

**THE
RICHMOND
FELLOWSHIP
SCOTLAND
ANNUAL REPORT 2006/07**



The Richmond Fellowship
Scotland

WELCOME



EWAN WORKS AS A FOCUS MEMBER AND IS SUPPORTED BY MENTAL HEALTH CONNECTIONS IN KIRKINTILLOCH

The Richmond Fellowship Scotland is a large, diverse organisation supporting more than 2000 people in almost every part of the country. Despite our size, there is the same commitment to individual values and social inclusion across all of our services. Our work makes a real difference to the life of everyone we support, regardless of their background, current circumstances or future aspirations.

In an organisation of this size, there are many stories to tell. We can only highlight a few and describe just a small selection of our work over the year. But this report does seek to tell the story of the year through the voices of the people we support, describing how they benefit in varied, yet personal ways.

The essence of our success is the quality and commitment of all of our staff. Through satisfaction surveys and the work of FOCUS, we listen to the people we support as they tell us about the patience and kindness of frontline staff and managers. Without these people, our services couldn't exist. We hope that this year's report can provide a flavour of what makes them so special.

Working with the organisation has brought many benefits and has been a major driver in my recovery. The sense of increased inclusion, in meetings, interviews and recently lobbying MSPs has given me a feeling of really belonging to a process which benefits supported individuals. Feedback from them is both honest and insightful which means that progress can be seen in the provision of targeted and meaningful support across the services.

As an organisation, we strive to improve constantly. We are proud of the achievements of the people we support. We look forward to their futures with energy, vision and commitment.

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GIVING PEOPLE A VOICE

“The staff explained to me what the survey was all about. I filled it out on my own without any influence from anybody else; that was important to me.”



In September 2006, we piloted a new system which gave the people we support an opportunity to say how satisfied they are with the service they receive. The “How well are we doing?” survey was designed to complement the mechanisms which exist at a local level and help the organisation build a national picture of satisfaction levels.

Preparation was key. When devising the survey, we consulted widely within the organisation and considered what we wanted to ask the people we support. We examined local surveys and those produced by external organisations. We then created our own questionnaire for national use. We deliberately kept the survey short and were careful to build in a scoring mechanism in order to accurately measure the results. We also included several open questions to enable people to express their thoughts more fully.

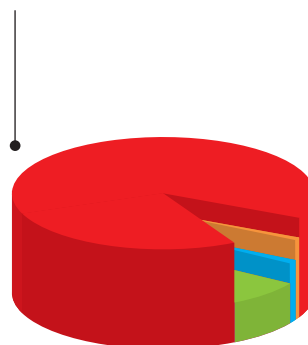
Our approach worked. Both our staff and the people we support backed the initiative – 736 individuals completed the survey, a 39% return rate. The results were also encouraging. 91% of the people we support told us that we always or usually give them the right support and 90% thought that our staff are right for them. We’re now beginning to communicate the results of the survey to those who took part and our final report will be publicised widely.

These results are both positive and informative. We can be confident that we are providing a level of service which satisfies the people we support. And we will make improvements where they are identified. In the coming year, we will include carers in our survey and eventually roll it out to include service commissioners.

The “How well are we doing?” survey provides an important method for all our stakeholders to voice their opinions on how we work. By carrying out annual surveys, we will continue to listen and act upon their wishes.

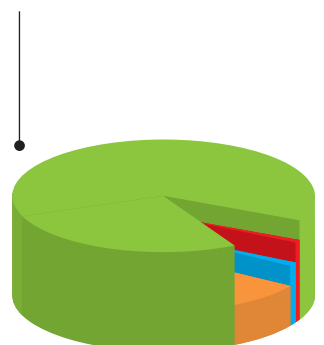
DO WE GIVE YOU THE RIGHT SUPPORT?

Always or Usually **91%**
 Not Stated **1%**
 Not Often **1%**
 Sometimes **7%**



ARE OUR STAFF RIGHT FOR YOU?

Always or Usually **90%**
 Not Stated **1%**
 Not Often **1%**
 Sometimes **8%**





ROBERT JORDAN

Robert Jordan is supported at our service in Duff Street, Edinburgh. Robert completed the Satisfaction Survey in January.

“The staff explained to me what the survey was all about. I thought it was quite clever with the questions and the numbers and the colours. It took a while to complete but I got through all the questions. I filled it out on my own without any influence from anybody else; that was important to me.

“The questions were quite relevant to my situation. It’s a very good idea for the residents and the staff. I liked the whole survey, even though some of the questions were more difficult than others. It required a lot of thought to write it all down but that’s just normal.

“It would be useful to put the results in a booklet for the residents and staff to read. I think it would help to improve the services.”

DIVERSIFYING SERVICES

“The comprehensive range of community-based day activities complements the support available in people’s own homes, offering a crucial peer support network.”



ACTIVE GROUP
MENTAL HEALTH CONNECTIONS



JOE
SOCIAL CONTACT GROUP
HAMILTON CONNECT

We have played a leading role in helping many people to move out of hospital care into their own homes and communities. Our service models have evolved to meet these needs and we now specialise in providing life-enhancing housing support-based packages – helping people to maintain their tenancies, play an active part in their community and realise their potential as individuals.

During this period, we have also developed innovative services which meet specific needs and depart from the traditional housing support model. Many of our mental health services now incorporate varying degrees of day support activities and counselling services, which provide a therapeutic aspect to an individual’s support package.

The **Pollok Counselling Service**, based in the Pollok Health Centre in Glasgow, provides support to people experiencing a variety of emotional issues which affect their mental health. People may be dealing with depression, anxiety or stress, or may have an important decision to make in their life.

The service offers a supportive, confidential environment where people can talk to a qualified counsellor who can help them find the answers they need to move their life forward. People can also be assisted to access activities and groups within their local community.

People supported by the service are usually referred by their GP at the Health Centre but can also be referred by their nurse or other professional health care worker. Clients normally receive a one-hour counselling session once a fortnight but this can vary depending on their individual needs. Since its inception in 1991, the service has proven very popular with GPs and the individuals who have used the service, and clearly meets a previously unmet need.

The **Hamilton Connect Service** offers support to people in the Hamilton area aged between 16 and 65, who are experiencing, or may be deemed to be at risk of mental health difficulties.

The service offers a mixture of home support and day activities, both of which are geared towards moving people into mainstream activities.

People are supported at home to maintain their tenancies by assisting them with household tasks such as cooking, budgeting, health & safety and hygiene. This type of support combines emotional support, which provides people with the opportunity to share their feelings in a confidential environment, with practical support to help them develop their daily living skills.

The comprehensive range of community-based day activities complements the support available in

people's own homes, offering a crucial peer support network. A number of groups are available including the Monday Social Contact Group which is a social gathering in a local community hall, the walking group which mixes both rural and urban walks and various sports-orientated groups including swimming, football, badminton and pool. There are also several hobby and voluntary groups available including the newsletter group which allows people to express themselves in a quarterly newsletter, written for the benefit and interest of the people who use the service.

The groups are very social in nature and allow the users to come together and share their experiences with each other, encouraging them to become more involved in their local community or seek individual support as required.

The **Mental Health Connections Service** offers social support to people aged between 16 and 65, living within East Dunbartonshire. This service helps individuals who are experiencing mild to moderate mental health difficulties or have experienced a life crisis which affects their ability to function as they would normally.

Working in partnership with The Primary Care Mental Health Team, the service specialises in early interventions by getting support to individuals before their mental health deteriorates.

The service supports people to manage their lifestyle, reduce social exclusion, access educational opportunities and share their feelings

in a confidential environment. Support is delivered in a number of ways including one-to-one support, self-help or group work and can last for approximately 12 weeks.

There is a wide range of groups including the Get Active Group which aims to increase physical activity, self-esteem and help people build friendships and the Relaxation Group which offers education on stress and its effects. A volunteer Reiki Practitioner is also part of the team, offering holistic therapeutic treatment which is gentle, relaxing, non-intrusive and has shown benefits in mental, physical and emotional wellbeing.

PARTNERSHIP WORKING

“Having a relationship where you feel comfortable enough to approach the staff or vice versa is crucial. It makes everyone’s life easier.”

We put the people we support at the heart of all of our services. Getting things right for them is the best way to ensure their long-term happiness and is central to our ethos as an organisation. But we don’t work in isolation. In every service we provide, we listen to, and work closely with, our partners to ensure that we are getting things right.

Our services are shaped by the local authorities who commission us, by the housing associations who provide accommodation and by the Social Work departments who refer people to our services. Within each of these partnerships, our staff work hard to build relationships with key individuals.

In the John Hunter Court Service in Kirkcaldy, we are reaping the benefits of strong partnership working. The service provides housing support to vulnerable older people with varying degrees of mental health problems. Our partner, Viewpoint Housing Association, provides tenancies to a number of individuals in the complex. In 2006, the Social Work Inspection Agency (SWIA) commended the service for its excellent service provision and multi-agency work.

For the people we support, John Hunter Court is their home, not a midway point in their life or a respite place. It’s therefore important both for the individual and their potential neighbours, many of whom we don’t support, that they are suitable for the service. We can only ensure this by establishing a good relationship with Viewpoint Housing Association. They rely heavily on the social needs assessments and recommendations we make about suitable individuals and carry out their own housing assessments on those people. By collaborating, sharing knowledge and resources we are able to make the right choices for the people we support and the tenants of John Hunter Court.

At the heart of the relationship is a personal affinity between two organisations who work for the benefit of people who are both tenants and individuals who require support in their life. This type of enduring positive relationship is replicated throughout the organisation and is central to our working practices.



PAUL GREEN, VIEWPOINT HOUSING ASSOCIATION

Paul Green is a Housing Officer with Viewpoint Housing Association and works closely with staff at John Hunter Court.

“The Richmond Fellowship Scotland do their own assessment of potential tenants for John Hunter Court and we’re very much guided by their recommendations.

“We have a really strong relationship with the staff there. It’s important that we work very closely with them and communicate regularly, whether we’re allocating houses or managing day-to-day business. We have a very relaxed and open approach and I’ll often sit down with their team and have a chat to resolve any issues that come up.

“I’ll often rely on their specialist knowledge. For instance, one elderly tenant kept leaving the building but got confused trying to get back to his flat. This was obviously a problem for us because the gentleman’s security was at risk.

Having discussed this with the Service Manager, Mandy Fleming, she came up with an innovative solution. Because the chap was an aeroplane enthusiast, she suggested putting pictures of planes on the walls from the front door to his flat to guide him back. It worked really well. I would have never thought of this pictorial remembrance technique but Mandy had the specialist knowledge that we could tap into. I was happy to be guided in this instance.

“Having a relationship where you feel comfortable enough to approach the staff or vice versa is crucial. It makes everyone’s life easier. I would rather they come to me first. The work that The Richmond Fellowship Scotland do for Viewpoint Housing Association’s tenants is invaluable. I know that there can be difficulties but the staff have always worked hard to overcome them and always have the tenants’ best interests in mind.”

FOCUS ON EMPLOYMENT

The giveme5 campaign



GIVEME5 LAUNCH
SCOTTISH PARLIAMENT

In 2006, The Richmond Fellowship Scotland launched giveme5, a national campaign to change government legislation which discriminates against people on incapacity benefits who want to work.

The rules applying to 'Permitted Earnings' meant that tens of thousands of people in the UK on incapacity benefits who wanted to work for short periods could earn just £20 a week, working for just three and half hours without losing their benefits entitlement. And because this limit had remained the same for five years, inflationary pressures were gradually eroding their working hours.

Many of our FOCUS Regional Co-ordinators were affected by this legislation. By campaigning to raise their maximum weekly earnings from £20 to £25, we sought to increase the amount of time people could work without losing their benefits, giving them a better chance of returning to the full labour market, learning new skills and improving their physical and mental wellbeing.

Following our high-profile launch at the Scottish Parliament, the campaign has gone from strength to strength, attracting thousands of signatures and the support of leading politicians, celebrities and

members of the voluntary sector. As well as attracting signatures, the campaign encouraged people to write to their parliamentary representatives to apply pressure on the Department for Work and Pensions (DWP) for a change to the legislation.

In March this year, the DWP announced the new Employment Support Allowance (ESA) enabling individuals to earn up to £86 per week with the intention of moving them off benefits and into work. This allowance replaces the Permitted Earnings Disregard and will finally allow people on Incapacity Benefits to work for longer periods and start making the transition into longer term employment.

The Richmond Fellowship Scotland and FOCUS are immensely proud that through the giveme5 campaign, they were able to contribute in no small way to changing this legislation. FOCUS will continue to campaign on issues which stigmatise and disadvantage people who lack a voice in society.





NEIL TALBOT, FOCUS REGIONAL CO-ORDINATOR & STEPHEN PURDON, ACTOR

SUPPORTING PEOPLE, PROVIDING SERVICES

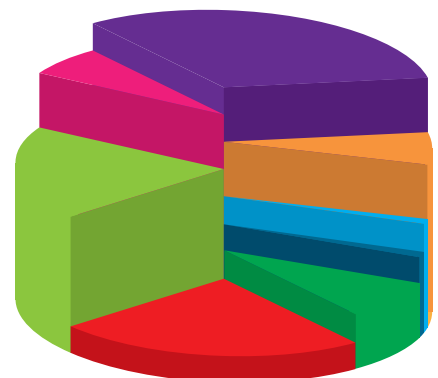


The Richmond Fellowship Scotland is a national charity providing high-quality community-based services for people who require support in their lives. All of our services work in person-centred ways to offer choice, promote inclusion and maximise ability.

We operate 189 services across Scotland, supporting more than 2000 people to live as independently as possible within their own homes and communities.

TYPES OF SERVICES:

- Intensive individual support (24 hours) **62 (33%)**
- Floating Support **46 (24%)**
- Small group living with 24-hour support **37 (20%)**
- Registered Care Homes **16 (9%)**
- Cluster service with 24-hour support **12 (6%)**
- Day support **12 (6%)**
- Respite **2 (1%)**
- Crisis and counselling **2 (1%)**
- Total **189 (100%)**

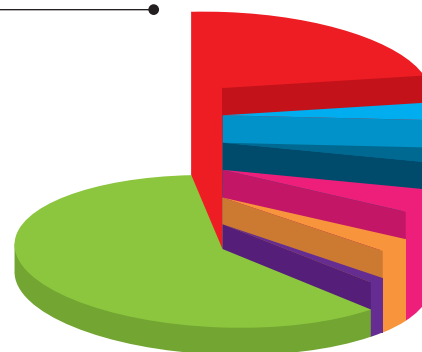




MARIE THOMSON, SERVICE MANAGER

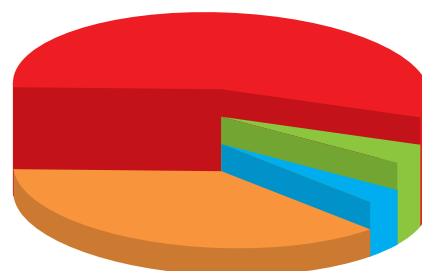
NUMBER OF PEOPLE WE SUPPORT:

- People with mental health difficulties **1263 (60%)**
- People with learning disabilities **496 (24%)**
- ARBD – Alcohol-Related Brain Disorder **107 (5%)**
- Dual diagnosis **86 (4%)**
- Elderly people (including dementia) **68 (3%)**
- Autistic Spectrum Disorder **61 (3%)**
- Other **24 (1%)**
- Total **2105 (100%)**



NUMBER OF SERVICES:

- Learning disability and autism **105 (55%)**
- Mental Health **70 (37%)**
- Elderly people **8 (4%)**
- Other **6 (4%)**
- Total **189 (100%)**

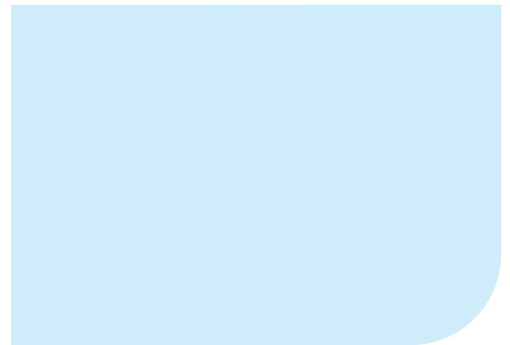


Figures accurate at March 2007

A copy of our annual accounts is available on request.

FOUNDATION STORIES

“The key to the success of the service is the staff – recruiting the right people with the right approach is crucial.”



Many of our services have been in operation since The Richmond Fellowship Scotland first started as an independent charity in 1993. We have provided support and accommodation to thousands of people, many of whom were leaving hospital for the first time to embark on a new life.

One of our longest running services is Huntly Lodge in Glasgow's West End. Since 1993, this unique service has supported individuals aged between 16 and 35 with mental health difficulties. The service works with each individual through a three-year timeframe, providing the necessary support to enable them to move on to a more independent stage in their life. Since inception, the service has supported around 60 individuals to move on to less supported accommodation. Most now live in their own homes and have established involvement within their communities through friendships, education, employment and leisure activities.

The service initially catered mainly for young people being discharged from hospital but the focus evolved over the years. While the goal of independent living remains, people now come to Huntly Lodge from a range of environments

including their own or family home and it now supports people with complex issues such as self-injury, eating disorders and substance abuse.

The key to the success of the service is the staff – recruiting the right people with the right approach is crucial. Each member of the seven-strong team is experienced in dealing with a range of physical and emotional issues in young people, enabling them to take the kind of risks which are a large part of developing and growing. Our staff work in partnership with the individual and other agencies to share that risk, offering space within a supportive environment and helping them to make informed lifestyle choices. And the young people themselves are central to the success of the service. Their ability to look to the future and not just the past keeps the staff motivated.

Huntly Lodge is just one of more than 180 services in The Richmond Fellowship Scotland. It is a foundation of the organisation's success and with its emphasis on staff excellence, is a model for future progress.



CLAIRE TALLAN, SUPPORT WORKER & MICHAEL SHIELDS, FOCUS CO-ORDINATOR

Michael has lived in Huntly Lodge for nearly three years. He lost his flat when he went into hospital and is now ready to move into his own accommodation again.

“It’s nice to see the staff in the morning, be pleasant, say hello when you come downstairs. I get wake-up calls but sometimes I set my alarm and get up anyway. I usually go out for some messages or else have a cup of tea with staff.

“It’s a nice place to live. Although the staff sometimes change, at the end of the day we look at it as our house. We do a lot of housework; it makes you more responsible and gets you ready for moving into your own home.

“The staff encourage you to get involved in things outside the house, to extend your day. I started playing football at the Kelvin Hall which I really enjoy. If you have a problem they’ll speak to you and find out what’s wrong. Sometimes if you’re unwell, you can get snappy with the staff but they would never get snappy back; they’ll ask you what’s wrong. The way I look at it, it’s nice to be nice.

“We have dinner clubs every weekday. You might do the shopping or prepare the meal and there’s always staff there to support you if you need it. At the end of the day, it’s skills you’ll need for moving on. I’m at that stage now; I’ve been here for nearly three years and I want to move into my own house. But I’ve developed friendships here which I’ll continue when I leave.”

MEETING THE CHALLENGES AHEAD

The Fit For The Future agenda



NATIONAL STAFF COUNCIL MEETING

The Richmond Fellowship Scotland is fully committed to the provision of high quality and effective services to ensure that the most vulnerable people in society are protected and supported. Our aim is to ensure that high quality services are in place to respond to the identified need of the individuals we support, and to the strategic and purchasing requirements of our Commissioners, who are in the main Social Work and Supporting People sections within local authorities.

The reality of life in the Scottish Social Care Sector is that service providers face many significant challenges within a rapidly changing environment, some of which are: increased competition and best value; increased regulation and monitoring; local authority funding pressures; and below inflation uplifts to the voluntary sector for some years.

Early in 2006, we recognised the significance of the above challenges and this led to a restructuring involving a move to a four-region structure rather than an eight-region one.

Whilst the greatest pressure for organisational change usually comes from funding issues, we have identified a number of other drivers that will shape our future, namely:

1. To better support frontline staff – restructure to better support frontline staff and facilitate the development of employees' skills in the support of vulnerable people.
2. To maximise and optimise the management structure to mitigate the potential for abuse and exploitation of vulnerable people.
3. To be customer-focused and accessible to the people we support and their stakeholders.
4. To be more competitive – to ensure that we are positioned to be able to provide valuable services to vulnerable people and operate from our own unique value base.
5. To facilitate growth in service provision.

We are currently working closely with the Management Committee, the Senior Management Team and all staff to ensure that appropriate steps are taken to ensure that we meet all of the above requirements. This means that we will be going through a period of change; however, we are confident that we will come out the other end an even more positive, influential and focused organisation.



AUSTEN SMYTH, CHIEF EXECUTIVE

SUPPORTING MANAGERS, EMPOWERING STAFF

“The tools provided enabled both myself and the staff team to understand the causes of the challenging behaviours and identify key areas where we could improve the support we offer.”



MARIE THOMSON
SERVICE MANAGER

Our Learning & Development team operates throughout the country, providing high-quality, innovative learning opportunities for staff working in a broad range of services. Our comprehensive induction programmes, matched to National Occupational Standards, support staff to achieve SVQ qualifications at levels 2, 3 and 4. And our Core Values course instils the values which underpin our work. In total, our Learning & Development team can provide over 80 different courses.

Many courses are service-specific, providing training to support staff and managers. One example of this is the Service Manager Training Programme devised by the Positive Behaviour Support Team to improve the skills, knowledge and confidence of Service Managers who support individuals with behavioural needs.

Introductory sessions with follow-up workshops empower Service Managers to provide clear leadership and support to their own staff in all aspects of managing behaviour and improve the quality of the service provided to individuals with behaviour support needs.

Feedback from the training has been positive, with many managers commenting on how they have been able to help their staff understand the reasons behind an individual's behaviour and better manage difficult situations. And instances of self-injury and aggressive behaviour have fallen significantly in services which have been involved in the training. This had a huge impact on the quality of life of the people we support.



LOUISE & ADRIAN

Adrian is supported by the Blantyre Supported Living Service. Service Manager Andy Stamper describes the impact of the training on everyone at the service.

“Adrian has high support needs. He can go through periods of anxiety which leads to agitation or displays of challenging behaviour. From the early stages, it was clear to me that this training would enable me to provide clear guidance and support to the staff team.

“The tools provided in the Functional Analysis session of the training enabled both myself and the staff team to understand the causes of the behaviours Adrian displayed and identify key areas where we could improve the support we offer.

“The Behaviour Support Plan session allowed us to put in place quality-of-life strategies such as one-to-one support at key points of the day. It also helped the staff identify ways of teaching

Adrian new skills. One technique to improve his communication skills is using a letter which Adrian receives every morning from the staff. This letter identifies Adrian’s activities for the day, any visitors he may have and which members of staff will be supporting him. Using mood cards, Adrian now dictates an evening letter to the keyworker or myself, in which he describes his day and his feelings. He posts the letter in a box in the house which he made himself. The letter allows Adrian the forum for safe open discussion about his reasons for displaying his agitation or challenging behaviours.

“The training has had a real impact on the service. Adrian now participates much more in the day’s activities and the staff are now more able to support him through periods of challenging behaviour.”

THE CHIEF EXECUTIVE



AUSTEN SMYTH
CHIEF EXECUTIVE

2006/07 has been a mixed year for everyone in the social care sector. At The Richmond Fellowship Scotland, over the year there has, however, been a significant increase in the number of people we support, an increase of 10%. In many instances, we have been the selected provider of services because of our excellent merit-based reputation and the skill and determination of our staff to help turn people's lives around by providing the right type of support, intervention and person-centred planning. We continue to excel in delivering high-quality, responsive and focused support services.

During the year, funding of services started to dominate the voluntary sector landscape. A number of voluntary sector colleague organisations experienced significant funding challenges, with some services being retendered as a result.

We have not been immune to these challenges and saw our Argyll and Bute services being retendered on a cost basis. With sadness, we lost these services and regret the distress this obviously caused the people we support and the staff involved.

As an organisation we continue to achieve and during 2006/2007 we saw:

- The rollout of our satisfaction survey to the people we support.
- The move from an eight- to a four-region structure.
- Further development of our National Evaluation Tool.
- The implementation of our Key Performance Indicators strategy as a means to evaluating and improving on our effectiveness.
- A significantly increased Risk Management strategy profile.
- A review of our corporate governance structure and the adoption of a sub-committee structure to support the full management committee.
- The purchase of a number of properties to enable people who need support to live in the community.
- The development of our *Fit For The Future* plans in order to respond strategically to the funding challenges that will continue to emerge.

We continue to look forward and thank our staff for all the contributions that they make in leading positive changes for vulnerable people.

THE CHAIRMAN



JIM FRASER
CHAIRMAN

Once again, we have experienced an extremely busy and challenging year but our commitment to encouraging ability and developing potential has never been more evident. We take immense pleasure from seeing real improvements in the advancement and wellbeing of the people we support. None of this would be possible, however, without the input and sheer professionalism of our most valuable asset – our staff at every level. I would like to thank the frontline staff for their sterling efforts in what are sometimes thankless and exhausting situations.

This year has also been fraught with financial challenges. We saw funding in the care sector starting to dominate our agenda at Board level. The limitations imposed on The Richmond Fellowship Scotland, as well as our competitors in the sector, pose a real threat to our ability to maintain our financial wellbeing. We experienced the loss of business and disruption to our operational model in some areas. These events made it immediately necessary for us to take remedial action and, in some cases, adopt new approaches to the provision of services.

Our Management Committee consists of extremely proactive and hard-working individuals who form a very strong and effective team. We all recognise the

risks and challenges facing the organisation in the current financial climate. Our mutual understanding gives us the platform on which to base the properly considered decisions we must make to take the organisation forward. We recognised the need for a new operational style to face the challenges ahead. In addition to the main Management Committee, we have created a series of formal sub-committees with specific remits. They meet as often as is required and there is already evidence that closer scrutiny of the issues provides benefits. The activity of all of the sub-committees is reported to the main Management Committee which now meets generally on a quarterly basis. In reorganising ourselves along these lines, we are beginning to see operational efficiencies which will assist us in the decision-making process.

My thanks go to all our staff for their efforts and kindness throughout the past year. Without them, particularly frontline staff, none of the stories in this report would be possible. Under often trying circumstances, they never fail to lose focus on the need to care properly.

CHAMPIONING THE COMMUNITY

“A lot of stigma is attached to mental health and I am delighted that in Dumfries there are so many supportive people in the community who treat people with dignity and respect.”



In October 2006, The Richmond Fellowship Scotland launched the 'Community Champions' Awards at a gala lunch in Dumfries for invited dignitaries, representatives of the Scottish Executive, care providers and people supported by the organisation.

The award scheme acknowledges businesses and individuals in Dumfries who encourage inclusion for people experiencing mental health difficulties. People supported by the organisation provided the nominations for the two award categories. The Retail and Leisure Industry Award which recognises local businesses that treat the people we support with dignity and respect. The Individual Outstanding Achievement Award recognises someone who has made a positive impact by supporting an individual or group who experience mental health difficulties to become more included in the community.

The Richmond Fellowship Scotland in Dumfries hopes to expand the awards next year by joining with other local providers to open nominations up to anyone supported within the area.

Commenting on the awards, William Johnston, Manager of the Barnraes Service in Dumfries, said:

“I believe that these awards are a great opportunity to recognise the many businesses and individuals who provide excellent service to the people we support who have mental health difficulties.

“A lot of stigma is attached to mental health and I am delighted that in Dumfries there are so many supportive people in the community who treat people with dignity and respect.”

CURRENT SERVICE AREAS

We provide services in partnership with the following local authorities:

Aberdeen City
Aberdeenshire
Angus
Borders
Clackmannanshire
Dumfries & Galloway
Dundee
East Ayrshire
East Dunbartonshire

East Renfrewshire
Edinburgh
Fife
Glasgow
Highland
Inverclyde
Midlothian
Moray
North Ayrshire

North Lanarkshire
Perth & Kinross
Renfrewshire
South Ayrshire
South Lanarkshire
Stirling
West Dunbartonshire
West Lothian

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