

Inspiring Supporting Caring

Annual Report
2012





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Foreword

Everyone who accesses Pepenbury's services faces personal challenges every day. The manner in which the people rise to the challenges never fails to inspire and surprise those who have the privilege of working with them.

Daily we see people achieve new goals and break through barriers that had previously stopped them doing what they wanted to do.

In today's society, people with disabilities aspire to have the same opportunities as those without disabilities. They want an education and employment; to live in affordable, accessible housing; to have relationships and to be able to make their own decisions about the issues that affect their lives. They want to be involved in their local communities and enjoy hobbies and other stimulating daytime activities.

In recent times there have been many changes in attitude towards disabled people and we now live in a society that increasingly embraces those with disabilities. This ensures community presence, inclusiveness and a recognition that people with disabilities are first and foremost just that – 'people'.

For organisations like Pepenbury, the challenges are increasing and arise primarily from the pressures of the current economic climate. At the same time, local and central government policies that drive up the standards of care have never been greater.

The people we support show us how they battle to ensure full and meaningful lives; lives that stress their abilities and not their disabilities; lives that are an example to us all. This report shows some of the ways we are able to work in partnership to support them to meet their challenges.

We are grateful to a wonderful group of staff, volunteers and supporters, without whom our work would not be possible.



Roger Gibson
Chief Executive Officer



Graham Shaw
Chairman

The challenge of safeguarding

Keeping people safe is one of the greatest challenges we face.

In some ways, the move towards inclusiveness presents a new challenge; ensuring that people are kept safe without depriving them of their freedom of choice. This inclusiveness has paradoxically led to an increased occurrence of 'hate crimes' – behaviours that can involve physical assault, damage to property, bullying, harassment and verbal abuse.

Most of the people supported by Pepenbury could be considered to be vulnerable, as they may be unable to protect themselves from harm or exploitation.

Working in partnership, Pepenbury adheres to the local authority's guidance on safeguarding and has developed excellent links with the Adult Protection team for West Kent. We also hold quarterly meetings with the West Kent Coordinator for the Learning Disability Safeguarding Vulnerable Adults Network to review concerns and ensure transparency and consistency throughout the organisation.

We work hard to create an open culture, ensuring all staff are aware of the need to treat people with respect and dignity, as well as making them aware of the situations in which abuse may occur. We have a well-publicised reporting procedure in place and have a culture that allows concerns to be raised without the fear of reprisals. All concerns, no matter how small, are taken seriously. This ensures that everyone who receives our services feels safe and well supported.



The challenge of 'challenging behaviour'

Today, only those people with the highest needs are likely to be referred to residential care. Increasingly, this means that those who come to live with us can present a wide range of 'challenging behaviours'.

Challenging behaviour is an umbrella term that has many meanings. We ensure that our staff see beyond the label of being 'challenging'. This means that service users, who sometimes find it difficult to make sense of what is happening around them, can have the best possible quality of life.

The degree of challenge depends not only on the nature of the behaviour, but also on the ability of our staff to tolerate, change or minimise its consequences.

Our in-house training in Conflict Management is accredited by City & Guilds. The training means that our staff are fully equipped to respond appropriately to challenging behaviour, understand the importance of risk assessment and know how to avoid conflict. They develop an awareness of the triggers for such behaviours, as well as knowing how to use exit strategies to remain safe. Not only does this training help staff manage conflict well, but gives them the confidence to de-escalate potential incidents.



The challenge of...

... Employment

The people we work with and support have many hopes and ambitions. For some, that includes employment – either paid or voluntary.

At Peppenbury, we realise that employment can be an important part of someone's independence. We have been able to offer many people with learning disabilities paid employment within our organisation.

Stuart (Peppenbury resident) – office cleaning

"I vacuum and polish and really enjoy what I do. Working with the MOST staff is good fun and it's great to earn some money."

Jonathan (supported living service user) – recycling and catering

"On one day I separate the bottles, plastic and newspapers.

On the other I make sandwiches and serve tables. They are very important jobs... and I really enjoy helping out."

Will (former Peppenbury resident) – farm animals and horticulture

"As an animal lover, I really enjoy my job. I don't have a favourite animal, I love them all! During the week I also volunteer to work on the gardens and with the plant growing."

... Staff training

A positive induction into the role of support worker not only ensures high care standards, but also makes everyone feel positive about joining the Peppenbury team.

Following a recent review, major changes have been made to our induction training programme. A 12-week mandatory programme has been introduced using the nationally recognised Common Induction Standards. We have also introduced training in equality and diversity.

A new range of e-learning options has also been developed. E-learning gives staff the flexibility to complete certain modules when it suits them best and ensures value for money for the organisation.

The new induction programme has established an excellent base for further training to be developed. Work is now being undertaken to introduce management induction standards to ensure our residents and visitors continue to receive only the very best in care and support.

... Holidays

Going on holiday is one of the highlights of the year. Providing suitable holidays for the people we work with can be a major challenge.

At Peppenbury, holidays have always been important and many of our service users and residents enjoy a wide range of holidays every year. Great emphasis is placed on striking the best possible balance between the specific wishes of our service users, their individual abilities and other practical requirements.

A holiday provides a break away from the normal daily routine, and while away, our staff help everyone to enjoy new experiences and have the kind of holiday they really want.

This year alone, holiday destinations have included Spain, Malta, Centre Parcs, Golden Sands, Haven Holidays and Butlins.

Riding for the Disabled

Peppenbury resident, Danny, likes to pursue his hobby of horse riding through the Riding for the Disabled Association. With our support, he has been attending the Leybourne Grange riding school every Monday for the last 2 years and loves the challenge of riding on horseback.

Danny, along with 3 other Peppenbury service users, enjoys trotting and galloping during the sessions. He learns balance and control, but most importantly, has a whole lot of fun.

“My favourite part is when the horse gallops fast”.



The challenge of health care

All Pepebury residents have Health Action Plans that set out how their health needs should be met. However, some service users have built up a reluctance to visiting the dentist, doctor or hospital.



A small number of people who found such visits difficult were identified and a de-sensitisation programme was developed by nursing staff from the local Learning Disability team. Working with the nurses and a local GP, a team from Pepebury set about helping individual service users to overcome their fears.

The programme consisted of gradually introducing them to the surgeries through weekly visits. A profile for each person was compiled and work continued in exposing them to medical settings and equipment, helping them feel at ease with the nurse or doctor and generally creating a positive experience. Staff were trained to reinforce positive behaviours and gradually, over several months, real progress was achieved, to the point that some individuals are now able to have their medical needs met without any distress.

Thanks are due to the efforts of staff members, nurses and the Kingswood surgery staff who have helped massively in the success of this initiative.



How to get involved

No one can operate in isolation, and for Pepenbury, the involvement of other organisations helps us to meet our day-to-day challenges.

Our residential, community, care and educational work with people that have learning disabilities continues to develop with the support of a wide range of local businesses. As times get tougher, this donation of time, effort and money becomes ever more important. But far from being just about giving, our partners and their staff also gain many important benefits.



Corporate Social Responsibility

There are lots of ways that Pepenbury can help your organisation. If you would like to discuss your Corporate Social Responsibility programme, please get in touch.

Choose Pepenbury as your charity of the year:

- Use our outdoor facilities and training room for team building (we have 100 acres including 22 acres of ancient woodland)
- We'll support your fundraising activities
- Get a listing on our website
- We'll invite you to visit us and join in our corporate events.

Join us at one of our events:

- Maximise publicity by sponsoring an event
- Attend an event with an exhibit or demonstration
- Volunteer at our open day, quiz night, family picnic or concert
- Enter a team challenge eg. dragon boat race, climb Snowdon...

In-house events and ideas:

- Dress-down days with donations to Pepenbury
- Introduce Payroll Giving
- Encourage legacies
- Involve your team with volunteering
- Choose 'Every Click' as your internet search engine (Pepenbury receive a donation).



Donate, volunteer, make a difference...

There are all sorts of ways you can get involved.

To help us find the perfect volunteer role for you, please fill in the attached request slip and return it to us at our reception in Cornford Lane. Alternatively, please visit www.pepenbury.info where you can download an application form.

Request Slip

Please drop this slip into reception at Cornford Lane, Peperbury and we will be in touch.

Alternatively, please visit our website or contact us by phone or email.

All contact details can be found at the end of this report.

I would like:

- to volunteer
- to make a donation
- to Gift Aid it*
- to contribute to CSR

*Gift Aid – for every £1 you donate, we can claim an extra 25p. All you need to do is confirm that you have paid, or will pay, an amount of income tax and/or capital gains tax for each tax year (6 April to 5 April) and sign a declaration.

Full name

Home Address.....

Town

County Postcode

Telephone Mobile

E-mail

Signature

Keep in touch

- I would like to receive news about Peperbury.

Please contact me by the following methods:

- email phone post (tick those required).





Facilities

Day Services

The people we support range from wheelchair users with very little mobility and dual sensory loss, to individuals who are fully mobile and active, but have high levels of anxiety in some settings. Each person has an activity programme based around their needs and preferences.

Acorns, our day services facility, delivers a range of in-house activities for residents and visitors. Since the restructure of Acorns, there has been expansion within all of the teams – Behaviour (supporting those with highest needs), Session (activities ranging from arts to IT) and Horticulture. Major changes include a new training kitchen that has enabled cookery sessions five days a week and an extension of the art department to provide more light and space.

Charity shop

Our charity shop in Southborough is now under the management of Sol Stanhope who has managed to double, and in some weeks, nearly treble turnover. This increase is enabling us to open a second shop in Paddock Wood.

In the last few months, we have generated extra income selling furniture in the shop, on eBay and at auction. We have also made profits from selling scrap metal and asking our donors to commit to Gift Aid (allowing us to reclaim an extra 25p in the pound).

We would like to take this opportunity to thank the many volunteers who help with collecting furniture from our donors and to Big Yellow Self Storage who give us free space for various items such as seasonal clothes and Christmas decorations.



Objectives and goals

Service Provision

Provide a range of residential and community-based services that: are person-centred; inclusive; promote positive aspirations for independent lives and ensure a high quality of life.

Human Resources

Recruit and retain high quality, appropriately qualified staff; provide an effective framework for staff development and develop good management and leadership skills. Promote a culture of two-way communication between staff and management and a framework for volunteer recruitment.

Management and Administration

Ensure that administration, governance and management systems are appropriate to deliver the charity's objectives. Ensure that policies and procedures endorse best practice, promote change and encourage organisation learning.

Finance

Secure, through growing income and robust financial management, a strong financial base, allowing investment in the Charity's development and the achievement of its objectives.

People with Learning and other Disabilities

Promote all that is best in care and support for everyone who accesses our services, ensuring that their views are incorporated into the management and development of the Charity. Encourage individuality and choice, and work beyond the boundaries of preconceptions.

Infrastructure

Provide a strong infrastructure to support the Charity's activities and improve the management and resourcing of the estate; maintenance; equipment and information systems.

Quality

Ensure high quality levels in all aspects of the services we provide, meet all the quality standards of our regulators and endorse good business practice.

Community

Be active members of our local community; encouraging inclusiveness for those we work with and learning for those who visit.



Financial Summary Statement

For the year ended 31st March 2012

The Board of Directors of Larkfield Hall Limited confirm that:

- The attached summary is not the statutory accounts but a summary of information relating to both the Statement of Financial Activities and the Balance Sheet
- The financial summary does not contain sufficient information to allow as full an understanding of the results and state of affairs of the charity, and of its policies, as would be provided by the full annual accounts and reports
- Members requiring more detailed information have the right to obtain, free of charge, a copy of the charity's last full accounts and reports
- Members may elect to receive full accounts and reports in place of summary financial statements for this year and/or all future financial years. This should be arranged with the Company Secretary who can be contacted at Pepenburg, Cornford Lane, Pembury, Tunbridge Wells TN2 4QU
- The full accounts from which the financial summary is derived have been independently audited and the report was unqualified
- The full accounts and reports have not yet been submitted to the Charity Commission and to the Registrar of Companies
- The annual accounts were approved by the Board of Directors on 27th September 2012.

Independent Auditor's Statement

In our opinion the financial summary is consistent with the full Report and Financial Statements of Larkfield Hall Limited for the year ended 31st March 2012.

Beak Kemmenoe
Chartered Accountants and Registered Auditors
1-3 Manor Road
Chatham
Kent
ME4 6AE

Signed on behalf of the Board of Directors:



Date: November 2012

Financial Summary

Income & Expenditure for the year ended 31st March 2012	2012	2011
	£000's	£000's
Income		
Voluntary income unrestricted	130	29
Voluntary income restricted	20	20
Activities for generating funds	26	25
Investment income	4	1
Fee income	4,724	5,075
Training/Forward 2 work unrestricted income	69	45
Primrose project income	19	18
Community Support Services	923	856
Food 4 Thought income	29	69
Sales of craft & produce	4	4
Rental income	144	129
Other income	5	0
Total incoming resources	6,097	6,271
Expenditure		
Cost of raising voluntary income	70	39
Cost of goods sold	14	14
Residential & day service costs	4,036	4,336
Training/Forward 2 work costs	82	80
Primrose project costs	33	33
Community support costs	850	823
Food 4 Thought costs	42	45
Property & estate costs	761	741
Governance costs	64	56
Total income expended	5,952	6,167
Net surplus / deficit for year	145	104

Balance sheet as at 31 st March 2012	2012	2011
	£000's	£000's
Total fixed assets	2,113	2,237
Current assets	1,090	882
Creditors		
Amounts falling due within one year	-288	-274
Net current assets	802	608
Total assets less current liabilities	2,915	2,845
Creditors		
Amounts falling due after one year	-1,852	-1,927
Net assets	1,063	918
Accumulated funds		
Unrestricted funds	889	734
Restricted funds	174	184
Total charity funds	1,063	918

Where the money came from



- Total Fee income (92.6%)
- Other income (7.4%)



Fee income

- Residential / Day services (83.7%)
- Community Support Services (16.3%)



Other income

- Grants (33.8%)
- Donations (6.5%)
- Other (59.7%)

How the money was spent



- Charitable activities (97.5%)
- Costs of generating income (1.4%)
- Governance costs (1.1%)

Comments on the Financial Summary

Net incoming resources of £144,620 resulted from activities and legacies received during the year (£103,982 in 2011).

Additions to fixed assets for the year amounted to £90,660 before depreciation (£99,464 in 2011).

The number of residents at Peperbury, Poppies and Falconers during the year were 80 (87 in 2011). The previous residential accommodation offered by Hawthorns was de-registered and set up as a Supported Living Project for three tenants.

The move from residential provision to supported living is in keeping with the needs of local Commissioners. External day service users were 56 (56 in 2011). Milestones Outreach Support Team were able to provide community support for 39 clients (41 in 2011).

Peperbury continues to promote active lifestyle for those we work with. The focus of our work during 2011/12 has continued to be the delivery of a range of innovative

residential, community and day services. Acorns provides a variety of day time projects and activities including the Primrose Project at Rusthall and the Big Lottery funded Food 4 Thought Project which is based on the main site but involves a number of local primary and special schools.

Considering the continuing high level of care provided by Peperbury and the additional facilities provided, the total number of staff employed decreased to 223 (232 in 2011).

Our Supporters

Allied Irish Bank	Ian and Pamela Francombe	St Augustine's Church
Angela Cartwright	J Burnett	St Luke's Matfield
Asda Tunbridge Wells	Jonathan Hodge	St Paul's Church Rusthall
AXA PPP	Kent Community Foundation	St Peter's Church Pembury
Banham Funeral Services	Kent High Weald Partnership	Stella Abara
Beechwood Sacred Heart	Kent County Council	Tesco's Pembury
Big Yellow Self Storage	Ken Thornton	The Big Lottery
British Cycling	Local Food	The Friday Club
Catherine Brown	Lynn Edwards	The Friends of Pepebury
Chipstead Sailing Club	Mathew Gibbons and family	The Parents of Pepebury
Chris Leaning and family	Mercure Hotel Pembury	The Rooney Foundation
Claire Hayhurst	Mrs B Crocker	Tunbridge Wells festival
Cripps Harries Hall	Mr C Genter	TWBC
Councillor Paul Barrington King	Oakley School	Velma Paterson
Councillor John Davies	Peter Ashford	Waitrose Paddock Wood
Deutsche Bank	Peter Killick	Woodlands Manor Golf Club
GAP Tunbridge Wells	Remedy Creative	Woodreed
Gill Ives	Roy Brazier	and The late Kevin Lynes (councillor)
Grove Bowling Club	Rusper Golf Club	
Hon. Greg Clark MP	Sally McLachlan	

Thank you to all our supporters, volunteers and donors for your help throughout the year.

Friends of Pepebury

The Friends of Pepebury is a registered charity that, through fundraising and raising awareness, helps Pepebury continue to provide outstanding services for people with disabilities.

The Friends of Pepebury has been in existence almost as long as Pepebury itself (previously Larkfield Hall) and has made a tremendous contribution over the years.

Initially set up and supported by parents who did everything from making curtains to organising parties; in more recent times, Friends of Pepebury's main function has been fundraising and publicising our work.

Being a 'Friend' is an ideal way to support us and offers many ways to use your time and talents. Major fundraising events such as the London to Paris Bike Ride and challenges like abseiling and skydiving, owe much of their success to the Friends of Pepebury.

If you would like to find out more, please email Roy Brazier at roybrazier@gmail.com or Linda Abbott at friendsofpepebury@gmail.com

Our Team

Staff Team

Chief Executive
Roger Gibson

Senior Manager Human Resources
Alyson Moseley

Senior Manager Property & Facilities
Ian Nightingale

Senior Manager Care Services
Steve McDermott

Senior Manager Finance
Hansel Coutinho

Senior Manager Business Development
Sue Stockman

Senior Manager Quality Assurance & Training
Meredith Hagar

Board of Directors

Chairman of the Board
Graham Shaw

Board members
Jean Jones
Pamela Francombe
Mike Riches
Ken Thornton
David Mills
Dominic Keast
Helen Johnson
Sandra Saxton
Nick Curtis
Tom Stevens

Committee of the Friends of Pepenbury

Chairman
Roy Brazier

Secretary
Linda Abbott





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Company registered in England: 536993

