



Annual Report 2008 - 2009  
Nansen Highland



# Nansen Highland Annual report 2008-09

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## **Nansen Highland Annual report 2008-09**

### **Nansen Highland**

**Registered Charity Number: SC 28479**

**Company Limited by guarantee number: 191841**

#### **Registered office:**

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Contact: Mr. Bart Lafere

#### **Aims and objectives:**

- To relieve young persons and children who are in conditions of need, hardship or distress by the provision of training for such young persons and children, and to promote their education.
- To train and assist in the training of young persons and children so to develop their physical and mental capacities that they may grow to full maturity as individuals and members of society, and to instruct and to assist in instructing young persons and children in the principles of discipline, loyalty and good citizenship.

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### Chairperson's foreword

The past year has been a memorable one in the history of Nansen Highland. For a number of years now the board of directors has discussed the possibility of developing the service, but opportunities have been limited, and the budgetary constraints placed on local authorities have made it difficult in the extreme for them to commission new services.

In addition to my chairperson's responsibilities to Nansen, I was also a trustee of another organisation, a trust which provided services for people with learning disabilities, the Bridg'it Venture, situated in Drumnadrochit. This consisted of a residential provision providing accommodation for 6 trainees and day services providing an educational component and practical skills involving horse skills and equine care.

The Bridg'it Venture experienced financial difficulties and was likely to have to close down. The service it provided was quite unique and myself and the Venture trustees were anxious to see it preserved. A series of discussions with the representatives of the local authority to discuss options, including closure of the organisation.

After discussion between the directors of Nansen Highland and the trustees of the Bridg'it Venture, a unanimous decision was taken that in the best interest of the service, a merger of the two organisations should take place and Nansen Highland took over the care provided for the services provided by the Bridg'it Venture on the 1<sup>st</sup> of January '09. The Bridg'it Venture was formally wound up at the end of the financial year 08-09.

As you can imagine, all of this activity has entailed an enormous amount of work, the bulk of which has been borne by Bart, director, and Sarah, project coordinator, and which as the services settle down together is ongoing. Any success achieved in the merger, and in particular in dealing with the operational details can fairly be attributed to them. The board of directors of Nansen have also been of great assistance in advising on legal and employment issues and ensuring the smooth transition of service.

Our efforts in the current year will be devoted to the smooth integration of operations in our new joint service which will operate as single service in operational terms.

Each of the two previous staff teams remained fairly constant, a significant number of whom had undergone training. A number are currently in the process of training towards achieving qualifications. In the light of the current SSSC regulations all staff will have to achieve registration and qualifications within a specific time scale, which is likely to be a period of 3 years. This target clearly has implications for the organisation.

The staff team continues to provide an excellent service to our trainees, on whose behalf I extend my grateful thanks. Without the team our service could not succeed.

The non executive directors in general as well as in more specific detail support the organisation enthusiastically. We are fortunate to have a broad mix of specialised skills within the group, which in the light of our recent

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activities have proven invaluable. My warmest thanks are extended to this group, whose efforts continue to help Nansen establish a firmer footing in the care sector and facilitate development.

At a personal level, I express my gratitude to Bart and my fellow directors for their continuing support for myself as my health does not improve. I would not have been able to continue as chairperson without their personal support for which I extend my thanks.



Dr Tad Baecker  
Chairperson

A handwritten signature in black ink, enclosed in a thin black rectangular border. The signature is stylized and appears to read 'Tad Baecker'.

## Nansen Highland Annual report 2008-09

### Introduction

Nansen Highland in Scotland is a non-governmental organisation and a company with charitable status, originally motivated by the life and work of the Norwegian humanitarian and explorer Fridtjof Nansen. He was a Norwegian explorer, scientist and diplomat. Nansen was awarded the Nobel Peace Prize in 1922 for his work as a League of Nations High Commissioner.



Fridtjof Nansen  
1861-1930

The history of Nansen Highland and its predecessors.

The organisation first established its presence in 1969 in Herefordshire. Nansen International Children's Centre (NICC) provided holidays for children from the inner cities. The centre was run on a purely voluntary basis and ceased its operations 8 years later.

The organisation moved to the Highlands in 1991 under the name of The Nansen Society. The Nansen Society changed its name into Nansen Highland on 1st of April 1999 and became a Scottish charity.

As mentioned in the foreword of the chairperson, Nansen Highland took over the service delivery of the Bridg'it Venture, based in Drumnadrochit on 1<sup>st</sup> January 2009.

*Our aims and objectives implement that the trainees are recognised and treated as fully respected individuals. We encourage them through education, employment and consultation to become a full member of the society in the best possible way. Our statement of intent explains in detail the aims and objectives of Nansen Highland and how they will be delivered.*

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### Specialised Day Training

Nansen Highland offers a specialised training package to young people with extra needs. These young people may not have the chance to learn the different abilities that people need to find their way in a complex society, such as the abilities to read and write; the ability to understand and work effectively within society's rules and values, the ability to organise one's daily life, and the ability to cope with difficulties at home or at work. Nansen Highland aims to offer these young adults the opportunities they deserve to develop into stable, self-confident and socially minded individuals.



With this aim, emphasis is put on developing job skills, life skills and social skills for their future.



The day training centre at Redcastle Station

The day training is delivered in a refurbish disused train station at Redcastle and in the Venture, a log cabin in Drumnadrochit

Various training opportunities are available: SQA training, non-vocational training, social training, etc.

### Individualised training packages

Each person will follow a specially designed training programme, which will have been decided upon with the trainee, careers officer, parents, social worker etc. The aim here is to help the trainee develop the skills that will be most valuable to them in the future, whether these are social skills, vocational skills or both.

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The vocational and non-vocational training are not freestanding projects within Nansen Highland. They are closely and carefully interlinked tools to enrich the whole personality of the individual.



The Venture, Drumnadrochit

As we explained in the introduction, our aim is to arm the trainees with the tools that they will need to understand the complex society we live in and to react according to the unwritten rules and expectations of that world.

This crucial understanding is a necessity for the independence the young people endeavour to achieve in the future, no matter what the final level of independence may be. No time limit is set on this exploration. The trainees will receive the time they need to achieve this at their own pace.

Therefore, every person joining Nansen Highland is offered a combination of vocational and non-vocational training. The time spent on each is carefully considered at the beginning of the placement and evaluated, reviewed and if necessary adjusted at reviews and/or staff meetings.

The full list of units offered can be found on our web site,



[www.nansenhIGHLAND.co.uk](http://www.nansenhIGHLAND.co.uk)

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### Residential Care Home



The residential care centre in Beaulieu

As well as the training centres at Redcastle Station and Drumnadrochit, Nansen Highland runs two residential centres, Fram House in the village of Beaulieu and the Lodge in Drumnadrochit.

The accommodation at Fram is designed for five residents, each having their own bedroom and en-suite facilities. One room is designated as a double room for couples only. Combined facilities of kitchen, lounge and sitting room are available on the ground floor.

The emphasis is on further development of free-time management, domestic skills, interpersonal and social skills to enhance their capabilities for progression to supported housing or independent living.



The Fram, in the Fram museum, Oslo, Norway  
[Hwww.fram.museum.noH](http://www.fram.museum.no)

Fram House lent its name from Nansen's exploration ship, which translated from Norwegian means '*Forward*', which encompasses our philosophy in one word. We are not intended to retain our residents, but prepare them to move onwards!

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The Lodge, based in Drumnadrochit has similar aims and objectives. The accommodation is designed for 6 residents, but there are no en-suite facilities. The building is leased and further physical developments to the building will be limited to maintenance and



The Lodge, Drumnadrochit

decorations. As the building is no longer up to standards, we are actively seeking to relocate the facility in either suitable accommodation or in a purpose build facility.

The centres are not isolated from the day training. The method of interaction is more informal and the input of the residents is encouraged in the running of the unit. Regular activities are organised to ensure and promote contact with parents/guardians and residents chose to return home for a weekend.

Within the residential care at Fram House and the Lodge, our aim is to provide a safe, secure, stimulating and caring environment whilst also respecting each person as an individual. We strive to promote opportunities for each trainee to develop and plan for their own future.

All centres run at 100% capacity. Nansen offers a joint programme of training and residential support, and this means that the number of residential trainees is constrained by the availability of places at the day centre.

Nansen offers a respite service to the trainees attending the day training centre. The availability of this service depends on the availability of beds. This facility is currently offered at Fram house only.

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### Developments

Nansen Highland operated this year at full capacity. We have actively engaged ourselves in exploring various expansion plans for the organisation.



The various options for expanding the organisation are:

- Establishment of a Social Firm.

Other opportunities are open for exploration

- Feasibility of providing support/community care for young adults with ASD/learning disabilities in their own premises.

The vision to establish a Social Firm has been met with great enthusiasm. The marketing research is almost finished and business plans are being drawn up, in consultation with the '*Development Partners Business*'.



The demand for an ASD service is still very high. A group of enthusiastic parents in Nethybirdge and surrounding areas have established 'An Cala', a charity that aims to provide a service for young people on the ASD spectrum. An Cala, meaning 'safe haven in Gaelic' approached Nansen Highland with a view to establish a partnership and to start up the service in partnership.

The initial contacts with the local authority have been extremely positive and promising. Preparations are made to seek funding for the physical development of a base.

Watch this space!

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### Staffing

The staff team that remained unchanged.

-  Bart Lafere, director
-  Sarah Welch, project coordinator
-  Teresa Toy, administrator
-  Dieter Devriendt, training support worker
-  Yvonne Macdonald, training support worker
-  Mariusz Stefaniak, training support worker
-  David Cunningham, training support worker
-  Carolyn Currie, residential support worker
-  Christine Brosnan, residential support worker
-  Bianca Geernaert, residential support worker
-  Ulrike Cornil, relief worker
-  John Durham, volunteer
-  Irene Hogg, volunteer

### Staff starting employment

-  Kerri Johnston, training support worker
-  Eilidh Sutherland, relief worker
-  Amy Crawford, relief worker

### Staff leaving employment

-  Fiona MacDonald, training coordinator

### Staff joining the existing staff group through the take over

-  Kate Ellistone, residential worker
-  Linda Outram: residential worker
-  Gill MacDonald-Haig, day training
-  Janie Thorburn, day training
-  Mike Flockhart, day training
-  Vicky Millar, relief worker
-  Micha Rinnova, relief worker
-  Gareth Evans, relief worker

### Student placements:

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Nansen Highland continues to offer training to students in the field of social care. Inverness College (Social Care NHD), Robert Gordon University, the Open University and Caledonian University (Degree Social Work) have placed students for their experience at Nansen Highland.

Nansen has an in-house qualified practice teacher available to aid these placements. Three students had their practice learning experience at Nansen Highland.

- 🌐 Euan Williamson, a social work student from the Robert Gordon University.
- 🌐 Claire Morrison, a social work student from the Robert Gordon University.
- 🌐 Mieke Ruts, a social work student from the University of Utrecht, the Netherlands.

The trainee training programme

Nansen has continued to develop its trainee training programmes, within the changing context of SQA, and various new units have are being developed.

**Training units 2008-2009**

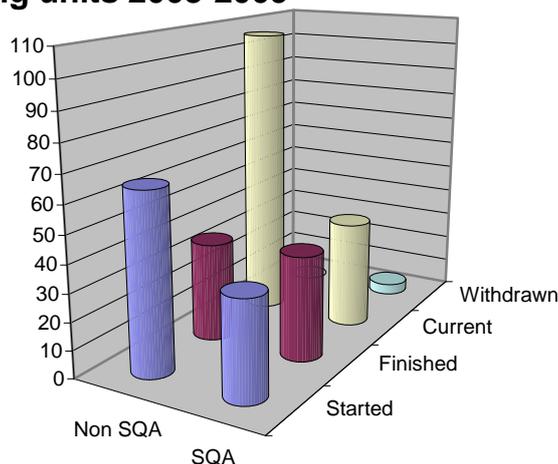


Fig 1

The table shows the number of units the trainees have been enrolled in, successfully finished and withdrawn from.

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### Staff Training programme

Staff training remains an important issue for our organisation.

We have achieved our accreditation to deliver the Social Care 2 and 3 levels to deliver to our staff. This will enable us to work towards and obtain the minimum qualifications as set out by the Care Commission and the Scottish Social Services council (SSSC).



Other training attended by staff included:

- Non-violent crisis intervention refresher (all staff)
- Non-violent crisis intervention (4x)
- First Aid training (5x)
- First Aid Refresher (2x)
- Fire training (all staff)
- SVQ 3. 2 staff enrolled
- SQA Assessor training (2x)
- Food and Health Course (5x)
- SQA V1 Training (1x)

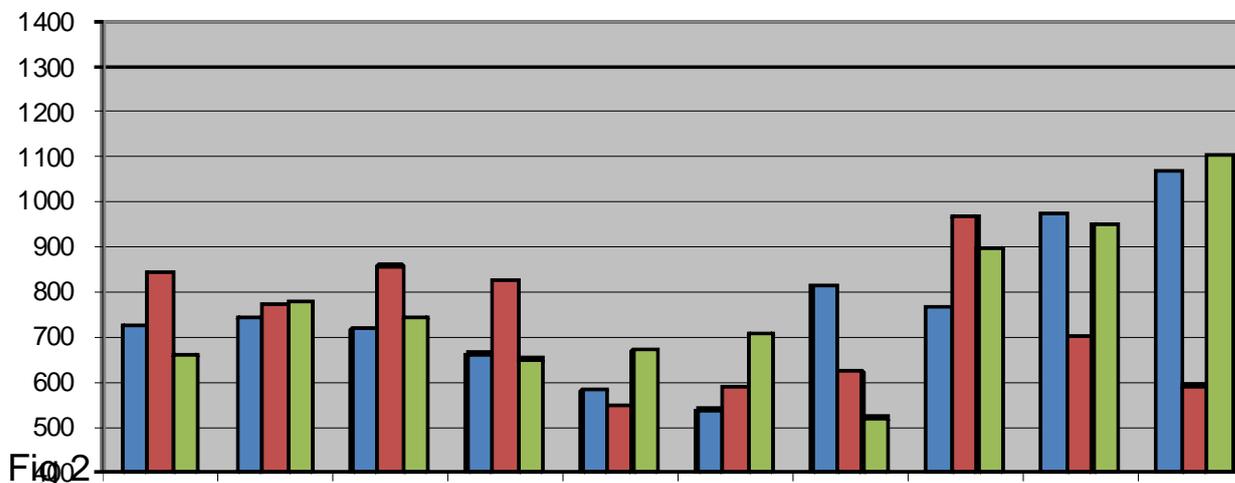
### Publicity

Nansen Highland took part in the careers exhibitions this year. We received 20 enquiries for our services. The publicity has been promoted through the website and talks with social work departments.

The website, [www.nansenhighland.co.uk](http://www.nansenhighland.co.uk), has proved to be successful this year as significant increases in its use has been recorded.



## Web stats.



Some interesting facts on the website:

Average visitors per day: 27.73, increased by 15.92%

Total pages viewed: 22,434, increased by 45.26%

Average pages viewed per session: 2.21

Average time per session: 2minutes 53 seconds

Top ten visited pages:

1. Homepage
2. Jobs
3. Fridtjof Nansen
4. Services
5. News page
6. Location
7. Students (social care/social work students)
8. Policies
9. Links
10. Staff intranet

Top downloads:

1. Volunteer information and application pack
2. Annual reports
3. Health and safety for trainees policy

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4. Job descriptions relief workers
5. Statement of intent
6. Nansen Highland philosophy
7. Job application pack
8. Trainee information and application pack
9. Fram House information pack
10. EFQM questionnaire, the results

### Administration

In 2008-2009, we received over 20 new enquiries throughout the year. This year the waiting list has lengthened with seven new referrals for The Station, five referrals for Fram House and one referral for the Lodge.



The local authority's education department and careers service are aware that Nansen Highland is running at full capacity, and consequently are making referrals early.

One trainee reduced two days in a planned transition to other services and another completed their placement. Two trainees increased their days and one new 2 trainee started their training in February.



### Local links

Nansen Highland has various links with local organisations.

The Ross and Cromarty LIG.

The aims and objectives of the Local Implementation Groups (LIG's) are to engage with local communities in Highland to disseminate the values outlined in 'The Same As You' and the objectives in the 'Partnership In Practice' agreement to enable key

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stakeholders to establish local priorities for service improvement in areas some of which are remote. The initiative is responding to local, demographic, cultural and resource issues and the user group is people with learning disabilities (children, young people and adults).

Unfortunately, the last LIG meeting was held in April 2005, despite various attempts to invite the local authority chair person to convene a meeting.

### **HEN (Highland Employment Network)**

One of the aims of HEN is to promote and encourage the formation and development of a network within the area to promote the sharing of information and good practice in the provision of Supported Employment for people with disabilities and carers and those who require additional support to access employment.

### **International links**

#### *IPSOC (Belgian university for social workers)*

For the eighth year running, IPSOC, an educational organisation for Social Workers in Belgium, came to visit Nansen. The main purpose of their visit was to explore the way care is organised in different organisations in the Highland Region and beyond. (<http://www.katho.be/ipsoc/>)

### **Work placements**

Work placements are an integral part of our training package. The following work placements were successful and we appreciate the help of the organisations involved:

- Crumpets cafe
- New Start
- Williamson fruit and veg.
- Columba Hotel, Inverness
- Mary Hemsworth, Springboard Scotland
- Brim Herb garden, Farr
- Dingwall leisure centre

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### Aims 2009-10



The aims for the next year include:

- Consolidation of the new organisational and operational systems
- Increase the organisation's public relation activities and enhance its profile with various local authority departments, including social work, education, etc.
- Review the training programmes
- To organise four in-house staff development seminars
- Provide full-time training for an equivalent of 14 or more full-time trainees.
- Further implement the framework of the European Foundation for Quality Management

### Grants and donations received

We would like to thank the following institutions and individuals for their financial support. (Fig 3)

- Killearnan Community Council £ 120

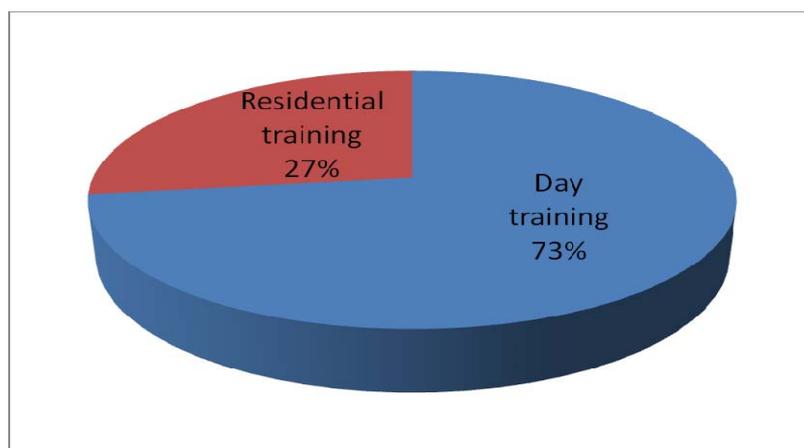


Fig 3 Sources of income 2008-2009

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We would also like to thank the local communities of Redcastle and Tore and the various co-workers who have joined us, for their support in time and good will.

### Governors

Patron: Eigil Nansen (grandson of Fridtjof Nansen)

Chairperson: Dr. Tad Baecker

Secretary: Bart Lafere

Non-exec. directors: Leslie Johnstone

Dr Iain White

Nicki Walsh

Pete Mulvey

Honouree non-executive director: Bill Arthur