

A note from our Chairman and Chief Executive



This past year has been a very busy and exciting year for all of us at Croft Community. The return of our service users to their newly refurbished homes and with the launch of our new Day Services, we have seen our folk continue to develop and grow towards realising their full potential. Our new developments, like our beautiful garden opened in 2012, have added much colour and growth to life at Croft and provide us with new pathways for our future development.

We are indebted to all who come alongside us as we seek to provide loving, caring homes and meaningful activities in order to achieve our aim that everyone at Croft will feel valued and part of the local community.

The year ahead will no doubt bring its challenges, not least the knock-on effects of the turbulent times our government is going through. We at Croft, however, will continue to highlight the great need of providing for adults with learning disabilities.

We want to express thanks to all our partners, friends, families, service users and staff for all they have contributed to life at Croft over the past year. We are looking forward to next year with great determination that we will achieve even greater things for more people within our local community.



Jim Clark (MBE)
Chair of the Board



Clive Evans
Chief Executive

Management Committees' report for the year ended 31 March 2017

Our Mission Statement

Empower adults with learning disabilities to live fulfilling lives within the local community

Our Values as we deliver against our Mission statement



Management Committees' report for the year ended 31 March 2017 (continued)

What we do

We provide a range of people centred services that enable Adults with Learning Disabilities to live meaningful and fulfilling lives within their community. These services are broken into four key areas: Supported living, Residential care, Respite and Day Services.

Simply put, our aim is that all service users at Croft live happy, fulfilled lives and are assisted in reaching their true potential in the wider community.



Residential Services

We provide care and support for 9 residents in our residential unit, Mayne House



Supported Living

We provide housing, care and support for 28 people to live as independently as possible



Respite Service

Our 7 bed wheelchair friendly unit, currently serves up to 80 families in the North Down Area



Day Service

This is our newest service providing Day Care & Day Opportunities for up to 20 people every day

Management Committees' report for the year ended 31 March 2017 (continued)

Our Key successes !!

Many achievements were made over this past year with various individuals and organisations contributing to make this a reality for the benefit of many.

Work Engagements

- Through Partnership with Orchardville and the South Eastern Trust we have seen a number of our service users achieve more fulfilling work placements such as McDonalds, Bloomfield Food Courtyard, Day Nursery, Ecetera etc, Charity Shop etc.

New Day Service Launched

- In July 2016 we launched our new Day Care and Day Opportunities for 20 people each day. This included people outside Croft Community

Supported Living Refurbishment

- Total internal rebuild of 4 of our supported living homes providing for smaller and homlier settings with all bedrooms benefiting of ensuite facilities.

Training

- Introduction of enhanced Induction training
- Roll-out of e-learning to staff
- Addittional 7 staff achieve QCF Qualification in Health & Social Care

IT Infrastructure

- Acquisition of computers for all houses
- Roll-out of Office 365 and Iplanit to enhance work practices including recording day to day activities.
- Introduction of WiFi to enable service users to use various devices including Skype to stay connected with greater ease

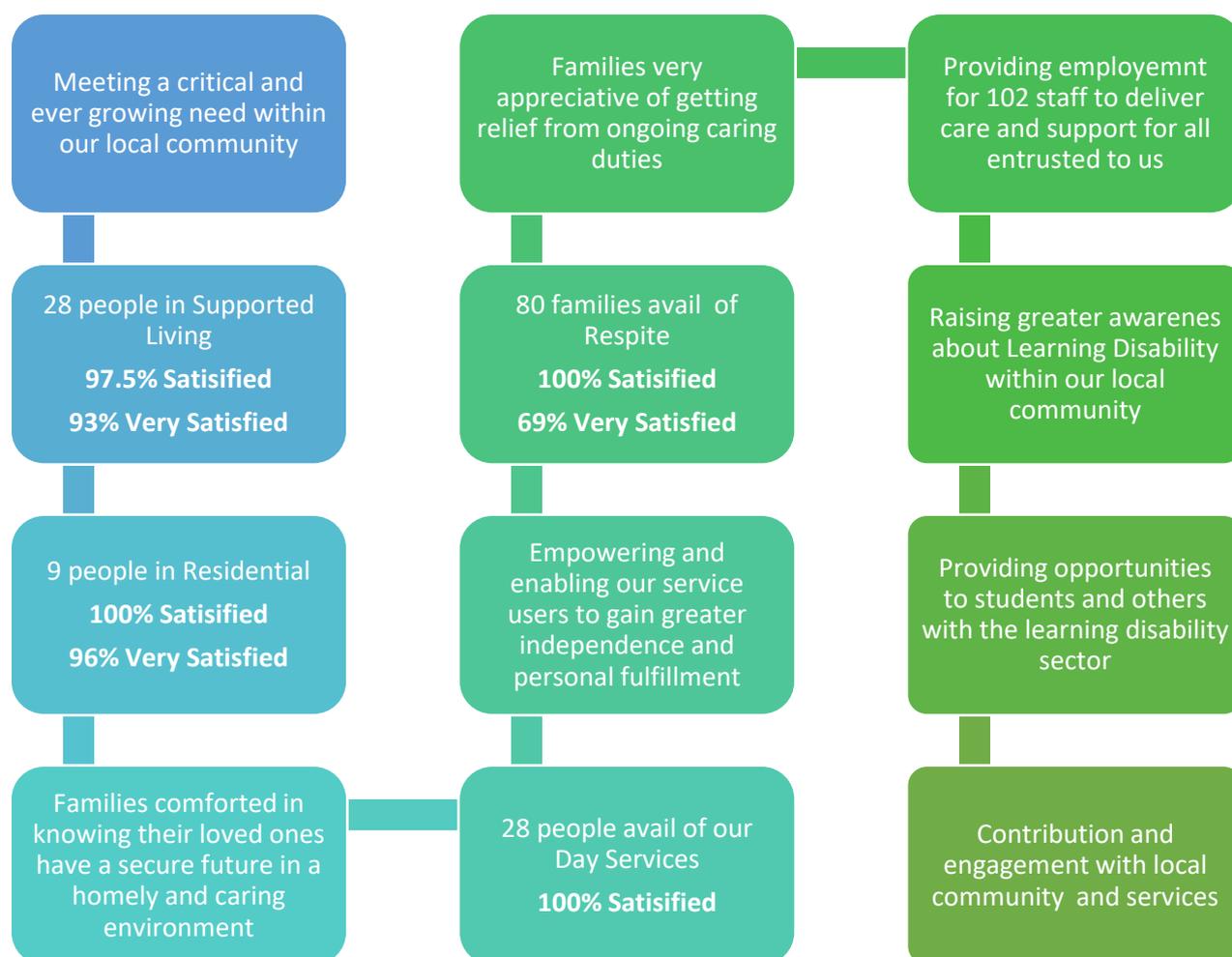
Enhanced Respite

- We have enhanced our respite services to enable familes with wheelchair users to avail of our services - very positive feedback to this most welcomed service which was lacking in the community.

Management Committees' report for the year ended 31 March 2017 (continued)

Our Impact!!

With collaboration and support from many funders, families, friends, volunteers, service users and staff the impact is great. Recent survey results from family members and service users are included below:



Management Committees' report for the year ended 31 March 2017 (continued)

Our Key Focus areas

Below are a number of the key focus areas in place for 2017 – 2018. This will enable us to deliver quality services for the benefit of service users, their families and the wider community at large.

Excel in the Basics

- Continue to equip and support staff to deliver best practice in care and support

Increase Capacity

- Partner with Government bodies to support the growing needs in both Supported Living and Day Services

Support for Respite Families

- Expand our support to the families that avail of our services

Capitalize on IT

- Leverage IT for the benefit of service users as well enabling us to deliver an effective, efficient and quality service

Financial Challenges

- Collaborate with Government bodies to ensure viable services are able to be maintained for the benefit of others

