

FitzRoy
transforming lives

Every moment matters



Impact Report
2022

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A message from our Chair of Trustees, Martin Kyndt

In the 60 years since FitzRoy was founded as a pioneering alternative to institutional care, we have supported thousands of people with learning disabilities and autism to live the life they choose.

When our founders floated the idea of small family-like homes, they received a lot of criticism. Indeed, when they opened the first of these homes, Donec in Hampshire, one director of social services is quoted as saying: 'they'll be bankrupt in six months'.

60 years later we are still here, and we remain committed to the vision of Elizabeth FitzRoy and John Williams. Their values remain the values of FitzRoy today – we see the person, we are brave and we are creative – and this threads through everything we do.

We will never be complacent. I am proud that in our 60th year we launched our Every Moment Matters programme, which you will be able to read more about in this report. Every Moment Matters is our commitment to the people we support and their families. It's about making sure that we're doing the best in every way we can to achieve great outcomes for the people we support. To genuinely transform lives.

That means going beyond compliance, not settling, challenging and always pushing for better – it is the spirit of Elizabeth FitzRoy and a promise to John Williams. We will not close our eyes to the changes that are still needed.



celebrating **60** years

“We will never be complacent. We are committed to ensuring that every moment matters for the people we support.”

A handwritten signature in cursive script, reading 'Martin Kyndt'.

Martin Kyndt
Chair of Trustees

FitzRoy

at a glance



FitzRoy transforms lives every day, supporting people with learning disabilities to do the simple things that make a real difference to their everyday life. Our vision, mission and values guide us each step of the way, and are as important now as when the charity first began 60 years ago.



Vision

Our vision is a society where people are treated as equals, regardless of their disability.

Mission

Our mission is to transform lives by supporting people with learning disabilities to lead the lives they choose.



Values

Values are not values until they are tested, and it is certainly clear now that we truly are values driven and in the toughest of storms, we can come out the other end and thrive.

We see the person

We are brave

We are creative



In 2021-22 we supported:

850

people in the

71

services we run across England

and our [Love4Life](#) friendship and dating network had more than 180 members.

180





Opening up the world for Rupan

FitzRoy was founded to support people with learning disabilities to live and thrive in the community, rather than be isolated in institutions.



After spending 30 years in a secure unit, Rupan – at the age of 45 – is finally living in his own home, after moving into FitzRoy's supported living service in Birmingham.

"When Rupan moved into Coleshill Road, he had experienced some serious trauma and spent every moment in a state of distress.

The enormity of the change for Rupan from being in a secure unit for such a long time, to having his own home in the community is unimaginable.

It wasn't an easy transition and he did struggle when he first moved in. But Elaine, our practice development lead, gave us some great techniques to use which have been transformative for Rupan.

Rupan is friendly, lovable and enjoys affection and attention. This is a side to him we have been able to uncover thanks to the incredible teamwork of everyone at FitzRoy."

Abida, Coleshill Road, service manager.

"As a family we feel very overwhelmed with happiness that Rupan has developed this much and sincerely wish that Rupan moved here earlier on in his life. They are passionate about helping Rupan."

Nithy, Rupan's sister

Getting on with life in a covid world



“The pandemic added to the health challenges people with learning disabilities face – not just the physical health challenges of a dangerous virus but also the impact on their mental health and wellbeing.”



The people we support faced difficulties understanding public health restrictions and saw a traumatic loss of routine, activities and contact with their family and carers. With their social lives so severely restricted too, many found it hard to understand.

So now, we are taking enormous pleasure in the simplicity of the things that we couldn't enjoy during lockdown. Supporting people to go on holidays, visit loved ones, rebuild friendships and relationships... doing everything we can to make sure that every moment matters. And we can rebuild what we lost during lockdowns and restrictions.

I am enormously proud of our staff, and how they coped not only in the height of the pandemic, but throughout. They continue to go above and beyond, as we make sure we are in a strong position to respond to any further covid waves, with the training, systems and processes we need to provide outstanding support.

Coronavirus showed us that **together we are stronger**, and we can achieve great things. It also taught us how important it is to make sure that **every moment matters** for the people we support."



A handwritten signature in white ink, reading 'Anna Galliford', set against the blue background.

Anna Galliford
FitzRoy Chief Executive

Our Values

in action

This year we also launched our new **Every Moment Matters** programme.

Every Moment Matters is our values in action, it is the reason why we are brave, creative and see the person – to truly transform lives.

- **It is our commitment to the people we support**, and the outcomes that we want to achieve with them.
- **It is our commitment to our staff and how we will support them**, with the training and development and the tools they need, to be outstanding support workers.
- **We want to make the most of every interaction**, every opportunity, we want to maximise our resources, build the tools we need to be better.



What does that mean for people we support?

- Their lives will truly be at the heart of everything we do
- Progression – that suits their needs and wishes – will be our focus, enabling them to live happier, more independent lives and be able to build or maintain relationships, and be understood.
- They will know the staff who support them and benefit from that interaction.

Build for Better

How we gather and use data came into its own during the early days of the pandemic. We have been building on that work ever since. One of the key ways we are making “every moment matters” happen is through our digital transformation programme.

Rolling out digital support planning has been a game changer for our services. We aren’t all the way there yet, but already service managers are noticing the difference.

“It means my team spend less time writing and more time with the people we support. It has given us all time back in our days. Support plans should be a living document – what we want day to day changes, and so do the needs and wants of the people we support.”

What is next?

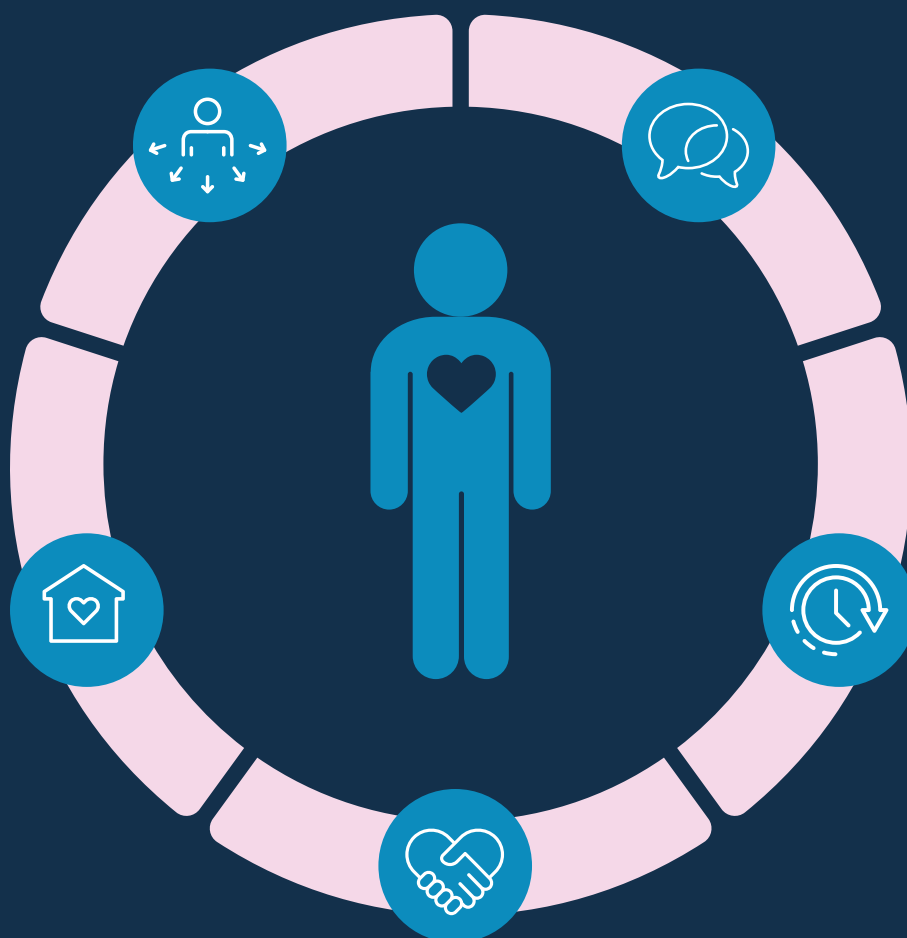
We are currently developing our digital outcome measurement tool – to help us track our impact, giving us oversight on achievements and progress for every single person, at a glance. We want to make sure we are constantly achieving great outcomes for the people we support.



“Digital support plans make it so much easier to make sure the support that is required is the support we are providing.”

Dean, service manager,
Uckfield services,
East Sussex

Our five key outcomes for the people we support



**My
communication**



**How I spend
my time**



**People
important
to me**



**My health,
safety and
wellbeing**



**My
independence**



The people we support may be autistic, or have a learning disability, acquired brain injury or mental health needs – any of which could affect the way they communicate with and are understood by our staff. Many of the people we support are non-verbal – we really need to get to know them, their expressions and gestures or how they vocalise, to be able to understand them, and to make sure they understand us.

Technology comes into its own here from every day devices we all use, to specialist software such as Voice iTT, voice recognition software that enables people to be understood more easily by recording words and phrases that they can then use to do anything from saying 'hello' to ordering food at a restaurant.

Adam is autistic and non-verbal – we use a great app called MyChoicePad to enable him to choose how he is going to spend his time, or what he wants to eat or drink.

"Assistive technology has made a huge difference as it has enabled us to increase the ways that Adam can communicate and be understood. We have seen him become much more independent.

"Adam often needed two people supporting him for various activities, but now he only needs one and some of his favourite activities he can do mostly independently. We have been able to support Adam to learn skills that have enabled him to lead the life he wants."



"Like all the people we support, our priority was to get to know Adam and how we could understand and support him to achieve his wishes and needs.

Egnes, deputy manager,
Suffolk supported living
services

How I spend my time

Having purpose and opportunities makes such a difference to the people we support. Covid made the world so much smaller for everyone, but sadly for John, the opportunity to try new things wasn't always an option for him.



John



"When John moved in, we were told he wouldn't go into a shop, he wouldn't get on a bus and that he would get easily agitated. Since moving into Boxley Drive two years ago, John has proved all of that wrong.

We have really got to know him. We can see how he enjoys his own company and often prefers doing things on his own."

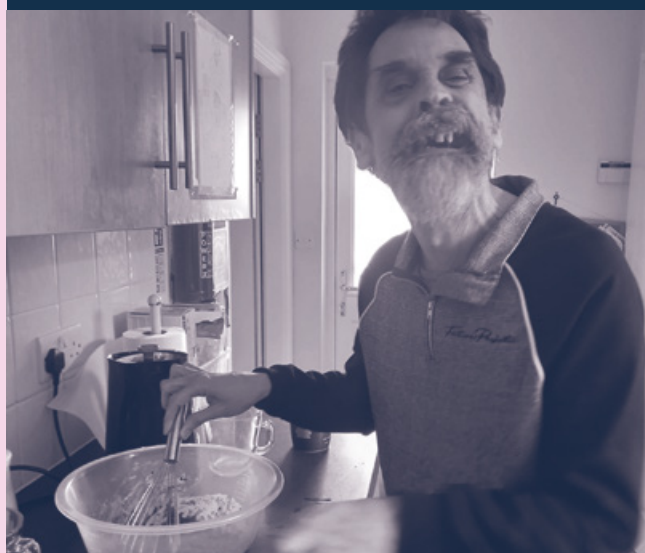
However, John has become a much more sociable person since living with us, he is constantly thriving in his day to day life. If we don't encourage John to try new things, we are missing opportunities for him to find things he loves. Last year he was supported to go swimming for the first time in 30 years, and he absolutely loved it.

We recently supported him to go bowling and to the amusement arcades. When he came back home he had the biggest smile on his face, as he had won the game and was so proud! He loved telling all the staff that he had won. He is now very keen to go again as he had such a good time."

Chloe, deputy manager,
Nottingham supported living services

"I like bowling,
I won didn't I?
When am I
going again?"

John
Boxley Drive



People important to me

Coronavirus made it so much more difficult for the people we support to be able to keep in contact with their loved ones. We supported Greg to reconnect with family that he hadn't seen in years.



Greg

Greg has family who live in Kefalonia and we have been trying to get him there to see his family for three years. Obviously, because of covid, the trip got cancelled several times, so he was overjoyed when he was finally able to go.

“Greg had such a great time and has been so relaxed since he's got back.”

“His mum travels there for several months at a time, and his sister lives there with her husband and children. Whenever his mum goes over to the villa she worries that she isn't near to Greg, so she was over the moon that Greg was able to come out to see her – she was crying every day with happiness!

Greg loved spending time with his mum, it was great for them to have so much quality time together.

It is also amazing to see how we were able to maintain relationships between family members like Greg and his mum during lockdown – once they were together again it was like no time had passed. Greg had such a great time and has been so relaxed since he's got back.”

Michael, deputy manager
Boldshaves Oast care home, Kent



Gary

People with learning disabilities can often need extra support to have independence, but also to keep safe and well. That is where our support really can transform lives.

Before moving into Pelham Road, Gary used to live with his fiancée Christine but he was struggling to manage, causing problems for their relationship. It became clear that Gary needed extra support. Gary moved into Pelham Road, where he could get more support with his day to day living. His health problems deteriorated and he became housebound. The team at Pelham Road put a plan in place to support Gary to turn his life around. They encouraged him to improve his personal care and helped him to enhance his mobility with exercises. With his mobility improved, Gary started going out and visiting places that he had not been to in years, and he was able to go on holiday.

After hearing about Gary's progress, Christine got back in touch and their relationship rekindled. She started to visit him regularly and Gary would stay with her at weekends. The staff at Pelham Road continued to support and assist Gary at the weekends when he would stay with Christine.

Because his health and mobility have improved so much, he is now able to pursue his love of music by going to shows.

“It has been brilliant to see how Gary has progressed, and we have enjoyed supporting him to reach his goals.”

Liz, support worker,
Pelham Road supported
living, Kent



My independence

Our aim for every person we support is to increase their participation in their lives, whether that is choosing what they eat and when or going out independently and building friendships in their local community.

After struggling with anxiety in busy public places for a long time, Niels has embraced his independence and found a new sense of enjoyment for trips out thanks to the support of the team at Vernon Close, our supported living service in East Sussex.

Niels has always struggled with any form of crowds, if he was walking down the street and there was a crowd of people he would get quite upset.

“Now Niels enjoys walks and going out and it is great to see him participating in his daily tasks like shopping.”

Dean, service manager
Uckfield services,
East Sussex



Niels

Anything which involves queuing or waiting around is also distressing for him.

Support worker Phil put a lot of planning into a small trip out for Niels. Phil communicated to Niels about what the plan was and made sure he wanted to go.

The trip went really smoothly, Niels felt really comfortable. So much so that what started off as being a short trip ended up being a day out, and Niels had such a great time.

Now Niels enjoys walks and going out and it is great to see him participating in his daily tasks like shopping.

Niels decides what he wants to do and when, and support workers Phil and Ian enable Niels to have even more independence by supporting his trips and researching in advance to reduce any anxieties Niels might have.

Fundraising to transform lives

Fundraising is key to our commitment to ensuring that every moment matters for the people we support. Gifts left to us in wills have had a huge impact in recent years, enabling us to pay for specialist training for our staff, new digital systems, and assistive technology. We have also received support from several trusts and foundations to expand and improve people's living spaces, and to run Love4Life, our friendship and dating network.

Thanks to our generous donors and fundraisers, this year we opened new summerhouses, providing outdoor spaces to meet friends and family during the pandemic, which will continue to be enjoyed as activity rooms long into the future.

We bought new sensory equipment, refurbished homes and gardens, and started developing a multiactivity space at the Pastures, our care home in Norfolk.





£2,000

Audrey completed 10 miles for the FitzRoy Fun Day.

Audrey lives in FitzRoy's East Sussex care home Linden Cottage and decided to set herself the challenge of walking 10 miles to raise money for an entertainment centre for her home. Audrey raised £2,000 and the money was used to convert an unused building in the garden into an entertainment centre with a cinema and sensory music area, giving residents a place to have movie nights together, and somewhere to have a dance.



Audrey

Thank you
to all our
incredible
Fundraisers





Finding love and friendship

“Love4Life gives me the courage to do all the things I love, singing, acting and writing. And I have so many friends now. It does amazing work.”

Grace, Love4Life member



The Love4Life friendship and dating network relies entirely on fundraising.

Love4Life is a network for autistic people and people with learning disabilities to have fun, make new friends and find love! It also offers:

- health, wellbeing, and safety workshops, including sex and relationships, money management and independent living skills.
- chaperoned dates.
- one-to-one support at drop-in sessions.
- leisure trips, performing arts activities and relaxed social sessions.
- regular social activities – from bowling or meals out to karaoke and discos.

We continued to operate all throughout lockdown, switching to an online service when government guidelines prohibited face to face social gatherings. The impact of coronavirus and lockdown has reinforced the important role Love4Life plays in the lives of people with learning disabilities – not just for making friends and widening social circles, but also for people's mental health and support networks.



Supported by:

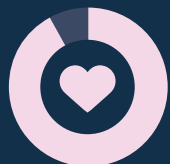


Demand for Love4Life membership is increasing, and our plan is to set up more groups in new areas to tackle increasing levels of social exclusion and loneliness. To enable this expansion, on 1 April 2022, Love4Life became a Charitable Incorporated Organisation, and subsidiary of FitzRoy.

We surveyed our members to find out the difference Love4Life has made to their lives. Even during lockdown with many of our events going online, they still told us:



82%
learned new skills



92%
are more independent




81%
are more confident



83%
have made new friends





“Before I joined Love4Life I had so many problems. **People would really stress me out and a lot of people were horrible to me.** Now look what has happened to me, I have so many friends now. They care about me and like me for who I am.”

Tasha, Love4Life member

Financial summary

£41m Total income

- **94%** Operational income
- **6%** donations and legacies

With special thanks to the Blgrave Trust, the Hospital Saturday Fund, the Adint Charitable Trust and the National Lottery Community Fund.

£39.1 Total expenditure

- **91%** supporting people with learning disabilities and autism
- **9%** central support



Thank you

As always, we are constantly humbled by the amazing support we have received from local businesses, communities and the families of the people we support as well as charitable trusts and foundations. So many of you have been there with us over the years, and the enormous challenges of the pandemic have proved that together we can achieve great things.





celebrating **60** years

Thank you to our Board, Patrons and Ambassadors for your valuable support and encouragement in the most challenging times, and, to many of you, throughout our 60 year history.

We are grateful that HRH Princess Alexandra has been our Royal Patron for many years and will be celebrating our 60th anniversary with us.

The Board

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Chair

Matthew Moth

Vice-Chair

David Evans

Justin Finnigan

Andrew Gore

Dawn Jacobs

Derrick McCourt

Sarah Nicholson

Mark Sanderson

Gail Bedding

Neil Blackley

Julie Whetton

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Nigel Atkinson

Countess of Euston

Andrew Grant

Georgina Hovey

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Virginia McKenna OBE

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Edward Thornton-Firkin

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Chief Executive

Angela Murphy

Director of Operations &
Business Development

Alison Heustice

Director of Finance

Marianne Radcliffe

Director of Transformation,
Comms & Fundraising

Roberta Wheeler

Director of Human Resources

FitzRoy
transforming lives

“We may shudder at the way things used to be, but we must remain constantly vigilant; we must not close our eyes to the changes that are still needed.”

John Williams
FitzRoy co-founder





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.

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