

# Positive Feedback

Positive Futures' Annual Report 2012-14

## A NEW LOOK AND A BRIGHT FUTURE

### WELCOME TO OUR 2012-14 ANNUAL REPORT – AND TO A NEW LOOK POSITIVE FUTURES.

By now, many people are familiar with our new brand and logo – but it's still worth explaining why we introduced it.

We think the new brand reflects the forward thinking, innovative work we do and projects a warmer, more meaningful message.

At first glance, the logo looks straightforward. It incorporates a plus sign made up of five circles, together with our name and a new strapline: Achieving Dreams. Transforming Lives.

But look a little more closely and you can see the centre circle as someone we support, while the four outside circles represent the elements of that support.

Our aim is that the five circles should become recognisable in their own right, even if not accompanied by the words "Positive Futures." Many better-known brands work this way – think of Apple's piece of fruit with a bite out of it, or Nike's tick.

Where our previous logo had straight lines forming a triangle, this one is more rounded, suggesting a softer and more caring approach.

You may ask why we need a new logo at all. The answer to that is that we exist in a very competitive world – a world in which the financial cake has shrunk. To keep ourselves fresh and relevant, we need a distinctive look that sticks in people's minds.

An organisation can do the best work in the world, but if its outward appearance looks dated, people get the impression – wrongly – that its approach to things is dated too.

The next question people usually ask is: did we need to spend money on changing our brand? Again, the answer is that an image that may have worked in the 1990s simply cannot compete. In any case, we spent a minuscule amount in comparison with what most organisations would spend on rebranding, thanks to our successful working relationships with professionals in the field.

To coincide with the introduction of the new brand, we have launched a year-long campaign to change society's attitudes towards the people we support. You can read more about it inside.

You'll also notice that this annual report looks different from previous editions. Again, this is designed to make us stand out from the crowd. We hope you like the new look and that you enjoy reading the inspiring stories that make our work so worthwhile.

## BRINGING HOPE FOR CARERS

### IMAGINE AN EXISTENCE IN WHICH YOUR LAST THOUGHT BEFORE GOING TO BED IS THE HOPE THAT A LOVED ONE WILL DIE IN THE NIGHT.

That sentence sounds shocking. But it's a reality for many carers across Northern Ireland. They worry every day about what will happen to their sons and daughters after they die or become too infirm to look after them.

It is a lonely, anxious existence. That's why we're running the innovative Better Futures Project. The Big Lottery supported programme is helping people plan for the future and make provision for their loved ones.

One of those benefiting from the support of Better Futures is John Powell from Lambeg, who has cared for his daughter Jacqueline since birth. Jacqueline, who is in her 50s, has problems with her balance and speech and has learning difficulties.

John's wife, Winnie, died three years ago. Since then he has had sole responsibility for Jacqueline.

"Until Better Futures came along, most of the time we couldn't go out of the house," he says. "If Jacqueline needed to go to the bathroom, I had to ask a stranger to take her. It was easier not to go out at all. Apart from that, I'm not as fit as I used to be.

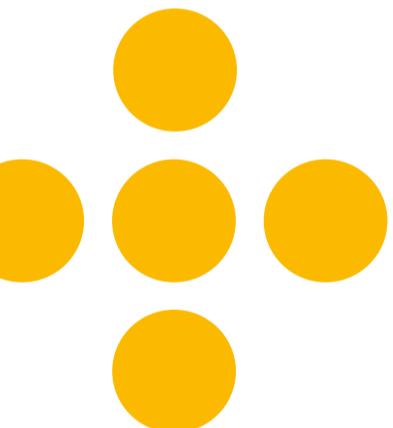
"I also have problems with all the forms we need to fill in. It's hard coping with everything alone. Better Futures has made a huge difference."

The Project operates in Lisburn, North Down and Ards. It supports carers over the age of 60 and aims to improve people's physical and mental health, as well as aiding social inclusion. It's hoped that ultimately it will contribute to the development of better services for older carers both nationally and internationally.

Better Futures is initially a three-year Project, but it's hoped that as it demonstrates its value, similar services will be established by the statutory agencies.



John and Jacqueline are pictured with Lisburn Councillor Pat Carney



POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.

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# CONTINUED INNOVATION CHIEF EXECUTIVE'S REPORT

**Agnes Lunny OBE, Chief Executive**



**AT POSITIVE FUTURES, OUR WATCHWORD HAS ALWAYS BEEN INNOVATION – AND THE PERIOD COVERED BY THIS REPORT HAS BEEN NO EXCEPTION.**

As you may have read on page 1, we have transformed the image of the Organisation. But more of that in a moment. Let's start with developments in our Services, which, after all, are the reason we exist.

We have forged ahead with new ideas to improve the lives of the people we support – one of which is "The Life I Want" strategy. Put simply, it's about giving people what they need to live more fulfilled, independent lives. Not what we think they need, but what they identify themselves as the best route to their hopes and aspirations.

The process includes "Planning Live" sessions, in which the person we support, their loved ones, Support Workers and Health and Social Care Trust staff sit down together, listen and share ideas. The key is that people feel safe to "open up" about their lives and spell out their hopes, dreams and fears. Staff who have taken part describe them as the most inspirational sessions they have attended.



Building our new Short Break Service in north Belfast

As the year ended, our new Short Break Service building was nearing completion in Wheatfield Gardens, north Belfast. This purpose-built development will allow us to expand the Service and will more than double the number of short breaks available.

Another milestone has been the launch of a major campaign called "What About Me?". It's aimed at challenging society's indifference, fear and often hostility directed at people with a learning disability or other condition that marks them out in the eyes of others as being "different." We have already begun awarding certificates of approval to businesses and organisations which welcome the people we support and put equality of treatment into practice. You can read more about the campaign – and the kind of discrimination that gave rise to it – on page 3.

Our Corporate Planning event in November 2013 was an opportunity for us not just to map out the future direction of the Organisation, but also to hear the stories of those who have benefited from our support. There were tears, laughter and applause as people plucked up the courage to speak to the assembled Board members, staff, volunteers and supporters. See page 9 for some of the accounts they gave of their life-changing experiences with Positive Futures.

This is only a tiny fraction of what we do each and every day. In the following pages, you will come across some inspiring stories that show how we achieve dreams and transform lives.

On the publicity and marketing front, we have rebranded Positive Futures, transformed our website, expanded our profile on social media and engaged with councillors, MLAs, MPs and others to communicate that we lead the field in what we do. If you'd like to link up with us on social media, you'll find the details on the back page of this report.

I have been an active member of the All Party Group on Learning Disability, lobbying MLAs and meeting with other learning disability organisations. I am also the voluntary sector representative on the forum overseeing the re-settlement of people from Muckamore Abbey Hospital into the community.

In January 2014, we received a four-star award from Europe's leading centre for business excellence. Winning the prestigious EFQM Excellence Award would not have been possible without the tremendous efforts of our staff and volunteers. We thank every one of them,

not just for this achievement, but also for their hard work and dedication every day of the year.



Receiving four star recognition for our work

Professor Owen Barr resigned from the Board of Trustees in January 2014 and Mary Bryce and Dr Laurence Taggart were accepted as Board members at the Board meeting in December 2013, meaning that at the end of March 2014, there were 10 Board members. Two of the people we support also have input into the work of the Board. This ensures that the highest quality of decision making also takes into account the views of the people who really matter.

We thank Professor Barr for his service to the Organisation. We also thank Eric Geddes, who resigned from the Board in September 2012 because of other pressures on his time. He had been a dedicated Board member since our inception in 1995. Peter Shaw took over from Eric as Honorary Treasurer.

As we continue to expand and develop our services across Northern Ireland, we are seeking to establish fundraising groups in areas where we operate. We are also developing corporate partnerships to help us raise money and to build up our profile in the community. We are proud to have been named Charity of the Year for 2014 by the Lady Captain of Clondeboy Golf Club.

Finally, still on the subject of fundraising, one highlight for many was the event that involved our Managing Director, Paul Roberts, dressing as an elf for an entire week in the run up to Christmas 2013. Paul raised more than £1,500 for the charity's work and proved himself such an effective fundraiser that his Elfy Living Challenge is to become a regular date in the calendar!



Laurence Taggart, Trustee



Mary Bryce, Trustee

# CAMPAIGNING FOR INCLUSION



Kirstie Greer, who is campaigning to change attitudes

TAKE A LOOK AT THE FOLLOWING STATEMENTS. THEY WERE ALL MADE BY PEOPLE WE SUPPORT AND THEY HIGHLIGHT THE DISCRIMINATION AND STIGMA THEY HAVE FACED AT WORK, AT SCHOOL – AND EVEN IN THEIR OWN HOMES.

**“People at work treated me like a child. They talked down to me. Sometimes they would make me sing for them.”**

**“I feel I have to act in a particular way because other people expect it.”**

**“My workmates made me feel all the time that they were carrying me.”**

**“People think we’re stupid, but we’re not stupid.”**

**“My own parents used to call me badly handicapped.”**

That’s why we’re running a campaign designed to change society’s attitudes.

It’s sad that this is necessary in the 21st century, but we see examples of bullying, harassment and inequality all the time. The “What About Me?” campaign aims to persuade people that everyone deserves consideration and equal treatment.

We’ll also be working to address the general lack of knowledge about learning disability, acquired brain injury and autistic spectrum conditions.

The facts are stark.

**82% of children with a learning disability are bullied at school. They are twice as likely to be bullied as other children.**

**People with a learning disability die, on average, 16 years early, not because of any underlying health problem but because of shortcomings in their care.**

**A third of people in the UK believe people with a learning disability cannot live independently or hold down a job.**

We’ve already started involving people in every area of society – from shops and businesses to transport services, from Government offices to policy makers like MLAs and councillors.

We have begun awarding certificates of recognition to shops and organisations which demonstrate that they are inclusive and that their staff understand people’s needs. If you know any business that already demonstrates consideration, let us know. If you are a business owner or manager of an organisation and you want some guidance about best practice, contact us and we can advise you.

Keep an eye on our website [www.positive-futures.net](http://www.positive-futures.net) for updates and campaign news. We’ll also provide up-to-date information via our Twitter and Facebook accounts. Links to both can also be found on the website and on the back page of this report. And keep an eye on the print and broadcast media – we’ll also be publicising the campaign there.

But most of all, stop and think when dealing with someone who has a learning disability, acquired brain injury or autistic spectrum condition. All they want is to be treated the way everyone else is treated – with dignity, respect and equality.

## FORCED OUT OF SCHOOL

Kirstie Greer from Bangor has not been in full-time education for two years because the authorities have failed to find a suitable place for her. While at school, she faced bullying and a lack of understanding of her autism.

Kirstie said: “I just want to be at school. I don’t want to be different – I just want to be like everyone else. Being stuck at home, I’m so fed up

some days that I don’t want to be bothered getting up for my tutors coming.

“I’m smart, I’m able and I’m not stupid, even though with everything that’s happened I sometimes feel as if I am. I’ve joined the Children’s Commissioner’s Youth Panel, NICCY and I’m part of the group that’s campaigning for children’s rights.”

## BELITTLED BY EMPLOYERS

Eveline Elliott’s employers intervened in a personal relationship and told her she should not be allowed to make decisions for herself. Eveline, who lives in Fermanagh, was eventually forced to give up her volunteer placement with the organisation. She is now supported by Positive Futures.

Positive Futures’ Chief Executive Agnes Lunny said: “Eveline’s story is

an example of the way people can be looked down upon, as if they don’t have the ability to think or act for themselves. Nobody gets up in the morning with the aim of deliberately hurting or insulting someone, but thoughtlessness often has the same result, even if it’s unintentional.”

## FORCED TO FLEE IN DISTRESS

Graham Mackie from Lisburn was caused to flee from a restaurant after a fellow diner complained angrily that he didn’t want to be around “people like that”.

It was weeks before Graham rebuilt his confidence enough to go back.

Graham’s Support Worker, Laura Fleming, said: “The customer complained that he ‘did not want to be around people like that’ before becoming obviously angry and

frustrated. Graham, who has autism, was distressed and had to leave.

“Graham is well known at the place where we were eating, and we’ve never had a problem before. He walks up and down the room before he relaxes enough to sit down, but this man took exception to it. It was several weeks before we were able to build up Graham’s confidence enough for him to return.”

## BAD EXPERIENCE AT WORK

Jean Hale, who is supported by Positive Futures in Newry, has suffered from low self-esteem and crippling depression and has had many experiences of not being treated well by others. When she started a new job in a shop, she was

told to work in a back room away from the customers. It was only under new management that she was allowed to work the till, deal with customers and lock up at the end of the day.

## TREATED AS INVISIBLE

Susan Armstrong, who is supported by Positive Futures in Cookstown, has Down’s Syndrome. She said: “Sometimes when I was growing up I was with my mother when people

came up and asked how I was. They talked to her as if I was not there. She had to point out that I was a person in my own right and could speak for myself.”

## “A LACK OF THOUGHT”

Twenty-four year old Georgina Brodrick, who has a learning disability and has suffered a series of strokes, has limited function down the right side of her body. Georgina was not allowed to enrol on a course at college because of her disability and is often forced to use the stairs in the building when the lift is not working. She tires easily and feels overwhelmed when trying to climb the stairs among large numbers of people.

Georgina said: “I’ve had to deal with many challenges, including having to learn how to write with my left hand and using a wheelchair when I’m too tired to walk. People and organisations may not discriminate deliberately, but a lack of thought has the same effect when you’re in my position.”

## PROJECT BRINGS HOPE TO FAMILIES WHO FEAR FOR FUTURE

Our Big Lottery funded Better Futures Project is improving the lives of carers and their loved ones in Lisburn, North Down and Ards. Its aim is to help older carers manage the present and plan for the future. This innovative Project has replaced anxiety with hope in households in all three areas in which it operates.



## CARING FOR TODAY – AND TOMORROW

ROBERT AND CAROLINE CLARKE CARE FOR THEIR TWO YOUNG GRANDSONS, JOSHUA AND CONNOR, WHO HAS A LEARNING DISABILITY.

The boys' mum, Robert and Caroline's daughter Jacqueline, died in 2009.

Having lived in Wiltshire for much of their lives, they didn't know where to turn for support when they moved to Lisburn to look after the children.

The couple, who are in their late 60s, were socially isolated because they knew so few people.

But that was before Better Futures came into their lives.

Said Robert: "Connor has global developmental delay, which means he has physical and mental issues and we can't see him improving much further in terms of skills and

abilities. We thought we were coping reasonably well with his condition, until Anne Murphy of Better Futures came along in October 2012.

Connor now goes to a friends' club in Lisburn and he also goes bike riding.

"The Project has helped both boys and given them new experiences. For us, it has raised practical issues. We were asked if we had an emergency plan in case something happened to us. We didn't, although we thought everything we were doing was child-centred.

"As far as we're concerned, Better Futures has a way of caring for carers that we didn't believe existed."



John, Donna and Maureen McConnell, supported by our Better Futures Project

## "DIFFICULT TO PUT INTO WORDS"

John and Maureen McConnell from Lisburn care for their daughter, Donna, who cannot speak, cannot hear and has autism.

They have no family support, so Better Futures has made a huge difference.

One of our support staff, Grace, has developed a relationship with the family and Donna's life has changed as a result.

She has been attending a fortnightly craft group in Hillsborough and is very talented at needlework. She has attended events and we have also supported her at home while her parents have gone out.

Said John: "Although Donna is the centre of our world, her needs are a considerable burden. If anyone invites us somewhere, they know they are inviting Donna too.

"We don't have any family around us, and constantly in the back of my mind is the thought that we'll get to a point where we don't know what will happen.

"Any time Donna goes into respite care, it's hell for both her and us. But, thanks to Better Futures, she's been involved in a number of activities such as going to the theatre. Before now, the very idea would have been unthinkable."

"My daughter has been taken out of her comfortable surroundings and enjoys the experience. We have been able to go out and enjoy ourselves knowing she is happy with the Better Futures' team. It is difficult to put into words the impact you and your team have had on our lives."

## "BEFORE THIS, MARK HAD NO SOCIAL LIFE"

Barbara Murphy's son, Mark, has autism. Better Futures has made a major difference to both their lives.

She said: "Mark is getting out and about a lot more. He's being encouraged to become more independent, thanks to his wonderful Support Workers. For the first time, he's been able to get on a bus unaccompanied. He's also using his mobile phone, which he had always refused to use when we wanted him to. It's just such a wonderful thing for us to see. Before this, he had no friends and no social life. Nobody had ever taken him out before.

"From my own point of view, I have found it wonderful. I had to take early retirement to support Mark, because my mother was unable to be his respite carer any more. We have no extended family, so Better Futures has been a great addition to our lives. The support I've had from other parents has been just wonderful.

"As well as the changes to our everyday lives, Better Futures will help us look after the legal aspects of planning for the future. It has been the biggest relief.

"There is massive pressure on carers, especially carers of older people with a learning disability. As carers we need help, information and support to prepare for the future. Better Futures gives me that."



Barbara Murphy and her son, Mark

## HOW POSITIVE FUTURES CHANGES LIVES

At Positive Futures, we don't work miracles. But we change people's lives dramatically for the better with our person-centred approach. Here, two women and one family tell of their experiences and what our support has meant to them.



Jean Hale

## BIG CHANGES FOR JEAN

**JEAN HALE, WHO TOLD HER STORY TO HELP WITH OUR "WHAT ABOUT ME?" CAMPAIGN (PAGE 3), DESCRIBES IN MORE DETAIL HOW WE'VE MADE A DIFFERENCE TO HER LIFE.**

"I get support twice a week from Positive Futures. My Support Worker is called Teresa. Before this I had very low self-esteem and suffered from crippling depression. To have someone come into my home to support me to maintain it, go shopping and someone to care about what I wanted and how I wanted things done was a new experience.

"I had been locked into an abusive relationship for years; one in which I had no say, no love and very little money for essentials. Teresa used to talk about a group called Positive Achievers who meet for two hours every Thursday. I felt I had nothing to offer because I wouldn't fit in and I was too unsure of myself to go. Teresa persuaded me by saying that if I didn't like it I wouldn't have to stay or go back again. One Thursday I was met off the bus and taken to the Positive Futures' office in Newry. From the minute I went

into the room I felt welcomed, cared for and valued. My depression was forgotten for the next two hours. I could be myself and I had people to talk to who understood me. I loved it then and I still do. Thursdays are special to me now.

"My confidence grew in the group because everything discussed was explained in a way I understood. No one judged me and I was accepted for being me. On Thursdays we do all sorts of things including first aid, talking about healthy eating options, sports activities and listening to guest speakers. We also have days out. My confidence started to grow when I was given the task of making the tea for the group members. We then had a six-week assertiveness course and during this time I got comfortable with speaking up for myself and giving my opinion on all sorts of topics. I then had the confidence to join Positive Futures' Advisory Board, which meets every six weeks in Lisburn. From this I progressed to attending meetings of the charity's Board of Trustees. I starred in a training video and I have applied to be on the Bamford Monitoring Group. When I look back to how I used to be, I hardly recognise myself. I still have bouts of depression but with support and knowing people care, I have learned how to cope better. Having confidence is wonderful. I have had my life changed by the faith and belief of Positive Futures' staff."

## WHAT A DIFFERENCE WE'VE MADE FOR CATRIONA

Twelve years ago, Catriona McGeeney was having a difficult time at home. Her behaviour became so challenging that her mother had to call the police after she ran away.

Today, she lives in her own home, is on the Advisory Board of Positive Futures, and has enjoyed weekends in Bundoran with other members of the Positive Achievers group in Newry.

The transformation in her life is so remarkable, it's hard to believe it's the same person.

"When I ran away," says Catriona, "the police found me not too far away from home. I was put in hospital and they gave me tablets that made me not do much. I was scared. The staff kept

asking me to do things but I didn't want to do them. After that, I went to a home in Newry that I didn't like. Eventually, mammy took me back into the house.

"Now I have my own life and I'm my own boss, thanks to Positive Futures. I live in the Fold and have my own phone and door keys. Before I met the people in Positive Futures, I had no clothes to call my own. Now, I do my own shopping and even picked out new tiles for my flat. I've taken part in dancing, archery and a half marathon. Being able to do these things has made a huge difference to me.

"I'm also learning to use a computer and I've helped to interview for new members of Positive Futures' staff."

It's evidence that when support is tailored to an individual, almost anything is possible.

"All those years ago when I was living at home, I wasn't working and I was in very bad health," says Catriona. "Now I see the doctor regularly and I look after myself. The best thing of all is that nobody tells me what to do any more. I make my own decisions with the support of the great people from Positive Futures."

## "AN UNIMAGINABLE JOURNEY"

Once, James Patton spent his time obsessively watching a single scene in Disney's Bambi cartoon. Then, his behaviour became so challenging for his parents Pam and Ronnie that he had to leave the family home in Bangor and move to Muckamore Abbey Hospital in Antrim.

Today, he lives at our Windermere Supported Living Service in Lisburn and his life has been transformed. We're not saying it was easy, but James's story shows that with attention and perseverance, almost anything is possible.

"I have to admit," says Ronnie, "that when there was talk of moving him out of Muckamore, I wasn't sure if I agreed. When he was there, it gave us a little peace of mind knowing he was safe. But we could see that very little was improving in his life. When his TV broke down in Muckamore, he got very upset. Since he's been supported by Positive Futures, it's broken down several times and it hasn't been a problem."

When James was at home, his condition – which includes autism – dictated everything the family did. His day had to be heavily structured to avoid him becoming anxious or upset. If the school bus broke down and the routine was interrupted, it became a major incident.

"He would get very upset if something was cancelled," says Ronnie, "and when the summer holidays came along, he just couldn't understand why he didn't have to go to school any more.

"These days, he's much more content. He's more patient. And he can express his choices and adapt much better to change. He still finds it difficult to have the whole family visiting together, but he's been out shopping with his Support Workers and was able to choose a t-shirt. He simply couldn't have chosen one before.

"He's also started to use an iPhone. When we saw that, we were blown away. He uses an iPad to help him tell the staff what he would like for tea. They're constantly looking ahead to help him become more independent and they're encouraging him to do more for himself.

"Since he's been supported by Positive Futures, it's made an enormous difference to us and to him. He's so settled and we're much more relaxed, knowing he's in such good hands."

At our Corporate Planning event in November 2013, Ronnie described how the family had been on "an unimaginable journey" since they came into contact with Positive Futures.



Ann, supported by our Families Matter Adult Placement Service

# SUPPORT THROUGH ILLNESS

## FLORENCE CORRY HAS PROVIDED RESPITE CARE FOR ANN FOR THE PAST TEN YEARS THROUGH OUR FAMILIES MATTER ADULT PLACEMENT SERVICE.

Ann stays with Florence and her family for a long weekend (Friday to Monday) every month.

In June 2012, Ann's health deteriorated significantly, beginning with a diagnosis of diabetes. Shortly after this she suffered a heart attack, was taken into hospital and subsequently had a pacemaker fitted. Even with Ann's sudden decline in health, Florence remained determined to continue providing respite care as before, and was prepared to undertake any necessary training to make this possible. Florence has since completed First Aid training, which covers diabetes, and feels more confident in meeting Ann's needs.

Florence, who already has a very busy life as a mother of two and working as a child minder, remains deeply committed to supporting Ann.

Adult Placement Social Worker, Julie McDowell, who has built strong and positive relationships with Florence, Ann and Ann's family, played a vital part in ensuring everyone was well supported.

Ann has made a great recovery and is keeping well. She thoroughly enjoys her weekends with Florence and is made to feel like one of the family. She enjoys shopping and going out for lunch with Florence and walking the family dogs together. Florence and Ann are active members of the Families Matter Support Group and enjoy taking part in the range of outings organised by the group.

Ann's main carer is her sister, Joanne, who greatly appreciates the care and support Florence provides for Ann. Joanne was concerned that Ann's weekend breaks with Florence might have to end due to her ill health, but is hugely grateful that they have continued. She has described the respite Florence provides as "my lifeline".

## LONG-TERM COMMITMENT

Jennifer Burtonwood came to the Families Matter Adult Placement Service in 2011. She wanted to provide a long-term placement for a foster child, Paul, who had a severe learning disability.

Paul turned 18 when they joined the scheme, and Jennifer has embraced the whole concept of Adult Placement with enormous commitment.

She has received invaluable support in the placement from her Adult Placement Social Worker, Patricia, who regularly visits and has an excellent relationship with all the family.

Paul has had to make changes in his life, leaving school and transferring to a day opportunities facility as well as managing new places, a new bus route and new friends.

The transition to day opportunities was slow and Jennifer faced many challenges in finding a suitable place.

Jennifer, Paul and other members of the family love to attend the support group and other events with Positive Futures. Jennifer has even done a spot of fundraising for us.

Jennifer's adult son Philip is now approved to provide respite sessions. He really enjoys being with Paul, and this gives Jennifer the opportunity to pursue her other interests and friendships.

She is an inspiration and it is great to see Paul thriving in this home as he moves into his adult years.

## A PLACE IN THE FAMILY

The Families Matter Adult Placement Service provides respite placements to the people we support. Some placements are simply for a couple of hours, allowing time to go shopping, to have lunch or a chat over a cup of tea. Others are longer, perhaps for an overnight stay or a weekend break. We also offer long-term placements, which provide adults with the choice to live full time with a family.

Volunteers in the Service are known as Placement Providers. Placement Providers are entitled to receive a tax-free allowance and may claim for their mileage. The allowance will not affect any other income (including any benefits) you may receive.

If you, or someone you know, would be interested in becoming a Placement Provider, please contact Liz Palmer on **028 9147 5720**.

The stories on this page illustrate what a difference Placement Providers can make.

## OPENING UP THE WAY TO INDEPENDENCE

Enabling people to take control of their own lives and to be as independent as they can is at the heart of what we do. We're constantly working out new ways of fulfilling potential. Our Supported Living Services, which operate in 8 locations across Northern Ireland, are one route to independence. But even within that, we saw a new opportunity. Here is the story of three women who were the first to benefit from it, together with Susan Armstrong's account of what Supported Living has meant to her.

# PUTTING PEOPLE AT THE CENTRE

## "THE LIFE I WANT" IS A PIONEERING PROJECT HELPING PEOPLE TO TAILOR THEIR OWN SUPPORT FOR A BETTER LIFE.

It has been introduced by Positive Futures with the help of Helen Sanderson Associates, the leading advocates of person-centred support. It has already helped hand control of their own lives back to three women in our Lakeland Supported Living Service in Fermanagh.

Positive Futures' Chief Executive, Agnes Lunny, said: "The key difference between this and any other kind of support is that it looks not just at what's important for the person, but what's important to them. What's important for them might be, for example, making sure that they're safe. But what's important to them are the things that make life worth living. It might be as ambitious as a desire to visit New York, or it might be more modest, like wanting to go to church on Sunday."

One of the three women involved in the pilot project in Fermanagh, Breege Corrigan, wanted to go to bingo. Now she attends every week with a staff member she chose to support her. Eveline Elliott has an interest in gardening. Now, she's involved in her own gardening project, again with a staff member of her choice. Davida Monaghan is looking for a placement as a volunteer and is being supported to do so.

All three women – who share a house – have been the key players in deciding what's best for them.

The process starts by bringing together a team including family members, friends, professionals and other relevant people to take part in what's known as a "Planning Live" event, which takes place over two days. It uses a number of person-centred tools to decide what's working or not working in a person's life. It then establishes what a "perfect week" would look like from that person's point of view. The final step is to use all the information gathered to provide a package of support that's just enough to enable people to fulfil their wishes and lead more independent lives. By avoiding "over-supporting" someone, it hands back control to the individual.

By empowering people to make their own decisions and by challenging our own thinking about how we can fulfil these wishes, the people we support can achieve greater choice and independence to live life as they choose.

Some examples of this include:

The three women involved being able to spend time in each other's company without staff involvement.

Davida and Breege being able to go away on a three-day break without staff support.

The project is now being expanded to include other areas where we offer our Supported Living Service. For more information, contact Jemma Ennis-Dawson, Project Manager on **028 9147 5720** or [info@positive-futures.net](mailto:info@positive-futures.net).



"Planning Live" in action



Susan Armstrong

## SUSAN'S STORY

### SUSAN ARMSTRONG IS SUPPORTED BY OUR COOKSTOWN SUPPORTED LIVING SERVICE.

"I moved into supported living in 2009 and feel it has changed my life, giving me the encouragement and support to become more independent and to make my own choices about my life.

"I am very happy in my home and I like knowing I have the support of staff if I need it.

"Over the past five years, my day to day living has really changed and I now have confidence in my own ability and in myself.

"Today, I can see how much a difference there is to my life now in supported living. I am now in complete control of my money and I do all my own banking, budgeting and recording of all my spending. I can use ATMs by myself and hardly ever need any support from staff. I keep a record of all the benefits I receive and know when I'm supposed to receive them.

"I am self-medicating with all my medication. I store it, take it when I need it and feel able to do this. I also order it on a monthly basis and collect my prescriptions when they are ready.

"I enjoy staying in my home for a while on my own. This gives me great independence and I like having the house to myself to relax. I use some electrical appliances on my own in this time and can answer the telephone.

"I have recently started to Chair my own agenda items for my House Meeting and really like doing this. This shows me what I can achieve when I put my mind to it.

"I attend all of my appointments on my own and tell staff any information they need to know. I travel on my own to these by taxi and feel happy when I do.

"I have learned how to use the cooker and prepare and cook meals from recipes. I do all my own ironing and use the washing machine, which I had never done before. I plan all my own meals and write out my shopping list on my own.

"I have also started going to exercise classes and walking up town or to my mum and dad's house on my own.

"Thinking about all of these skills I have learned over the years in supported living, I feel I am a changed person. I now have the confidence to do things on my own and with a little bit of encouragement from staff, I am always willing to try new things. I think I am very able even though I am living with a disability and supported living has taught me this. My mum and dad have also noticed a huge improvement in my independence and confidence. I am so glad I made the move to supported living and will continue to improve my independence skills and being given my own choices in my own life."

# FUNDRAISING

People have certainly used their imagination to raise funds for us. We had a skydive, marathons, competitions, a craft fair and even our Managing Director, Paul Roberts, risking ridicule by dressing as an elf! Thank you to everyone who gave up time or donated money to assist with our work. Since this report only covers the period up to April 2014, any events after that will be recognised in next year's Annual Report.

HERE ARE SOME OF THE HIGHLIGHTS.

## HERE'S TO A SUCCESSFUL YEAR AHEAD!

We hope to go from strength to strength in fundraising in 2014. We're also looking forward to setting up fundraising support groups across Northern Ireland, starting with the areas in which we operate. If you, your school, church, club, employer or friends and family would like to support us and have time to spare for fundraising, please contact us on **028 9147 5720** or email [fundraising@positive-futures.net](mailto:fundraising@positive-futures.net).

## LIVES IMPROVED BY GARDENS WITH A DIFFERENCE

A team of people in Lisburn rolled their sleeves up to create a sensory garden at our Windermere Supported Living Service in Lisburn, with the expert help of GRAHAM.

The project – much like TV's Groundforce – was completed in just a day. It was part of the Give and Gain day initiative by Business in the Community, which links companies and good causes.

Sensory gardens are designed to bring sounds, visual effects and textures into the lives of people with complex communication difficulties. The Project, at Windermere Road, contains brightly coloured flowers, textured plants, a water feature, mirrors and ornaments which emit sound. There is also a picnic table and a small area for playing golf.

Positive Futures' Managing Director Paul Roberts, who took part in the planting of the garden, said: "We couldn't have done this without the generosity of GRAHAM, who provided volunteer staff, machinery and materials. It was a fantastic example of businesses giving something back to the community."

Children at Willowbridge School in Enniskillen are also benefiting from a specially installed sensory garden.

The garden was created with the help of The Organic Centre, Rossinver and with financial assistance from the Northern Ireland Environment Agency. It was built in memory of children supported by Positive Futures and by the school who have died, including Peadar Lunny from Teemore.

The school's sensory garden includes a range of features including bird boxes, water installations and fragrant plants, all designed to appeal to the different senses and interest the children in birds and nature.

Our Chief Executive, Agnes Lunny, who spoke at the opening event, said: "We're very grateful to the school, the Northern Ireland Environment Agency and The Organic Centre for the teamwork that made this memorial sensory garden a reality. It serves not just to improve the lives of the children currently at the school, but to remember the precious children we have lost over the years."

## A FAIR DAY'S WORK

Our Bangor Family Support Service ran its first Christmas Craft Fair with special guests Lady Sylvia Hermon MP and the then Mayor of North Down, Andrew Muir. Everyone had a great day browsing the wonderful arts and crafts on offer. The event raised £818.

## FUN IN STORE

Staff at PC World in Bangor got together with Curry's and Carpetright to organise a fun day in support of Positive Futures in August 2013. Children were able to enjoy a bouncy castle, balloon modelling and other fun activities on the day. Stores at Clondeboye Retail Park also arranged a prize draw, with prizes including a top of the range Dyson vacuum cleaner, a tablet computer and a £100 carpet voucher. Thank you to all involved for helping us to raise £496.

## ELFY LIVING

Our Managing Director, Paul Roberts, threw himself into the spirit of fundraising in December 2013 by taking on a challenge to spend a week dressed as an elf. This was popular with colleagues and friends alike and has become an annual fundraiser. He carried out all his usual duties – including meeting Health Trust officials – dressed in his elfin garb and raised more than £1,500.



## RUNNING FOR FUN

Newry's Positive Achievers Group lived up to their title as they took to the streets for the annual Newry Fun Run. It certainly was a great achievement and they raised enough money to go on a group trip to Bundoran to enjoy a Country and Western weekend.

## ENSURING A POSITIVE FUTURE

Staff from Zurich's Belfast office have continued to support the building of our new Short Break Service in Belfast. This year we have received £6,009 from a sponsored cycle from Land's End to John O'Groats and a grant from the Zurich Community Trust for £2,000. The dedicated staff are committed to doing more fundraising as well as volunteering with the Crescent Supported Living Service to create a sensory room for one of the people supported by the Service.

## SUPPORT SUITS US TO A TEE!

We were excited to be chosen as Charity of the Year 2014 by the Lady Captain of Clondeboye Golf Club. The Lady Captain, Helen McConkey, also supported us by attending the launch of our "What About Me?" campaign at Bangor Town Hall. The club will be running a series of events during the year and we look forward to working with everyone involved.



## BIKE BONUS

A group of volunteers organised a sponsored "Spinathon" at the Elysium Gym in Bangor in aid of our work. Thanks to the relentless encouragement of personal trainer Jonny Aiken, participants were pushed through two hours on exercise bikes to emerge exhausted but proud of their achievement.



# HOW POSITIVE FUTURES CHANGED MY LIFE

OUR CORPORATE PLANNING EVENT IN NOVEMBER 2013 GAVE US – AND INVITED GUESTS – THE OPPORTUNITY TO HEAR AT FIRST HAND ABOUT THE DIFFERENCE WE HAVE MADE TO PEOPLE’S LIVES. MANY OF THOSE WE SUPPORT TOLD THEIR STORIES IN A MOVING AND HEARTFELT WAY. HERE, WE LOOK AT A SMALL SELECTION.

## INVALUABLE SUPPORT

Brendan McCaughey and his son Gerard are supported by our Short Break Service in north Belfast. He said: “Gerard has behaviour issues, which can be hard to deal with sometimes. He’s been supported by the Service for more than 10 years now, and goes in for a couple of days’ respite every three or four weeks.

“This is invaluable because it gives me a break and enables me to do the things I normally don’t get the chance to do.

“The last couple of years have been very difficult for us because my wife became

very ill and sadly she passed away in 2012. Bernice and the rest of the staff at the Short Break Service were very supportive during this difficult time. They provided us with extra respite for Gerard and talked him through what was happening to his mum.

“We’ll never be able to put into words how much this help and support meant to us. I really don’t know what I would do without the Service. The staff are so good to Gerard and it’s a reassurance for me that he’s being well looked after.”

## TRULY BETTER TOGETHER

Gary Wray is a mentor with our Better Together Project, which brings together young adults with a learning disability and other young adults who volunteer to help them follow their interests. Each participant is matched with a mentor who supports the young person for one to two years.

He said: “When I first met Gerard Paul, he was very withdrawn from social activities and it proved challenging to form a relationship with him. He missed a lot of sessions but I did my best to be the motivator. As time went on, he felt more relaxed and opened up to me. He was looking for answers to how he could change the way he did things. He listened to advice and grew into a more outgoing person.

“I knew some of this was hard for Gerard Paul, and it took a lot of encouragement and support to help him confront his fears, recognising that many of the issues being discussed were affecting his life at the time. Through the support of the Project, Gerard Paul continued to engage, determined to complete the sessions despite the personal challenges he faced. As the weeks went on he became increasingly outspoken and the voice of the young people in the group.

“His life gradually took a turn for the better and he spent less time at home, instead going out for walks with his dog and getting involved in other aspects of Positive Futures’ work.

“He took on voluntary work, which he thoroughly enjoys. It has given him increased self-esteem.

“I can honestly say that my involvement in the Better Together Project has been life-changing for both of us.”

In September 2013, Gerard Paul accompanied the Project Manager and our Chief Executive on a trip to London to make a presentation to St James’s Place Foundation about the work of the Project. We were absolutely over the moon when the Project was then successful in receiving a grant of £80,000 from the Foundation. Since then, Gerard Paul’s time with the Project has ended but his life continues to improve. He has moved out of the accommodation for the homeless where he was living and now has his own home through the Housing Executive. Earlier this year he also became engaged to the mother of his little girl and organised the engagement party for their friends and family. He is a hands-on dad, often looking after his little girl when his fiancée is at work as a hairdresser.

## NEW FRIENDS

Liadhan Gilroy is from Lisnaskea and is supported by our Lakeland Family Support Service.

“I joined Positive Futures in 2012. I love the Transitions Group. It has allowed me to make new friends that aren’t from school or my family.

“I have learned many new skills such as cookery. I know now how to make beef burgers and buns, which I love to eat. I have been doing a road safety programme with the group. I have learned how to cross a road properly. I have learned how to make phone calls from a phone box, in case I ever need to use one.

“I also took part in this year’s Summer Scheme. We did Cook It, Arts and Crafts and jewellery making. We also did Zumba dancing and I really enjoyed it!

“During the summer we also went on a summer trip to Clip and Climb and played crazy golf in Dundonald. I really enjoyed this.

“I recently completed my Bronze Duke of Edinburgh Award and hope to complete my Silver Duke of Edinburgh next year with Positive Futures.

“We get to do really cool things in Positive Futures like going to the cinema and bowling. We went to the Tayto factory and got to see how the crisps were made.

“I hope to finish school and to have a job in the future, and I would love to work with horses. I really love going to Positive Futures. It has helped me make new friends as well as learn new skills and take part in really fun activities.

“I’m so glad to be a part of Positive Futures and the Transitions Group. I love going every week.”

## “THE FIRST TIME ANYONE BROUGHT HOPE TO MY DOOR”

Rosemary McCrudden credits Positive Futures with releasing her and her son Oisín from “a prison without bars”. Before we came along, she and Oisín – who has Down’s Syndrome – were confined to the house with limited interaction with the world outside. Sadly, now that he is over 18, Oisín has moved on from Positive Futures and into adult Health and Social Services.

Rosemary, who asked to talk about life without Positive Futures, started her presentation with a period of silence to illustrate how much she and Oisín have lost.

She continued: “It’s basically as if we’re grieving. Oisín’s world has been turned upside down. He’s going through sheer frustration and distress.

“Before Positive Futures came along, I never trusted anyone because we were constantly let down by the system. But Positive Futures did everything they said they were going to do – and much more.

“To the powers that be, I say: ‘Please provide the funding so that my son can get his life back.’ I’m housebound again. My world, too, has been turned upside down.

“Positive Futures was my outlet, my sounding board and my strength. As I say, it was the first time in my life I ever trusted anyone, had faith in anyone or anyone ever brought hope to my door.

“Positive Futures had a big impact on my life, Oisín’s life, his brother’s life and the lives of his sisters. Oisín came on with his communication skills, his social skills, his interaction skills, his arts and his crafts. He developed a very strong social life.

“Today he has no interaction and no social life. If anyone is listening to me, as the parent of a child with a disability, please help fund support for people of Oisín’s age group and give our kids their lives back.”



Rosemary McCrudden and son, Oisín

# MAKING A DIFFERENCE – ONE DAY AT A TIME

## IF YOU'VE EVER WONDERED WHAT A DIFFERENCE VOLUNTEERING CAN MAKE TO SOMEONE'S LIFE, HAVE A LOOK AT THE STORY OF DAVID AND MARK.

Mark Murphy is in his late 20s but, because of his autism, struggled to do many of the things much younger people take for granted. David Allen is also in his 20s and has been supporting Mark since early 2013. Thanks to the Big Lottery funded Better Futures Project, things have changed dramatically.

Mark's mum Barbara said: "It has meant a lot to us to know that, with David's support, he has been able for the first time to go into town with someone of his own age, enjoy shopping and learn to use his mobile phone without us having to be with him. This has not been possible before."

Mark had already been used to catching the bus to go to work in Lisburn, but always needed some extra motivation to do so on a day off. Now, he travels regularly to meet David and go shopping, gaining independence at the same time. Similarly, he is now using his mobile phone – a Christmas gift that he previously showed little interest in. And he has started spending his own money.

But the benefit is not all one-way. David says he is benefiting from volunteering with Mark's family and is enjoying making a difference in Mark's life. He also feels pleased with the support he receives from Positive Futures and values being part of a team.

With David's support, Mark travelled to the Transport Museum in Cultra to a vintage bus fair. It was something he had never done before without his parents having to be there.

If you think you could make a difference to someone's life, check out the volunteering section of our website and give us a call.



David and Mark



Ashleigh Smyth

# EVERYONE'S A WINNER

## HERE'S A GREAT EXAMPLE OF HOW OUR SERVICES BENEFIT NOT JUST THOSE WHO DEPEND ON OUR SUPPORT, BUT THE WHOLE COMMUNITY AS WELL.

Gemma Baxter, Sophie Peden, Ashleigh Smyth (pictured) and Sharon Drake were involved with an outreach project in Ballywalter while volunteering with our Bangor Family Support Service. It was such a success for the young people they supported that three of them are now attending the mainstream youth club there.

And that's not all.

On trips to the beach or local play park, the young people were able to interact with others from the area and form friendships. This is often the first step on the road to being fully accepted as a valued member of the community. It may sound simple, but society's attitudes mean that there can be many barriers to break down.

For their part, Gemma, Sophie, Ashleigh and Sharon discovered the real rewards of volunteering. They also organised a baking sale, assisted by their friend Chloe Mitchell, at their school, Glastry College. They raised £260, which was presented to Julia Sloan, of Bangor Family Support Service.

Said Ashleigh: "Becoming a volunteer with Positive Futures was one of the best decisions I have ever made. Working so closely with the children, watching their development, is truly inspiring and it

encourages me to help in whatever way I can to allow them to develop further."

Gemma added: "I couldn't think of a more rewarding, enjoyable way to help in my own local community."

For Sharon: "Volunteering with the children has helped both the children and us to gain more confidence. We have had great fun getting to know them and doing creative, energetic and technological activities."

Sophie summed it up like this:

"Volunteering with Positive Futures is a very rewarding experience. It helps in the improvement of many skills and qualities that are needed in today's society."

With Positive Futures, everyone's a winner!

## LIFE-CHANGING EXPERIENCE

Maeve Duffy volunteered with our Better Together Project, which supports young adults aged 18-25 with a learning disability who are also at risk of social exclusion or involvement in anti-social behaviour. Those taking part undergo a Mentoring Vulnerable Adults course. Maeve's story proves that our work doesn't just change the lives of those we support.

"I was introduced to Positive Futures at a recruitment event during Freshers' Week at Queen's University. I was interested in working with older people, because my previous volunteering experience had always involved working with children.

"I met Declan at the start of summer 2012 with my mentor partner. It was a nervous time for all of us, as any new meeting can be. However, we hit it off straight away and it was amazing how much we all had in common. Every week that we were available we would meet up to cook or bake, go to the cinema or museum, or just simply hang out at a coffee shop. We all got to know each other really well.

"Declan is very polite and well-mannered - more so than a lot of people I know. He has learned to open up and engage in good conversation, even with those he does not know so well. One example is when we visited the Christmas market. We struck up a conversation with the security guard, who kept coming back to talk to Declan about his food tastes. It was just lovely to watch him interact and enjoy himself and to realise that he can be great around people.

"It has been rewarding to see that Declan has become very good at dealing with challenging situations, such as learning to ignore someone who is annoying or irritating him.

"Declan remembers everything you tell him, which means a lot. He even recalls things we talked about at our very first meeting. He is getting really good at taking turns and is much more patient when we work in the kitchen.

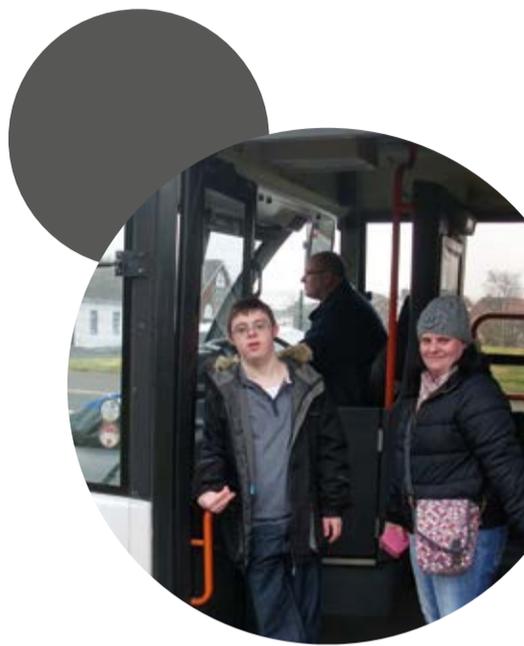
"Our time with Declan gives him the opportunity to develop his skills and learn. My mentoring partner and I can see how much he benefits from getting out of the house and being involved in social situations where he can enjoy new experiences and meet new people. He has come a long way and we are confident he will continue to make progress.

"But he is not the only one to benefit. I have learned so much and never thought I would have come such a long way since our first meeting, but I definitely have."

# DREAMS AND ACHIEVEMENTS

IN MUCH OF THIS REPORT, WE'VE TALKED ABOUT HOW WE TRANSFORM PEOPLE'S LIVES. BUT SUPPORTING THEM TO REALISE THEIR DREAMS AND AMBITIONS IS JUST AS IMPORTANT.

BEING ABLE TO USE PUBLIC TRANSPORT CAN BRING NEW FREEDOM AND INDEPENDENCE. WINNING AN AWARD CAN BE A HUGE BOOST TO SELF-CONFIDENCE. HERE ARE JUST A FEW OF THE DREAMS AND ACHIEVEMENTS WE'VE BEEN DELIGHTED TO SHARE IN.



## JUST THE TICKET!

To most people, using public transport is an everyday occurrence. But if you have a learning disability, it can be a daunting experience to read timetables, keep safe and manage your money.

That's why our Bangor Family Support Service has been providing travel training with the help of Jill Hunter of Volunteer Now's Transport Buddy Scheme.

One of the people for whom it's made a difference is Adam Maul. Adam is pictured here with his volunteer, Stacey Campbell. Others involved in travel training placements with our young people are Fiona Whinnery and Heather Cummings. Thank you to all of those involved. Adam's mum says: "It came at just the right time for Adam with going to college in Newtownards and wanting to gain a bit of independence. As well as using public transport, he is getting better at understanding money, too. His confidence has really grown. It has been brilliant!"

## GOING FOR GOLD

Eight young people with a learning disability, from Fermanagh, faced more than the usual challenges when they undertook their Gold Duke of Edinburgh Award.

But they did it – and received their well-earned honours from Prince Philip in person at Hillsborough Castle.

John Swift, Mary Lynch, Sarah Keith, Mark-Joseph McCaffrey, Shaun Lynam, Colm Rowntree, Darragh Cassidy and James Quigley were supported by our Lakeland Family Support Service.

Their programme for the award included a stay of several nights in the Mourne Mountains. While achieving their earlier Bronze awards, the camping element was the first time some of the young people had spent a night away from home.

The Project Coordinator of the Lakeland Family Support Service, Diane Coulter, said: "Taking part in the Duke of Edinburgh scheme, without any special concessions to take account of their disabilities, provided these young people with the opportunity to learn new skills like cooking, working in local businesses and helping neighbours with gardening." All completed the award within 18 months.



## FLIGHT OF FANCY

In 2013, Gerald O'Neill took the controls on a helicopter flight to celebrate his 40th birthday. This is his account of the experience, told with support from his Support Worker.

"What a day for a helicopter ride! Blue skies and the sun splitting the trees.

"Early morning start to get over to Newtownards airfield. I was so excited just to get going. We were briefed on health and safety while on the helicopter. I couldn't believe that I was actually going to be able to fly it myself.

"So up and away we went, into the sky. We went over the Mourne Mountains and headed back up along the coast where I got to take full grip of the helicopter's control. I was a little nervous at the start but it was easy peasy to a plane expert like me.

"On our way back we had to contact air control to see if we could fly over Bangor. We were given the okay, I waved at Bangor and we also flew over my house, which I thought was fantastic. I then sat back and enjoyed the view until we landed back at Newtownards.

"I thought it was a fantastic experience and another one to tick off the list. What a way to celebrate my 40th. What next – skydiving?"



## NEW YORK ADVENTURE

Nauman Hassan, who is supported by our Lakeland Supported Living Service in Fermanagh, had dreamed for years of visiting New York.

Nauman was born in Pakistan but moved to Northern Ireland with his family when he was a young child. Many of his extended family also left Pakistan at this time but moved to the USA to set up home. He always hoped he could travel to the Big Apple to visit them - and with a lot of saving and the support of the staff team in Lakeland, that's exactly what he did!

In March 2014, Nauman, travelling with Support Worker Liam Greaves, had the opportunity to not only see his beloved family but also take in the sights and enjoy life in one of the busiest cities in America.

During his trip, Nauman enjoyed catching up with his family over delicious meals and eating traditional pancake stacks in real American diners. His uncle took him on a tour of the city, visiting the Empire State Building, the Rockefeller Centre and Times Square, as well as taking the ferry out past the Statue of Liberty at sunset – an unforgettable experience!

Another memorable experience was visiting Madame Tussauds, where he was grabbed by an animated King Kong and carried to the top of a building. Luckily there was an action hero nearby who saved the day!

Nauman's five days in New York passed by in a whirlwind, making memories that he will treasure forever. After one last meal with his family, Nauman was on the plane heading home.

Nauman's story just goes to show that with the right support, dreams really do come true.

## DEAN'S AMAZING ACHIEVEMENT

Dean Milne from Bangor was named Volunteer of the Year for supporting other people after a remarkable journey from being supported himself by Positive Futures.

Dean was recognised in the Credit Union Young People's Awards. He was nominated by our Bangor Family Support Service for his special contribution over the past two years.

Dean, who has Asperger Syndrome, was once helped by the Service to develop his own social skills. When he left at the age of 19, he was keen to give something back. He felt he had a special connection with the young people being supported by the Service.

Positive Futures' Chief Executive Agnes Lunny said: "Volunteering has enabled Dean to go from strength to strength, growing in confidence all the time. He is always willing to help and often steps in at very short notice when needed. Dean shows genuine caring for the young people we support and a level of understanding that they can feel and respond to. He is a key member of our team and we are so proud of his well-deserved achievement in winning this award."

Dean is pictured with Megan Singh and Tara Rooney of Newington Credit Union and Liam McCullagh, chairperson of Chapter 3, Irish League of Credit Unions.



## POSITIVE FUTURES: WHO'S WHO

President ..... Alan Kendall MBE

### BOARD OF TRUSTEES

Chair ..... David McMillen  
 Vice Chair ..... Helen Mark  
 Treasurer ..... Peter Shaw  
 Board members ..... Mary Bryce  
 Mike Keating  
 Michael May  
 Karen Pearson  
 Paul Ryan  
 Miriam Somerville  
 Laurence Taggart

### SENIOR LEADERSHIP TEAM

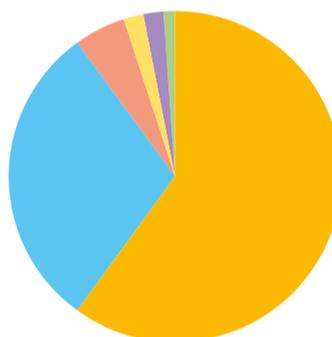
Chief Executive ..... Agnes Lunny OBE  
 Managing Director ..... Paul Roberts  
 Operations Director ..... Gillian Allen  
 Senior Manager: ..... Pauline Ferguson  
 Operations  
 Human Resources ..... Julie Monahan  
 Director  
 Finance Director ..... Liam Dorrian  
 Operations Managers ..... Joanne Corcoran  
 Nicola McCann



Meet our Senior Team: Agnes Lunny, Paul Roberts, Gillian Allen, Liam Dorrian & Julie Monahan

### 2013 INCOMING RESOURCES

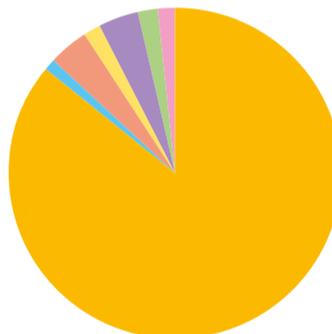
TOTAL:  
£6,865,420



- Health Board and Trust income **60%** £4,120,831
- Supporting People income **30%** £2,038,149
- Income from the people we support **5%** £374,460
- Staff and training grants **2%** £132,650
- Other fees and grants **2%** £161,522
- Gifts and other income **1%** £37,808

### 2013 RESOURCES EXPENDED

TOTAL:  
£6,824,422



- THE COMPANY ALLOCATES ITS COSTS BETWEEN RESTRICTED AND UNRESTRICTED EXPENDITURE AS FOLLOWS:
- Staff costs **86%** £5,864,378
  - ICT costs **1%** £95,485
  - Travel, subsistence and volunteers' expenses **4%** £243,007
  - Training costs **1.5%** £107,753
  - Premises and insurance costs **4%** £269,062
  - Administration and other support costs **2%** £136,999
  - Depreciation **1.5%** £107,738

## JOIN US ON TWITTER & FACEBOOK

Mention us to your friends – the more followers we have on social media, the more we can spread the word about the services we offer for the people we support.

If you have a Twitter account, you can follow us @PFTweets or find us at <https://twitter.com/PFTweets>.

Our Managing Director, Paul Roberts, also tweets about our work. Follow him @PFMDtweets or find him at <https://twitter.com/PFMDtweets>.

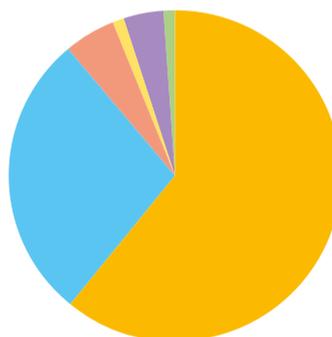
Find us on Facebook, too: [www.facebook.com/positivefutures95](http://www.facebook.com/positivefutures95)

Email: [info@positive-futures.net](mailto:info@positive-futures.net)

Web: [www.positive-futures.net](http://www.positive-futures.net)

### 2014 INCOMING RESOURCES

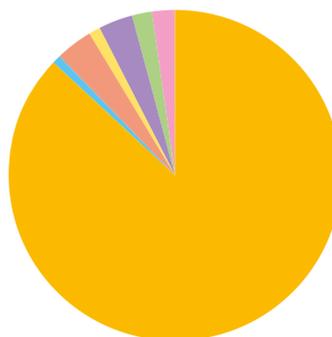
TOTAL:  
£7,192,713



- Health Board and Trust income **61%** £4,365,846
- Supporting People income **28%** £2,038,811
- Income from the people we support **5%** £374,512
- Staff and training grants **1%** £80,876
- Other fees and grants **4%** £291,412
- Gifts and other income **1%** £41,256

### 2014 RESOURCES EXPENDED

TOTAL:  
£7,092,193



- THE COMPANY ALLOCATES ITS COSTS BETWEEN RESTRICTED AND UNRESTRICTED EXPENDITURE AS FOLLOWS:
- Staff costs **87%** £6,183,707
  - ICT costs **1%** £71,844
  - Travel, subsistence and volunteers' expenses **3.5%** £241,843
  - Training costs **1%** £104,601
  - Premises and insurance costs **3.5%** £244,252
  - Administration and other support costs **2%** £135,228
  - Depreciation **2%** £110,718