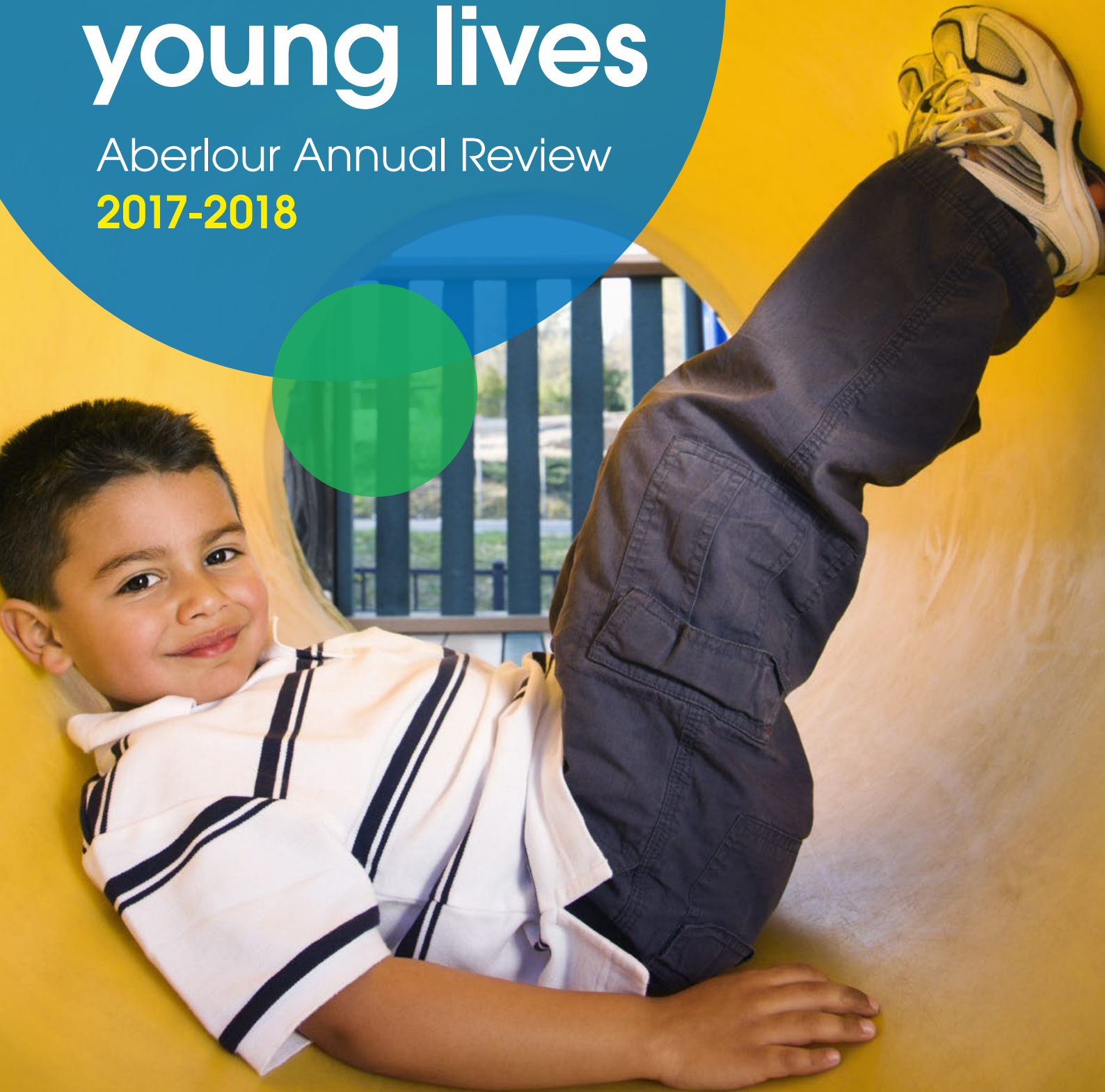


A year of changing young lives

Aberlour Annual Review
2017-2018



our vision

To give every child the chance to flourish and, through this, contribute to building a fairer and more equal society.

.....

our ambition

We will reach even more children and their families earlier, before damage is done, before families reach crisis point, before it's too late.

.....

our promise

Children and young people are at the centre of everything we do.

.....

Hello and welcome

Supporting some of Scotland's most vulnerable children, young people and their families, helping those who face sometimes overwhelming obstacles and giving children the best possible start in life lie at the heart of everything we do at Aberlour.

There have been many highlights this year. They make us incredibly proud of the work we do to support those who need us most, and below are just a few examples.

The creation of new residential services in the Highlands within tight timescales was a successful demonstration of what is possible from our organisation. This approach to team working was recognised in November, when Aberlour was awarded "Team of the Year" at the Go-Awards Procurement event.

Tender successes to retain work in Moray, developing new work in the Scottish Borders, gaining funding for work via the Pupil Equity Fund and creating our Sustain Edge of Care model were all encouraging developments delivering organisational growth. Additionally, successful bids for external, non-statutory funding in East Lothian and Dumfries & Galloway maintains and embeds our presence in those areas.

We fully recognise the value that our staff bring to improving the lives of young people and their families; our attainment of an Investors in People Gold Award is an external verification of that. Furthermore, our practice is rooted in principles of personalisation, ensuring that young people and their families get the chance to influence and shape the services they require and we can ensure that all staff have the requisite skills and training to support them.

We have received huge support from our funders, partners, donors and volunteers and we are thankful to everyone who has played a part. It's down to you that we have been able to support and care for more people this year.


In 2018 we are setting out a new ambitious three-year strategy to reach even more children at the earliest possible stage - before it's too late. We know that too many children, young people and families aren't getting the support they desperately need. We also know that early intervention achieves better outcomes for them. That is why we will be focusing our efforts on getting there sooner, to stop their suffering, before it's too late.

We will invest in and develop innovative services to offer early help and will further develop personalisation of our services by putting children and young people at the centre of everything we do. We will invest further in fundraising and raising our profile; we will also create campaigns which result in legislative or policy change on the issues that impact the children and families we support.

We need your help to make our ambitions a reality. Every child deserves expert, specialist support. Aberlour can give them that, if you can help us by giving your support.

The next three years look set to be a financially challenging time for Aberlour as we continue to strive to achieve our vision. We look forward enormously to working with you to help make this a reality.

We hope you enjoy reading in this report about the impact that we can make together for the children and families who need us most.


**Valerie Surgenor LLM,
LLB, BA (Hons), DipLP, NP**
Chair of the Board


SallyAnn Kelly
Chief Executive Officer

External scrutiny independently reviews arrangements and we value and implement valid suggestions for improvement. We work closely with the Care Inspectorate to understand perceptions within reports and to implement actions to strengthen our services. Scoring by the Care Inspectorate remains high and we strive to achieve continuous improvements towards excellence.

As an organisation centred on improving the lives of young people and families, we fully recognise the value that our staff represent. Our attainment of Investors in People is an external verification of that, and our Annual Staff Conference and Awards is becoming a fixture within the organisation, celebrating our successes and the enormous contribution of colleagues.

We're supporting people where, when and how they need it

We understand well the impact of poverty, disadvantage and early trauma on children. That's why, over the past year, our involvement in policy developments and innovative practice continue to make a real difference to the children, young people and families living in Scotland's communities.



Aberlour offers support to children, young people and families in a variety of settings:

Help at home

We know problems for families don't wait until Monday morning, so our services are designed to wrap around families offering them support when they need it. Support is tailored to the needs of children, young people and families to address issues such as substance misuse, emotional wellbeing, and domestic abuse. Practical support is also offered such as housing and debt advice, putting routines in place, cooking lessons and helping families to build their parenting capacity.

Support in the community

We support some of the most disadvantaged to reduce their isolation and be better engaged with their communities. Helping to build their resilience and supporting positive health and wellbeing, we go straight to the heart of communities to meet those in need on their territory – the streets. Building trust and relationships with vulnerable children, young people and parents or carers, we support them to make positive lifestyle choices and provide opportunities through youth clubs and activity groups to develop emotional and practical life skills, helping them to strengthen family relationships. We also support children affected by disability to be active participants in their communities and to experience the same opportunities others enjoy.

Active at Parliament

We're constantly raising awareness of the issues affecting children and families and keeping the care and support we offer at the front of people's minds. One way we're doing this is by working with politicians and health and social care partners to make sure these issues stay on their agenda. Another way is by involving children, young people and parents in participation events to share their thoughts and views on how we take our agenda forward.

Raising attainment at school & nursery

We understand how issues at home can affect a child's attainment. We also know that experiencing social, emotional or behavioural difficulties can impact on their education. That's why we support children from the earliest stages at nursery, helping them to transition to school, then during their school career, to improve their attainment and help them to reach their potential.

Providing nurturing and loving homes

For children who are unable to live with their families, we offer positive home environments, either at one of our residential homes, or through foster placements. Often the children and young people we support have suffered traumatic experiences at a young age, and that is why we offer safe, loving, nurturing and therapeutic care for them. Sometimes, children simply need the opportunity to stay for a night or two at one of our respite homes. Caring for a child with a disability can be exhausting and can put an enormous strain on families. That's why our respite service lets parents and carers recharge the batteries while children get the opportunity to have fun sleepovers.

“

“Jamie is a lively wee boy and he’s great fun, but it can be exhausting keeping up with him.

The time he’s at Aberlour really helps us to catch our breath. The team have been great at helping him to interact with other children and manage his behaviour. Life would be very difficult if they weren’t supporting us.”

Nine-year-old Jamie has lots of energy and he loves to run around. He experienced trauma at a young age and at two years old he was placed into foster care and no longer has contact with his mum. Jamie was diagnosed with Attention Deficit Disorder (ADD) and his behaviour can be challenging. Jamie comes along to the Aberlour Options Service after school club and summer playscheme where he enjoys playing with other children and trying new things, like baking. Jamie sometimes stays overnight, giving him the chance to experience fun sleepovers, but it also gives his foster carers the time they need to recharge their batteries.



“

“The girls at school play with me now and I really like when the teacher tells me my work is good. Maybe I’ll be a teacher when I grow up.””

For Lauren, going to school became a problem when her mum’s mental health took a turn for the worse.

When mum became unable to care for her girls, Lauren ‘became mum’ to her younger sister. As a result, the girls suffered from poor hygiene and nutrition. Some days simply getting to school was a problem and both were falling behind in their studies. To make matters worse, the girls were being bullied at school.

Aberlour’s outreach staff worked with the family to put some simple routines in place that Lauren’s mum could manage. Speaking with extended family and friends, Aberlour staff were able to help Lauren’s mum build a strong network to support her, reducing her isolation and fear of the girls being taken from her.

The girls are now attending school on a regular basis and Lauren’s mum is also getting the support she needs. Lauren is no longer being mum and is enjoying the childhood she deserves.

We're delivering impact across Scotland

Last year we supported over 7,500 children, young people and families.

Here are just some of the incredible numbers that played a part in this year's efforts to stop children suffering.

32

the number of **local authority areas** where our support for children and families was available

150

children, young people and parents attended 14 participation and engagement sessions to give their views on policy issues

52

Seasons for Growth groups helped 51 children cope better with change, loss and bereavement

22

young people progressed to positive destinations after achieving ASDAN (Award Scheme Development and Accreditation Network) qualifications

70

children were provided with a **safe and loving home** when they were unable to live with their families

374 **volunteers** gave

12,605 **hours** to support Aberlour's services

160

young refugees and victims of trafficking, from 33 countries, received support and advice at our Guardianship service

73

parents with a learning disability were supported to provide the **best possible care for their children**

7573

hours of outreach support was offered to children and families in the Aberdeen area

1637

overnight respite breaks were provided to give families affected by disability the chance to recharge

44

parents received specialist perinatal support from trained befrienders

374

volunteers gave **12,604** **hours of their time** skills and energy to make a difference to a child's life



Thank You

Thanks to the support and generosity of our partners, funders, volunteers, companies and individuals, we were able to give children the chance to flourish.

“We can’t begin to thank you for everything you have done. **When no one would listen to us it was only you guys that did, and we are so grateful.**”

Parent - Aberlour
Options disability service

Managing our resources

The charity sector generally continues to face funding challenges given ongoing public sector austerity. Financial resources are critical to the sustainability of Aberlour and we have acknowledged that challenge by seeking out alternative sources of external funding from trusts, corporates and individuals and have sharpened our focus when bidding for public sector contracts. We aim to develop our organisational reach to help even more children flourish and aim to tap into new funding streams to safeguard and enhance resources.

This year, the combined efforts of our supporters, local authorities and the Scottish Government, helped us to raise **£18,393,000** to fund our vital work.



Statutory and Direct Service Income

£15,467,000

These are contributions made by Local Authorities, Scottish Government and individuals for the provision of services.

Fundraising

£338,000

Local communities across Scotland raised money through a range of activities.

Legacies

£532,000

Gifts in Wills are an important source of income, and those assigning part of their estate are helping to improve the lives of children into the future after they have passed away.

Individual Giving

£275,000

These are donations made by generous members of the public.

Trusts, Grants & Foundations

£1,268,000

This is money raised through the generous contributions made by trust and grant making bodies.

Trading Activities

£64,000

This is rental income from surplus property.

Investment Income

£358,000

We received income from the funds we invested.

Other Income

£91,000

Other Income from education placements and other non-statutory, contract or fundraised income.

Total £18,393,000

**For every
£ we spend**

94p Supporting children, young people and families

3p Support costs

3p Generating income

We spent **£18,565,000** on our core activities: delivering support services to children, young people and families, improving awareness of our work and generating income to help even more children.



Supporting children and families

£17,463,000

The amount we spent on delivering vital care and support services across Scotland to those who need it most.

Support Costs

£507,000

The amount we spent on delivering the infrastructure and support needed to deliver the services above.

Generating income

£520,000

We invested in fundraising activities to maintain support for our charitable work.

Investment management

£75,000

The fees we paid for investment advice and management to ensure our money works for us.

Total £18,565,000



Disability

£5,048,000

Supporting children and families affected by disability.

Recovery

£151,000

Supporting children and families affected by drugs and alcohol.

Early Years

£2,142,000

Supporting children in their early years.

Early Intervention

£10,122,000

Providing early intervention and prevention services.

Total £17,463,000

Our legal structure and Governance

Aberlour Child Care Trust is governed by a Board of Trustees, who collectively provide the strategic direction for the organisation.

The Board is made up of trustees (Directors) who volunteer their time and bring knowledge and insight from a variety of sectors to advise, guide and scrutinise the charity to ensure it is run effectively and efficiently.

The trustees have full legal responsibility for the actions of the charity and ensure compliance with the Charities and Trustees Investment (Scotland) Act 2005, and various other pieces of legislation, statute and regulatory guidance. Through a governance framework, established under the Articles of Association, the Board of Trustees meets four times a year and delegates certain business to the following Committees:

Improvement, Audit and Risk Committee

Which scrutinises our operational performance, financial statements, financial control systems, internal and external audit, and risk management process.

Finance Committee

Which scrutinises our financial and commercial affairs.

Investment Committee

Which oversees our investment policy, investment portfolio and investment managers.

Nominations and Succession Committee

Which oversees the effective governance of the charity including the composition of the Board and the recruitment and induction of trustees.

Authority to manage day-to-day business is delegated to the Chief Executive (CEO). The CEO is responsible for ensuring the agreed strategy and policy are implemented, assisted by the Senior Leadership Team (SLT). Strategy is determined by the trustees, CEO and SLT, and approved by the Board of Trustees.

The trustees (Directors) in office during the year ending 31 March 2018 were:

Valerie Surgenor
Board Chair and Chair of Nominations & Succession Committee

David Elder
Vice Chair

Andrew McFarlane

Robert Lindsay

Antony John Sinclair
Chair of Finance Committee

Allison Beattie
(resigned 18 March 2018)


Jane Elizabeth Morgan
Chair of Improvement, Audit & Risk Committee

Gary Tanner

Timothy Armstrong
(appointed 18 September 2017)

Andrew Black
(appointed 20 December 2017, appointed Chair of Investment Committee, December 2017)

Ross Mathison
(appointed 20 December 2017)



“You didn’t
judge me. **You
just treated me
like a normal
person.**”

Parent – Aberlour Family
Support

“I used to think that
if I couldn’t please
everyone, then I wasn’t
trying hard enough.
**I didn’t matter. Now
things are better.
I know that I matter**”

Child – Aberlour Family Support

“

I've always been a worrier and I didn't like telling people how I was feeling. Things were so bad at home, I thought it would be easier if I wasn't here."

Sophie was eight years old when she started to self-harm. Life at home was chaotic and she couldn't see how things would improve.

"I used to do the housework and cooking to help my mum as she was unwell. Some days she couldn't get out of bed. I was looking after everyone and going to school. It all got too much for me. That's when I started to self-harm."

"Jane at Aberlour was amazing. She was easy to talk to and I knew she wouldn't judge me. I didn't have many friends, so she brought me along to some groups and clubs. I was shy at first and wouldn't speak to anyone."

"I think my mum struggled to speak to people too, so Jane helped my mum to go to a parents' group."

"We've both got better at talking about our feelings and moods. Everything at home is much better."

.....

"Now I'm so much happier and I'm really confident. I might be too confident and maybe people find that annoying, but to be honest I've realised that I can't please everyone. Before, I used to think that if I couldn't please everyone, then I wasn't trying hard enough. I didn't matter. Now I'm better. I know that I matter."

”





**“Everyone supports
and encourages me
to do my best.**

That’s why I’ve won
lots of medals. I
never thought I’d be
a prefect too! I’ve
achieved so much.”

Young person
Aberlour Sycamore

“

At first I was really nervous about Eve staying, but the staff were brilliant. They arranged three teatime visits so that Eve could meet the other young people and get to know the house.”

Eve is 16 years old and needs 24/7 care as she has both physical and learning disabilities.

Eve’s parents sometimes feel overwhelmed and exhausted. That’s why Eve spends an overnight at Aberlour Options on a regular basis to give her parents the time they need to recharge their batteries.

“It gave us the chance to get to know them, because let’s face it, as a mum you need to be able to trust who’s looking after your kids. We really liked the whole team and how they cared for Eve, so much that this year, for the first time in 16 years, my husband and I managed to go on holiday. Just being able to catch up on sleep was great, and we both felt so much better for it. I know parents who feel guilty about asking for help, but you need to look after your own health too otherwise you’re no good to anyone. We are better caring for Eve once we’ve recharged the batteries, and it gives her the opportunity to have a fun break from us too.”

”



“

The Befriending Service helped me make sense of the negative feelings I was having and reassured me I wasn’t the only one to think this way.”

Jill felt numb after her son was born.

“The numbness continued in the days and weeks after I got home. I kept expecting to feel that ‘glow’ everybody talks about, but it never came. I felt I couldn’t open up for fear of the stigma.

“Because of how I felt and my unwillingness to talk about how I was feeling, my relationship with my partner was suffering. He was treading on eggshells all the time. He didn’t know how to support me, or what version of me he would get that day. I felt like I was losing myself and couldn’t see how it was going to improve.

“I plucked up the courage to go to my doctor, who told me he thought I was depressed. I was prescribed medication. A health visitor recommended Aberlour Perinatal Befriending Service. The thought of having to open up to more people held me back, but I eventually agreed to give it a go.

“My first meeting with Catherine from the service took place when my son was around eight months old. The ladies at the service were lovely and did their best to reassure me that how I was feeling was normal. In the last few months I feel I’ve turned a corner.

”

For over 140
years our work
has helped to
**contribute to a
fairer and more
equal society.**



We've continued to be innovative and transformative in our approach to providing care and support to the most vulnerable living in our communities.

But children and families in Scotland still desperately need our help.

For too many, the clock is ticking. They are not being supported early enough. That's why we need you.

With your support, your time, your donations, we can reach even more children and their families earlier, before the damage is done, before families reach crisis point, before it's too late.

There are so many ways to support our work:

Donate | Volunteer | Fundraise | Campaign

To find out more about how you can get involved with Aberlour visit www.aberlour.org.uk or call **0800 085 6150**



“I wouldn't be
here at all if
it wasn't for
Aberlour”

Young person – Youthpoint Glasgow



Aberlour Child Care Trust

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