



**I have a  
voice**



**We are brave**

We stand beside people with disabilities and their families and together we face our challenges wherever we find them.

**We see the person**

FitzRoy began with one mother's belief in her child, and still today we see the unique value in every person we help.

**We are creative**

And we dare to imagine a world where people are treated as equals, regardless of their disability.

**Contents:**

- Why FitzRoy exists 3
- Message from FitzRoy Chief Executive and Chair of Trustees 4
- We are brave**
- “Who will care after I’m gone?” 7
- Families 8
- Social inclusion and growth 10
- We see the person**
- Volunteers 13
- Awards 14
- End of Life case study 16
- We are creative**
- Outstanding care 19
- Going the extra mile 20
- FitzRoy in numbers 24
- Don't take our word for it 25
- In their words 26
- Finances 28
- Thank you 29
- Patrons, Trustees and Directors 30

# Why FitzRoy exists

FitzRoy exists solely to transform lives for people with physical and learning disabilities, and autism. Our founders began the transformation over 50 years ago; they thought big and changed minds and lives by pioneering homes in communities for people with disabilities.

**Today we continue to think big.** We are only happy when the people we support are in control of their lives. For us, transforming lives means being brave, creative, and always seeing the person. These values help us to remain strong and continually transform lives for everyone we support.





# Message from FitzRoy Chief Executive and Chair of Trustees

**It has been another busy and successful year at FitzRoy. Despite a challenging financial environment for everyone in the sector we have made fantastic progress – supporting more people and transforming more lives.**

As an organisation we are extremely proud to have continued to thrive in the face of significant cuts, and rising costs. We have grown and kept the people who use our services at the heart of every decision we make, ensuring they have a voice on things that matter to them.

Our five-year strategy – be the best for the people we support; nurture a talented workforce; help more people; develop exceptional relationships; and bring about lasting change – has continued to guide our work, transform lives, and deliver strong positive outcomes.

As we look back on significant achievements, innovative projects, and brave ideas, we are proud that we have reached new audiences, integrated more services, and changed lives. The quote on the front of this report, “I have a voice”, sums up one of our biggest achievements this year; giving a powerful voice to families and those we support on their concerns about their future. We were thrilled to receive huge coverage of this in many parts of the national media.

By being creative we have successfully remained committed to delivering exceptional care for people with disabilities, driven by our values, with highly trained and imaginative staff. Seeing the person is core to our work and it ensures we tailor opportunities, resources, and support for each person to live their life as they choose.

Enjoy browsing the FitzRoy highlights from 2015/16, and most importantly hearing directly from our staff and the people we support.

With best wishes

*Mary-Anne*

Mary-Anne McIntyre,  
Chair of Trustees



*Anna*

Anna Galliford,  
Chief Executive





**BBC  
BREAKFAST**

**We are  
brave**

**We stand beside people with  
disabilities and their families and  
together we face our challenges  
wherever we find them.**

**BBC  
NEWS**

**BBC  
RADIO**

**5 live**

**The Daily Telegraph**

**THE  
INDEPENDENT**

**THE SUNDAY TIMES**

**“Who will care  
after I'm gone?”**

**Determined to give a wider voice to the concerns of families and parents with a son or daughter with a learning disability, we asked families what keeps them awake at night. Many parents told us they sometimes hope their son or daughter dies before they do, because they don't think their child will be cared for properly without them to fight their corner.**

Although counter intuitive, the parents in our focus groups agreed time and again with this desperate point of view. So widespread was this feeling that we knew we had to give voice to it.

We issued policy recommendations to tackle the issue, which we published in a report **“Who will care after I'm gone?”** Many people sat up and took notice with national coverage on **BBC Breakfast, Radio 5Live, Sunday Times** and **the Independent**, plus a full page feature in **the Telegraph**. On top of this the care sector covered it across the board, and we were supported by a number of key influencers including Norman Lamb MP, Rosa Monkton and The Joseph Roundtree Foundation. We received a letter from the Prime Minister, David Cameron, praising the report and giving us a way to influence government policy with our recommendations.

**“If I could have anything  
for Richard it would be  
the certainty that he  
would always be well  
cared for after I've gone,  
and that his mental  
wellbeing is given as  
much priority as his  
physical wellbeing.”**

Jeffrey Phillips, parent

# Families

## New services - Love4Life in Hampshire

When a small grassroots charity providing friendship and dating opportunities for people with disabilities approached us for help we saw a wonderful opportunity to address the concerns of families. Through a successful merger we now run the project, called Love4Life, and are thrilled to watch the service grow and the members thrive with new and exciting opportunities.



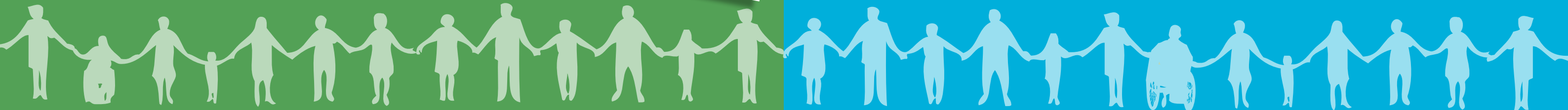
Love  
4Life



This project is the reason a quiet lonely man or woman with mental health issues leaves the relative security of their bedroom. It is the reason they brave public transport knowing they will likely be stared at or whispered about. The reason they step out of their comfort zone. It gives them the very thing that we all crave. **Friends. Understanding. Warmth. Love, and a feeling of belonging.** The few hours at each event is a time to **share problems** with people who are going through the same thing. They can **share their thoughts** without fear of being judged, laughed at or looked down upon. This feeling of being wanted and belonging to something outside of their bedroom is the foundations on which they **grow and develop.**

They soon **find their voice, express their ideas and push their own boundaries.** Their **confidence grows** and the natural progression is to improve other areas of their lives. **Employment, Relationships.** Suddenly the **possibilities are endless** and all because they have that foundation of **support and encouragement** which this project helps to provide.

Love4Life Volunteer



## Social inclusion in Nottingham

Social inclusion is key to preventing loneliness and isolation for people with disabilities. We heard many families discuss the lack of opportunities for people with disabilities and we're addressing it. We are supporting FitzRoy service users to get together and build relationships, confidence and gain new skills. In Nottingham, our scheme is having transformative results.

ANGELA IS NOT GOOD IN CROWDS. HOWEVER, SHE MANAGED TO COME TO OUR BUSY COFFEE MORNING AND STAY FOR THE WHOLE EVENT WHICH WAS A MASSIVE ACHIEVEMENT.



ANDY DOESN'T LIKE SOCIAL SITUATIONS OR MEETING NEW PEOPLE. NEVERTHELESS, ANDY CAME WITH HIS FRIEND NEAL AND ENGAGED IN ALL THE ACTIVITIES.

TIM LOVED THE CAKES



AND HE GAVE US THE



'THUMBS UP' FOR ALL OUR EFFORTS WHILST ALISON WHO HAS LOTS OF SUPPORT SAYS SHE WOULD BE HAPPY TO HELP US TO RUN EVENTS ON TAPESTRY OR AROMATHERAPY."

Bev Pearson, Community Fundraising Coordinator for FitzRoy

## Growth in Kent

We joined forces with Leo Trust, a registered care charity in Kent, and ensured that people with disabilities, their families, and staff, were confident and excited about a future with FitzRoy.

"FitzRoy are a strong organisation who share our ethos and ensure people with learning disabilities have as much independence and choice as possible."

Joe Graham, former Chief Executive Leo Trust





# We see the person

FitzRoy began with one mother's belief in her child, and still today we see the unique value in every person we help.

# Volunteers

Looking beyond a disability to see the person is at the heart of our mission; staff and volunteers are testament to how doing this transforms lives.

George who started as a volunteer at FitzRoy Trafford Day and Community Service explains.

“What I find wonderful about volunteering is knowing you are there by choice. FitzRoy is a fantastic organisation that provides support for a wonderfully inspiring and diverse

## Volunteering changed my view of learning disabilities

group of people. A group who, up until recently, I wouldn't have been involved with. We just didn't exist in the same circles. I am so happy to have been given the opportunity to get to know them and build meaningful relationships. I have benefited so much from my time spent with people who have a different world view to my own.

We have a huge amount to learn from one another. Anybody with or without a learning disability deserves to live their life as they choose and helping them achieve this is the most rewarding job in the world.





# Awards

## Care sector awards

By constantly pushing boundaries and seeing the unique value in everyone we support we achieved excellent results and were delighted to be shortlisted in three categories at the National Learning Disability Awards 2015:

Employer of the Year; Manager of the Year; and the People's Award.

We were also shortlisted for Excellence in End of Life Care at the Great British Care Awards.

“The atmosphere in the room was magical, and something I won't forget for a very long time.”

Anna Galliford, Chief Executive



“

I felt privileged to be part of this celebration and was yet again reminded of the passion and dedication FitzRoy staff have which enables them to do such a brilliant job and truly make such a difference to people's lives. ”

Martin Surgey, Vice Chair of Trustees



## Pride of FitzRoy Awards

We celebrated the outstanding care, support, and initiative, we see across our services at a staff awards ceremony, with winners in the following categories:

Best example of Person-Centred Care

Best example of Community Engagement

Best example of a Different Way of Working

Best example of Supporting Independence

Chief Executive's Award for Outstanding Contribution





We were proud to be shortlisted for  
**Excellence in End of Life Care**  
at the Great British Care Awards.

**End of life care is a sensitive  
and difficult time for carers  
and families of people with  
a learning disability.**

**This inspiring case study  
shows how to get it right.**



## A CASE STUDY

### Seeing the person

A resident in a FitzRoy Supported Living service was diagnosed with terminal cancer and his life changed immeasurably. He suffered from anxiety, and his family were not able to be involved as much as they'd like, so the FitzRoy team went out of their way to help him talk about his illness, and cope with his emotions. They listened to his wishes and made them come true.

#### He wanted to

- \* **Marry his partner**
- \* **Remain at his home for as long as possible**
- \* **To move only once**

They arranged a wedding and the couple were married at the hospice surrounded by friends and family. Despite professionals pushing for him to leave earlier, they supported him to stay in his home, and they made sure he was only moved once, to a hospice. He stayed there until he passed away.

They extended this care to his circle of support, his girlfriend, and friends. They made the most of his 'good days' to take him on trips out.

They supported his girlfriend to become confident using transport so she could visit him. This frequent contact, along with the wedding the staff arranged, made a huge difference to his wellbeing. At the end they supported his wife to organise every aspect of his funeral.

They ensured there weren't too many people visiting on the same day, his appointments were kept, and his views and feelings were taken into account at every meeting. Their understanding of his desires and needs was invaluable to all the professionals involved.

FitzRoy staff proved that it is possible to provide integrated care that acts in the best interests of mental health as well as physical comfort for individuals with learning disabilities. Person-centred care is at the heart of FitzRoy, because as this story shows, it really does ensure individuals are listened to, and their needs and desires are prioritised.



# We are creative

And we dare to imagine a world where people are treated as equals, regardless of their disability.



# Outstanding Care

Being creative helped us develop outstanding service provision. Through an innovative quality monitoring scheme, we made sure the people we support have a say in the care they receive.

## Experts by experience

Anyone using a FitzRoy service can apply to become a Quality Advisor, and influence how we support people. They receive training to ensure they have the right skills, visit services, speak to the people we support and our staff, observe the care, and report recommendations to our Board of Trustees.

We were over the moon when the report came back with an 'Outstanding' rating in the Caring category.

## Continuously improving

Sam Humphrey, Deputy Manager at FitzRoy Huw's in Nottingham, is glowing with pride for his team who achieved an 'Outstanding' rating in CQC's Caring category. He tells us what happened.

“Whilst an unannounced inspection always feels daunting, the process was much more personal and really got to the heart of how staff provide care to the people they are supporting.

The inspectors sat in the communal areas to observe the way staff worked with the people they were supporting. We also had a visit from a person with a learning disability, not part of FitzRoy. They spoke to the people we support, and our staff and observed the care being given. Their comments were fed back to the lead inspector and became part of the final report.

We had so many examples of outstanding care that our inspection took almost ten hours!

We are so proud of the work the Huw's staff team do with the people we support and it's really nice to know that outside organisations are able to recognise this outstanding work too. ”



# Going the extra mile

Through tenacity and creativity, we had an exciting and successful year meeting new fundraisers willing to take on new challenges.

We were amazed, time and again, at the generosity of so many.

This year we raised more money than ever before with every penny bringing real opportunities for people we support.

Here are just a few of the ways fundraised money transformed lives.



## Opening doors for people at FitzRoy Love4Life

We had an overwhelmingly generous response to our call for help with Love4Life, which has ensured this life-changing project continues to thrive. Our short film with the message: 'love is stronger', reached over **one million people on social media**. We also secured fantastic publicity with a slot on **Radio 4's Woman's Hour with Jenny Murray** and successfully raised the money needed to keep this project alive. This not only brings vital opportunities for friendship, love, and social integration, it helps prevent isolation, loneliness, and bullying.

Finding 'the one' you want to spend the rest of your life with is rarely easy

Jason and Mandie's story says it all:

Dating is daunting for anyone, but what if you have a learning disability and you are socially isolated?

For many years Mandie Rudman and Jason Elsey, without knowing it were both sitting at home, lonely and without the confidence to make friends, let alone find a partner.

That was until they joined Love4Life.



"Before Love4Life, I didn't really do anything. I'd go to work, perhaps go to the gym, and then go home. I didn't have a social life."

Jason's experience was almost identical to Mandie's, although he was more socially isolated.

"There was nothing for disabled people to do at all. I felt very lonely. Now we have stacks of friends from all over."

A year after meeting, Jason popped the question by getting down on one knee in his flat and presenting Mandie with a beautiful ring.

"I did wonder why he kept taking me into so many jewellery shops" says Mandie.

"It was very romantic".



The only difficulty for Mandie and Jason now is fitting in all their social events.

"We have some really good times with the group but it has also given us the confidence to do things by ourselves. We've been to the Butlins 1980s weekend five times. It's definitely one of our favourite places.

We're very happy to have found each other. If it wasn't for the group I probably would not have met Jason."



£30,000

Target reached!



We reached our target of £30,000 to build a large outdoor classroom at our Rural Skills project in Hampshire. This will bring a raft of new learning opportunities for the growing number of people using the service to learn about horticulture, animal husbandry, woodworking and other skills.

## Top marks for the graduates at FitzRoy Rural Skills

“FitzRoy staff at Rural Skills are full of excitement for the people we support who passed Asdan Accredited courses in horticulture. These training courses not only increase opportunities for employment and a greater quality of life, they prove that having a learning disability isn't a barrier to achieving your goals, and gaining qualifications. Working through these courses has been challenging and demanded commitment from the people we support. They've really proved themselves and taken enormous pride in their work. It is wonderful to see them learn and develop skills that will be useful throughout their lives.”

Gabe Fulford, Service Manager

“

With a brand new kitchen, bigger art room, computer suite, and a relaxed and spacious communal area, the members are enjoying new activities, socialising and eating together. They're cooking up a storm in the newly kitted out training kitchen which has a rise and fall hob, side opening low level ovens, height adjustable work spaces, and accessible equipment such as talking scales, jugs and timers, allowing more people to get involved in sessions.

Everyone is enjoying the new building, it is bright and spacious and fun to be in. We're grateful for the money everyone helped fundraise to create this transformation.”

Anna Walsh, Service Manager

”



## Transforming lives at Trafford Day Service

Through the support of a fundraising appeal we have redeveloped our Trafford Day Service, fitting it with a new kitchen that ensures people of all abilities can enjoy cooking. We were also able to install a lift so many more people can use the service.



# FitzRoy in numbers

We support  
over 700 people

**320**

live in their  
own homes

**217**

people are supported in the  
community or at one of our  
6 day services

**200**

people live in one  
of our 15 registered  
care homes

We have contracts with over 60 authorities across England,  
and over 50 volunteers give their time and skills to FitzRoy

# Don't take our word for it



**97%**

think their relative gets  
the support they need  
every day



**95%**

are happy about the  
support their relative  
gets from all staff



**92%**

feel they can contact the  
Service Manager if they have any  
concerns, complaints or worries



**90%**

feel that if their relative is  
unhappy, staff help them to  
change things or make it better



**88%**

feel confident that  
any concerns they  
raise will be adressed

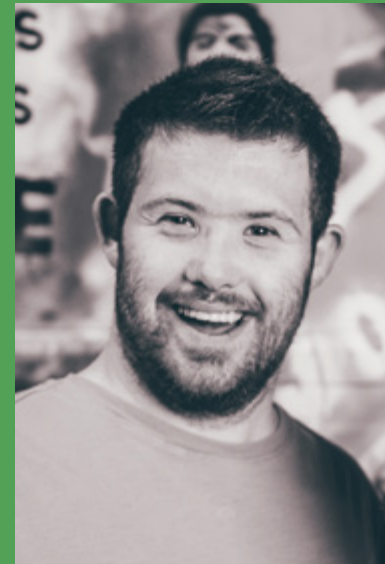
**91%**

feel that support  
workers communicate  
well with their relative

"I thank all the staff they are always there for my sister Susan and they love her so much. I cannot fault them, they are angels."

# In their words

"This group means everything to me. Thanks to it I have met some lovely people and it has helped build my confidence."



"The care he receives at The Croft could not be better. I know they all do everything in their power to make his life comfortable. A great team!"

"I love watching people reach their goals and seeing their joy as they learn to do things for themselves."



"Without FitzRoy I would have lost my voice."

"She has developed so very much over the last 5 years with the help and support all staff give her. She is happy and feels very much involved with everything she does. She now believes in herself and her confidence is very strong and this is all due to the wonderful staff that support her. I hope this wonderful service will always be available."



"I wanted something in my life that was more than just a job. With FitzRoy I get to help in transforming the everyday lives of people. I get to do something I'm passionate about; something which gives meaning to my life and pride for helping others overcome challenges and experience new opportunities."



**Our finances:  
Income and expenditure  
2015/2016**

Income and Expenditure	2015/16 £000s	2014/15 £000s	2013/14 £000s	2012/13 £000s	2011/12 £000s	2010/11 £000s
Income from Operations	23900	22622	21922	20664	19462	18565
Donations and Legacies	1456	465	419	501	476	215
Interest and Investment Income	12	13	11	21	18	30
	25368	23100	22352	21186	19956	18810
Cost of Care Services	24826	22653	22057	20812	19095	18234
Fundraising and Communication Costs	199	140	154	207	135	140
Governance Costs	139	123	123	129	117	117
	25164	22916	22334	21148	19347	18491
Surplus from Operations and Fundraising	204	184	18	38	609	319
Gain on sale of Fixed Assets	143	172	0	124	125	0
Funds received from Leo Trust and Searchlight Workshops (12/13)	1190	0	0	1405	0	0
Unrealised -loss/ gain on Investments	-7	7	6	6	-3	5
Net Surplus for the Year	1530	363	24	1573	731	324

# Thank you to ...

- the people we support for challenging us to be better
- the families and friends of the people we support for trusting us to find solutions to their worries
- our wonderful staff, the stars of FitzRoy
- the brave and generous people who took on challenges and donated their time and money
- the army of volunteers who bring a wealth of wisdom, time, skills, experience, and joy to people's lives
- our patrons, ambassadors and donors whose commitment changed lives.

## And a big thank you to all the companies that supported us throughout the year.

**Morrisons** for supporting our social inclusion work. **Boots** for giving generously to our raffles. **Mansfield District Council** for supporting a garden makeover. **Ford** for putting our logo on one of their lorries for a whole year, and sending volunteers to work on a garden transformation in Rayleigh Essex. **SSE** - for helping out with a big garden makeover. **BP garage in Essex** for going to work in pyjamas for a week to raise awareness of FitzRoy. **Genband** for transforming a home. **Day Lewis Pharmacy** for an open day. **Portchester Football Club and Pompey Legends** for a spellbinding charity match. **Allianz Insurance** for entering teams to the Spinnaker Tower challenge. **Leaves Builders** for raising money for the Spinnaker Tower abseil. **Waitrose** who supported FitzRoy through their Community Matters Scheme. **RBS** for raising money for FitzRoy during the Great Manchester Run.

## FitzRoy Trustees and Directors

### Royal Patron

HRH Princess Alexandra KG, GCVO

### Patrons

Andrew Grant  
Countess of Euston  
Lord and Lady Tanlaw  
Virginia McKenna OBE

### The Board members during the year were as follows:

Amanda Kenney (resigned September 2015)  
Andy Lee  
Barbara Thomson (retired September 2015)  
Bob Tindall (joined September 2015)  
Georgina Hovey  
Helen Platts  
Ian White  
Julia Le-Blan  
Martin Surgey Vice-Chair  
Mary-Anne McIntyre Chair  
Michael FitzRoy  
Simon Mollett

### Directors

Anna Galliford Chief Executive, Company Secretary  
Diane French Director of Operations and Business Development, joined in September 2015  
Lucy Campbell Director of Finance and ICT  
Marianne Radcliffe Director of Fundraising and Communications  
Neil Taggart Director of Operations, (retired in September 2015)  
Robyn Wedderburn Director of Human Resources



We are a national charity transforming the lives of people with learning disabilities.

As a values-driven organisation, the people we support are always **at the heart of everything we do.**

We work with our service users wherever they are, be that at home or in their community, **to give them independence, support, and a voice about the things that matter to them.**



**FitzRoy works with you,  
wherever you are, at home  
and in the community, to give  
you independence, support,  
and a voice about the things  
that matter to you.**

**FitzRoy**  
transforming lives

**Join the conversation**



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