

**NAViGO Health and Social Care
Community Interest Company**

The Eleanor Centre
21 Eleanor Street
Grimsby
DN32 9EA

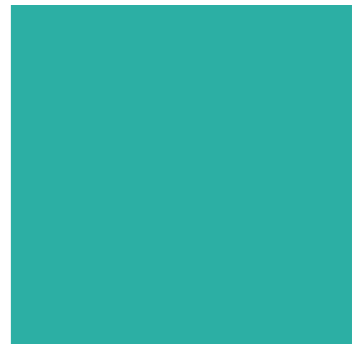
Tel: (01472) 625800
Email: info.navigo@nhs.net

www.navigocare.co.uk



annual review 2012-13

providing services that we would
be happy for our family to use



section seven: your opinion matters to us

feedback on our annual review

If you would like to comment on this report, please forward your views to us via post or email:

info.navigo@nhs.net




The corporate affairs team
The Eleanor Centre
21 Eleanor Street
Grimsby
North East Lincolnshire
DN32 9EA

get involved in our community membership

As a Community Interest Company we have a voting membership. NAViGO is unique in that our service users, their carers and anyone with an interest in local mental health services can also join the membership and have the same rights as staff members.

The NAViGO membership get to have their say on how our services are run.

This can be done in a number of different ways:

-  They elect four community membership representatives who sit on the NAViGO Membership Board. One of the four also sits on the CIC Board (please see representatives leaflet for more details).
-  They get an equal vote to staff on key decisions including how we spend any surplus we generate.
-  Shaping the future of our organisation – we want community member opinions on everything and anything to do with our services. This can be feedback via the representatives or directly to any member of staff.

Anyone who has a genuine interest in our services can join our community membership. Simply complete an application form which will then be submitted to the Membership Board for approval.

Complete the online form

visit: www.navigocare.co.uk

call: (01472) 625808

email: info.navigo@nhs.net

collect: pick up an application form at any NAViGO site

Get in touch using any of the methods above if you would like an application form or to ask any further questions about joining the NAViGO membership.

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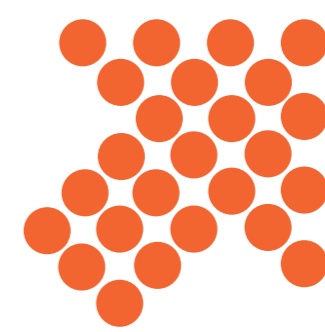
Tel: (01472) 625800
Email: info.navigo@nhs.net

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section six: directors' declaration of interest register

name	position within NAViGO	declared interest		date of declaration	date interest ceased
		Company or organisation	interest or gift		
Tom Hunter	Chair	Pelican Trust Lincoln	Unpaid Trustee and Director of a registered charity providing training and employment for mental health users	12.10.11	
		Gardiner Hill Foundation	Unpaid Non-Executive Chairman	11.11.11	
		Lincoln Diocesan Trust and Board of Finance	Director and Charity Trustee	30.03.12	
Kevin Bond	Chief Executive	-	None declared		-
Barry Flintoff	Operations Director	-	None declared		-
Simon Beeton		Gardiner Hill Foundation	Treasurer	12.12.11	
		Danwood Print Management and Consultancy	Lunch and Golf	25.06.12	
		Open Door CIC	Non-executive Director	January 2013	
Ray Braithwaite	Community Representative Non Executive Director	NEL Independent Forum	Vice Chair	12.10.11	04.13
		NEL Independent Forum	Chair	04.13	
Kate Pietura	Medical Director	-	None declared		-
David Lansley	GP Non Executive Director	-	None declared		-
Peter Mills	NELC Elected Representative Non Executive Director	RJR Knitwear	Director	9.11.11	
Elizabeth Jane Lewington	Health / Business Skills Non Executive Director	Open Door CIC	Chair	9.11.11	
		United Lincolnshire Hospitals NHS Trust	Chief Executive	24.06.13	
Janine Smith	Staff Non Executive Director	-	None declared	-	



NAViGO

contents:

section one:	welcome	4
section two:	about this report	6
section three:	a year in the life of NAViGO	7
section four:	our performance	16
section five:	the financial picture	19
section six:	directors' declaration of interest register	22
section seven:	your opinion matters to us	23



section one: welcome from our chief executive and chairman

Doing our best to create and maintain services that truly help people with mental health problems be positive and have a life that is not just defined by having a mental health problem, is at the heart of what we try to do.

Knowing that people need to be involved in, and own their local service, has led us to change our environments and to think and behave differently. It has meant that many of our services are bespoke in design and not governed solely by the normal expectation of what mental health services are supposed to look like. We know that achieving good mental health is not simply about high quality treatment, it is about the way we feel about ourselves, what we do, where we live, what we eat, and most importantly how others behave towards us.

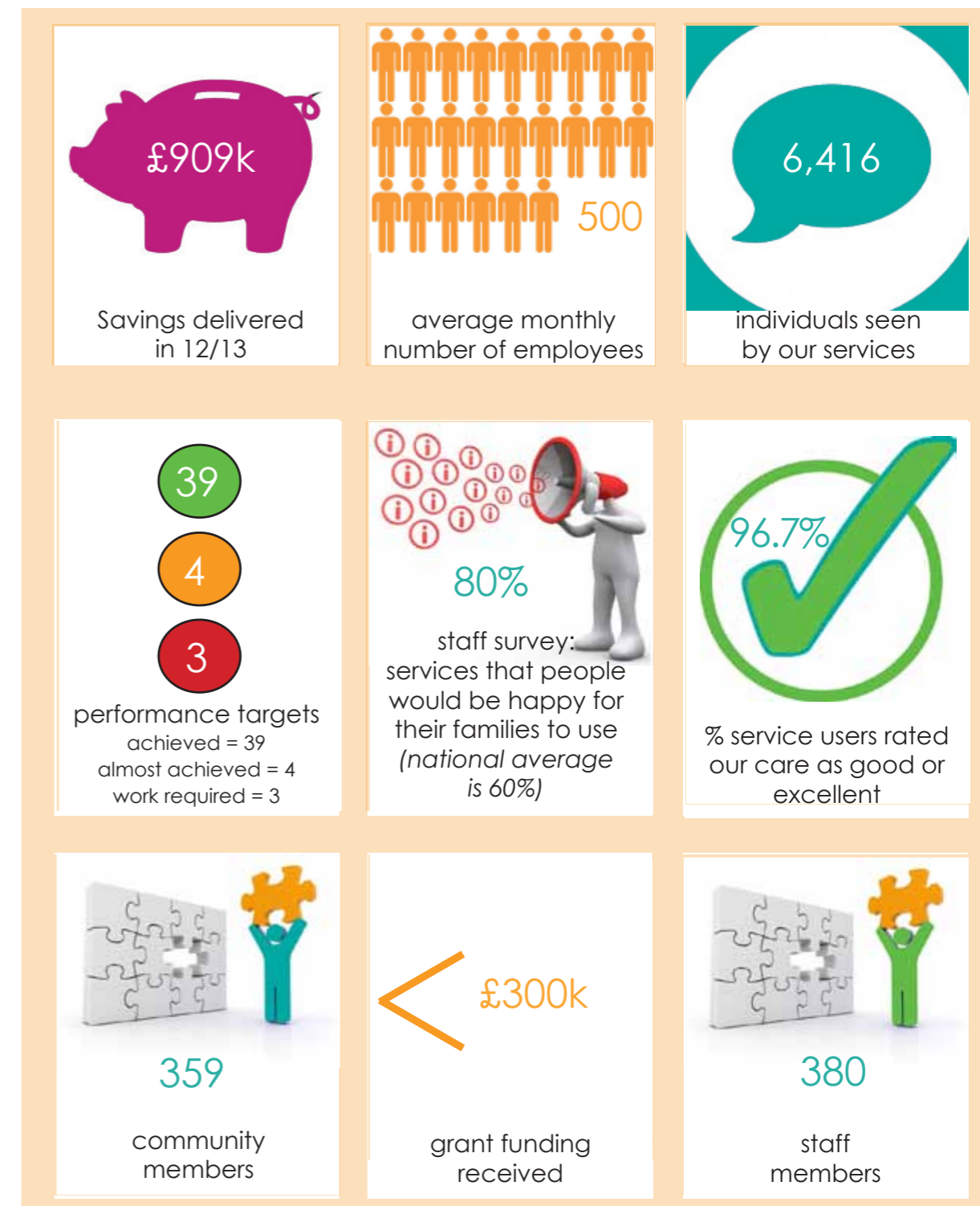
It is clear from the Francis Inquiry and all the problems and failings we hear of recently in care settings nationally, if we are to be able to give people the services they desire it is about our staff, their ability and passion to care with respect and dignity right at the centre of things. To do this staff need to be encouraged to constantly reflect on the care they give and imagine what it might be like if it were them or those closest to them. For this reason we always expect our staff to provide services "they would be happy for their family to use". No excuses, good enough for your family or if not what are we doing to change it?

This year in the confidential staff survey our staff yet again confirmed that they would be happy with the service for themselves by a huge top score, 20% above the national average. As we have said previously, until we can say 100% of our staff believe this, we have more work to do. The staff survey scores also went up even more on our previous excellent results, with many areas showing top national scores. This indicates that even in times when we have had to make difficult decisions and have been required by our commissioners to make very large savings, our staff have remained very committed to their local community and the services they provide.

We are also what we are because we have a vibrant membership of service users, carers and staff with equal voting rights. All are genuinely able to shape the organisation and all of us need to keep thinking of more ways to get involved. Our membership of over 650 people at present is very pleasing with nearly equal numbers of staff and community members now. We are also grateful for the time and energy given by our 4 staff and 4 community representatives to help us run the organisation. This year then, despite all the pressure on finance, we have again pressed on to do more with less. All our key areas are fully compliant with CQC standards and we have received complimentary CQC reports.

We have handed over the keys to the new tenancies of the renovated flats and opened the new reception and conservatory at the Gardens, both of which our members voted for at previous AGMs.

NAVIGO in numbers



providing services that we would
be happy for our family to use

Income statement for the year ended 31st March

	2013	2012
Revenue	22,853,470	22,582,249
Cost Of Sales	<u>(19,064,543)</u>	<u>(18,790,797)</u>
Gross Profit	3,788,927	3,791,452
Administrative Expenses	(2,830,904)	(3,419,450)
Operating Profit	958,023	372,002
Other Non-operating Income	<u>31,418</u>	<u>23,188</u>
Profit Before Tax	989,441	395,190
Income Tax Expense	<u>(265,170)</u>	<u>(95,960)</u>
Profit For The Period	<u>724,271</u>	<u>299,230</u>

Statement of financial position as at 31 March

	2013	2012
Assets		
- Non Current Assets	264,566	85,839
- Current Assets (Incl Cash)	<u>3,300,203</u>	<u>2,690,541</u>
Total Assets	<u>3,564,769</u>	<u>2,776,380</u>
Equity And Liabilities		
- Equity	1,023,859	299,559
- Non-current And Current Liabilities	<u>2,540,910</u>	<u>2,476,821</u>
Total Equity And Liabilities	<u>3,564,769</u>	<u>2,776,380</u>

Statement of cashflows for the year ended 31 March

	2013	2012
Cash Flows Before Changes In Working Capital	965,473	372,002
Increase In Working Capital	<u>(200,620)</u>	<u>1,758,071</u>
Cash Flows From Operating Activities	764,853	2,130,073
Net Cash Flows Used In Investing Activities	(176,049)	(6,611)
Cash Flows From Financing Activities	<u>159,129</u>	<u>329</u>
Net Cash Flows	747,933	2,123,791
Cash Flows From Previous Year	<u>2,123,791</u>	<u>0</u>
Cash And Cash Equivalents As At 31 March	<u>2,871,724</u>	<u>2,123,791</u>

We have opened more training and employment schemes for local people, such as people's park and café.

We have made further advances with service user initiated treatments such as the research into Transcranial Magnetic Stimulation.

We have reshaped many of our teams to further reflect need and reduced the number of people needing to go out of area for specialist treatments.

We have even managed to continue with support and training to Antigua and Macedonia and expanded Respect training into many other areas in Ireland, other large mental health trusts in the UK, as well as in education and learning disability services.

There are many other initiatives in addition to the above which are set out in greater detail in this report.

As well as all of this, despite having less resources through our service agreements, by working smarter and wasting less we have managed to create a surplus at the end of the year. This will, as always, be reinvested in priority schemes which our members will vote on at the AGM.

The future however will be even tougher. Our contract with the Care Commissioning Group (CCG) to provide our local services will be for a great deal less money next year and if we are to succeed in keeping a service we are rightly proud of, we will have to be ever more inventive in the future. There will be some tough decisions ahead though. We are confident, however, that all will give of their best, so that we continue to be the best.

We will be developing even more partnerships, suggesting even more new ways for things to be done differently and working with other local organisations as much as possible, to do things together to make things more effective and efficient, across all care groups. We will also be developing some new areas of services over time.

Two years on then, less money, but more services, and higher outcomes again in all areas. We have more to do of course but a really fine year's progression again.

To all then, we commend the annual report and thank our staff, volunteers, service users, carers and our local community for their support which makes our local service the success it is.



Tom Hunter

Chairman



Kevin Bond

Chief Executive

section two: about this report

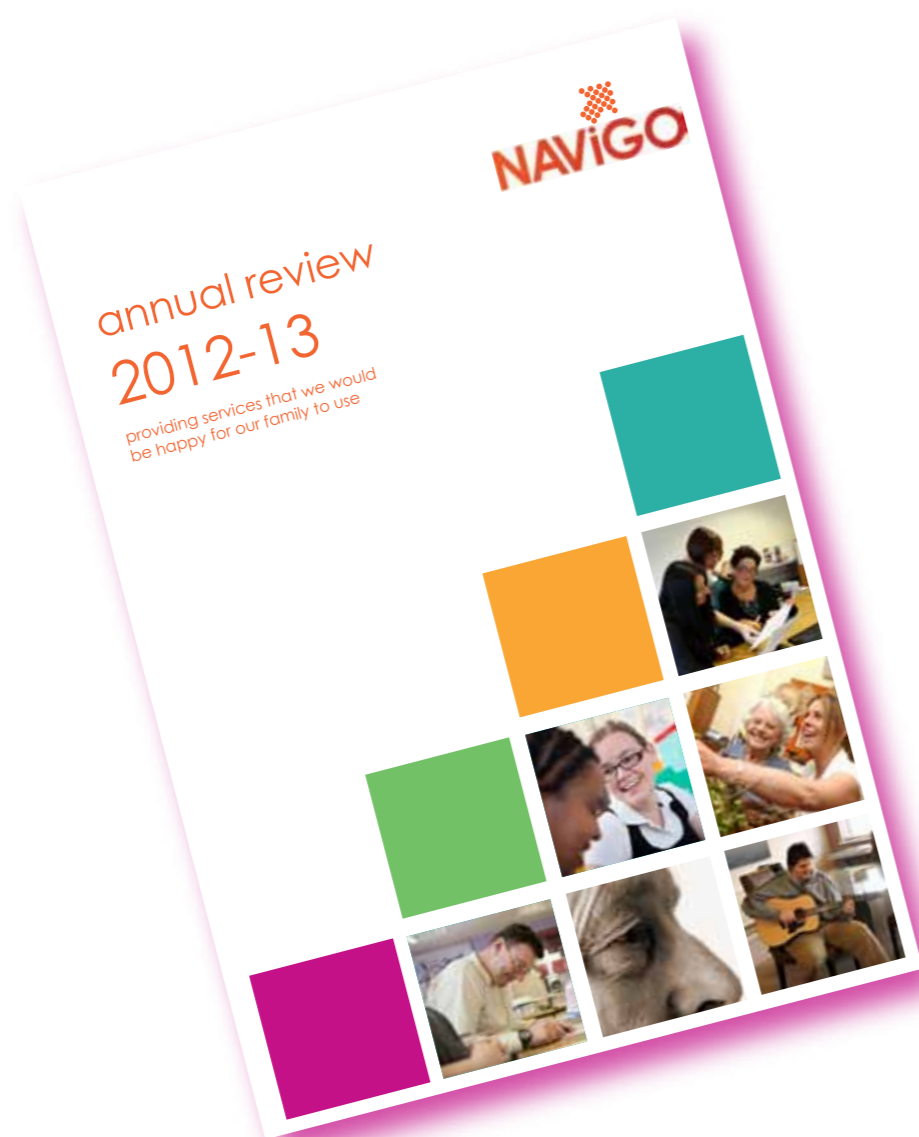
As a Community Interest Company we are required to publish an annual report and financial statements at the end of each financial year. This annual review provides a brief overview of our work between April 1, 2012 and March 31, 2013.

The report is in two parts, the first section is a short, illustrated round up of just some of the projects and achievements that NAViGO has been involved with and invested in over the year.

The second part is a summary of the organisation's financial statements for the financial year 2012/13.

The full financial accounts and directors report have been published separately and are available on request by calling (01472) 625800 and were e-mailed to all our members (unless hard copies were specifically requested).

They are also available to download from our website: www.navigocare.co.uk



section five: the financial picture

Once again in 2012/13 NAViGO has performed solidly in respect of managing our finances. Although we fell slightly short of achieving our £200k surplus target, this was more than mitigated by additional resources that we were able to bring into the organisation towards the end of the year. This good financial performance should also be set against the continuing reduction in public sector finances and the impact this has had on our contract, we have delivered this strong position whilst also delivering almost £1m of further efficiency savings on top of the £1m+ that we made in our first trading year.

To achieve this, we have continued to reduce management and bureaucracy where possibilities have arisen and due to the hard work and dedication of our staff, we have again reduced the number of service users being treated out of area, resulting in not only reduced costs but ultimately better outcomes for our service users.

2013/14 again challenges us to make savings to balance the books. We have planned for this and are ready to achieve the requirements, and with the help of our staff and service users, we can do this again. After two successful years of trading we have set the organisation on firm foundations which will enable us to meet the challenges head on. We need to continue to be creative and innovative in our thinking and make sure we can further develop the organisation as one we are continually proud to be a part of.

What we own (as at 31st March 2013)

Cash £2.872m	+	Other Assets £0.693m	=	Total £3.565m
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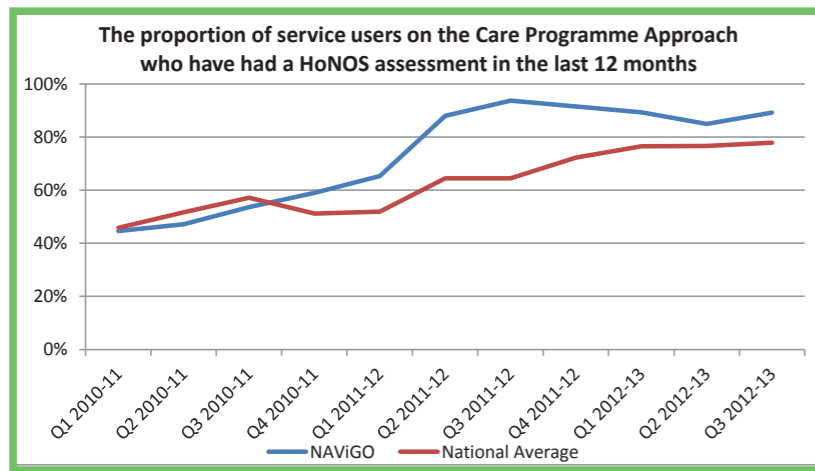
What we owe

our creditors £2.299m	+	Tax Payable £0.242m	=	Total £2.541m
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our surplus

what we own £3.565m	-	What we owe £2.541m	=	Surplus Generated £1.024m
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 **section three**
a year in the life of NAViGO



Health of the Nation Outcome Scales (HoNOS)

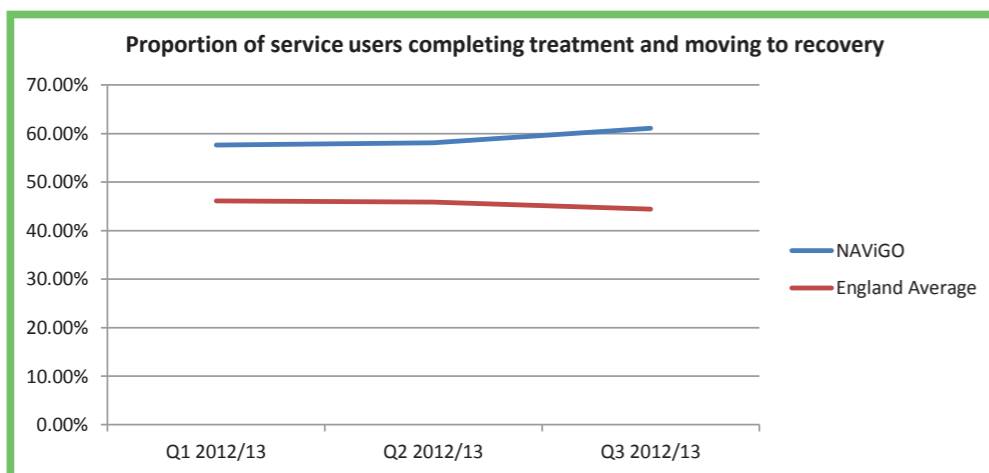
HoNOS is an outcome measure which is used in the clustering process known as Payment by Results (PbR). Service users are allocated to Care Clusters using the mental health clustering tool based upon HoNOS (how the service user is feeling in last two weeks) and alongside service user history which in turn supports care planning and enables Mental Health Payment by Results (MH PbR). The clustering tool supports providers and funders of services in measuring health and social care outcomes in mental health without the need to collect additional data. It will also form the basis for NAViGO's contract and how it will be paid in the near future. Rather than issuing a block payment for services provided, funders of services will calculate the cost of providing services based upon the level of need historically which will be calculated by a fixed cost per cluster and the number of service users in those clusters.

NAViGO has worked hard to implement HoNOS and Payment by Results. The trend graph below based upon the data submitted to the Mental Health Minimum Dataset shows that as at December 2012 almost 90% of service users have had a HoNOS assessment recorded on Maracis.

Improving Access to Psychological Therapies (IAPT)

Open Minds, part of NAViGO, provides the talking therapies (IAPT) service for people with common mental health problems in North East Lincolnshire. Part of the national reporting requirements for IAPT services are the IAPT Key Performance Indicators (KPI).

The chart below shows the proportion of service users moving to recovery after treatment at Open Minds is progressively increasing each quarter whereas the England average is decreasing per quarter. Open Minds, as part of NAViGO, is currently one of the top 5 performing trusts for this national indicator.



April	Celebrating our first year as NAViGO
May	Delivering excellence for our service users: Memory service accreditation
June	Launch of Gardiner Hill Foundation: NAViGO's partner charity
July	NAViGO's second AGM
August	New retail arcade officially opened, transforming the local community for education and training
September	New staff representatives elected
October	Providing services we would be happy for our own family to use
November	Recognising social enterprise in North East Lincolnshire
December	NAViGO's first educational awards, celebrating success across the organisation
January	You voted: we delivered
February	How do our staff rate our organisation
March	Working smarter and reinvesting savings

April 2012

Celebrating our first year as NAViGO

In April 2012 we celebrated our first full year as NAViGO, a year in which NAViGO won four national awards, including being named as the overall winner of the Guardian Public Services Awards.

Existing services were acknowledged as exemplars alongside new local services that were launched such as the Rharian Fields specialist eating disorder unit (pictured below), developments to forensic services thanks to pathfinder Department of Health funding and grant funding from the Burdett Trust for Nursing to run a pilot scheme to develop integrated assessment and treatment of depression and anxiety in people with severe Chronic Obstructive Pulmonary Disease (COPD).

All this and more was achieved in our first year of independence in which our staff worked harder than ever to complete the total remodelling of our services while further enhancing what we offered our local community.

A big birthday quiz for all of our members was held to celebrate our successful first year.



section four: our performance

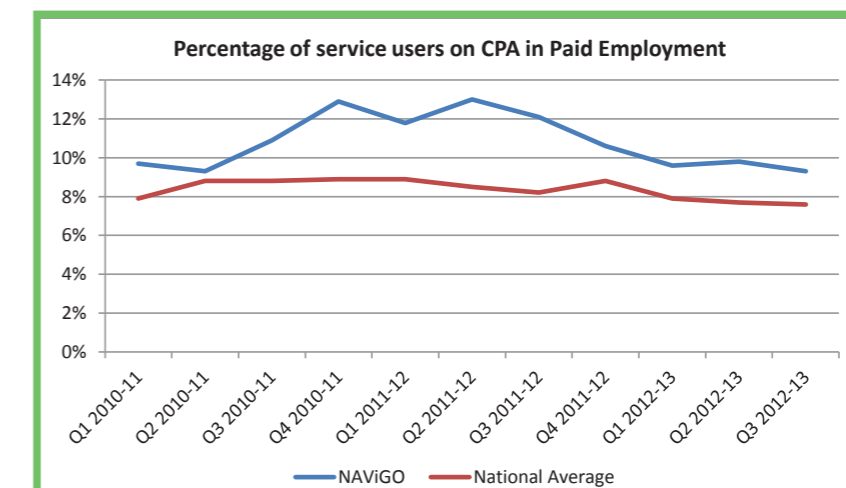
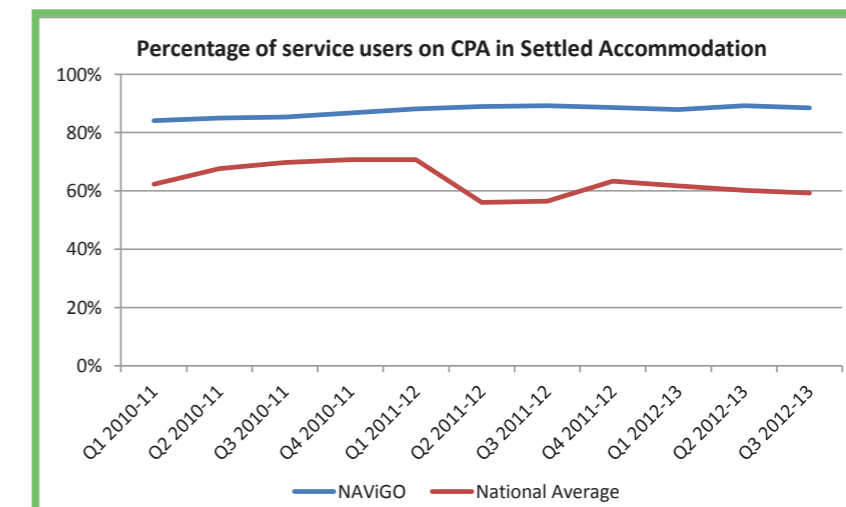
Employment and Accommodation in North East Lincolnshire

Being in sustainable employment and long-term settled accommodation are key factors in reducing the likelihood and impact of social exclusion for at-risk adults. It can have positive effects on health and well-being. This is why the Government set targets for Mental Health providers under a Public Service Agreement which strives to improve employment and accommodation prospects for people on the Care Programme Approach.

The Mental Health Minimum Data Set is the vehicle which monitors the number of service users on the Care Programme Approach (CPA) in Settled Accommodation and Employment and informs the results of the Department of Health Performance Framework.

NAViGO is particularly proud to be in the top 5 performing mental health providers in the country when it comes to securing settled accommodation opportunities for its service users and consistently above the national average in relation to finding paid employment for its service users on the Care Programme Approach.

The trend graphs below show NAViGO's progress against the national England average performance from March 2010 to December 2012 which is the latest available published data.



*Q1 2011-12 uses internal data due to issues with the released MHMDS for the quarter.

We are of course perfectionists and will not be totally happy until this statistic is 100% but the results show that we are moving in the right direction and that compared to other care providers nationally; our staff have much more faith in the quality of the service which we provide.

Other impressive statistics include:

84% of staff agreed care of service users is NAViGO's top priority, up 15% since becoming NAViGO, up 5% on last year's results and 22% higher than the national average

88% of staff agreed they are able to do their job to a standard they are personally pleased with, up 20% since becoming NAViGO, up 13% on last year's results and 9% higher than the national average

60% of staff agreed communication between senior managers and staff is effective, up 19% since becoming NAViGO, up 20% on last year's results and 22% higher than the national average.

The NHS Staff Survey is recognised as an important way of ensuring that the views of staff working in the NHS inform local improvements and input into local and national assessments of quality, safety, and delivery of the NHS Constitution.

To view the full results, please visit the NAViGO website www.navigocare.co.uk (search "staff survey 2012").

March 2013

Working smarter and reinvesting savings

In March we funded another round of small grant requests from our membership.

Small grants are another way in which our members can influence how we reinvest any surplus back into our services.

All members are able to apply for a maximum of £5,000 to fund projects or ideas which are out of the normal scope of our service provision to enhance what we are able to offer our local community.

March saw the approval of a therapeutic activity group for older people as well as reminiscence kits for use within our community and acute mental health and memory service.

In total, we have funded 11 small grant applications since becoming NAViGO including gym membership for early intervention service users, a dyslexia screen programme and various garden projects to name a few.

As a social enterprise we are lucky to be able to offer our members this opportunity to provide new ideas and suggestions as to what can enrich our standard service provision.

- **Health and wellbeing clinics**

With the support of Specialist Lead, Anthony Ackroyd and the showcasing of the Health and Wellbeing Service at the 'progress to sustainability conference' in Sheffield in March, the health and wellbeing clinics continue to build momentum within Case Supervision. The programme has now been rolled out across all four community teams.

The clinics are being well received by service users, helping them to make lifestyle changes which will improve their health and overall quality of life.

- **Outstanding Safer and Stronger Communities Award (OSSCAs)**

Tukes were nominated for the OSSCA's (a local highly regarded award through Safer, Stronger Communities). Tukes was put forward by a local female police officer who regularly liaises with our support workers around vulnerable people. She was so impressed, she felt Tukes deserved recognition for the excellent work it carries out. The awards ceremony has now been held and Tukes are delighted to have won in the category of creativity and innovation.

MAY 2012

Delivering excellence for our service users: memory service accreditation

May saw our memory service accredited as excellent by the Royal College of Psychiatrists.

The Memory Services National Accreditation Programme (MSNAP) works with services to assure and improve the quality of memory services for people with memory problems / dementia and their carers.

It engages staff in a comprehensive process of review through which good practice and high quality care are recognised and services are supported to identify and address areas for improvement.

Following the process of accreditation, NAViGO's memory service was accredited as Excellent.

Accreditation assures staff, service users and carers, commissioners and regulators of the quality of the service being provided.

This is the third service that we provide which has been accredited as Excellent, alongside both Pelham and Meridian Lodges. This reinforces our mission: to provide services that we would be happy for our own family to use.



"80 per cent of our service users rate our care as either good or excellent compared to a national average of just 50 per cent."

Quality Health Inpatient Service User Survey, 2012

June 2012

Launch of Gardiner Hill Foundation: NAViGO's partner charity



NAViGO's preferred charity, The Gardiner Hill Foundation, was launched in June to enhance and enrich the lives of people with mental health problems and promote good mental health.

The charity has been established to work alongside and supplement our core funded essential services.

The principle aim of the Foundation is to support people with mental health issues in ways which empower them.

The Foundation encourages and supports education and training, and in August 2012 launched grants to help people access opportunities to further their learning.

Trustees of the charity include Tom Hunter, Jacqui Ellis, Jo Walker, Simon Beeton and Nicola Pougher from NAViGO as well as George Baker, public governor for RDaSH, Trevor Wray, principal of Franklin College, Alwyn Onley, associate hospital manager and Lesley Brown, manager of the Independent Forum.

Initial concept for NASH Advanced Care Team introduced

The initial concept for the NASH advanced care team was introduced in June. This virtual team has been set up to improve services for people with longer term needs. Close liaison work between community, acute, psychology and recovery services provides an exciting opportunity for NAViGO to work holistically with service users, offering intensive and therapeutic support to help people with some of the most complex difficulties move forward in their lives.

July 2012

NAViGO's second AGM

Following the success of our first AGM in 2011, our 2012 event did not fail to live up to expectations.

The meeting was kicked off with a key note speech from TV presenter and journalist Fiona Phillips, who spoke about her experiences with older people's mental health care as both her parents suffered with Alzheimer's Disease, talking about how she had to juggle two small children and her career while trying to care for her parents.

Having visited our older people's services prior to her talk, Fiona described how our model of care is streets ahead of the treatment her father received. She said she was 'blown away' by what she had seen.

Following Fiona, our directors led us through a review of the previous year looking at our achievements and the quality of the services we provide as well as the financial picture.

Another highlight of the AGM was the annual large surplus grant vote. As a social enterprise, NAViGO does not make a profit. Instead, if we generate a surplus through working smarter, our membership are given the opportunity to vote on how it is reinvested back into the business to help develop services.

The winning scheme for 2012 was to create a Dementia and Alzheimer's conservatory and café, expanding and improving the cafe and kitchen facilities at the Gardens (more details on the scheme can be found on page 15).

Finally the day was drawn to a close as our annual Awards for Excellence were presented:

Chairman's Award for Excellence (individual): Amy Charlton

Chairman's Award for Excellence (team): Older People's Community Mental Health and Memory Service

Service User and Carer Award for Excellence (winner): Tukes Property Services

Service User and Carer Award for Excellence (runner up): Pat Gladding



January 2013

You voted: we delivered. Tenancies for our service users and a new conservatory

The beginning of this year saw major developments for the two large grant projects which had been voted for by members at our 2011 and 2012 AGMs.

As a social enterprise, any surplus NAViGO generates is reinvested back into our organisation to further develop and enhance our services. Each year our members are given the opportunity to vote on their priorities, which in 2011 focused on providing accommodation for vulnerable people who access our services and in 2012 related to the construction of a Dementia and Alzheimer's conservatory and café at our Gardens site which is now fully operational, providing more room for people to visit their loved ones as well as a larger café facility for both service users and the public.

Statistically, people experiencing mental health issues tend to live in sub-standard properties and have landlords who are not empathetic towards their problems. By creating our own properties and becoming landlords, NAViGO intends to address these issues towards helping people maintain good mental health.

Tenancies were awarded to 8 individuals via The Gardiner Hill Foundation for the two properties which were renovated by Tukes Property Services. Some of those people have now moved into their new properties and are extremely pleased with their new homes.

"It was amazing. From the first time I put my foot through the door it felt like home"

"I now sleep well knowing I wake up to this beautiful place"

"The craftsmanship is second to none"

Tracey Greetham, service user



February 2013

How do our staff rate our organisation?

Official results published in February 2013 showed that we were one of the highest performing services in the UK.

Data published from the 2012 NHS National Staff Survey showed that NAViGO were the top performer in a number of areas when staff were surveyed to provide feedback on the organisation.

We were extremely pleased with these excellent results. As an organisation we increased our results from the previous year in practically all areas, placing us well above the national average for the majority of indicators.

The results showed a very pleasing upward trend since we became a social enterprise, giving more control to our staff and the people who actually use our services through the membership.

Against a backdrop of national cuts and general uncertainty for the NHS, it was fantastic to see that our staff remain dedicated to us as an organisation and to the local community which we serve.

NAViGO's mission is to provide services that we would be happy for our families to use and this is one indicator in which the organisation has performed extremely well in. The percentage of NAViGO staff who said if a friend or relative needed treatment they would be happy with the standard of care provided by NAViGO has increased year on year, now standing at 80% compared to just 60% nationally.

AGM Feedback



"The sense of pride both staff and service users have is amazing to see."

"The cleaning, food and appearance is immaculate, which is very pleasing compared to some services and care homes I have been to across the country."

"Just from spending a few hours here I can tell staff have a real understanding of what mental health really is all about."

Fiona Phillips, TV presenter and journalist



"It was really good to see all the stands, get a chance to talk to people who work in different areas, and there was lots of enthusiasm."

"I really valued feeling a part of the AGM, part of NAViGO and how everyone was valued as important service users and carers alike."

NAViGO staff member

Attendees at our AGM rated the event 4.6 out of 5.



November 2012 (cont...)



"As a highly commended town, Grimsby is a prime example of what social enterprises can achieve when they work together, helping local communities and correcting social problems – it's a feat the thriving social enterprise community in Grimsby should be very proud of."

Peter Holbrook, CEO Social Enterprise UK

Collaborative working in primary care

As part of NAViGO's on-going promotion of positive relationships and fostering of collaborative working with our colleagues in primary care, Case Supervision hosted a portfolio of events beginning in November aimed specifically at supporting primary care staff within their role.

Building upon the unique setup of secondary community mental health services being based within primary care centres and the positive links which this model has generated, six presentations were delivered from across a range of NAViGO services.

Following the completion of a comprehensive report, the commissioners confirmed payment of the 2012/13 CQUIN target.

December 2012

NAViGO's first Educational Awards is held, celebrating success in learning and development across the organisation

Learning and development has played a big role at NAViGO, whether this is developing staff or helping to support our service users back into work with educational and training opportunities.

In December 2012 we held our first ever NAViGO Educational Awards to celebrate the achievements of all those who had undertaken training and education over the academic year.

The event saw staff and service users come together to celebrate academic achievements at all levels.

The Awards also saw the first person to receive the Bob Ward Achievement Shield which was created by NAViGO's partner charity Gardiner Hill Foundation in memory of employment specialist Bob Ward who sadly passed away earlier in the year.

The Shield was awarded to Mark Walsham for going above and beyond to demonstrate his commitment to learning and development.



"Mark first arrived at Tukes in May 2011 as a member, who showed so much initiative and desire to overcome his problems that within three months he was able to progress to volunteer status where he showed exceptional skills in supporting others.

"Mark credits his achievements to Bob Ward and quite openly states that he would not be where he is now if it wasn't for Bob believing in him and helping him to believe in himself. Bob was his inspiration, his mentor and confidante."

Tom Hunter, chairman, The Gardiner Hill Foundation.



August 2012

New retail arcade officially opened, transforming the local community and providing more opportunity for education and training

The redeveloped Tukes bus station retail arcade, Brighowgate, was officially opened in August 2012 by Stan Thomas, former chair of The Independent Service User and Carer Forum and community membership representative for NAViGO, who retired in February this year.

Tukes property services transformed the former Brighowgate bus station into retail units, including a shabby chic furniture shop and second hand shop along with the Tukes workshop facility.

Stan Thomas is a long term supporter and friend of Tukes and his background as a carpenter meant the project was close to his heart. Stan appreciated the skill base needed to complete the project and the expertise required to enter into this occupation.

The opening of the completed development was a massive achievement for Tukes.

When we originally launched the second hand shop in summer 2011, we had high hopes for the rest of the arcade which have now come to fruition, transforming a once neglected part of the town.

The new workshop facilities mean that Tukes is now able to produce its own furniture as well as up cycling pieces that are donated and purchased which are then lovingly restored and sold in the shabby chic shop.

The arcade is a great example of the property services that Tukes can offer as well as providing fantastic training opportunities for members.

Tukes activity continues to grow and now, with the edition of the new retail units, we will be able to provide a wider range of development opportunities for members.



"I really enjoy being here. It allows me to meet new people who understand what living with a mental illness is like.

"Here I can get rid of a lot of energy, which helps with my depression.

"There is also no stigma attached to mental illness here and you are accepted immediately, which in turn gives me a sense of purpose."

Neil Barnard, service user.



"I have been out of paid work for a very long time and I cannot stand being idle.

"I need to be doing something and Tukes workshop gives me that opportunity.

"Staff at Tukes see the qualities in you and I have gained a lot of confidence while being here, so much so that I have applied to go onto a night course from September to do teacher training."

Mick Chase, service user.



September 2012

New staff representatives elected

As a Community Interest Company the driving force behind our organisation is our membership. Both community and staff members are given a voice across all levels of the organisation through eight representatives (four staff and four community) who all sit on the Membership Board and all have equal voting rights. Two of the elected reps (one staff and one community) also sit on our CIC Board as non-executive directors.

In September 2012 we ran an election process to replace three of the staff reps who had retired from the role, appointing Mel Bee, Jim Mathias and Janine Smith on the Membership Board, Janine was also appointed as the staff representative non-executive director.

Our pedigree has always been one of involvement and our change to an employee owned organisation simply enshrined that approach. Developments are currently underway to help to engage our membership more in the decision making processes and ensure their opinions are heard across our organisation.

If you would like to know more about joining our membership, please see page 23

October 2012

Providing services we would be happy for our own family to use: high quality services as inspected by the CQC

NAVIGO's services are monitored by the Care Quality Commission who are the independent regulator of all health and social care services in England.

Acute inpatient services for adults and older people, Rharian Fields specialist eating disorder service, Tukes, Open Minds and head office were all inspected by the CQC in October and were deemed to be meeting all relevant standards.

The national standards set by the CQC cover all aspects of care, including:

- treating people with dignity and respect
- making sure food and drink meets people's needs
- making sure that that the environment is clean and safe
- managing and staffing services.

We were extremely pleased with the results of our inspections.

The reports we received from the CQC showed the high level of care that we provide to our local community and the fact that our staff are dedicated to providing services that they would be happy for their own family to use.

The CQC highlighted how we involved our service users in all aspects of their care, which as a social enterprise is at the heart of the services which NAVIGO provides.

We take our responsibilities for the CQC standards seriously and are pleased that these routine inspections confirmed our compliance.

The CQC reports offer an overview of the findings of the inspections and contain examples of how NAVIGO met the standards. Full copies of the reports can be found on the NAVIGO website at www.navigocare.co.uk (search "CQC") or on the national CQC site at <http://www.cqc.org.uk>

October 2012 (cont...)

Harrison House (acute adult inpatient care)



People were supported in promoting their independence and community involvement.

People told us they appreciated the facilities in Harrison House and that they could be involved in the running of these services.

The Gardens (older people's inpatient care)



"The care and treatment is first class"

"Anything you ask for they try to see that you get it."

"The staff do an excellent job"

"Key people involved with our relative have been generous with their time and good at communicating."

Rharian Fields (specialist eating disorder unit)



"It is fantastic. I have not been in a place quite like this before"

"We are treated as individuals and as human beings"

"There is a lot of one to one interaction and I feel that I can talk to any member and staff."

"I feel there is a good chance I will recover here"

"The staff are lovely and supportive. They have regular meetings to support each other."

Tukes (employment and training service)



"I didn't go out for 10 years, not even to the garden, up to 12 months ago. It is marvellous; I am doing all sorts of training. I wouldn't have come this far without Tukes."

"Service users are involved in everything we do."

November 2012

Recognising social enterprise in North East Lincolnshire

Grimsby and NAVIGO were highly commended at the UK Social Enterprise Awards in October. The national competition, organised by Social Enterprise UK, recognised excellence in Britain's growing social enterprise sector.

Grimsby was one of five shortlisted and the only town to be highly commended in the Social Enterprise Town category, which recognises communities that have benefitted from social enterprise initiatives. The accolade was awarded on behalf of six local social enterprises – NAVIGO, Open Door, E-Factor, Care Plus Group, Green Futures and CPO Media.

Social Enterprises in Grimsby have a collective turnover in excess of £50million. The two largest employers outside of the public sector are social enterprises, with over 2000 people employed in social enterprises locally which equates to 2 per cent of the total population of North East Lincolnshire.

This award recognises how the local area has embraced the social enterprise model of business development, in what is undoubtedly challenging economic times.

There are 68,000 social enterprises in the UK, businesses that exist to help people in need such as those who are young and out of work, living with disabilities or on the streets.