



# Annual Report 2011-2012

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

 **Nugent  
Care**  
Supporting our community since 1881









## Message from the Chief Executive

The Trust Deed of Nugent Care gives the charity a clear objective to reach out to people in need. We achieve this through using the many and varied skills of our staff and volunteers to work alongside and on behalf of a vast number of children, young people and vulnerable adults. This year we provided services to over 6000 people and also to their families and friends.

Our Annual Report provides a summary of our work and in it you will find many examples of how our services have enhanced the lives of individuals, strengthened communities and had a positive impact on society as a whole. Hopefully the annual report will inspire you to look out for the jobs we have advertised, or for our volunteering activities, or to fundraise for us. Or maybe a combination of these, all of which can enrich your life too.

Nugent Care enhanced its advocacy role this year by undertaking a piece of research on the effects of financial cuts on homeless people. You can find the report, 'Negotiating New Realities', on our website if you want to learn more about this initiative. This was a new venture for us and we plan a follow up to the research in the coming year.

I hope you enjoy reading our annual report and, as always I am delighted to take this opportunity to positively thank all of our staff, volunteers and supporters for all that they do.

Kathleen Pitt  
*Chief Executive*



## Message from The Chair of Trustees

I write this during the season of the Party Conferences. I have noted, and this factor has been a theme in significant readings of the economic situation for many months, that no one is promising a quick return to the levels of public spending to which we had become accustomed. There is some discussion about specific steps, but no one suggests that the overall economic reality is anything but grave. I find myself recalling words of

Archbishop Charles Palmer-Buckle, grandson of a liberated slave and now Archbishop of Accra in Ghana at a conference in Liverpool which brought together Bishops from Africa and Europe in 2008. At the time of the collapse of Lehmann brothers he was asked to comment. He noted: "Some of what is happening cannot be explained without accepting the full consequences of the end of the slave trade and the wealth that brought to some." This country is having to learn to live without Empire, a privileged place in a Commonwealth, and all the resources that meant.

That means the needs that Nugent Care seeks to meet are likely to become more severe. It also means that our role as offering with others to be a voice to the voiceless who suffer most will be essential. These tasks we are undertaking with extreme seriousness. And that means we may fittingly be involved in the calm, searching, well-informed conversations that are needed. Noisy campaigning, strident voices are inadequate at this time. This report shows both the breadth and quality of our services and the sound basis for our advocacy.

The Most Reverend Patrick Kelly - The Archbishop of Liverpool  
*Chair of Trustees*



## Senior Management Team

Ms Cathy Shelton,  
*Assistant Director, Children & Young People Services*

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Ms Helen Burgess,  
*Service Manager, Adult Residential & Community Based Services*

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Mr Tony Connor,  
*Service Manager, Community Services & Development*

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Ms Lynne O'Hara,  
*Principal Personnel Manager*

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Mr Martin Sadler,  
*Adoption Services Manager*

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Dr Richard Woolford,  
*School's Advisor*

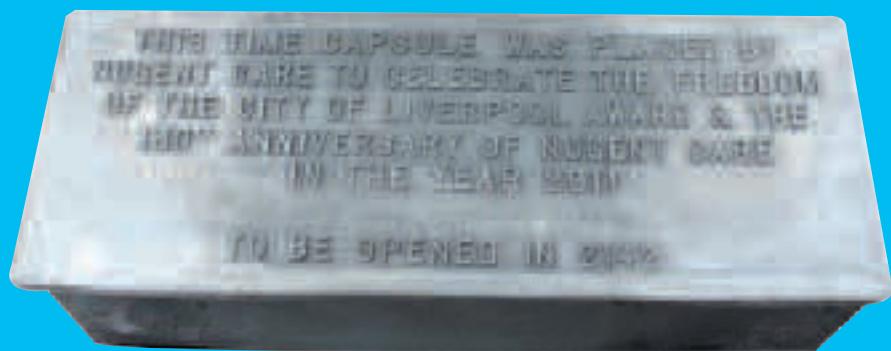
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Mrs Carol Parkinson,  
*Principal Clarence High School*

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Mr John Gilfillan,  
*Principal Nugent House School*

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# History and our work today

Nugent Care is a charitable organisation which offers a diverse range of support to adults and children across Liverpool and throughout the North West of England. The origins of Nugent Care date back to 1881 and the pioneering work of Father James Nugent (1822-1905) in relation to child welfare, relief from poverty and social reform. The work of Father Nugent had a dramatic impact on the lives of thousands of vulnerable people and his work continues to this day through Nugent Care.

Today the wide range of services Nugent Care has to offer allows us to provide a highly individualised and tailored approach to all our service users. We work with children, adults and community groups through our homes, schools and community based projects throughout the North West, ensuring people's rights, independence, interdependence, choice and inclusion are integrated into everything we do. As a social care provider, Nugent Care works at the heart of some of the most vulnerable and disadvantaged communities. We strive not only to provide the best possible service to individuals and their families in these areas, but to generate interest, awareness and an understanding of the issues they face and the impact of this on our wider communities.

March 2012 saw the launch of our new website, the new site offers a fresh look, quick and easy access to essential information about services and fundraising events supported by Nugent Care. The site provides the customers with more of an interactive experience, intuitive navigation,

easy access to all of the charity's social media channels and detailed information about new projects and services.

In upholding Nugent Care's mission to deliver extremely professional and high quality services, the new website design will serve as a main source of useful and interesting information about issues that affect service users.



As a community support organisation we are proud to have achieved our 130th celebratory year in 2011 and marked the occasion through a host of events, one of which was receiving the Freedom of the City of Liverpool presented to Nugent Care by the Lord Mayor of Liverpool at St George's Hall on 4th November 2011. We now look forward to the next 130 years of carrying on Father Nugent's good work of supporting and caring for children, adults and the community in the Merseyside area!



*"It's good that I am able to  
still live with my sister"*



# Supporting Children

Nugent Care's Children and Young People's Services include; respite care for young people who have learning and physical disabilities as well as complex health needs, a secure centre for young people who display risk taking behaviour, two residential schools for children with special educational needs and a residential children's home for children with behavioural and emotional difficulties. This service also offers placements to sibling groups and undertakes mother and baby assessments. We are also an approved Adoption Agency helping people who are looking to adopt children from the UK or overseas and supporting individuals who have been adopted through Nugent Care.

Nugent Care continually works to promote the welfare of children in the North West region, underpinning the five core values highlighted in the government's green paper, Every Child Matters - being healthy, staying safe, enjoying and achieving, making a positive contribution and experiencing economic well-being.



***"Young people are very positive about the care that they receive and say they have good relationships with all staff".***

Ofsted 2011

***"I cannot thank you enough with regards to communication from staff, keeping us informed at every opportunity. The care, support and attention offered and received by S was excellent."***

Social Worker in the Sefton area

***"I appreciate the help and support throughout the last stages of my pregnancy. Since being at the unit I have learned that I must prioritise myself and my baby and our well-being. I have a beautiful daughter and if it weren't for St. Catherine's I would not have had this opportunity to look after her."***

Past resident at St. Catherine's who gave birth while resident with us

## Clumber Care Children's Home

Victoria Road, Freshfield, Merseyside L37 1LP

T: 01704 872210

E: clumber.lodge@nugentcare.org

At Clumber Care we offer a warm, welcoming and safe family environment, where our dedicated and experienced staff provide care for vulnerable and disadvantaged children and young people who have been assessed as needing the positive experiences and therapy that this residential setting can provide.

Following care programmes and working in close partnership with other agencies, careful preparations are made to enable the child or young person to return to their own family, to be successfully placed with a new permanent family, or to move on to live an independent life within the community.

Within Clumber Care we cater for the needs of children, young people and sibling groups across four distinct age ranges and personal needs in the following units:



- Brewery Lane - accommodates and caters for children with learning disabilities who want to enjoy a smaller, quieter living environment on a long-term basis
- Beechwood - accommodates and caters for teenagers providing care, guidance and support to prepare them for independent living
- Oakwood - accommodates and caters for younger children who have experienced physical, emotional and or sexual abuse
- Pinewood - is dedicated to helping and supporting young mothers with their babies.

During 2011/12 the young people at Clumber achieved an excellent record of attendance at school and children have done well in their chosen subjects.

## St Catherine's Secure Centre

Blackbrook Road, St Helens, Merseyside WA11 9RJ

T: 01744 606119

E: st.catherines@nugentcare.org

St. Catherine's provides a nationwide secure and open accommodation resource for young people aged from 10-17 (girls) and 10-14 (boys) with plans to bring the boy's age range in line with that of the girls in the near future. St. Catherine's provides a full continuum of care on one site, including educational and therapeutic support. Recent developments ensure our service users have access to the latest modern facilities which include:-

- a totally refurbished sports hall as part of the secure complex so all our young people can access full sized facilities for team sports and use up energy
- a new administration block housing senior management, finance, training and maintenance.

*"Thank you for all the help you have given me since I came to St. Cath's, transporting me to contact with my family and supporting me when I got upset. Being in secure isn't at all like I thought it would be it's been really good for me."*

*A current resident at St Catherine's*

Our new design technology room is a tremendous addition to the curriculum we can offer to all our young people in the secure unit, while a number of improvements have been made to Marian House Open Unit. The standard of décor & furnishing make it an attractive and well-appointed home for the young people resident there, with plans to expand provision to accommodate a gardening/horticulture project in the near future.



## Nazareth House Children's Villa Respite Home

Liverpool Road, Crosby, Merseyside L23 0QT

T: 0151 928 6418

E: Nazareth.house@nugentcare.org

Nazareth House is a short stay unit offering respite care for children and their families living in the Sefton area. The service is owned by the Congregation of the Sisters of Nazareth and has been managed on their behalf by Nugent Care since 1995.

Sefton Metropolitan Borough Council contract the service at Nazareth House which provides short breaks for children & young people aged 6 -17 who have physical disabilities, learning difficulties and complex health needs.

In 2011-2012 we had 43 placements offering families 28 days respite per year, some children and young people received double or triple stays depending on assessed need. New families continue to access the service.

In 2012 we achieved an 'outstanding' rating from Ofsted.

We are now finalising the plans for our sensory garden and this will bring new adventures and experiences for the children and young people to enjoy during their stays.



## Safeguarding

LACE, Croxteth Drive, Liverpool L17 1AA

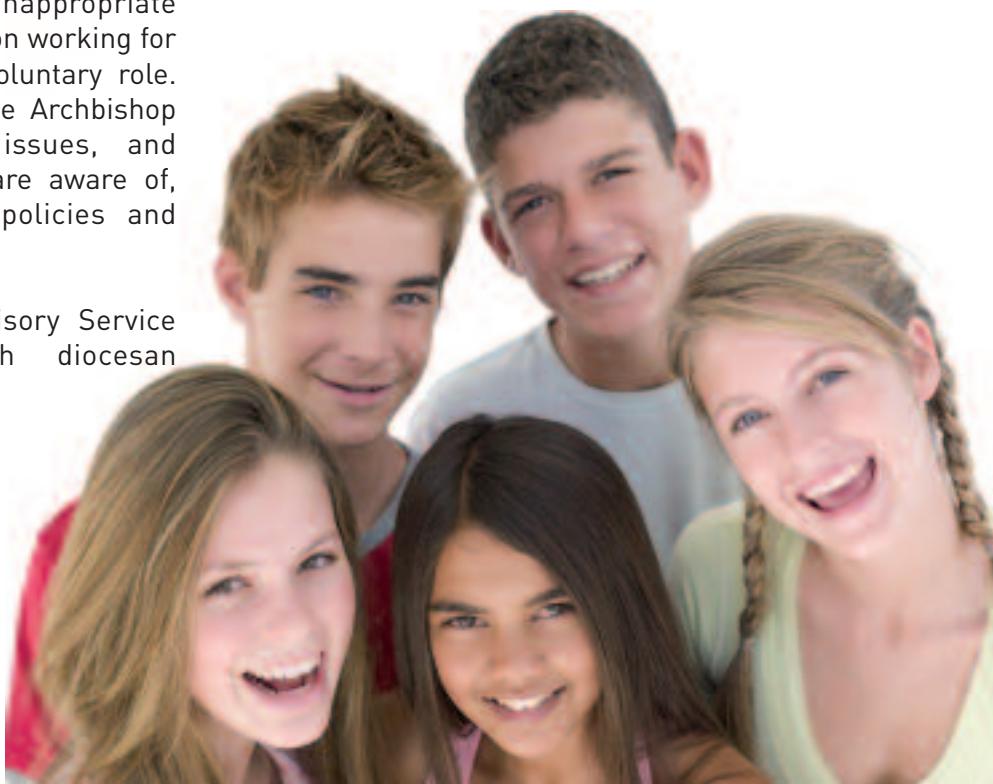
T: 0151 522 1043

Nugent Care continues to work with the Archdiocesan Safeguarding Department and is an active member of both the Safeguarding Commission and its Risk Management Team subgroup.

The Commission, in liaison with statutory agencies, enquire into allegations of abuse or concerns about possible inappropriate behaviours in respect of any person working for the Archdiocese, in a paid or voluntary role. The Commission also advises the Archbishop in relation to safeguarding issues, and ensures clergy and volunteers are aware of, and implement, safeguarding policies and procedures within parishes.

The Catholic Safeguarding Advisory Service (CSAS) in partnership with diocesan

safeguarding departments within England and Wales continue to review and update national safeguarding policies and procedures implemented within dioceses. Support is also offered to those who have experienced abuse and those against whom allegations have been made.





### Nugent House School

Carr Mill Lane, Billinge, Wigan WN5 7TT  
**T:** 01744 892551  
**E:** nugent.house@nugentcare.org

Nugent House School offers both 38 week and 52 week residential care as well as day placements for boys between the ages of 7 and 19. We offer support to pupils with a range of special educational needs arising from complex and often multiple challenges including aggression, behavioural problems, learning difficulties and/or disabilities and for those who have been diagnosed with mental health issues or autistic spectrum disorders. Each boy is provided with holistic on site intensive teaching, social care, therapy and health support. The focus is on flexible personalised learning to achieve the best outcomes for each boy including GCSE, City and Guilds Vocational Qualifications, BTech, and functional skills in literacy, numeracy and ICT. Young people here can also complete ASDAN CoPE as part of the programme preparing them for independent living. The educational provision demonstrates improved outcomes identifying a range of qualifications to recognise boys work and achievement.

**14** In addition; comprehensive therapeutic support, integral to both care and education is offered combined with high staffing levels and a nurturing environment, carefully structured to help manage challenging behaviour. The therapeutic offer was strengthened during 2011

"The ethos of the home is to effectively support children and young people in all aspects of their care, to support them, to treat everyone with dignity and respect and promote positive outcomes."

Ofsted 2012

with additional therapy capacity recruited to offer the widest possible range of support to vulnerable boys including 'Quiet Place' a meditation and therapeutic environment for one-to-one interventions.

Over the school year boys took part in regular mountain walks, canoeing trips, and cycling expeditions. In addition there have been a number of residential holidays where boys accessed activities including: ghyll scrambling, horse riding, quad biking and sea fishing, an exciting complement to the normal school activity programme which includes tenpin bowling, cinema, ice-skating, go-karting and fishing.

In July 2011 we received an Ofsted 'good' for residential care we are working hard towards achieving 'outstanding' status. With a new Principal and Head of Education further key targets for development are being set and Nugent House School fully expects to improve on their last inspection when Ofsted return this year.

The residential houses are maintained to a high standard and future plans include looking to improve the storage capacity in bedrooms, a response to suggestions made by the young people via the School Council.

## Clarence High School

West Lane, Freshfield, Formby L37 7AZ

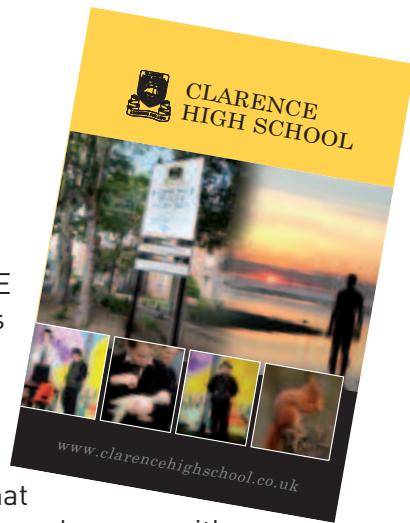
T: 01704 872151

E: [clarencehighschool@nugentcare.org](mailto:clarencehighschool@nugentcare.org)

Clarence High School is a special school for girls and boys aged 9 - 19 years old and we also have Children's Home status. Our residential provision offers two recently refurbished homes.

We pride ourselves on delivering a quality 24 hour curriculum with educational and residential staff working together to provide a seamless and holistic approach, enabling the young people in our learning community to achieve their personal best.

The new curriculum introduced in April 2010, has seen some outstanding results achieved by our young people confirming our belief that a child can achieve exam accreditation when they are ready and should not be restricted by chronological age. Our young people succeeded



in achieving GCSE certification as young as age 13 and GCSE 'C' grades as young as 14.

We are proud that all young people now leave us with personal and academic achievements, the majority moving on to the equivalent of an 'A' level course in Further Education Colleges locally.

Our established therapeutic team recently moved into a new suite of therapy rooms and planned upgrading of the dining room and all ICT equipment will be completed by September 2012.



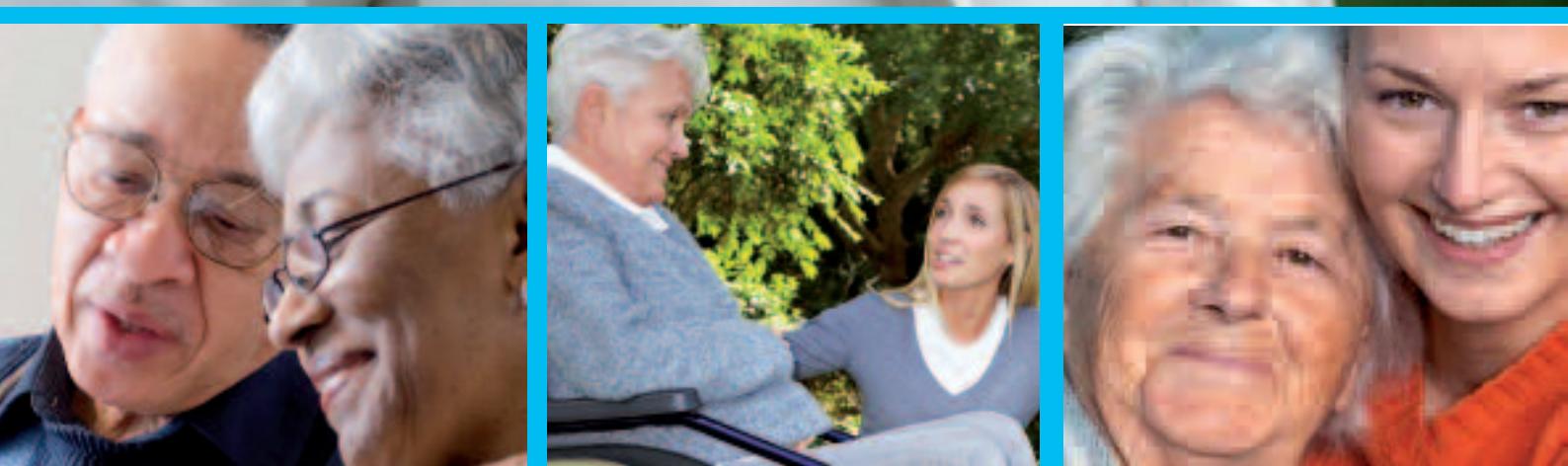
2011-2012 has been a very successful year for the Adoption Services Team. We have helped place 20 children with adopters and seen the final adoption hearing take place of another 11 children. We are particularly proud that we have made it possible for some brothers and sisters to remain together. We have significantly increased the training and support to adopters in the happy but challenging task of helping children become part of their new family. Our support work to aid people who have been affected by adoption in the past has also grown significantly.

The coming year will be exciting and challenging with new regulations and standards for adoption; designed to further improve services and minimise delays for children. We will also be making further developments in our training and support services to adopters.



*"Living here has made a lot of difference because I get very well looked after. I can please myself what I do and I can go to bed when I want. I really like all the people who work here".*

Lillian a resident in one of  
Nugent Care's residential homes



# Supporting Adults

As a Dignity in Care Champion, Nugent Care's Adult Residential Services embed the principles of the charter in all that we do, treating service users with respect and dignity.

We offer a wide range of residential and nursing care options to suit individual needs including; specialist care for older people; support for people living with dementia, a specialist unit for helping people with acquired brain injuries and neurological disorders and also a service for people with learning disabilities or mental health needs.

Nugent Care also works in partnership with a Registered Social Landlord to provide floating support for adults who have experienced mental health difficulties and wish to continue living in their own homes.

***"It's made a lot of difference to me being looked after in here. I would not manage on my own in my house. It is a good job there are places like this. I like the food, the company and the staff. I would not see as many friends if I didn't live here."***

Edna a resident in one of  
Nugent Care's residential homes

*Lily had spent a number of years being cared for in a long term psychiatric ward before being discharged to live in the community in the early 1990's. As her dementia progressed, she required 24 hour nursing care. Lily came to Geel and Hitchen Court in 1999 and this was her home until she died.*

*She had no family, and the staff and relatives of other residents who visited Geel and Hitchen Court became her family.*

*When her general health started to decline, she was cared for by the dedicated team of staff at Geel and Hitchen Court. She died peacefully with a member of staff by her side.*

*As Lily had no family, we were appointed by the council to make the funeral arrangements. It was agreed that staff, residents and their relatives would all like to take part in the celebration of her life and so we arranged for her funeral to take place at Geel and Hitchen Court.*

*After escorting her on her final journey, we made our way back to Geel and Hitchen Court and held a wake where we celebrated her life.*

*A number of relatives commented on how thoughtful it was of us to hold Lily's funeral at the home and they said they found comfort in the fact that her life and death were celebrated in this way.*

*Our philosophy is that no-one should die alone and everyone's life should be celebrated.*

## Geel and Hitchen Court

Woodlands Road, Aigburth, Liverpool L17 0AN

T: 0151 729 0117

E: geel@nugentcare.org

Based in Aigburth, Liverpool, Geel and Hitchen Court, provides long-term nursing care for 28 older people living with dementia.

We place our residents at the centre of the service by providing opportunities for older people to engage in a range of activities and social events promoting mental health and well-being in later life.

The majority of service users live with advanced dementia and are given full support with their physical, intellectual, emotional, social, physiological and cultural needs through to end of life care.

*"I enjoy mixing with lovely people. I feel at home, my lovely room, everything is done for me. the staff are beautiful and nothing is too much trouble, lovely surroundings and excellent food."*

Marion a resident in one of Nugent Care's residential homes

In December 2011 Geel and Hitchen Court were accredited with the Gold Standard Framework. Achieving this award was down to the dedication, hard work and high standard of care by all the staff at Geel and Hitchen Court the award was presented at the GSFCH Award ceremony on January 25th 2012.

We celebrated two milestone birthdays at Geel and Hitchen Court during 2011-2012 with one resident reaching the age of 90 and another reaching the grand age of 100, both occasions were celebrated with the residents, relatives and staff at the Home.

## Hollystead

14 Old Mill Lane, Wavertree, Liverpool L15 8LN

T: 0151 722 7874

E: hollystead@nugentcare.org

Hollystead Residential Home is registered to provide care and support for 16 adults with a learning disability.

We support each service user to draw up a person-centred care plan inviting family input and encouraging other relevant people in their lives to make a contribution, the person-centred care plans are reviewed regularly.

We encourage and support service users to make full use of the community facilities and enhance their lives.

At Hollystead our emphasis is on the dignity, privacy and respect of each service user, giving the people we support and care for the right to make choices and become more independent.

## Margaret Roper House

447 Liverpool Road, Birkdale, Southport PR8 3BW

T: 01704 574348

E: mrh@nugentcare.org

Margaret Roper House is a registered nursing home for people who have enduring mental health problems; we function on a support model enabling people to learn social skills so that they can live independently within the home environment and outside the Home.

We provide services for 23 adult residents of all ages.

We are proud to publish our successes and celebrations for 2011-2012 which include:

- an Excellent Status given by CQC
- maintaining our 5 Star Status

## Lime House

Newton Rd, Lowton, Nr Warrington, Cheshire WA3 1HF

T: 01942 674135

E: lime.house@nugentcare.org

Lime House is a 31 bed registered Residential Care Home for older people. The home is set in lavish grounds in Lowton. To the rear of the building is a large enclosed garden which enables residents to safely walk outside when they choose to do so. The Staff at Lime House provide specialist care and support to people living with dementia. The ethos at Lime House is person-centred care, seeing people as individuals and encouraging independence. Staff support residents to achieve

their goals and aspirations and there is a friendly and supportive atmosphere within the home.

A review of compliance was undertaken in October 2011 by the Care Quality Commission. The feedback in the report was very positive.

Two residents received their telegrams from the Queen to celebrate their 100th birthdays. All their families and friends joined in with the celebrations.

## The Bungalow

346B Newton Road, Lowton WA3 1HF

T: 01942 674135

E: lime.house@nugentcare.org

The Bungalow is a supported tenancy home that offers 24 hour support to 3 adults with both learning and physical disabilities. With the inclusion of the service users individual care packages are compiled. Staff offer support to the service users to enable them to undertake their chosen individualised activities appropriate to their goals and aspirations.

Staff support the service users to personalise the home and their individual rooms. The service users choose the menus with the assistance of staff, and staff escort the service users to the local shops to purchase their food with the aid of public transport.

The three residents at the Bungalow have varying hobbies and interests so the activities are planned to enable them to pursue these.

## St. Joseph's

Woodlands Road, Liverpool L17 0AN

T: 0151 729 0888

E: Joseph's@nugentcare.org

St Joseph's is a needs led adult Residential Care Home providing support for up to 18 people who have an acquired brain injury or neurological disorder.

Each service user is in receipt of a Person Centred Plan, compiled with the service user which is unique to them, promoting each person's individuality, choice, privacy, dignity and respect within their home.

*"My life is getting better here. The food is excellent, I have a lovely room and can go to it if I want to have peace and quiet. The staff are lovely and the people I have met. I sometimes would like to be in my own home but I realise that I would not be able to manage.*

Janet a resident in one of  
Nugent Care's residential homes

The ethos at St Joseph's is forward thinking, in building links with multi-disciplinary agencies, ensuring the service St Joseph's provides meets the on-going changing needs of the people who choose and require support.

## Ainsdale Care in the Community

447 Liverpool, Road, Birkdale, Southport PR8 3BW

T: 07917 101783

E: ainsdalestaff@nugentcare.org

Ainsdale Care in the Community offers floating support to help promote and encourage independent living for adults between the ages of 18 - 64 with mental health needs and learning difficulties.

We actively promote healthy living, development of life skills and integration into the local community.



***“Being a volunteer has given me a new lease of life. I feel useful again and a valued part of the team”***

Nugent Care volunteer



# Community and Personalised Services

Nugent Care's Community Services Team have for many years been at the forefront of personalised, outcome focussed support for volunteers, community groups, Deaf people, people who are hard of hearing and people who have learning disabilities. These services run alongside support for homeless people and people in need of welfare advice or material aid, and drug intervention support.

All of the teams are pivotal to Nugent Care's response in meeting the challenges of people experiencing reduced life opportunities, and improving health and well-being of the service users. Some of these services are non-statutory funded and work closely with our Fundraising Team to engage with the local public and business community to provide much needed funds and raise the profile of social issues in our local area.



***"I enjoy the satisfaction of being helpful and the friendships you make".***

Nugent Care volunteer

## Bolton Community Services

Mill Street, Farnworth, Bolton BL4 7BH

T: 01204 579378

E: leahj@nugentcare.org

The Bolton Community Service operates from one base situated in Farnworth which is well positioned near to local amenities i.e. shops, library, leisure centre, parks and also excellent public transport links both rail and buses. The support team are highly skilled and trained to meet people's specific care and support requirements. Other specialised training is obtained according to need.

During 2011-2012 we provided day provision to 18 individuals. The main achievement for this year was the successful amalgamation of two bases into one newer site with excellent facilities.

## Garden Project

Lime House, Newton Road, Lowton, Nr Warrington WA3 1HF

T: 0151 706 9530

E: chrisg@nugentcare.org

The Garden Project is based in Lowton and provides a diverse range of horticultural activities for adults over the age of 18 with learning disabilities living within the borough of Wigan. The project has a strong reputation for the quality of its work and includes activities such as ground maintenance, growing fruit

and vegetables, potting plants, contract work, voluntary/conservation work and producing/selling plants and hanging baskets. We assist service users to acquire a range of skills and techniques, and they fully participate in all aspects of the project's work.

## Individualised Community Support - (ICS) Liverpool & Wigan

Local Solutions, Mount Vernon Green, Hall Lane, Liverpool L7 8TF

T: 0151 706 9530

E: dclarke@nugentcare.org

This service provides 1:1 or 2:1 support for adults with learning disabilities who may have additional support needs to access a full range of activities in the local communities of Liverpool and Wigan. We work in consultation with the service user and their family to develop an outcome-focused, person-centred support plan tailored to the service users' individual needs and preferences. On completion the individual accesses a range of activities giving

them the opportunity to achieve their own personal goals and independence.

In 2011-2012 the service supported 30 people in the Liverpool area and 19 in the Wigan area. Our Wigan contract has been successfully extended to March 2014 on new terms. The Liverpool service has attracted some new referrals including support to those accessing personal budgets.

## Supported Living Service - Lichfield Close

Local Solutions, Mount Vernon Green, Hall Lane, Liverpool L7 8TF

T: 0151 706 9530

E: dclarke@nugentcare.org

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Lichfield Close provides round the clock and tailored support to adults with learning disabilities and associated needs within a purpose built bungalow in Netherton. The service is underpinned through our registered personal care service and we support

tenants through outcome focused, person-centred support planning. Tenants are benefiting greatly from the personalised support, high quality living environment and opportunities in the wider community.

## St Edmonds Project

Local Solutions, Mount Vernon Green, Hall Lane, Liverpool L7 8TF

**T:** 0151 706 9530

**E:** dclarke@nugentcare.org

Based in Bootle, the St. Edmonds Road Project provides support for tenants with mild to moderate learning disabilities. In 2011-2012 we supported 5 service users to meet the terms of their tenancies, acquire household skills, and achieve high levels of

independence and inclusion within the community. The project also provides a flexible outreach service to a number of tenants within the local community.

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## Conway Road - Supported Living Service

Local Solutions, Mount Vernon Green, Hall Lane, Liverpool L7 8TF

**T:** 0151 706 9530

**E:** dclarke@nugentcare.org

Conway Road provides round the clock and tailored support to adults with learning disabilities and associated needs within a property in Ashton-in-Makerfield. The individuals are tenants in their own right and we support them through outcome

focused, person centred support planning to achieve a high quality living environment and opportunity in the wider community.



# Community Resource Unit

Nugent Care's Community Resource Unit (CRU) offers a unique and varied combination of services aimed at meeting the needs of marginalised and disadvantaged people.

The CRU team is made up of Nugent Care staff and volunteers. Volunteers are recruited from the community and they donate their time to help us to provide material aid to people in need.

We also provide general housing advice and support to homeless people throughout Liverpool.

Working with other professional agencies CRU's welfare and homeless projects work together to meet the varied and complex needs of a range of vulnerable people, including marginalised groups and asylum seekers.



*"I used to get £97 a week. It was reviewed to £0 because the hospital said I was fit to work. It was reviewed again to £67 a week. My GP says I need to recover after my accident. I want to work".*

Nugent Care service user

## Family Resettlement Service

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2035

The Family Resettlement Service works with families who have lost their homes to identify suitable accommodation and assist in negotiations with potential new housing providers. The service acts to empower families to develop the skills, knowledge, strategies and contacts to enable them to maintain tenancies, while also working to prevent homelessness with other families.

The service supported 50 families at any one time throughout the three year duration of the project. Unfortunately the local authority was unable to continue funding the service in the current financial climate and it ceased in August 2011.

## Welfare Advice & Material Aid Project

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2035

E: SDeverdie@nugentcare.org

The scheme supports people who are experiencing hardship to access advice and material aid. We provide practical and emotional support including food parcels, home start packs, nursery equipment and drop-in

support at our central office base in Edge Lane, Liverpool. The scheme organises pick-ups of donated items, and relies on fundraising appeals throughout the Merseyside area.

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## Single Homeless Rent Deposit and Housing Support Project

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2035

E: zjackson@nugentcare.org

The project offers support to single homeless people over the age of 18 relating to housing and achieving independence and inclusion in the community. The project also runs a Rent Deposit Guarantee Scheme, which secures a bond that provides security to both tenant and landlord in place of a financial deposit for rent. The Single Homeless Team offers support to 29 service users at any one time.

The project operates under contracts with Liverpool and Sefton Councils and continues to achieve excellent outcomes within the current challenging financial environment and funding reductions.

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## New Beginnings Supported Accommodation Scheme

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2035

E: zjackson@nugentcare.org

We commenced this service, under a 3 year contract with Liverpool City Council in September 2011. Our partners Liverpool Mutual Homes provide high quality dispersed properties for 26 single homeless people and

we provide support to enable individuals to access and maintain tenancies, achieve independence and community inclusion and plan for move-on.

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## Working Together Service

99 Edge Lane, Liverpool L7 2PE

T: 0151 235 2551

E: workingtogether@liverpoolmh.co.uk

This is an exciting and innovative partnership between Nugent Care and Liverpool Mutual Homes (LMH). We provide floating support to vulnerable LMH single people and families with complex needs who are at risk

of losing their tenancies. The service commenced in April 2011 and due to its success was able to extend in October 2011. We currently support 72 people/families through this service.

# Volunteer Management

Volunteers, 99 Edge Lane, Liverpool L7 2PE

E: volunteers@nugentcare.org

The Volunteer Management & Specialist Disability Team offer meaningful volunteering opportunities that support the values and work of Nugent Care. We offer advice, support and training to enhance the personal and professional development of our volunteers.

Our Catechetical Worker provides support with sacramental preparation for children with disabilities as well as promoting and supporting the spiritual development of adults with learning disabilities.

Through the support of our volunteers we are able to offer access to social, leisure, volunteering and employment opportunities to adults with learning disabilities.

It's been a busy year for the team organising our annual mass with people with disabilities, events for Volunteers Week including a trip to the Anglican Cathedral and taking on the challenge of painting the dining room at Hollystead! Our annual social night was a great success, with a special appearance from the Nugent Care Blues Brothers.

We've delivered training sessions for our volunteers on disability awareness and safeguarding and worked hard to help with fundraising initiatives such as our Good Shepherd Appeal and related activities such as collecting donations of foreign and old coins.



We joined in our 130th birthday celebrations and learned how to Zumba(!) and we spread the word about our work, and Nugent Care in general, by making presentations at schools and colleges and holding stalls at volunteer fairs.

We had a really successful year with our supported volunteering project in Knowsley, which comes under the Knowsley Inclusion Through Employment (KITE) umbrella. Numerous successful volunteering and work placements for adults with learning disabilities were set up with major employers such as; Boots the Chemist, Merseyside Police, Whiston Hospital, The Dogs Trust and Barnado's, to name just a few.

Our Faith and Light group had a hugely successful trip to Lourdes, with a total of 17 people attending. For many of the group it was the first time they had been away with their peers.

Last, but certainly not least, we focussed on disability hate crime and attended several conferences and meetings to enable us to learn more so that we were better equipped to offer advice and support and to signpost to resources.

## Hard of Hearing Team - Hear Here Project

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2000

E: GMaher@nugentcare.org

The Hard of Hearing Team provides specialist support and advice to people who have an acquired hearing loss and their families. During 2001-2012, lipreading courses were held in Rainhill, Haydock, Liverpool, Formby and Southport. We also provided basic one-to-one computer training for hard of hearing people to enable them to communicate via email and browse the internet for information. Our specialist equipment loan scheme (amplified phones etc.) continued to provide a much needed service.

Our Southport Volunteer Group visited many isolated hard of hearing people and arranged

many innovative social inclusion activities and outings for all our service users.

We offered general advice on hearing loss, tinnitus and audiology services and signposted people to other appropriate services. Our communication awareness course was offered to service providers.

The Southport Project moved to new accessible premises in July 2011.

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## Deaf Team

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2000

E: miker@nugentcare.org

The Deaf Team provides specialised support in all areas of spiritual and pastoral life to people who are Deaf. This work includes Deaf people of all faiths.

We provide a wide range of services such as hospital visits, signed masses, working with schools in the Archdiocese, providing Deaf awareness training and accredited sign classes (BSL) to schools and basic sign classes to Nugent Care staff. We also provided

interpreting and Lipspeaking communication support across the North West.

This year we have been running a new Deaf Craft group; members have made various craft items to raise funds and build social interaction between Deaf people. This group is continuing with a new creative project making a large mosaic to symbolise Nugent Care.

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## MRANG

Merseyside Refugees & Asylum Seekers Pre and Post Natal Support Group

St Patrick's Church Hall, South Chester Street, Toxteth L8 5RA

T: 0151 708 6326

In 2011-2012 Nugent Care continued to support this vital service.

the needs of women who are asylum seekers or refugees and who have been victims of abuse.

MRANG is a small unincorporated charity that is supported by Nugent Care. Its services are focussed on

# *Putting the Fun back into Fundraising!*



## Fundraising

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2049

E: marie.reynolds@nugentcare.org

Our supporters have pulled out all the stops this year to help Nugent Care, they have travelled the length and breadth of the country to raise money for our work.

The many fundraising challenges completed included; eight keen cyclists led by Alvin Cooney cycled from John O'Groats to Land's End to enable children with learning disabilities to create a sensory garden. Other supporters have ridden from London to Brighton and from Liverpool to Chester. We have also had several people jump out of a plane, parachutes of course were provided, and many walking challenges were completed.

We are always amazed at the fundraising ideas that people come up with in order to support the work of Nugent Care. The annual Phil Thompson Golf Tournament was again a huge success with our patron providing a humourous and informative after dinner speech. Our thanks to Phil Thompson for his continued help and support.

Sir Terry Leahy - former CEO from Tesco has again supported the Hear Here project with a grant for

the Old Swan class. This support has enabled us to reach out and support vulnerable people in our communities.

Our supporters in parishes and schools have worked tirelessly to promote the Good Shepherd and Rosary Appeal. Several parishes also supported the White Christmas Appeal which enables homeless people move into accommodation. We are very grateful to all the schools, parishes, teachers and parents for their continued support and creativity.

A special thank you to all our supporters and donors. We cannot express how much we appreciate their kindness. Each and every donation no matter how small enables us to improve the lives of those we serve.

If you have any fundraising ideas to help support the work of Nugent Care please contact one of the Fundraising Team. We are always keen to meet supporters and look at new ways to generate income.



## The Charity Shop

73 Allerton Rd, Liverpool, L18 2D

Nugent Care's charity shop is on Allerton Rd, Liverpool and we are always looking for donations such as men's and women's clothes, bric a brac, toys, books and cds.

In 2011-2012 we continued to receive donations which helped us stock the shop with good quality items and during the start

of the year the shop received a refurbishment courtesy of the Volunteer Team.

All donations to our shop have a big impact on people's lives as all the proceeds go towards helping our services for people with learning disabilities, people who are Deaf or hard of hearing and our Volunteer Team.

## New developments for 2012

### Social Enterprise Development Team

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2054 / 07795 960391 (mobile)

E: droberts@nugentcare.org

As a new introduction to the organisation Nugent Care's Social Enterprise Development Team will lead on current and future developments to promote new ideas with our partners and stakeholders to ensure people with learning disabilities are offered employment opportunities wherever possible across the

region. The team are also responsible for promoting the benefits of working with KITE (Knowsley Inclusion Through Employment) and on-going project work with:

- Mixing Bowl
- Coffee Pot

### Schools Social Work Services in Merseyside

99 Edge Lane, Liverpool L7 2PE

T: 0151 261 2000

E: gail.jessop@nugentcare.org

In 2012-2013 Nugent Care aims to provide a professional social work service to every secondary school across Merseyside. Our focus of intervention will be to address the issues that prevent children and young people from reaching their physical, emotional and educational potential which affect the well-being and stability of the family.

We believe this service will allow the teacher to teach, whilst the students who need that extra support will be able to access this within the educational environment.

All our staff, will be qualified Social Workers from a variety of backgrounds including child protection, adult/child mental health services, education, domestic violence and therapeutic services.

# Financial statement

Income, expenditure, other gains and losses.

For the year ended 31st March 2012

Operational income	31.3.12	31.3.11
	£'000	£'000
<b>Voluntary and other generated income</b>		
Voluntary income	430	480
Charity shop	69	55
Investment income	387	295
<b>Income from services</b>		
Children's, Adults and Community Services	832	748
Special Schools	7,877	7,635
Residential Homes and Individualised Day Support Projects	10,355	11,397
Miscellaneous	4	5
<b>Total operational income</b>	<b>19,927</b>	<b>20,615</b>
Operational expenditure	31.3.12	31.3.11
	£'000	£'000
<b>Costs of generating income</b>		
Fundraising and publicity	165	145
Charity shop	51	48
<b>Expenditure on services</b>		
Children's, Adults and Community Services	1,239	1,190
Special Schools	7,952	7,779
Residential Homes and Individualised Day Support Projects	10,969	11,595
Governance costs	52	98
<b>Total operational expenditure</b>	<b>20,428</b>	<b>20,855</b>
<b>Operating (deficit) /surplus</b>	<b>(501)</b>	<b>(240)</b>
<b>Operating (deficit) /surplus</b>	<b>(501)</b>	<b>(240)</b>
<b>Non-operational income and expenditure and other gains/losses</b>		
Proceeds from sales of properties	6,114	400
Increase in market value of investments	29	452
Defined benefit pension scheme adjustments	(1,969)	3,532
Fund balances	-	-
Net movement in funds	3,673	4,144
<b>Total funds brought forward</b>	<b>11,872</b>	<b>7,728</b>
<b>Total funds carried Forward</b>	<b>15,545</b>	<b>11,872</b>

<b>Fixed assets</b>		
Tangible assets	7,423	7,436
Investments	13,153	11,124
	20,576	18,560
<b>Current assets</b>		
Debtors: amount falling due within one year	3,263	1,188
Debtors: amounts falling due to more than one year	2,100	-
Investments	63	33
Cash at bank and in hand	16	9
	5,442	1,230
<b>Creditors</b>		
Amounts falling due in one year	(3,847)	(3,261)
Net current assets/(liabilities)	1,595	(2,031)
Total assets less current liabilities	22,171	16,529
Provision for liabilities	(6,626)	(4,657)
Net assets	15,545	11,872
<b>Funds</b>	<b>31.3.12</b>	<b>31.3.11</b>
<b>Unrestricted funds:</b>		
General	1,434	(2,193)
Designated - tangible fixed asset fund	7,422	7,436
Designated - investments fund	13,153	11,124
Designated - repairs/equipment renewals fund	-	-
Pension fund	(6,626)	(4,657)
	15,383	11,710
Restricted funds	162	162
<b>Total funds</b>	<b>15,545</b>	<b>11,872</b>



### Safeguarding statement

At Nugent Care we ensure that our Governing Body, all our employees, agency staff and volunteers are aware of their responsibilities to safeguard children, young people and vulnerable adults. All our policies, procedures and practice are aimed at ensuring that the welfare of the people who access our services is protected and promoted at all times.