



Caring Family Support



SAFS Annual Report 2016/17



***Our Vision*** is a world where children, young people and adults with disabilities can reach their full potential with love and care, free from any kind of discrimination and deprivation.

***Our Mission*** is to enhance the quality of life and to improve the health and wellbeing of individuals from the South Asian and other communities, who have a disability, by providing quality care and opportunities.



# A Year of Change as SAFS Turns 30!

This year SAFS celebrated their 30 Anniversary of providing essential and quality care services to individuals and their families. Our 30th Anniversary Gala held in June was the highlight of our year, bringing together all SAFS families, staff team and supporters to celebrate 3 decades of our work delivering care to those most in need in our community. SAFS has had an eventful year, acquiring the Windmill Centre in Smethwick, moving all our services to our new premises. The move has brought forth a range of new opportunities for SAFS, including room for expanding our services and creating new partnerships.

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## Translation

We will be happy to translate any information for you and / or provide copies in: Braille, Large Print, Audio Tape. If you require this service, please contact:- 0121 558 2198

Bengali

আপনাদের জন্য যেকোন তথ্য আমরা আনন্দের সাথে ভাষান্তরিত করতে পারবো এবং /বা ভাষান্তরিত কপিগুলোকে অন্ধদের জন্য স্পর্শ মুদ্রনে, বড় প্রিন্টে, অডিও ক্যাসেটে যোগাতে পারি। আপনার এই সেবার প্রয়োজন হলে দয়াকরে যোগাযোগ করুন : 0121 558 2198”

Gujarati

“અમે તમારા માટે કોઈ પણ માહિતીને ટ્રાન્સલેટ કરી આપીશું અથવા તો જરૂર હોય તો બ્રાઇલ, મોટા અક્ષરો કે સાંભળી શકાય તેવી ટેપની નકલ આપીશું. જો તમને આ સેવાની જરૂર હોય તો ફોન કરો: - 0121 558 2198”

Hindi

“हमें आपके लिए किसी भी सूचना का अनुवाद करने और/अथवा इसे ब्रेल, बड़े अक्षरों, ऑडियो टेप में उपलब्ध कराने में खुशी होगी। अगर आप यह सेवा चाहते हैं तो कृपया:- 0121 558 2198 पर सम्पर्क करें”

Punjabi

“ਸਾਨੂੰ ਤੁਹਾਡੇ ਲਈ ਕਿਸੇ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣ ਅਤੇ/ਜਾਂ ਇਹਨਾਂ ਵਿਚ ਕਾਪੀਆਂ ਮੁਹੱਈਆ ਕਰਾਉਣ ਵਿੱਚ ਖੁਸ਼ੀ ਮਹਿਸੂਸ ਹੋਵੇਗੀ: ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰ, ਆਡੀਓ ਟੇਪ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਸੇਵਾ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:- 0121 558 2198 ”

Urdu

ہم آپ کے لیے ہر قسم کی معلومات کا ترجمہ کر کے یا اس کی نقل بریل ، بڑی چھپائی اور سننے والی کیسٹ کی صورت میں مہیا کر کے خوشی محسوس کریں گے اگر آپ کو ان خدمات کی ضرورت ہو تو برائے مہربانی اس نمبر پر رابطہ کریں 0121 558 2198



# A Welcome From Our Chair

I am very pleased to report once again as the Chair for SAFS, reporting on the highlights, developments and achievements of the last year on behalf of the trustees and our senior management team.

We are collectively proud of the delivery of our 30th Anniversary Gala, the move to the new home of SAFS at the Windmill Community Centre and the new staff members who have joined our team. The board decided to use our funds to meet the obligations of the new move to the centre, recognising the investment required to make it a success. I certainly hope you are able to see both the physical improvements to the Windmill Centre from when we took over the building and more importantly that our users, families and visitors feel it is a welcoming new home.

The key achievements have been considerable especially in a time of major financial cut backs to public services. Of note are; the on-going and new contracts for our adult and child services, the diversification of services to cater to new user groups and the new strategic partnerships led by our strong leadership team.

The board are working in partnership with the leadership team to implement a new strategic plan that incorporates Key Performance Indicators to achieve growth and diversification of income. This strategic plan provides a blueprint for the direction of SAFS promoting both accountability and transparency. We held a review of our governance structure which led to sub-boards providing assurance to the board. Our vision remains the same however we have adapted our mission in recognition of the work we do with new and emerging communities.

We also underwent a CQC inspection and thanks to our fantastic staff team we were awarded 'Good'. The inspector provided positive feedback on our service provision and how our staff always go the extra mile of our families.

Looking ahead we are well placed to continue to deliver excellent care services to our users and also meet the requirements of our commissioners. The main focus will be on the delivery of our new strategic plan, sustaining and growing our care services, diversifying our income, improving the Windmill Centre and meeting our compliance requirements. The regeneration around the Cape Hill area with new housing and the new hospital provide us with many opportunities.

I want to also acknowledge the work of our CEO, Poppy, and our staff team. They have driven the vision, mission and values of our organisation and thanks to their passion we are able to meet the needs of both our families and the wider community. Thanks also to our families who remain the central focus of our work.

Finally, thanks to Raju (Sanjiv) our board member and volunteer for SAFS for over 25 years, your contributions are invaluable.

Surrinder Bains  
Chairperson





## An Update From Our Chief Executive Officer

It's that time of year again...

Another milestone for SAFS as we moved into our new home in July 2016 and it's been an experience in itself.

It certainly feels like home for all of the people who use our service. The children, young people, adults and parents and carers have all settled in well.

The staff have embraced their new home and adapted to the changes it brings.

Thank you to everyone for believing in me and SAFS; I truly believe we can make a difference to the lives of disabled children, young people, adults and their families.

We are very fortunate to have the space to provide opportunities to the local community and our existing families.

We are in a very privileged position to work alongside both the new and emerging and well established local communities, embracing their diversity and needs.

We are saddened to see SAPA leave us, a charity that has served the community well for many years.

We have established good working partnerships with the current user groups of the centre, namely the Windmill Amateur Boxing Club, Centre Spot, Looked After Children and the Kickboxing Club.

We open our doors to new partnerships such as St Michael's Nursery, the Children's Society and the Albion Foundation. We have hired our premises to the local community who have celebrated naming ceremonies, birthdays and anniversaries. Organisations who have held open/away days and training sessions.

SAFS has an opportunity not only to provide the much needed services it delivers but to work in partnership with like-minded people, communities and organisations to come together and unite and become stronger as one.

SAFS will continue to grow from strength to strength and bring people together.

I would like to thank all of our families, funders, SAFS' trustees and staff for all their hard work and continued commitment.

Parpinder K Dhatt (Poppy)  
Chief Executive Officer



# SAFS 30th Anniversary Gala

The 30th Anniversary Gala was held at the beautiful Birmingham Botanical Gardens where we had over 250 guests in attendance including all SAFS families, our wonderful staff team, and some distinguished guests including the Mayor Cllr Julie Webb. The event was hosted by Satnam Rana and Sukhi Bart who welcomed and entertained our guests throughout the evening. The famous restaurateurs Itihaas, catered and sponsored the event, providing a delicious three course meal for all of our guests.

The Gala was photographed by the renowned photographer Jas Sansi and the talented Ben Fones. We also had a photo-booth for our guests to take home a little memento of the evening, we also held a raffle that included gifts from Itihaas, Chung Ying Restaurants, Amy Rose Deffley, and Majestic Wines. We even had a live auction for a week's stay in a holiday villa in Cornwall, this was kindly donated by Suki and Andy Reading.

The highlight of the evening however was the special surprise performance by a group of our adults who attend our centre drop-in service. Our adults had been practising for over 9 months in preparation for this event led by the fantastic musicians Jon Morbin and Ray Loverock. Many of our families had never seen their loved ones perform and were delighted and touched to see them up on stage, singing and dancing with confidence.

This special celebration however could not have gone ahead if it wasn't for our sponsors who supported us and helped us make this event such a success.

Therefore, we would like to say a special thank you to:



We would also like to thank our dedicated and talented staff team for helping to organise this event, from our Project Support Administrators through to our Care Staff, every member of our team contributed to the success of this event.

However, it is our families that we extend our greatest thanks, they are the fabric of our organisation and the Gala was an opportunity for us to show them how special they are to us.



In loving memory of  
Jagdeep Singh Bhogal  
1966 -2016  
His father was proud to see  
him perform.







# About SAFS

*Who we are and what we do*

## Centre drop-in Service

Our centre drop-in service is an opportunity for young adults with physical and learning disabilities to learn and develop in a safe, supportive and friendly environment. Each adult participates in a wide variety of life and skill enhancing activities. We believe in promoting independence enabling our adults to reach their full potential.

This tailored and bespoke service caters to the individual needs of all our young adults, focusing upon developing essential skills to promote their independence, lifestyle and wellbeing.

Our activities are conducted both in groups and on a one to one basis, depending on the needs of each individual.

This year our centre drop-in group have really benefited from the enhanced facilities offered by the Windmill Centre. They have received basic health and safety training from the local Fire Service who we have a great partnership with. Furthermore, our adults hosted yet another successful Macmillan Coffee Morning raising over £800!

The highlight however was our centre drop-in groups special surprise performance at our 30th Anniversary Gala at the Birmingham Botanical Gardens! After months of preparation and rehearsals, our adults performed a medley of their favourite songs to over 250 of SAFS' families, friends, staff and supporters. It was a wonderful and touching performance that exemplified how far many of our individuals had come.



## Out of School Service

This service had been provided since 2001. The after school club offered a safe and friendly environment for children and young people aged 3-18 after school. This service grew out of the recognition that many families caring for a child with complex needs required additional help and often respite from their caring responsibilities.

Although the funding for the above service ceased in September 2016. We were successful in receiving new funding for an 18 month period from October 2016 to run a short breaks service to children under 8. We built upon the previous out of school service we provided, therefore we now provide an after school service on a Tuesday and Thursday and on a Saturday to children up 8 years of age.

Our dedicated and well trained staff team engage the children in a variety of fun and educational activities, centred around enabling them to develop and enhance existing essential life skills.



### **Domiciliary Care Service**

We have been providing Domiciliary Care services to families in our community for over 30 years, since our organisation began. Providing care and support within the home to children, young people and adults. SAFS now supports over 50 families who have a wide variety of complex needs, meaning our care team have multiple specialist skills that they can adapt to the varying needs of each family.

The care we deliver is tailored to the individual needs of each child, young person and adult. This can include; assisting individuals with personal care tasks, getting ready in the morning and for bed in the evening, and providing support during mealtimes.



### **Personal Assistant Service**

As this was a year of change, we have launched a new Personal Assistant Service. This is a personalised service that provides each individual with a 'Personal Assistant' who will enable and support them to do any activities they wish to do whilst they are out and about in the community. Every individual is entitled to 120 hours which they are free to use as and when suites them best, meaning this is a flexible service that adapts to the needs of the individual. All of our Personal Assistants are fully qualified carers who will ensure the safety of each individual.

This service is also targeted at under 18's, providing young adults entering adolescents with a new sense of independence, helping them as they transition into adulthood. The young people will benefit from making their own decisions about what they want to do and where they want to go. Many of the activities include bowling, going to the cinema and the park, attending the gym and going swimming. This mix of leisure and sporting activities enables each individual to learn new skills whilst developing existing social and practical skills.





## Parents and Carers Support Group

Our Parents and Carers have had another fun filled year, starting with our 30th Anniversary Gala where they enjoyed an evening of fine food and entertainment with their families. They have also been keeping fit through their fitness sessions with our very own personal trainer, Adam. They have enjoyed cooking up a storm in our kitchens making some of their favourite dishes for one another.

Our Gala however wasn't the only glitzy event they attended this year. They also attended Cares Gala as representatives of our organisation and were lucky enough to get tickets to the Brit Asia Awards, spending an evening amongst some of their favourite stars!

Our Parents and Carers also benefited from a few quiet mornings at our centre, where they can sit, drink tea and enjoy one another's company. Our Parents and Carers group is a relaxing, calm and safe space for anyone who has undertaken a caring role for a family member, friend or loved one. Here at SAFS we recognise the courage and tenacity it takes to care for someone and aim to always provide our Parents and Carers with a small oasis they can call home. The primary purpose for the Parents and Carers group is to focus upon their wellbeing at all times.





# Windmill Centre

This year we went on the move, right back to The Windmill Centre where we were based in the later 1990's, however this time we have taken on the whole centre!

This was a big and bold step for us, one that has brought new challenges yet even more fantastic new opportunities. Our service users now benefit from a single-story complex with access to a range of new and exciting facilities. The centre includes multiple kitchens for our young people, adults and parents and carers' cooking ventures, a huge sports hall and gym area for their work out and game sessions. The centre also has a large communal area where we can all come together and host our famous coffee mornings!

Our service users also benefit from the large outdoor spaces where they are free to enjoy outdoor activities come rain or shine. We are also in the process of designing our very own sensory room, so watch this space!

The Windmill Centre has been a challenging transition for our organisation, yet the benefits of being able to provide a better quality and variety of resources and facilities for all of our families has made it all worthwhile. We are now able to provide individual spaces and environments that cater for the needs of each of our individuals, making their time with us as relaxing and enjoyable as possible.

However, as this is a community centre, we wanted to ensure that this brilliant resource remains to serve our local community. Therefore we have developed range of partnerships with many different organisations who all use our centre.

## **Our user groups and anchor tenants for 2016-17 are:**

- **Windmill Amateur Boxing Association**
- **SAPA – Sandwell Adventure Play Association**
- **Centre Spot**
- **Kick Boxing Club**
- **Looked After Children**
- **St Michael's Nursery**
- **Crescent Tuiton**
- **The Children's Society**

**We also have some new up and coming partnerships, namely with the Albion Foundation which will be a great opportunity for our service users.**





# Our Annual Day Trip - Drayton Manor!

This year SAFS annual day trip was to Drayton Manor. We had over 30 families join us for a wonderful day out, enjoying the rides, attractions and the petting zoo.

Our annual day trip is a rare opportunity for many of our families to enjoy a day out together somewhere they ordinarily would not be able to visit. It allows our families to spend time not only with their loved ones yet also with one another. This is where many friendships are made as many of our families share similar experiences and provide support to one another.



"I really enjoyed seeing all of the animals at the zoo!"

"My favourite part was the 4D cinema with all the water flying out at you, my Nan absolutely loved it!"



A massive thanks to the donations received at our 30th Anniversary Gala event for this years' family day trip!



## Strategic update

The move to the Windmill Community Centre was also part of SAFS strategic vision, to broaden our services to new and emerging communities by embedding ourselves in the heart of our own community.

We have a vision for the Windmill Community Centre to become a hub in our community that provides a variety of services to the different people who live within it. Therefore, we have established strategic partnerships with various organisations who can help us serve our community.

We have also made strategic partnerships in the corporate world who kindly agreed to sponsor our 30th Anniversary Gala such as Principle Wills, Irwin Mitchell and Barclays. Our other notable partnerships are with Itihaas who have continued to support us by providing free catering birthdays and other celebrations. We have also negotiated a partnership with Gesture Tech who will be fitting out sensory room at a charitable rate.

To engage more members of our community we have hosted two successful car boot sales and a spectacular Winter Wonderland where all members of the public were welcome.

Moving forward we are looking to secure funding to re-vamp our sports hall, restoring it to its former glory and to complete our sensory room. We want to ensure that the Windmill Community Centre is a sustainable project that can adapt to the changing needs of our community. Therefore, we endeavour to work hard to maintain our partnerships whilst making new ones to broaden our opportunities. This will be aided by the new business strategy currently being developed by our board of trustees.



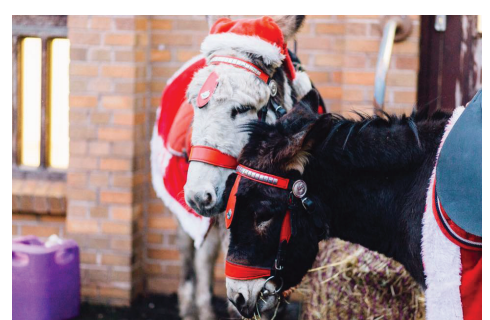


## Our Highlights of 2016/17



Here are a few snaps from our Macmillan Coffee Morning where we raised over £800!

Below are a few pictures from our first ever Winter Wonderland event!







This year to engage our local community we held our first Car Boot Sale!

Below you can see Pav winning a prize at Cares Gala.



Above you can see our Lifestyles group enjoying a day out and below we have a picture from our Diwali celebration!

# Financial Statements

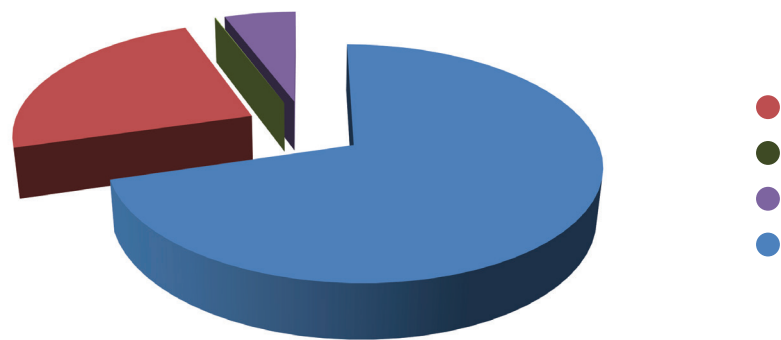
## Income

Money we have received in the year 2016-2017

Between 1st April 2016 and 31st March 2017 we raised **£718,617.00**

This is where the money came from:

Grants from Local Governments	£505,953.00
Grants/Direct payments, foundations and similar	£171,210.00
Bank Interest Received	£461.00
Income received from charitable activities	£40,993.00
<b>TOTAL INCOME</b>	<b>£718,617.00</b>



## Expenditure

Money we have spent in the year 2016-2017

Between 1st April 2015 and 31st March 2016 we spent **£760,433.00**

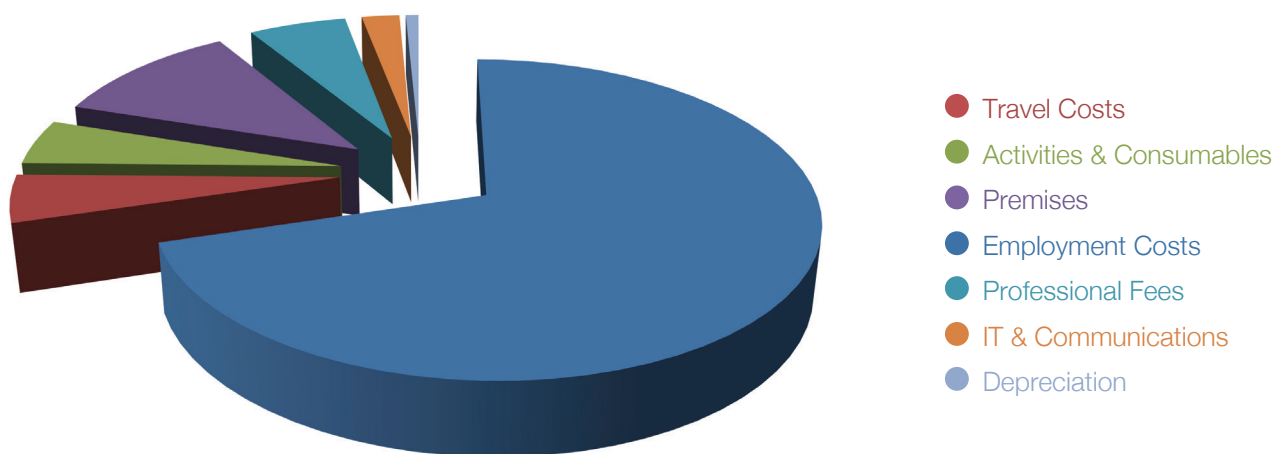
Resources expended:

Employment Costs	£534,789.00
Travel Costs	£37,830.00
Activities & Consumables	£36,200.00
Premises	£85,277.00
Professional Fees	£43,692.00
IT & Communications	£16,945.00
Depreciation	£5,700.00
<b>TOTAL EXPENDITURE</b>	<b>£760,433.00</b>

At the beginning of the year as at 1st April 2016 we had:	£592,132.00
We received in the year ended 31st March 2017	£718,617.00
We have spent in the year ended 31st March 2017	£760,433.00

This leaves us with funds carried forward of **£550,316.00**





## Accounts

*What we are worth as of 31st March 2017*

### What we are worth at the end of the year.

At the end of our financial year we had:

Computers, technical and furniture equipment worth

£25,648.00

Money in the bank and in cash

£376,581.00

We were owed money worth

£180,660.00

### **TOTAL**

**£582,889.00**

But we have to take off money that we owed which was

£32,573.00

### **So the total value of our charity was**

**£550,316.00**

These accounts are a summary of financial information for the year ending 31st March 2017

The trustees ensure that adequate accounting records are kept and that full disclosure is provided to auditors.

The full accounts, annual report and auditors report may be obtained by contacting SAFS.

The annual accounts were approved by the members of the board and are signed on their behalf.





## Our Commitment to Our SAFS Team

At SAFS we are committed to supporting and training our staff team to enable them to provide the best possible care to all of our service users and their families.

Everyone who joins our team receives robust induction training that is in line with Skills for Care and all of our team receive annual refresher training to ensure they are aware of any changes within care regulations and are equipped with the best practices and techniques in care. Many of our staff team also receive specialist training such as PEG feeding and managing challenging behaviour, to enable them to effectively cater to the individual needs of everyone in our care. We also offer NVQ and apprenticeship opportunities and all of our training is in line with the regulated CQC and Ofsted standards.

Furthermore, we offer flexible hours and annual leave alongside competitive rates of pay as we value our staff team and their contributions to our organisation. This is why we also provide incentives and rewards to our staff team to recognise their fantastic work.

Lastly, we see every member of our team as part of the SAFS family, this is why we host an annual Christmas party where our team can come together to relax and let their hair down over the holidays! We also invite our team and their families to our annual day trip where they can enjoy a day out with family and friends. Our staff team were all invited to our 30th Anniversary, where they enjoyed getting glammed up and an evening full of fine food and entertainment.

## Our Investment in Young People

This year we have brought four new young people on board, starting with Ravi and Tripti who completed work experience placements with us over the summer.

Then Lewis joined the team in September as our new Project Support Administrator. He has been a fantastic addition to the team arranging our annual coffee morning and organising our activities planner throughout the year alongside our annual day trip! In January, Adam joined our team as our Physical Activities and Sports lead who is also a fully trained care worker.





## Our Partners

In recognition of our new strategic plan to diversify our income, achieve growth and partnership working, this year we have worked with SPDC, City Dental Practice and our local ASDA to name but a few.



If you would like to work in partnership with us please get in touch at:  
[businessdevelopment@safscare.org](mailto:businessdevelopment@safscare.org)

## Join our Team

If you feel inspired by the work that we do and would like to get involved, we are currently advertising for more passionate, enthusiastic and creative individuals to join our SAFS family. For more information about these vacancies please visit: [www.safscare.org/vacancies](http://www.safscare.org/vacancies) for details and application forms.





# Thank you

We would like to take this opportunity to thank everyone for another fantastic year at SAFS.

Starting with our dedicated staff team who make what we do on a daily basis possible and who are making the changes to all of our families lives.

We would like to thank all of our partners, old and new for supporting the work that we do and enabling us to grow and develop.

Most importantly we would like to thank all of SAFS families, for being the cornerstone of our organisation and for making such a difference to our lives, it is a pleasure working with each and every one of you.



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Company Registration Number: 4258543



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[www.safscare.org](http://www.safscare.org)

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