friends, enjoying going for walks, lunch and coffee, and simply having a laugh together. Harry likes hearing about the history of Quarriers from Westley, while Westley enjoyed a trip to the fire station where Harry works.

They have shared new experiences too: in July 2017, they spoke about the benefits of befriending in a live interview with Kaye Adams on BBC Radio Scotland. Harry emphasised how fulfilling volunteering can be and how much he enjoys spending time with Westley.

“The best part of volunteering for me has been developing a friendship with Westley. The time we spend together just flies by,” he says. “I would recommend volunteering to anyone as a small amount of time out of your day can have such a big impact on someone else’s.”

Visit [www.quarriers.org.uk/get-involved/volunteering](http://www.quarriers.org.uk/get-involved/volunteering) for more information on volunteering.
Choosing the right team

At the start I felt quite nervous but as the interviews went on I gained confidence and enjoyed myself.

Jimmy, supported by Quarriers

At Quarriers, we believe in finding the right person for the right job, and who better to help us than the people we support?

In line with the Charter for Involvement, Quarriers Inclusive Recruitment programme means that every person we support can get involved in choosing the staff who support them.
Involving people we support in this process is important as they can ask insightful questions and offer a different perspective on what is needed from a particular role. They can choose to be involved at any stage, from discussing what qualities an ideal candidate would have to sitting on interview panels.

This process has significant benefits for the people we support. It helps adults with a disability to develop confidence and speak out about what is important to them. It helps young people looking for employment to develop interview skills and think about what makes someone a good candidate. And it helps Quarriers to ensure that we recruit the best person for the job, someone who has our organisational values at heart and can provide life-changing support.

For more information, contact inclusionteam@quarriers.org.uk
Your support

Here is just a snapshot of how our incredible supporters have made a difference during the past year.

97,208
direct debit gifts Quarriers received during the year.

£73,000
raised at our 23rd Noel Lunch, organised by our dedicated Noel Lunch Committee.

£7,200
raised at our third Ladies Lunch.

£15,500
raised at our 2016 Festival of Choirs.

£1,000
donated by Prestwick Rotary Club.

£4,600
raised at our annual golf day.

1,982
gifts received through our 2016 Box of Hope appeal.

668
gifts given to our Summer Appeal, giving 832 children a summer day out to remember.

£8,424
raised by Eddie Hawthorn, Chief Executive of Arnold Clark, and his family who took part in the Kiltwalk.
Our supporters

With sincere thanks to these charitable trusts, grant-making bodies and foundations.

Andrew Paton’s Charitable Trust
The Ann Jane Green Trust
Bank of Scotland Foundation
BBC Children in Need
Big Lottery Fund – Investing in Communities
Big Lottery Fund – Supporting 21st Century Life
Brand’s Trust
CIS Grampian
Comic Relief
Corporate Moves
DC Leggat’s Charitable Trust
The Donald Fund
DWT Cargill Fund
Miss EC Hendry’s Charitable Trust
Falkirk Council
The Faslane Trust
Fletcher Bequest Trust
The GC Gibson Charitable Trust
Gemmell Bequest Fund
Glasgow Airport Flightpath Fund
Glebefoot Charitable Trust
The Guy-Lockhart Charitable Trust
Holywood Trust
Inverkip Society
Inspiring Scotland - Intandem
James T Howat Charitable Trust
The James Inglis Trust
John Christie’s Trust
John Scott Trust Fund
Kilburn (St Andrews) Charitable Trust
Life Changes Trust
Lloyds TSB Foundation PDI
MA Black Trust
MV Hillhouse Trust
The Mainhouse Charitable Trust
The Martin Connell Charitable Trust
MEB Charitable Trust
Murrayfield Injured Players Foundation
Nairn Charitable Trust
NHS Scotland
Noble Resolve Gospel TMA
Patrick Mulholland Trust
Peter Brough Bequest Fund
Peter Coats’ Charities Fund
The Robertson Trust
Scott Thomson CT
Scottish Government CYPFEIF
Scottish Government SDS Innovation
Scottish Government TEC
Scottish Power Energy People Trust
SCVO Digital Challenge Fund
Short Breaks Fund
Souter Charitable Trust
Spifox
Templeton Goodwill Trust
Mr and Mrs William Donald’s Memorial Trust
Williamson Memorial Trust
Young-Holliday Charitable Trust
Our finances

Financial review
There has been a marked improvement in financial performance across the majority of Quarriers services in 2016/17. This has been achieved by focusing on building sustainable services which align with our mission and vision and are appropriately funded. This strategy has resulted in the closure of those services which have suffered funding cuts or a lack of financial viability. As a consequence of this more robust approach to financial management, the Board was pleased to implement the Scottish Living Wage of £8.25 per hour across all staffing groups.

Our Fundraising team had another successful year, exceeding its income target of £2.6m. This money supplements our existing services and provides funding for innovative models of support.

Statement of trustees
This is an extract from the Annual Report and Financial Statements of Quarriers which was approved by the Board of Trustees on 28 August 2017. These summarised accounts may not contain sufficient information to allow a full understanding of the financial affairs of the charity.

For further information, the full audited Annual Report and Financial Statements can be obtained from the Director of Finance at the registered office of Quarriers or the Registrar of Companies.


Summary statement of financial activities

<table>
<thead>
<tr>
<th>Income from:</th>
<th>Year ended 31 March 2017 £000s</th>
<th>Year ended 31 March 2016 £000s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations and legacies</td>
<td>1,855</td>
<td>2,089</td>
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<tr>
<td>Charitable activities</td>
<td>39,609</td>
<td>38,523</td>
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<tr>
<td>Other trading activities</td>
<td>184</td>
<td>258</td>
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<tr>
<td>Investments</td>
<td>518</td>
<td>521</td>
</tr>
<tr>
<td>Gain on sale of fixed assets</td>
<td>0</td>
<td>321</td>
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<tr>
<td><strong>Total income</strong></td>
<td><strong>42,166</strong></td>
<td><strong>41,712</strong></td>
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<table>
<thead>
<tr>
<th>Expenditure on:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Raising donations and legacies</td>
<td>792</td>
<td>1,354</td>
</tr>
<tr>
<td>Charitable activities</td>
<td>39,454</td>
<td>39,668</td>
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<tr>
<td>Other trading activities</td>
<td>88</td>
<td>141</td>
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<tr>
<td>Investment management costs</td>
<td>335</td>
<td>414</td>
</tr>
<tr>
<td><strong>Total expenditure</strong></td>
<td><strong>40,669</strong></td>
<td><strong>41,577</strong></td>
</tr>
</tbody>
</table>

Net income before investment gains/(losses) 1,497 135
Net gains/(losses) on investments 899 (873)

Net income/(expenditure) 2,396 (738)

Actuarial (losses)/gains on defined benefit pension scheme (4,594) 7,517
Net movement in funds (2,198) 6,779

Tom Scholes  
Chair, Quarriers Board of Trustees

David Watt  
Quarriers Board of Trustees
## Summary balance sheet

<table>
<thead>
<tr>
<th>Assets and liabilities</th>
<th>Year ended 31 March 2017 £000s</th>
<th>Year ended 31 March 2016 £000s</th>
<th>£000s</th>
<th>£000s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed assets</strong></td>
<td>18,665</td>
<td>18,669</td>
<td></td>
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</tr>
<tr>
<td><strong>Investments</strong></td>
<td>5,720</td>
<td>4,449</td>
<td></td>
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</tr>
<tr>
<td><strong>Net current assets</strong></td>
<td>2,721</td>
<td>943</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Creditors: over one year</strong></td>
<td>(835)</td>
<td>(107)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Provisions</strong></td>
<td>0</td>
<td>(130)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pension deficit</strong></td>
<td>(11,022)</td>
<td>(6,377)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total net assets</strong></td>
<td><strong>15,249</strong></td>
<td><strong>17,447</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reserves</th>
<th>Year ended 31 March 2017 £000s</th>
<th>Year ended 31 March 2016 £000s</th>
<th>£000s</th>
<th>£000s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td>17,711</td>
<td>15,213</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pension</strong></td>
<td>(11,022)</td>
<td>(6,377)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Designated</strong></td>
<td>4,921</td>
<td>5,196</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Restricted</strong></td>
<td>3,639</td>
<td>3,415</td>
<td></td>
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</tr>
<tr>
<td><strong>Total Capital and Reserves</strong></td>
<td><strong>15,249</strong></td>
<td><strong>17,447</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Where our money came from

- Local authority fees: 33,566
- Grants and trusts: 5,565
- Donations: 1,396
- Legacies: 459
- Major fundraising events, courses and venue hire: 184
- Investment and other income: 996
- **Total**: 42,166

### Where did our money go?

**Charitable activities:**
- Adult disability: 20,753
- Children and families: 7,527
- Epilepsy: 6,332
- Young adults: 4,842
- **Total**: 39,454

**Raising donations and legacies**: 792
**Major fundraising events, courses and venue hire**: 88
**Investment management**: 335
**Total**: 40,669
Quarriers services are independently regulated by:
Care Inspectorate
Care Quality Commission
Careers Scotland
Health Improvement Scotland
HMIE
Mental Welfare Commission
Ofsted
Quality Scotland
Scottish Qualifications Authority
Scottish Social Services Council