



QUARRIERS ANNUAL REVIEW 07/08

for life

Quarriers



Dr. Phil Robinson
Chief Executive Officer

CHIEF EXECUTIVE'S WELCOME

Welcome to Quarriers Annual Review

This report focuses on what makes Quarriers unique: providing flexible and appropriate services for people at every stage in their life - from fulfilling the needs of the youngest and most vulnerable people in society to how we need to adapt our services to embrace an ageing population.

Here you'll see how we work to deliver services to the maximum number of people, provide services of the highest quality and maximum positive impact, and influence social policy at national and local levels - three strategic goals which guide us in our daily work.

We can't provide services and facilities without well-trained and committed people and strong partnership working. To achieve success, we understand that we require a sharp business approach and the confidence to think a little differently. And we do this with passion, experience, expertise and a genuine commitment to improving the lives of the people we support.

Dr. Phil Robinson



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The highlights in Quarriers' year are linked to our three key strategic goals.

They demonstrate how we have delivered services to the maximum number of people able to benefit from them; provided cost-effective services of the highest quality and maximum positive impact and influenced social policy at national and local levels, thereby benefiting those whom we cannot support directly.

- delivered services to the maximum number of people
- services of the highest quality and maximum positive impact
- influenced social policy at national and local levels

April

- Paediatric Epilepsy seminar, Bath
- Children in Need funding awarded to support children affected by parental drug and alcohol misuse at Quarriers Barlanark Family Centre - see pages 6 and 7

- Opening of Haresfield care home for children with disabilities

May

- WAGS dinner in Aberdeen raises £30,000 to support epilepsy fieldworkers

June

- Quarriers manifesto launch at the Scottish Parliament
- Quarriers Glasgow South West Carers Centre hosts Carry on Caring event attended by Deputy First Minister Nicola Sturgeon

- Closure of Cherry House, Wiltshire

July

- Awarded 5 packages of individual support to allow people we support to live independently

August

- A second Service Manager appointed to join the team in the Bath Regional Office
- Opened lower flat of cottage 30 to support 2 people out of Mackerston Hospital

September

- Opening of Countryview extension - as reported in last year's Annual Review

- 10th anniversary of Sommerville's
- Roger Mills succeeds Robert Walker as chairman of Quarriers Council of Management

- Taken over 2 additional children's homes in Wiltshire

October

- 10th anniversary of Quarriers Chavey Down service for children with a disability

- Official opening of new Stopover building for young homeless people by Stewart Maxwell, MSP - Minister for Communities

November

- Quarriers Seafield School are successful in winning £93,000 from STV's People's Millions competition

December

- Quarriers Volunteer Centre opens with funding from National Semiconductors

- Noel Lunch raises £55,000

- Barlanark Family Centre opens

January

- Seafield gym completed - see pages 8-11 for more info about Seafield

February

- VIP group successful in securing funding for 2 additional inclusion workers from Young People's Fund

- Official opening of Break-A-Way's Stranraer Office

March

- Institute of Fundraising awards - Quarriers scoops Community Fundraising, Direct Marketing & Communications awards and is highly commended for Donor Recruitment

- Quarriers launches a new event - 10 minute tea-break raising over £3,500

- Going Nowhere campaign launched at Scottish Parliament



Our goals for 2007-08 What we achieved

In last year's annual review we made a commitment to develop our services, advance our campaigning agenda, secure appropriate additional funding and ensure that our internal systems are sufficiently robust to support this. We delivered on the following promises:

- We've developed our services for children in the Greater Easterhouse and Drumchapel areas of Glasgow, in particular those affected by problematic parental alcohol and drug use.
- We've opened a dedicated volunteer centre to increase the involvement of volunteers in our services.
- We've supported 5 people with a disability into a full range of training and employment opportunities.
- We've undertaken extensive research into the impending impact of an ageing population of carers. These research findings will be published in September 2008
- We've produced a workforce strategy that positions us well for being an employer of choice.

- We've developed an intranet system to ease the flow of information between our services thereby maximising our management capacity and improving the effectiveness of management and staff.

Our goals for 2008-09

- We'll continue to grow the organisation through the development of at least 4 new children's and adult services.
- We'll develop new partnerships with additional local authorities and agencies.
- We'll develop untapped funding streams such as direct payments, government funding and corporate partnerships.
- We'll continue the modernisation of our longer-standing services to ensure value-for-money and that they are fit-for-purpose.
- We'll ensure our self advocacy groups become regularly and actively involved in Quarriers' Services Committee of Trustees.

Support for children and families

This year we supported 280 families facing poverty, family breakdown, exclusion and disadvantage. A further 110 children were supported with flexible childcare at home.

Our family services continue to grow, with two new services opening in Glasgow that place particular emphasis on supporting children affected by adult addiction.



Quarriers is committed to the protection of vulnerable people. Due to the nature of this story, we've used models in the photographs. The Macdonald family's story is based on the backgrounds of several people we support. All content is true.

'The whole basis of this service is relationships,' says Jackie Given.

She could be talking about almost any of our projects, but Jackie is service co-ordinator at Barlanark Family Centre, which supports families to deal with a range of issues including poverty, poor housing and isolation to more complicated difficulties like the neglect and abuse of children, addiction, mental health and damaged family relationships.

The centre opened in November as part of our commitment to expanding family services in the East End of Glasgow. It is located in the heart of Barlanark and is linked to the family centre in Ruchazie.

'Many of our referrals come from social work and health visitors, but people can also self-refer if they're having problems, want general support or just want to meet people,' explains Jackie.

The flexibility of the centre is perhaps its greatest strength. Families can work through their issues together, on an individual basis and in groups designed to get them working with their peers. This helps build community and social networks which can continue to develop outside of the centre.

Families like the MacDonalds. Graham MacDonald grew up in care and has had problems with heroin and alcohol since his teens. He is now the sole carer for his three

children: 15-year-old Ben, 10-year-old Erin and 1-year-old Ethan. Their mother Elaine also has addiction issues and lives away from the family. Despite managing his drug and alcohol use better Graham began to struggle with the children's care, found it hard to meet all their needs, to keep to routines and to manage the day-to-day stresses of parenting a growing family. The family were referred to the centre by social work and all five family members are now being supported by Quarriers.

'We see more than a snapshot of their lives'

Jackie describes how this support begins: 'With any individual family, a worker will visit them at home and begin an assessment. We get to know them, find out what's going on and ask them about what support would help their circumstances'. The service can support families practically and emotionally and this can be as intensive as each family needs.

'The more time we can spend with them, whether it's practical support like getting the children up in the morning and ready for nursery and school or going shopping with Graham to help him get healthy food within his limited budget, the better. This helps us really get to know someone so that when we have to talk about some of the more painful, difficult issues we have built up some trust and parents are better prepared to listen to our views and take on our advice.

For Graham this means individual sessions with his project worker to explore the impact his addiction has had on the children, and practical help from a family support worker to help him establish boundaries and routines.

Graham is also an active member of the Dads' Group, who work together on parenting issues, their role as fathers and on their own confidence and self-esteem. Jackie sees this as vital for parents: 'If you cannot meet your own needs you will struggle to meet those of your child.'

Children are supported in a number of ways. Erin and Ben attend the social skills group, which gives them an opportunity to make new friends and have new experiences. Ben has some problems making friends and learning in school and the family project worker thinks he will benefit from the new befriending service we are about to launch.

Ethan's afternoon placement in our nursery at Ruchazie has been positive for him and his father. Graham has been able to attend a computer class while Ethan has made leaps and bounds in his development in the stimulating environment of the nursery.

'Ethan has really benefited from the intensive play and interaction he experiences,' says Jackie. 'The nursery also provides good opportunities to observe his progress and we can feedback to our colleagues in social work to alleviate their concerns.

'What helps is different and unique for every family'

The MacDonald family are making real progress, but that doesn't mean Jackie expects them to stop using the centre anytime soon. So at what point has the service achieved success?

It's not that simple. 'Success is sometimes seeing people move on to work or college,' she says. 'But a lot of people don't get that far.' The most rewarding success is the difference the support to parents makes for their children. Seeing parents become more attentive and loving toward the children is the best part about the support we offer.

'There's no time limit on the support we give to families. None of us can change habits we've accrued over years in a short-time.'

Some families will need ongoing support as their children get older. For instance things may improve when they are small but get more difficult again when they are teenagers and so they can come back to the centre whenever they need advice or support or even just a coffee and a chat.

The families who need our support have had people walking out on them all their lives.

For that reason, the people our family centres aim to help are also the people who find it most difficult to engage with services. They need to be able to trust that we'll be here for them in the long-term, and that means providing a stable service that can build up relationships over a long period of time.

'One of the biggest challenges we face is maintaining really valuable services with short-term insecure funding,' says Quarriers' service manager Mary Glasgow. 'Bringing up children in disadvantaged communities is really hard and families need local support services that they can dip in and out of at the most stressful times.'

We need an understanding that family support services need long term funding to really make an impact on the ongoing cycles of poverty and neglect we see in families.

'It may require a bigger commitment from funders initially, but this type of support is more cost-effective than what can happen when we don't offer help. The costs associated with resultant poor mental and physical health, addiction and crime could be avoided by quality services delivered at the right time by the right people.'

Support for young people

In 2008 we supported nearly 70 children with social, emotional and behavioural difficulties at our Seafield School. Six pupils moved from Seafield back into mainstream education, and 81 percent of young people leaving the project moved on to planned and positive alternatives.

Quarriers doesn't always have the opportunity to work with young people before their problems become crises.

The young people who are placed at our Seafield School, in the seaside town of Ardrossan, have already experienced great disruption and hurt in their lives. Some have been looked after away from home in a number of settings and may have lost trust in adults and the education system.

Seafield provides residential care and learning for 60 boys aged 7 to 17, with an upper school for older boys and a lower school for younger ones. Just over half of the young people who come to Seafield do so as 'day pupils', while

up to 28 young people live in one of the three residential care units on the main campus, or in a community-based children's home in Largs.

The main aims of the service are to give young people a safe and stable environment in which to live and learn, and to work with them and their families towards a positive future.

Wherever possible, young people are enabled to return to mainstream education and their own family.

Head of childcare David Hutton knows just how important this stability is to a young person's chances of being able to learn successfully.

'The record number of placements that a child had before coming here was 20,' says David. 'You can imagine how tough it was for that young person to trust that we would stick with things even when his behaviour was angry and destructive.'

'A 24/7 learning environment'

On joining the school, both children and their parents are made to feel welcome and are encouraged to talk through any issues and worries they have. Each child's story and situation is different, so every young person follows an individual learning programme and has a key team of staff who focus specifically on helping them. They can also choose to talk

over their problems with any member of staff they feel comfortable with.

'Relationships are at the heart of what we do,' says David. They're the foundation for everything else, from formal lessons in the classrooms, to whole school events, to our after school programme of purposeful activities.

'It's the interaction between the adults and young people and the quality of the relationships that really makes the difference.'

The Eco Garden

This year has seen a new addition to Seafield's grounds - an Eco Garden built by children and staff to grow home produce and teach children about the environment.

The project has been a success, with children enjoying getting involved and teachers taking the opportunity to encourage some applied learning.

'The children were counting bricks, how much sand was needed, what height the wall was going to be,' recalls David. 'And all of a sudden maths is a live thing for them, rather than just textbook stuff.'

Building on Strengths

In the lower school, the environment is not dissimilar to an ordinary primary school, with colourful work adorning the classrooms and corridors. But its objectives are very different.

Head of service Alison Gough explains: 'A child may have missed out on nurturing and nutrition, or been exposed to violence at home. Even in very young children, this can show itself in angry, challenging behaviour.'

But with trust built and a stable routine established, children can begin to make real progress. Alison: 'Often the young people who come here have been told they are no good and this has left them with no self-belief.'

'Once we have built up trust and they feel safe, they begin to feel more confident and it is humbling to see them growing and learning new skills.'

'This year, we had a "Seafield's Got Talent" event, and the range of skills on display, from a magic and comedy act to singing, readings and a rock band, was truly inspiring.'

Wraparound care

Seafield's summer programme gives day-attenders at least one week of outings and holidays, spread over the seven-week summer holidays.

'These are opportunities they wouldn't get otherwise,' says David. 'And for the children who don't live here, it allows us to keep up with what's going on in their lives and give them support throughout the summer.'

The outings are also an opportunity for staff to build better relationships with the children. 'It's a lot of work,' admits David. 'But staff are really committed to making these trips memorable for the young people. The breaks away help staff and young people to see each other in a different light.'

A home away from school

Helping children to feel a part of the wider community is a big part of the work done at Seafield. There are plans to create more off-campus residential units like Merton in Largs, where young people can return 'home' after their school day.

'If you're 16 and you want to bring your friends back or play football, you don't want to have to come back to a big building that looks like Hogwarts!' says Alison.

'In a community children's home boys can live in an ordinary street where they can feel part of the community and avoid some of the

stigma that is still attached to being identified as being in care.'

Always open and available

Because Seafield is a permanent home for many children, the school is open 24 hours a day, 365 days a year.

The dedication of staff makes a big difference at Christmas time, when the children would otherwise have nobody to spend the holiday with.

Seafield's accessibility helps foster good relationships with parents too. As Alison says: 'Seafield is always open and available if there's some kind of crisis or emergency.'

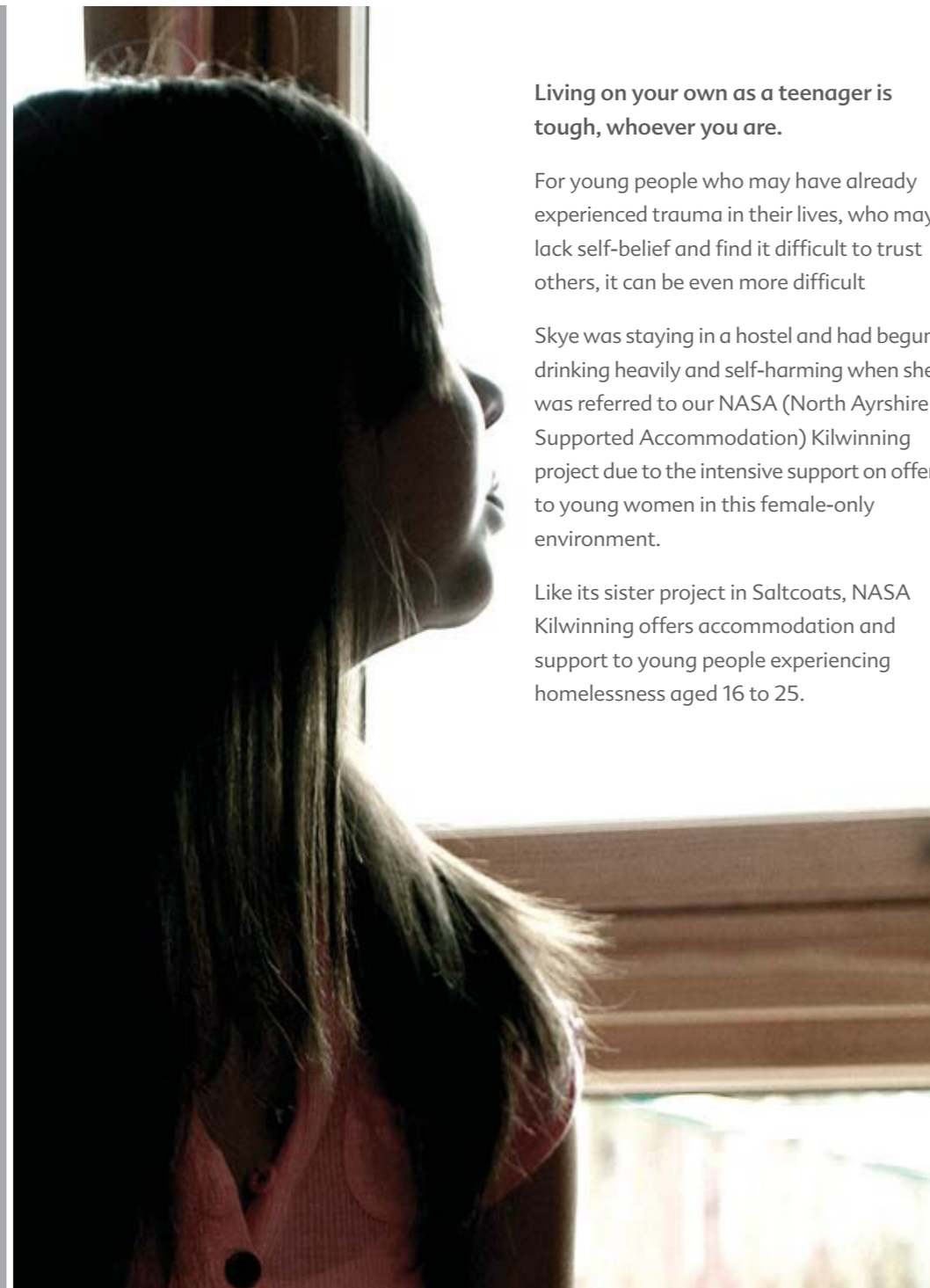
'If parents just need some help while their son is on home contact, they know they can phone and speak to someone who knows him well and is there to listen and support.'



Support for young homeless people

We supplied 43,697 days and nights of care to young homeless people, with the aim of enabling them to move on to independent living. 78 percent of residents leaving our services were no longer considered part of the homeless system.

Our outreach services supported 79 young people in their own tenancies. 70 percent were still in their tenancies six months after the start of their involvement with Quarriers.



Living on your own as a teenager is tough, whoever you are.

For young people who may have already experienced trauma in their lives, who may lack self-belief and find it difficult to trust others, it can be even more difficult

Skye was staying in a hostel and had begun drinking heavily and self-harming when she was referred to our NASA (North Ayrshire Supported Accommodation) Kilwinning project due to the intensive support on offer to young women in this female-only environment.

Like its sister project in Saltcoats, NASA Kilwinning offers accommodation and support to young people experiencing homelessness aged 16 to 25.

The project has five places and encourages the young women to work with staff to identify their hopes and dreams and develop an individual plan to work towards their goals. Most are aged between 16 and 19.

'Most young women want to work towards securing their own accommodation and the project has a range of individual and group workshops that have been designed to develop their independent living skills,' says project manager Carmen McKelvie.

'But a lot of our work is also about giving them the time and space to mature enough to take that on, as well as supporting them with a lot of the other issues that young people have.'

A stepping stone to independent living

Moving into a group living setting can be intimidating, as Skye, pictured on left, recalls: 'Initially I hated it, but I gradually settled in over time.

'I got on really well with my support worker, Kelly, and I learned how to trust people again. That led to me trusting the rest of the team and eventually I built up really good relationships with staff.

'I was able to cut down on my drinking and accept help with my self harm.'

The project is about helping young people to move on and this is kept on the agenda from the beginning.

'A typical stay is six to nine months, but some people may stay for more than a year because they have much more complex needs,' says Carmen.

'We also provide outreach support after they leave, so it's not a case of nobody ever sees you again and you're left to get on with it.

'There is that transition where you get a high level of support while you're here and then you move to outreach, which is gradually reduced until eventually you don't need the service anymore.'

'I felt it was time to move on'

After working through her issues and developing practical skills in things like budgeting, door keeping and cooking, staff felt Skye was ready to live on her own. Now in her own flat, she looks forward to the future with confidence.

'It's been scary living on my own for the first time, but I'm getting support from the outreach team,' says Skye. 'I miss the project and the staff, but I know that in time I'll settle into my own place.

'I've now finished college and I want to get a good job and be able to travel and see the world.'

Like NASA, (South Ayrshire Supported Housing Project) in Ayr provides support for young homeless people to develop independent living skills and move on to their own tenancy. Once in their own flat, young people continue to receive support through the project's outreach service.

This year project worker Carol McCartney, pictured here on the right, moved to the outreach service and found that people at this stage in their lives face many new challenges.

'By the time they get their own tenancies, young people are a little older and more mature,' says Carol. 'We support them to manage their tenancy and do their housework because maybe they've never done that before. 'It's difficult - who knows how to clean properly at 16?'

Self-esteem is an issue that young people continue to work through with the help of the service.

Carol: 'A lot of them are very gifted artistically or musically. They could go to college but they don't have the confidence to do that.

'I've been with them to college and helped them fill in their applications. It's just helping them to do that last bit, but you don't want to push too hard because it won't work for them.

'It's more about trying to build that confidence by being there and not letting them down.'



Support for people moving from children's to adult services

Quarriers currently provides full time care for 41 children and young people with physical and learning difficulties.

In 2008 we also supplied 10,100 days of respite care and 53 children used our family-based short break services.

Lindsay has just turned 18. She weighs just four stone but if she suddenly has the urge to hit you, she won't be able to help herself. And it will hurt.

Quarriers' Rivendell project, where Lindsay has lived since she was twelve, provides permanent care for children with this kind of challenging behaviour. With rooms for six children, they receive intensive support to meet their complex needs and to develop as people so that they are as ready for adulthood as possible.

The transition is never easy. The young residents at Rivendell often need 24-hour care and options for progression are limited. And with a rigid legal framework deciding who is a child and who is an adult, Quarriers has to plan thoroughly and fight hard to give them the continuity they need as they step into the world outside.

As project manager Ann Clarke says: 'Young people should get the time and care they need to develop and reach their full potential, without the limitations imposed by budget constraints.'

A safe and supportive home environment

Lindsay was born with brain damage caused by foetal alcohol syndrome. Her condition means she feels constant anxiety and this causes her to harm herself. Her impulsive

behaviour also makes her lash out at others. When she first moved in to Rivendell, Lindsay couldn't interact with other people at all.

Ann recalls: 'She just had no life basically. But by caring for her, talking to her and giving her personal choice, in an environment where she can feel safe, we've seen her transform.'

Her impulsive behaviour means Lindsay can't be left with sharp or heavy objects. Information like this, along with her likes, habits and needs, are detailed in a comprehensive support plan that is essential to her care. Ann explains: 'It only takes Lindsay a split second to hit out at somebody, or herself.'

Despite her small frame, Lindsay has enormous strength, and a significant challenge for staff is keeping themselves and Lindsay safe at times when she is distressed. But this doesn't prevent them from seeing the person Lindsay really is. Ann: 'Reading her support plan, you might think, "How can you work with someone like that?" But you do, and you get to love her.'

'We hope she can move on and be happy'

This June, after four years of planning, it was time for Lindsay to move into adult services. Quarriers secured a placement in a residential centre for young adults, near to her brother who is now her legal guardian.

It has been a difficult time for everyone. Many of the staff have developed strong bonds with Lindsay, as she has with them. The team has worked with her diligently and patiently, to help her understand that she needs to move on from the place she has called home for the past six years.

And thanks to our insistence that she get as much time as she needs Lindsay was able to make the move slowly, taking a few of her belongings each time she visited her new home and with three overnight stays before she moved permanently.

There were tears and a little unease as she finally said goodbye. 'Lindsay isn't really ready to leave yet,' says Ann. 'The law says she's now an adult and we have no choice. But it shouldn't be about children and adults - it should be about Lindsay and her safety.'

People are not always ready to move on, but with enough planning, care and support, Quarriers is able to make the transition as smooth as possible. As Lindsay's brother notes: 'The scared young girl that came in here is a world away from the young woman who is now leaving.'



“Ann: Reading her support plan, you might think, how can you work with someone like that? But you do, and you get to love her.”

Support for people with epilepsy

Quarriers continues to support people with epilepsy in Scotland through our fieldwork service and the Scottish National Epilepsy Assessment Centre.

This year the centre admitted 69 patients, supplied 2,390 days of inpatient care and treated 174 outpatients. We also supported 367 people with epilepsy in other long stay supported and accommodation projects.



‘Like most people, I knew almost nothing about epilepsy,’ says James Wilson. ‘I’d just as likely have told you it was a type of paint.’

Seven years ago James was living an ordinary life as a retail manager in the North East of Scotland. But when he began to have seizures which cause him to black out completely, James found out first-hand how debilitating and life-changing epilepsy can be.

‘I’d been in my job for 25 years,’ James recalls. ‘After I was diagnosed I went back to work, but I was informed that because I could no longer drive my position was now closed.’

‘That was one of the biggest blows and it did get me down.’

There was no obvious reason why James was having seizures and after being admitted to his local hospital several times, he was referred to our epilepsy assessment centre Hunter House.

Located just outside Glasgow, the centre is the only one of its kind in Scotland. Patients can stay overnight or, as in James’s case, for up to eight weeks, to properly diagnose and find the best treatment for their seizures. With over 40 percent of those admitted to Hunter House found not to have epilepsy at all, it is a truly vital service.

‘One thing Hunter House did was put a smile back on my face,’ recalls James.

‘I really hit it off with the staff and other patients and I’m still in touch with them seven years later.’

During his stay it was confirmed that James had epilepsy with complex partial seizures. It’s a type that is difficult to control, but James’s eight week stay allowed doctors more time to optimise his medication.

They were also able to help him understand more about his condition. James: ‘During my first night at the centre I was all wired up to assess what was happening while I was asleep.’

‘I thought I’d slept well, but the doctor told me I’d actually had one of the worst night’s sleep I could have had. Most of my seizures were happening at night but I was completely unaware of this.’

James has also been supported by our epilepsy fieldwork service for the past six years and still meets with his fieldworker Tara Engelman once a month. The service continues the work done at Hunter House by providing ongoing support for people with epilepsy and their families.

‘We support people whatever stage they’re at’

‘We try to meet with people as often as they want to,’ says Tara. ‘We take an individualised, person-centred approach - some people don’t need as much support as others.’

James: ‘The fieldworkers are always there for me, whether I communicate by e-mail or telephone.’

‘Tara will discuss my medication and I keep her up to date with my seizures. And when I went to Glasgow for my surgery consultation, it was good to have someone come along with me.’

James has come a long way since his stay at Hunter House six years ago. Doctors have not been able to fully control his seizures through medication, but he is now waiting for a date for neurosurgery and is very optimistic about life generally.

He is chairman of the Grampian Epilepsy Group and Tara sees James as a great role model for others with the condition. ‘He’s so positive and determined,’ she says. ‘He really doesn’t let his epilepsy stop him doing what he wants to do.’

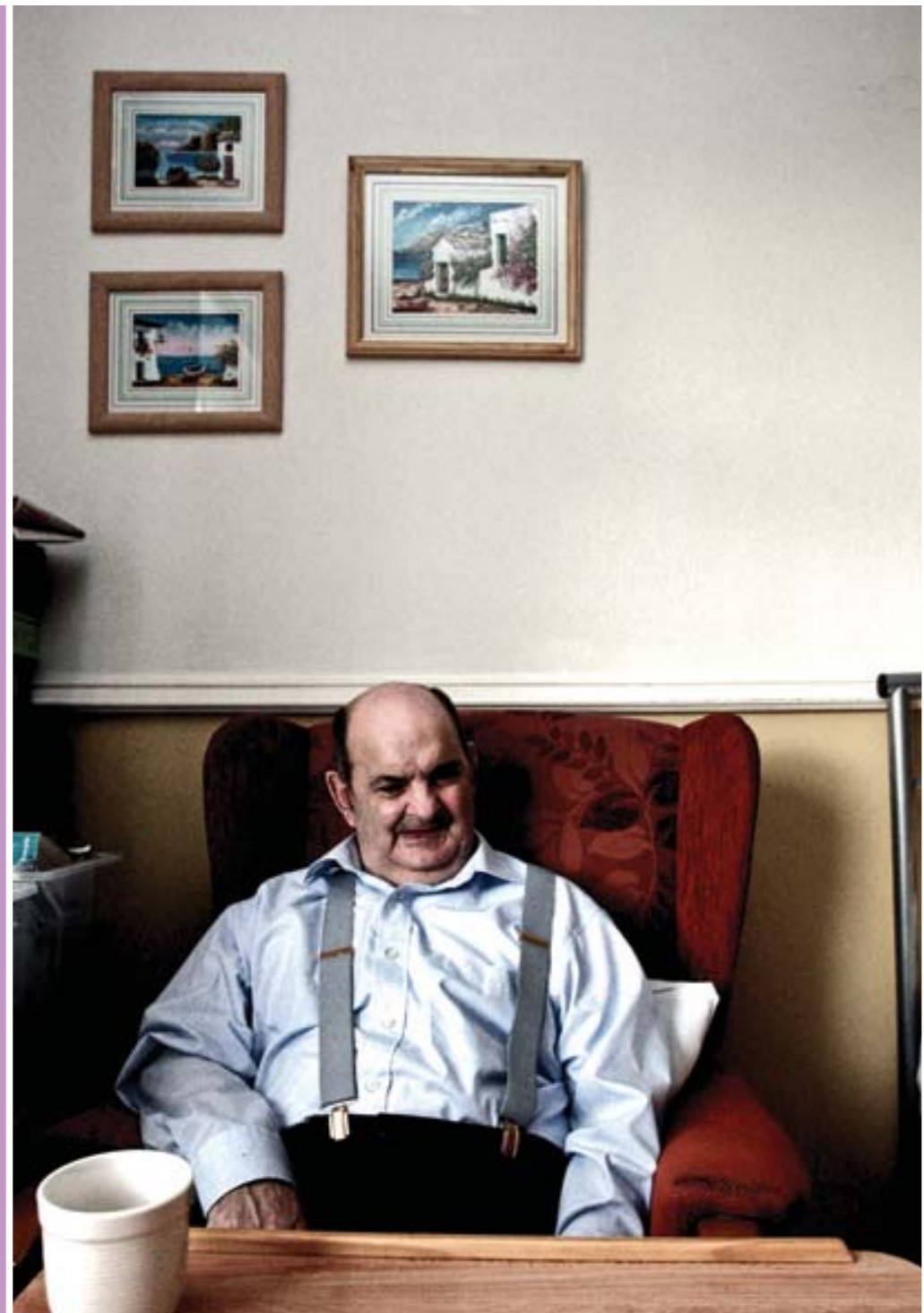
Meeting James, it’s easy to see what she means.

‘Why should I let epilepsy defeat me?’ he says. ‘You have to turn it into a positive.’

‘But there’s only one reason I’m able to do that, and it has to be Quarriers.’

Support for older people with a disability

In 2008 we assisted 331 adults with learning or physical disabilities in their own homes and through a range of community care projects, whilst also supplying 7,997 days of adult respite care and 11 adult fostering placements.



George's whole life changed in a moment

George is a very young 68. Since moving to his home at our Southside Project when the service opened ten years ago George has enjoyed his independence, made new friends and followed a very active schedule, attending both the Unity and Outlook day centres.

Southside Project provides assisted living with 24-hour care for twelve adults with learning disabilities, across four different sites in Glasgow. The youngest resident is 36, but most are in their 50s and 60s and have lived there since the service began.

Like the UK population as a whole, the residents are getting older and this creates new challenges for staff and the service's aim of allowing people to age in place.

Project manager Irene Hattie knows these challenges all too well: 'This can be a difficulty in providing person-centred care. Tenants are often told, "This is your home for as long as you want it to be". But there's a danger of giving false hope.

'People's needs often can change as they age, whether it's their vision and hearing, or their mobility, or they develop a serious illness like dementia.

'Staff have very strong relationships with residents built up over several years and will pull out all the stops to keep them at home. But with more funding needed for extra support when health problems arise, the choice is not always ours.'

In November last year, George's life changed dramatically when he had a stroke. He was in hospital for four months and lost some movement in his left side, which greatly reduced his mobility and left him needing personal care for the first time.

Team leader Douglas Fielding recalls how difficult things were: 'George likes his personal space. But when he came out of hospital, he couldn't leave the house at first. He had to accept staff coming into the shower with him and helping him with things that before he could do for himself.'

Because of their close relationship with George the team did everything they could to get him back on his feet, including visiting the hospital in their own time, working overtime and making overnight stays.

'We built up George's strength through exercise and physiotherapy, to improve his mobility,' says Douglas. 'We also adapted his room and bathroom, with a new shower that George can get into using a wheelchair.

'When George was able to go out again, the first thing he did was go and buy a paper. He loves to read the sport headlines.

'He's much more like his old self again.'

'Ageing needs to be on the agenda'

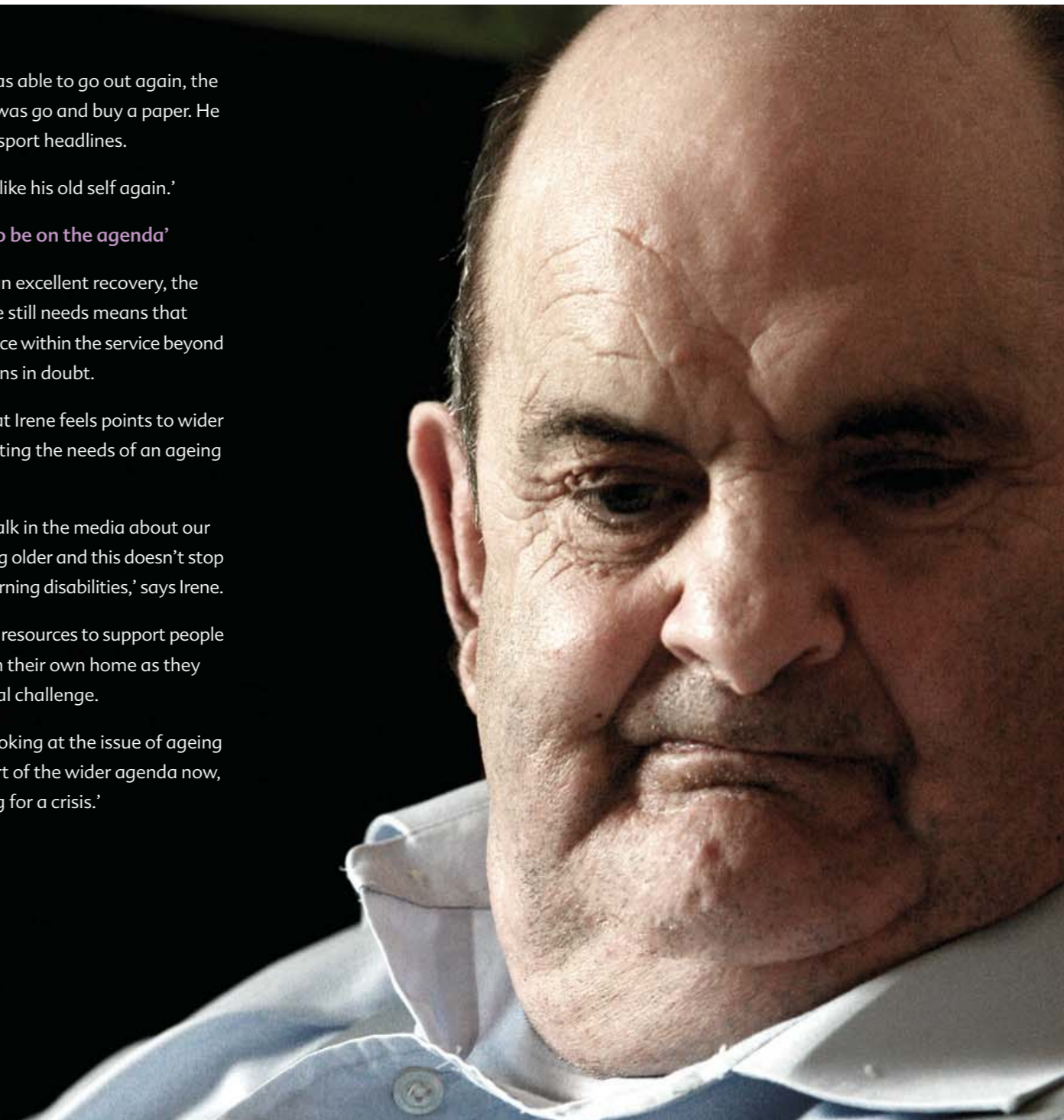
Despite making an excellent recovery, the extra care George still needs means that funding for his place within the service beyond September remains in doubt.

It is a problem that Irene feels points to wider issues about meeting the needs of an ageing population.

'There's a lot of talk in the media about our population getting older and this doesn't stop at people with learning disabilities,' says Irene.

'Finding the extra resources to support people with disabilities in their own home as they grow older is a real challenge.

'We need to be looking at the issue of ageing and making it part of the wider agenda now, instead of waiting for a crisis.'



How it all adds up

Quarriers income in the year increased by 8% to £42.2m. This increase was mainly due to generic growth in existing services and the full year effect of new services operating for the complete financial year.

Fundraising delivered another excellent year continuing to obtain significant capital grants and donations whilst sustaining a high level of voluntary income. This has enabled Quarriers to complete a new gym at Seafield school, a residential and day school for children with emotional and behavioural difficulties as well as contributing to many other capital projects. The total of all fundraising activities made a better than 2:1 return on expenditure.

The impact of Accounting Standard FRS17 recorded a pension valuation deficit in the accounts. The Directors remain confident that Quarriers assets are sufficient to cover the future liabilities of the scheme.

Changes in the approach by Local Government to commissioning and Central Government funding allocation has placed continuing pressure on services. Quarriers continue to provide the highest quality services possible whilst managing to control costs in a difficult financial climate. Core costs have been rigorously reviewed and controlled to ensure that monies received by the charity are spent in areas that make the most difference to the people we support.

SUMMARY STATEMENT OF FINANCIAL ACTIVITIES

	Year ended 31 March 2008 £000's	Year ended 31 March 2007 £000's
Income		
Charitable activities income	39,692	36,270
Voluntary income	1,784	1,866
Major fundraising events, conference and courses	192	183
Investment income	517	358
Gain on disposal of assets	1	326
Total income	42,186	39,003
Expenditure		
Cost of charitable activities	39,374	37,086
Cost of generating voluntary income	829	1,046
Cost of major fundraising events, conference and courses	152	110
Investment management costs	328	219
Governance costs	178	157
Total expenditure	40,861	38,618
Net incoming resources	1,325	385
Gains/(Losses) on investments and pension scheme	(1,454)	992
Net movements in funds	(129)	1,377

SUMMARY BALANCE SHEET

	Year ended 31 March 2008 £000's	Year ended 31 March 2007 £000's
Assets and liabilities		
Fixed assets	9,399	7,441
Investments	3,120	3,515
Net current assets	764	1,767
Creditors: over one year	(37)	(37)
Pension deficit	(6,333)	(5,644)
Total net assets	6,913	7,042
Reserves		
General	(1,491)	(288)
Designated	3,131	2,733
Restricted	5,273	4,597
Total capital and reserves	6,913	7,042

STATEMENT OF TRUSTEES

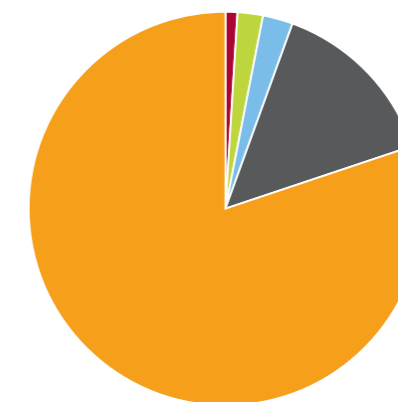
This is an extract from the Report and Financial Statements of Quarriers which was approved by the Council of Management on 1st September 2008. These summarised accounts may not contain sufficient information to allow a full understanding of the financial affairs of the charity. For further information, the full audited Report and Financial Statements can be obtained

from the Company Secretary at the registered office of Quarriers or the Registrar of Companies.

Roger Mills, Chairman, Council of Management

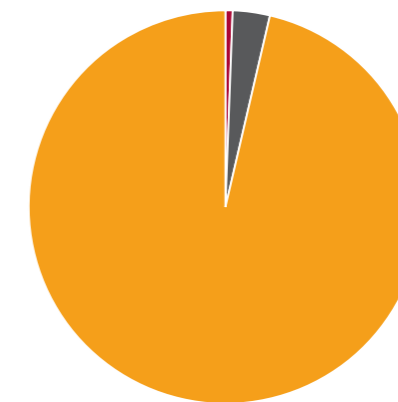
Extract from the Report and Financial Statement of Quarriers for the year ended 31 March 2008.

WHERE OUR MONEY CAME FROM



	£000's
Legacies	£413
Investment and other income	£880
Donations	£1,041
Grants and trusts	£6,045
Local Authority fees	£33,807
Total	£42,186

HOW WE USED IT TO SUPPORT PEOPLE



	£000's
Governance costs (General running costs to meet constitutional and statutory requirements)	£178
Cost of generating funds (Cost of raising voluntary income and generating investment income)	£1,309
Services to support	£39,374
Adults and children with a disability	£22,364
Children, young people and families	£6,515
Homeless young people	£5,100
People with epilepsy	£4,539
Carers	£856
Total	£40,861

OUR MANIFESTO

The sheer diversity and number of services that Quarriers provides has given us a broad perspective on the challenges and obstacles that the people we support face on a daily basis. Last year we used this wide range of experience to pull together our thoughts on care and support in a single document: the Quarriers Manifesto. The document was launched in June 2007.

Quarriers' Manifesto was built on a solid foundation of practical evidence, drawing on the knowledge and expertise of the staff who deliver these services everyday - staff who have a clear understanding of how policy impacts on practice.

We also listened to the views and opinions of many of the people we support. Their thoughts were gathered through consultation with individual people we support and with many of our self-advocacy groups, such as the Discovery Group, which represents people who use adult disability services; the ViP group, where young people who use our housing support services are represented; and the Families First Group, for people who use our family centres.

The Manifesto reflects not only some of the difficulties and challenges which we and our people we support face, but sets out our vision for positive care and support. We wanted to take the opportunity presented by a new government in Scotland to raise the issues that are important to us, and which impact on our ability to make a positive difference in people's lives.

People we support have also been actively involved developing Quarriers' position statements and consultation responses, covering a diverse range of topics and issues.

For example, transport and accessibility issues are frequently raised as issues of concern to the Discovery Group. So its members were extremely supportive of the Disabled Persons' Parking Bill proposed by Jackie Baillie MSP, to make disabled persons' parking bays legally enforceable. We continue to lobby on the many other issues that need to be addressed before people with disabilities can go out and about freely.

And the young people supported by Quarriers are equally keen to have their voices heard in a range of different areas, including the Draft Children's Services Bill; Better Health, Better Care; and Mental Health and Substance Abuse.

The people we support are a rich source of knowledge and experience. They have a significant depth of understanding of the issues and a real willingness to share their experiences. So who better to advise on the challenges faced in everyday life than the very people facing those challenges?

Our services are broad and diverse, but Quarriers' philosophy and ethos is very definite - people we support are citizens of the community and are entitled to the same rights and opportunities as anybody else.



OUR SUPPORTERS

Thank you to the many supporters who made individual gifts to specific appeals, or in support of our ongoing work. All support play an important part in our life-changing work.

Thanks to funding from National Semiconductors, we've established an organisational volunteering initiative. Already we've matched many willing volunteers with opportunities appropriate to their skills and life experiences. As well as offering volunteering opportunities within service delivery and co-ordinating employee challenges, we're also able to work with people with a range of office skills, like Corinne at our Riverview Service.



Corporate Partners

Archibald McKellar
BAE Systems Joint Shop Stewards Committee
Barkers
Bath FM
Burn Stewart Distillers
Cameron Presentations Ltd
Caledonia Health Care
Clyde Cooperage
D C Thomson & Co Ltd (People's Friend)
Enid Reid Flowers
EnergySolutions
Faxco
G E Money
Graham Technology Limited
HBOS People and Process
Harper Macleod
Hoover-Candy Group
Hunterston A Site
Isle of Eriska Hotel & Spa
Macdonald Hotels
Marriott Hotel
The Men's Store, Glasgow
Newsquest (Herald & Times)
Peoplebank Technology
Printline
Thomas Tunnock Ltd
TSG Technology Services Group
Waterbeach Barracks
Wessex Water
Xafinity Consulting Ltd

Legacy gifts 2007/08

Mr William Bennett
Miss Margaret Beveridge
Mrs Jean Bremner
Mrs Elizabeth Fairley
Mrs Olive Gwendoline Hanson
Miss Eleanor Howie
Mrs Annie McLean Kerr
Mrs G. Joyce R. Matheson
Miss Jeanie McBurnie Ferguson
Mrs Mabel Carolyn McGarry
Mrs Frances Marjory MacMaster
Miss Myrtle Farquharson
Ms. Agnes Muirhead
Mrs Jeannie Aimer Lippe O'Donnell
Miss Agnes Cameron Purdie
Miss Alison Sherlock
Miss Marion E J Vacher
Mrs Kathleen Weir

Charitable trusts, grant-making bodies and foundations

A M Pilkington Charitable Trust
Andrew Paton Charitable Trust
Andrew Sclanders' Trust
BBC Children in Need Scotland
Big Lottery Fund - Awards for All
Big Lottery Fund - Investing in Ideas
Big Lottery Fund - Young People's Fund

Big Lottery Fund - The People's Millions
Brand's Trust
Brownlie Charitable Trust
BT Community Connections
Building Healthy Communities
Celtic Charity Fund
Children's Aid Scotland Limited
Comic Relief & PRTC Young Carers Grant Project
Cruden Foundation Ltd
D W T Cargill Fund
Donald Fund
Dumfries and Galloway Council Voluntary Sector Grants
European Social Fund
Fence Club Trust
Fletcher Bequest Fund
Frank Buttle Charitable Trust
Futurebuilders
Gannochy Trust
Gamma Trust
Glebefoot Charitable Trust
Good Neighbours Trust
Gordon Fraser Charitable Trust
Guy Lockhart Charitable Trust
GWR Kids
H D H Wills 1965 Charitable Trust
Holywood Trust
Hugh and Mary Miller Bequest Trust

Hugh Fraser Foundation
J & JR Wilson Trust
Jack Lane Charitable Trust
James Inglis Trust
James Wood Bequest Fund
Jennie S Gordon Memorial Fund
John and Mary Elliot Memorial Trust
John Christie's Trust
John D Scott's Trust
John Primrose Trust
JTH Charitable Trust
Ladbroke's Charitable Trust
M A Black Foreign Trust
M A Black Will Trust
M E B Charitable Foundation
M V Hillhouse Trust
Martin Connell Charitable Trust
Maxco Trust
Miller Bequest Trust
Miller Foundation
Miss E C Hendry Charitable Trust
Mrs C D Brigden's Charitable Trust
Mrs Margaret H McInnes Trust
Nairn Trust
National Semiconductor Foundation
Nationwide Foundation
Noble Resolve Gospel and Temperance Mission Auxilliary
Northwood Charitable Trust

Patrick Mulholland's Trust
Peter Coat's Trust
Peter Harrison Foundation
Radio Clyde Cash for Kids
Robert Crawford's Trust
Robertson Ness Trust
Savoy Club Trust
Scottish Executive
Souter Charitable Trust
SPIFOX
Sportsman's Charity
Strathclyde Police Benevolent Fund
Strathclyde Police Well Being Fund
TACIS
Talteg Limited
Templeton Goodwill Trust
Trinafour Trust
Turnberry Trust
Verdon-Smith Family Charitable Trust
Weatherall Foundation
Whitley Trust
Wilburn Trust
Williamson Memorial Trust
Willowacre Trust
Young- Holliday Charitable Trust
YouthLink Scotland - Youth Opportunities Fund



OUR PEOPLE & OUR PARTNERS

Directors

Mr Roger C Mills Chairman

Mr Robert Walker
(retired 3 September 2007)

Mr David S Alexander
(retired 3 September 2007)

Professor Rona S Beattie

Mrs Elizabeth M Bomphray
(retired 8 November 2007)

Mr Leslie G Campbell

Ms Joanne H Dallachy

Mr James W Dinsmore
(retired 3 September 2007)

Professor Mike Donnelly
(retired 28 March 2008)

Ms Sheena M Duncan
(retired 3 September 2007)

Ms Keren E Edwards

Mr William Harkness

Mr John W Howie

Professor Raymond L Jones

Mr David J C MacRobert

Dr Ian C Matson

Mr Robert Ross
(appointed 3 September 2007)

Mr Angus Skinner
(appointed 3 September 2007)

Mr Frederick D Wardle

Mr Kenneth Winter

Executive Directors

Dr Phil Robinson Chief Executive

Mr Martin Cawley Service Director

Ms Karen Croan
Director of Human Resources

Mrs Glynis Elgey Service Director

Mr Laurie Gardner Director of Fundraising

Mr Hugh Walker
Director of Finance and Corporate Services

Mr David Williams Service Director

Partner agencies

Fundraising Committees

Bath Ball Committee

Epilepsy Appeal Committee (Aberdeen)

Noel Lunch Committee

Health Boards

Ayrshire & Arran

Dumfries & Galloway

Fife

Forth Valley

Grampian

Greater Glasgow & Clyde

Highland

Lanarkshire

Lothian

Tayside

Housing Associations

Bridgewater Housing Association

Cairn Housing Association

Calvay Housing Co-operative

Carrick Housing Association

Cearnach Housing Association

Cube Housing Association

Cunninghame Housing Association

Dalmuir Park Housing Association

Drumchapel Housing Co-operative

Glasgow Housing Association

Horizon Housing Association

Key Housing

Kingsridge Cleddans Housing Association

Link

Linstone Housing Association

Maryhill Housing Association

Pineview Housing Co-operative

Queens Cross Housing Association

Ruchazie Housing Association

Rutherglen & Cambuslang Housing
Association

West of Scotland Housing Association

Local Authorities

Aberdeen City Council

Aberdeenshire Council

Angus Council

Argyll & Bute Council

Bath & North East Somerset Council

Clackmannanshire Council

Cumbria County Council

Dumfries & Galloway

East Ayrshire Council

East Dunbartonshire Council

East Renfrewshire Council

Falkirk Council

Fife Council

Glasgow City Council

Grampian Council

Inverclyde Council

Midlothian Council

Moray Council

North Ayrshire Council

North Lanarkshire Council

Renfrewshire Council

South Ayrshire Council

South Lanarkshire Council

Stirling Council

Sunderland City Council

West Dunbartonshire Council

Wiltshire Council

Universities and Colleges

Glasgow Caledonian University

Glasgow Metropolitan College

James Watt College

Norton Radstock College

Scottish Qualifications Authority

South Lanarkshire College

University of Strathclyde

University of Stirling

University of the West of Scotland

Voluntary Organisations

The Action Group (Real Jobs)

Barnardos

Careers Scotland

CHCP West Glasgow

CHCP East Glasgow

CHCP South West Glasgow

CHCP South East Glasgow

CHCP North Glasgow

Children's Services Providers Forum

Coalition of Carers In Scotland

Community Care Providers Scotland

Community Scotland

COPE

Cornerstone

Crossroads

Edinburgh Development Group

Enable

Epilepsy Action Scotland

Glasgow Alliance Drumchapel SIP

Glasgow Homelessness Network

Greater Easterhouse SIP

Greater Pollok SIP

Inverclyde Carers Council

Inverclyde Regeneration Partnership

Joint Epilepsy Council (JEC)

Learning Disability Alliance Scotland

NCH Scotland

National Autistic Society

PAMIS

Partners in Autism

Princess Royal Trust for Carers

Quality Scotland

Renfrewshire Workforce Plus

SAYWomen

Scotland's Commissioner for Children &

Young People

Scottish Council for Single Homeless

Scottish Consortium for Learning Disability


Scottish Youth Homelessness Network

Shared Care Network

Shared Care Scotland

Springboard Scotland

West Dunbartonshire Carers Forum



Thanks to funding from Renfrewshire WorkForce Plus, we've supported 5 adults with a disability to get closer to paid employment through a training programme at Quarriers Sommerville's restaurant. We support people to learn skills that will help them become ready for work as well as developing their self confidence and self esteem. For Michael, getting out and about and meeting new people is just as important as the financial benefits of working. Four out the five people are now in paid employment.



Quarriers

Quarriers provides care and support for: adults and children with a disability
• children and families • young people • homeless young people • people with epilepsy • carers

Registered and Head Office: Quarriers, Quarriers Village, Bridge of Weir PA11 3SX, Tel: 01505 612224, Fax: 01505 616014

www.quarriers.org.uk



Quarriers is a registered Scottish Charity No SC001960 and is a company limited by guarantee and registered in Scotland No 14361 VAT Registration No 263 5009 75

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