



Caring Family Support



SAFS AGM REPORT 2017/18



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.



Our Core Values are to enhance the quality of life and to improve health and wellbeing of individuals who have a disability, by providing quality care and opportunities.
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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 ভাষা
রিত 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 ટ્રાન્સલેઈટ કરી આપીશું અથવા તો જરૂર હોય તો બ્રાઈલ, મોટા
અક્ષરો કે સાંભળી શકાઈ તેવી ટેઈપની 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 ਹੋਏਗੀ: 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 from the Chair at this year's AGM report and financial statement. This report highlights the developments and achievements of the last year from the trustees and our senior management team. We as a board of trustees continue to work to ensure SAFS delivers on its vision, mission and priorities. At the heart of the organisation is to ensure sustainability, quality, and ensuring that services continue to be delivered to meet the demands of our users and their families and also comply with the requirements of our funders.



SAFS can now firmly say that our home is the Windmill Community Centre and the transition from the Asra building has resulted in new opportunities and new challenges. The Board has taken a view to ensure that SAFS care services remain our primary focus but equally to take a balanced view on developing the Windmill Centre. A number of key pieces of research have been carried out working with The University of Birmingham on a Needs Analysis and also the use of the building.

We also underwent a CQC inspection that awarded us as good and provided positive feedback on our services and how staff go the extra mile and provide added value to ensure our services meet the personalised needs of individuals and families. The following quote aptly describes this:

"I am very familiar with the carers, they are absolutely brilliant and always go the extra mile with (person's name) and you can tell how much they care"

Our Board has this year had to focus on sustainability and at the same time planning for the future. The Strategic Plan has clear key Performance Indicators and we have a governance structure that ensures accountability and transparency. I would like to thank our entire trustee's that have committed their time and expertise during a challenging year.

Looking ahead we are well placed to continue to deliver excellent care services to our users and also meet the requirements of our commissioners.

I wish our new Chair Sham Malhi all the best as he takes over the reins as the Chair of SAFS and to the staff team especially our care workers who deliver front line services.

Surrinder Bains



An update from Our Chief Executive

This time of the year comes around in a and I am pleased to share that it's been busy and successful year.

We have continued to provide good quality, and consistent care and support services children, young people and adults. This proven by our CQC inspection for which received a GOOD rating for our service being SAFE, EFFECTIVE, CARING, RESPONSIVE and WELL-LED.



heartbeat
another

flexible
to all our
has been
we

One family told the CQC inspector when asked if the care staff were caring, "yes they are kind and friendly" Relatives said, "the carers are very good, I am very happy, they look after (person's name) exactly how I do, they really do care". They (care staff) are very caring, they really are to (person's name) and "I have always been happy with the care they (care staff) show (person's name).

Families and staff alike were interviewed and the findings were all positive, which speaks volumes and affirms our vision and mission.

The move to the Windmill Community Centre has enabled SAFS to work more closely with the groups that are based at the centre and the local community. Our recent community mapping exercise identified "community needs", which led to undertaking a feasibility study and this has identified further "community and stakeholders needs" and business options for SAFS and the Centre. This will now result in additional services being explored, renovations to the building and possible building works.

SAFS has worked with various organisation and forged successful partnerships

I would like to take this opportunity to thank all of our families, funders, SAFS Trustees and staff for all their hard work and continued commitment.

Parpinder K Dhatt (Poppy)



SAFS at the Windmill Community Centre

Last year SAFS relocated right back to where it all began at the Windmill Community Centre. SAFS was based at the centre back in the 1990s however this time we have taken on the whole centre.

This move has brought new opportunities and challenges alike. The Centre has opened many doors for SAFS especially when it has come to working within the wider community and working in partnership with the user groups and local stakeholders and community groups.

We have also been able to host community events as a result of owning the centre and have successfully hosted car boot sales, winter wonderlands, Easter workshop and a Bikeathon! A community mapping exercise was also undertaken to let us find out more what the community needs!

Our children, young people and adults have also benefitted from the centre, a single story complex with access to a range of new and exciting facilities. The centre includes multiple kitchens for our adult lifestyles cooking ventures, a child friendly room for the OSC and a huge sports hall and gym area for “working out” and running various fun activities.

The centre also has a large communal area where we can all come together and host our famous coffee mornings!





About the Windmill Centre

The centre is a home to many local community groups and businesses, who are either based here or provide regular or one off projects

Our groups for 2017/18 are:

Windmill Amateur Boxing Association

AFSCS

Centre Spot

Lions Kick Boxing Club

SMBC Looked After Children group

My Time Active

Living Hope Divine Blessing

Dawat – E-Islami group

Kaleidoscope – Young parents group.

Headways Café Neuro

Cidori – PTS training

Brushstrokes – IELTS classes

Ashley Housing – coffee shop barista training

St Michaels Nursery

The centre offers an affordable, accessible, safe and secure (alarmed) indoor and outdoor space for training, parties, events, sporting activities, tournaments to name but a few.

We have invested in new tables and chairs and a new intercom camera security system.

We have a grounds maintenance contract with options for life a local charity who support and provide services to adults with learning disabilities.

We aim to use local traders and businesses to show our support and ensure cost effectiveness.

We have had over 4000 visitors to the centre this year.





About SAFS

Who we are and what we do

Domiciliary Care

We have been providing Domiciliary Care services to families in our community for over 30 years. The service is good quality, consistent and flexible personal care and support within the home to children, young people and adults. SAFS now supports over 75 families who have a child, young person or adult who may have a physical/learning disability or a range of complex health needs. Our staff team have multiple specialist skills so they can adapt to the varying needs of each individual ensuring safeguarding at all times.



Drop in/Lifestyle service

Our drop in lifestyle 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.

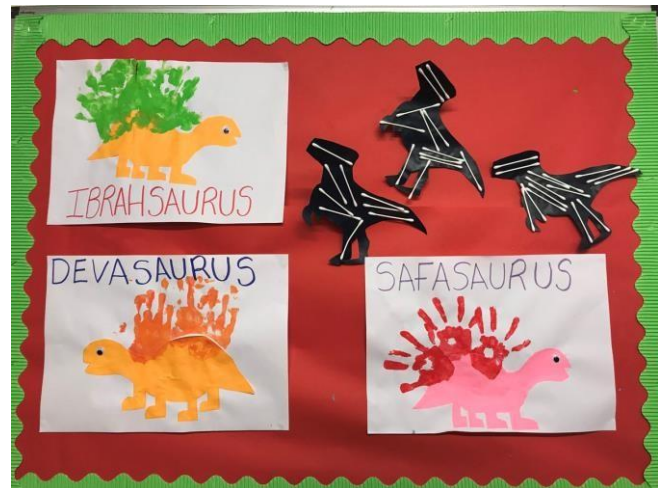
This tailored and bespoke service caters to the individual needs of all our young adults, focusing upon developing essential skills to promote their confidence and wellbeing. Our activities are carried out in groups and on a one to one basis, depending on the needs of each individual.

This year our lifestyles group have really benefitted from the enhanced facilities offered by the Windmill Centre. They have their own indoor fully equipped gym, games room, sports hall, outdoor multi-use games area and a lifestyles kitchen.



Out of School Club

Our Out of School Club offers a safe and friendly environment for children and young people after school on a Tuesday and Thursday and during the day at our Saturday Club. This service grew out of the recognition that many families caring for a child with complex needs required additional help and often a short break from their caring responsibilities and to spend time with their other children or family members.



Personal Assistant Service

Our personal assistant service is a 'personalised' service that provides each individual with a matched 'personal assistant' who will enable and support them to do any activities they wish to do whilst they are out and about in their local community. Every individual is entitled to 120 hours which are flexible to use as and when it suits them, 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 utmost care and safety of each individual, reassuring the parents and family they are in safe hands.

This service is provided for any child or young person under the age of 18 years. The matched Personal assistant provides the young person with an



understanding of independence, thus helping them to transition into adulthood. The young people have benefitted from making their own decisions about what they want to do and where they want to go. The activities vary from person to person and include bowling, going to the cinema and the park, attending the gym, 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 Wellbeing and Support Service.

The wellbeing of our parents and carers is paramount, we support our parents and carers via a support group, which runs 2 days a week. The focus on the Tuesday session is “health and physical activities” and the focus on the Thursday session is “socialising and having fun and supporting one another as peers”.

Since we have moved to the Windmill Community centre, we have a lot of visitors and some of them are carers of their family members, relatives or friends and even neighbours. They are carers of someone who may be elderly and frail; or have a mental health condition, or someone who has a physical or learning disability and/or a complex health condition. One thing some of these individuals do not recognize is that they are a “carer”. If we are not able to support any one of these carers, we signpost and navigate them to another service where they can get that support or advice or guidance,

The Care Act 2014 is still the major legislation for adult social care, so what are the ‘wellbeing’ principles? The Care Act introduced a general duty on local authorities to promote an ‘individuals wellbeing’. This means that they should always have a person’s wellbeing in mind and when making decisions about them or planning services.

Wellbeing can relate to:

Personal dignity (including treatment of the individual with respect).

Physical and mental health and emotional wellbeing.

Protection from abuse and neglect.

Control by the individual over day-to-day life (including over care & support)

Participation in work, education, training or recreation.

Social and economic wellbeing



Domestic, family and personal relationships
Suitability of living accommodation
The individual's contribution to society.

The wellbeing principles are also part of the eligibility criteria. Local Authorities have to consider the impact of the "CARER" and their wellbeing. Similarly, they have to consider the impact of a disabled persons needs on their wellbeing. If the impact is significant then the eligibility criteria are likely to be met (carersuk).



Our Highlights 2017/18



Our Annual Day Trips

This year SAFS went on not one but TWO annual day trips. One to Legoland and the other to West Midlands Safari Park. Our annual day trips are always a hit with the families so this year we wanted to give two options! One for the Lego



lovers and another for those animal lovers. We can confidently say that both trips went down a treat! We had 15 families join us on each trip enjoying the rides, and attraction both places had to offer.

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, with one of our coaches being adaptable for wheelchair users. It allows our families to spend time with their loved ones and one another. This is where many friendships and memories are made as many of our families share similar experiences and support to one another. We were very excited at the fact that we were able to host two annual day trips this year.



Testimonies

“Myself and my son had a wonderful time, jam-packed with fun!”

“my daughter had a fantastic time! She really enjoyed the trip, she had a go on.”

“I fully enjoyed the trip and pleased to see so many families, staff & carer’s enjoy themselves.”

“We really enjoyed the trip and hopefully will enjoy many more trips to come.”





Our Future Plans

We are to create a sensory indoors and outdoors for children, people, parents and

We aim to a gardening for the local

community to address & reduce loneliness and isolation by encouraging intergenerational and multicultural collaborations.

We aim to extend our “wellbeing offer” to our families and the local community, to include yoga, physical activity sessions and community events for individuals and their families.

We are looking to create multi-spaces and to work in partnership with learning and training providers so they may deliver a variety of courses to develop and enhance skills of our future generation in order for them to gain further education and/or employment.



looking

space

all our young adults, carers.

create area

Our Commitment



We will continue to provide good quality, flexible consistent and safe care and support services.

We pledge to continuously improve our services to our children, young people and adults.

We are committed to continuously supporting our staff team by way of training and enhancing existing skills and developing new skills.

We are committed to the emotional health and wellbeing of all our stakeholders.

We offer work experience placements for pupils/students at schools and colleges.

We offer 1 year paid work experience to graduates.

We offer apprenticeship placements for business administration and health and social care.

We welcome volunteers to work at both SAFS and the Windmill Community Centre.

Financial Statements

Income

Money we have received in the year

Between 1st April 2017 and 31st March 2018 we raised

£ 717,828.00

This is where the money came from:

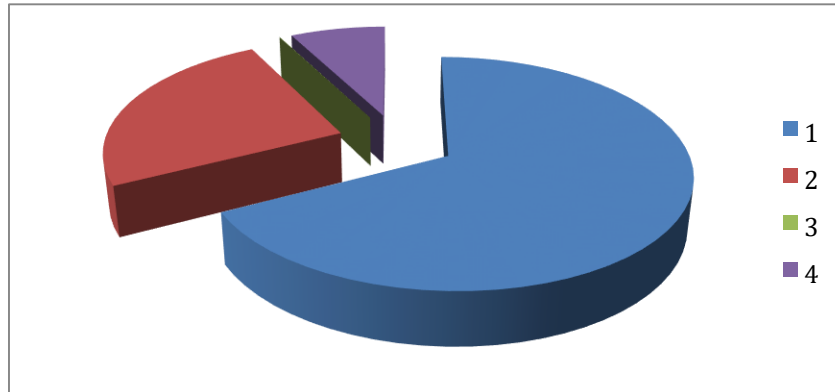


Grants from Local Governments
Grants/Direct payments, foundations and similar
Bank Interest Received
Income from other activities

£ 483,975.00
£ 178,789.00
£ 170.00
£ 54,894.00

TOTAL INCOME

£ 717,828.00



Expenditure

2017-2018

Between 1st April 2017 and 31st March 2018

RESOURCES EXPENDED

Employment Costs
Travel Costs
Activities & Consumables
Premises
Professional Fees
IT & Communications
Depreciation

£584,403.00
£28,775.00
£23,305.00
£117,474.00
£28,710.00
£19,349.00
£7,937.00

TOTAL EXPENDITURE

£809,953.00

At the beginning of the year as at 1st April 2017 we had:

£550,316.00

We received in the year ended 31st March 2018

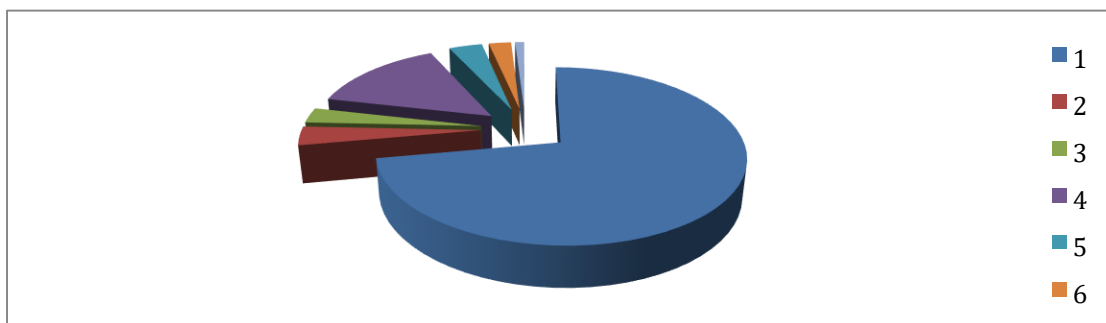
£717,828.00

We have spent in the year ended 31st March 2018

£809,953.00

This leaves us with funds carried forward of

£458,191.00



Accounts

What we are worth as at 31st March 2018

What we are worth at the end of the year. At the end of our financial year we had:

2017-2018



Computers, technical and furniture equipment worth	£27,933.00
Money in the bank and in cash	£332,481.00
We were owed money worth	£143,402.00
Total	£503,816.00
But we have to take off money that we owed which was	£45,625.00
So the total value of our charity was	£458,191.00

These accounts are a summary of financial information for the year ending 31st March 2018.

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 Sandwell Asian Family Support Service.

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

Thank you

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

Thank you to our dedicated staff team who make what we do on a daily basis possible and make a difference to the lives of all our children, young people and adults.



Thank you to all our stakeholders/partners past and present for supporting the work we do.

Thank you to all our Funders, Sponsors and Donors.

Thank you to all of SAFS families, for being at the heart of everything we do, it is a pleasure working with each and every one of you.



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Company Registration Number: 4258543

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