

ABERDEEN CITY COUNCIL

ALEO – ANNUAL REPORT

ORGANISATION:	Bon Accord Care
REPORT COMPLETED BY:	Pamela Mackenzie, Managing Director
DATE:	20 th September 2023

SECTION 1 - Outcomes and outputs

Please provide a qualitative summary of outcomes, outputs, activities undertaken and progress made to date:

I am delighted to be introducing the BAC Annual Report 22/23. I feel extremely privileged to continue leading such a valuable and dedicated care provider.

I continue to have nothing but the utmost admiration for the dedication and commitment of our staff. Their passion and drive to do the very best for the people we support is evident. We recognise the intense pressures our staff have been under over the last few years whilst they deliver the best possible care for the people we support and their families.

The Bon Accord Care Board and I have given a commitment to the organisation to support a positive, vibrant and inclusive culture where staff can feel valued and engaged as part of an exciting forward-thinking organisation.

Throughout this report we will take the opportunity to showcase and celebrate the diversity of services we provide and our achievements throughout this year.

Strategic Plan

Bon Accord Care launched our new Strategic Plan for 2023 to 2026 in March 2023. In preparation for this, we have been focused on our culture, vision and values to help us visualise, and bring to reality, what Bon Accord Care at its best looks and feels like. We have also been working on our governance and performance management arrangements, which will provide robust oversight and assurance that we continue to provide the highest quality of care to the people we support, whilst operating efficiently and effectively, demonstrating value for money for our commissioners and the citizens of Aberdeen.

Whilst acknowledging the current challenges for Bon Accord Care and the wider Health and Social Care sector, I remain optimistic that there are great opportunities to grow and develop as a key partner and expert provider in the delivery of services across the city. We have worked closely with ACC and ACHSCP to develop innovative solutions to flow and demand across the city, including the exciting intermediate care facility at Rosewell House, the newly commissioned intermediate Care at Home service and the increased capacity of our reablement model.

The Aberdeen City Health and Social Care Partnership Strategic/Delivery plan 2022 – 2025, tells us that the number of people aged 75 and over, living in Aberdeen city, is anticipated to increase by 28.2% by 2033. In addition, unmet needs for social care increased by 75% between April 2021 and April 2022. With these statistics in mind, it is clear that demands upon health and social care services are increasing. We need to think creatively about how we can be responsive, flexible and innovative to meet future demands.

At Bon Accord Care, we focus on an integrated approach to re-enablement and prevention throughout our services encouraging the people we support to maximise independence, whilst promoting healthy lives.

This strategic plan is ambitious, with a strong sense of community engagement, putting the people we support at the heart of everything we do, and we look forward to working with our partners and staff to bring our plans to life.

Over the next three years, our approach to delivering our strategy will be measured and proactive. In collaboration with ACHSCP, progress will be monitored quarterly. Together, we will review and update this strategic plan on a yearly basis, to ensure we are responsive to the needs of those we support and those we are working with. We will continue to develop ways in which we can best hear their voices now and in the future.

This strategic plan outlines the aims and target areas for Bon Accord Care over the next three years. At the heart of this strategy is engagement with the people we support and wider communities. They have helped us to develop this strategy along with engagement from staff across our organisation, and our external health and social care partner organisations. We focus on a central theme of ‘making a difference’ in the lives of people we support and work with, encompassing our values and behaviours in order to achieve our four strategic aims:

- Caring
- Enabling independence
- Workforce
- Healthy lives

These strategic aims and the target areas are aligned to the ACHSCP Strategic Plan and build on the positive work and learnings from the last five years. They ensure that we remain focus on the task in hand, to ‘make a difference’ for the people we support, their families and unpaid carers, and for the people we work with when delivering person-centred health and social care services.

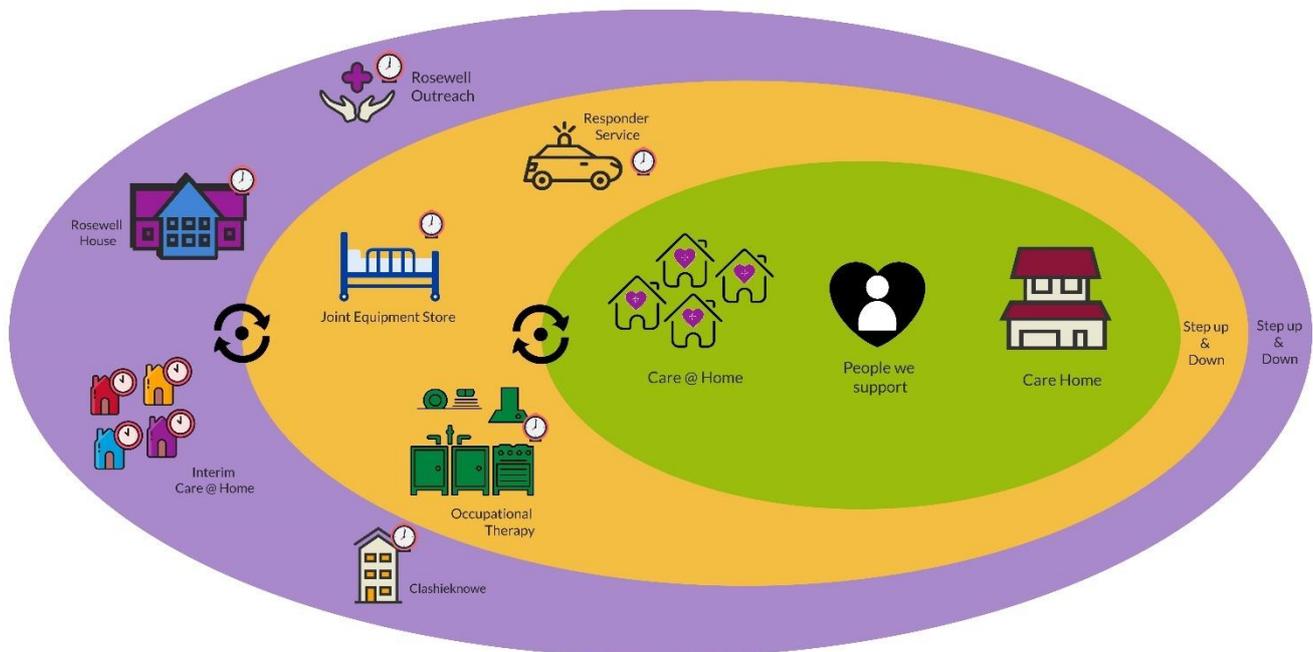


Our Strategic Plan on a Page highlights key enabling priorities in the purple centre area. Our determination to make a difference in the lives of the people we support and those of their families and unpaid carers, along with our collaborative partnerships were key drivers in helping us identify our strategic aims.

Our care and support services are aimed at prevention and early intervention to enable independence, reduce hospital admissions, and promote active ageing and wellbeing.

We adopt a reablement approach to support people across all of our services, working collaboratively with our key partners, Aberdeen City Council and ACHSCP. Together, we will continually align our joint priorities to meet the agreed outcomes of those we support.

We offer services on a continuous basis (**Green Zone**) and these help people to maintain health and wellbeing at home. Whilst our intermediate support services, first level (**Yellow Zone**) and second zone (**Purple Zone**)



This year we have worked hard to improve the services for those who use them and those who care for them. We continue to embed robust clinical governance structures, including a core Clinical audit programme. Working groups have also been established on key areas of Clinical Risk; Falls Prevention, Medication Management and Stress, and Distress, in order to embed best practice and shared learning. We have introduced Quality Assurance groups across services, to demonstrate continuous and measurable improvement of the quality of services provided, through review of governance, performance and internal control systems supporting the delivery of safe high-quality person-centred care. We will be taking appropriate actions to improve data quality through increased awareness of the importance of recording, and implementation of integrated quality and improvement reporting.

Making a Difference, Every Day



Last year we commissioned an external organisation, Animate, to support the review and development of our new Vision and Values and Behavioural Framework to underpin the development of our strategy and three-year

delivery plan. We worked across the organisation with numerous staff members and teams as well as consulting the people we support for this work.

We have recently completed the latest milestone - the vision and values being finalised - and will now work to embed these within our workforce.

Mission: To make a positive difference to the people we support through a caring and collaborative approach promoting healthy lives and enabling independence.

Vision: Inspiring people to work together to enable others and create positive and meaningful everyday experiences.

Values:

Always **Respectful** - we are compassionate, caring, and considerate to everyone we interact with.

Working with **Integrity** - we commit to be open and honest.

Thriving on **Accountability** - We believe taking responsibility empowers people to continuously develop and perform at their best.

Driven by **Teamwork** - we work collaboratively throughout the organisation and with our key partners to achieve the best outcomes for the people we support and each other.

Awards and Accreditations

Bon Accord Care continue to strive to deliver the best of care through working towards and achieving key accreditations. We continue to support those who have served in the armed forces through our Armed Forces Covenant Award (Silver Level) as well as maintaining our Mindful Employer Award and Healthy Working Lives (Gold Level) award.

We have also achieved:

- Quality Standards Framework accreditation for our telecare service for the second year running whilst our Joint Equipment Stores achieved it for the first time.
- The Young Persons Guarantee award
- Investors In People Silver award
- Disability Confident employer

Performance indicators:

This is the quantitative progress you have made in meeting targets over the year . These were agreed in your business plan / development plan and should be confirmed in your first quarterly meeting with your Lead Officer
PLEASE DO NOT CHANGE THE BASELINE OR TARGET FIGURES.

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Please complete all boxes			
INDICATOR		TARGET 22-23	ACHIEVED 22-23
Financial Savings		£1.5m	£1.4m
<p>Compliments versus Complaints (April 2022 - September 2023)</p> <p>Complaints are handled in line with company procedure which is aligned to the Scottish Public Ombudsman Service (SPSO) complaint handling best practice. All feedback is welcomed and is received direct from service users and their families and from third parties, Care Management, MP/MSP and Councillors and the Care Inspectorate.</p> <p>Compliments total was 182, which was a slight decrease versus the previous year with the highest received in January to March 2023 (Q4) with the majority pertaining to Provision of Care of the service users and from their families wishing to thank us for support given across various areas of the business.</p> <p>Formally investigated complaints in comparison to compliments received still remain relatively low in relation to the number of service users supported. 25 in total for the period which is lower than last year. In Q4 there is a reduction in Stage 2 complaints compared to the previous quarters. There was an increase in the number of complaints upheld linked to provision of care, which could be attributed to the challenges faced by recruitment, training, and retention of staff in services.</p> <p>Complaints received directly to BAC: 3 Not Upheld, and 21 upheld.</p> <p>Complaints received through the Care Inspectorate: (1) 1- Outcome not Received.</p> <p>*The SPSO has removed partially upheld from best practice with effect from 01/04/2021.</p>		N/A	<p>182 Compliments</p> <p>Versus</p> <p>25 Complaints</p>
Mandatory training for all staff		85%	85%
Delayed discharge – tenants will be home within 24 hours of being classed as fit for discharge		100%	90%
There were reduced inspections over the timeframe with CI concentrating on COVID response within the care homes in 2020 and continued into 2021-2022. This was in conjunction with Care Home Assurance visits carried out by ACHSCP.		Maintain grades and aspire to Grade 5	Average Grade 3.8

Care inspectorate Inspections have resumed and returned to normal regularity.			
Clashieknowe Overall Grade 5	01/06/2022		
Balnagask House Overall Grade 3	19/04/2022		
Kingswells Care Home Overall Grade 3	22/07/2022		
CAH 1 Overall Grade 3	20/12/2022		
Fergus House Overall Grade 5	09/01/2023		
CAH 1 Overall Re-Inspection-as previous	08/06/2023		
Care Inspectorate Grades – Alternative care and short breaks. Clashieknowe received Grade 5 in July 2022			
Care Inspectorate Grades – non-residential services / Responder – no inspections in timeframe.			
Telecare and community alarm – response to high priority referrals within two working days		90%	100%
Telecare and community alarm – response to medium term referrals within five working days		90%	100%
Joint Community Equipment Store Deliveries have been made within 1 day of order, ensuring people are receiving their equipment more quickly		N/A	10% YoY increase in deliveries made

If you have not met the targets set please give any reasons or explanation for this:

All set targets have been achieved except for the following:

- Financial Savings. A significant level of financial savings was required in respect of FY22/23 due to the impact of the FY22/23 COSLA agreed pay award. BAC were largely successful in delivering the £1.5m required but £0.1m was utilised from existing reserves to fund the target.
- Delayed discharges. This is due to hospital readmissions. Bon Accord Care have always had capacity to welcome tenants home and have therefore not been responsible for any delayed discharges .

Please provide a summary of particular successes or case studies:

Bon Accord Care Help Ukrainian Refugees Gain Accreditation



Our Learning and Development Team were privileged to have the opportunity to help Ukrainian refugees gain a UK approved qualification to enable them to teach classes to primary school children.

12 refugees came to our Learning Hub, and with the help of a Ukrainian translator, they gained their CPD certificate in Basic Life Support. Being qualified teachers, they are delighted to be able to put their skills into use here in Aberdeen.

Fergus House Scores High

We were delighted to announce that our Fergus House service received a high-scoring inspection report from the Care Inspectorate at the start of 2023. The report scored us with a mixture of 5 and 6 grades, which are the two highest possible, and can be viewed in full on the Care Inspectorate website.

The report mentioned: "People's wellbeing was supported exceptionally well and the compassionate care was excellent. The atmosphere in the home was calm and caring, with support which was centred on individual needs and led by the person. The culture was that everyone, staff and residents, treated each other with dignity and respect."

Further feedback stated: "The attention to activities in the home was excellent and ensured that people had a range of meaningful contacts within and out with the service."

Learning and Development

In 2023, we revamped our induction to include six days of training, that has been tailored to support a new member of staff start their new role with as much knowledge as possible to excel.

The format of the new induction is:

Day 1: An introduction to Bon Accord Care; Basic Life Support practical

Day 2: An introduction to the H&SC Standards; Dementia informed; Personal care practical

Day 3: Moving and handling practical

Day 4: An introduction to administering medication

Day 5: Case recording

Day 6: Outcome-focused support planning

The feedback from staff is that they feel welcomed into the company, and they have the confidence they need to commence their new role within their service.

Occupational Therapy Case Study 1

Mrs Anderson, who had respiratory and orthopaedic issues, was referred to the occupational therapy department because of the difficulty she had bathing. On assessment, she was also identified as having difficulty climbing the internal stairs within her home. As a result, she was attempting to reduce the number of times she climbed the stairs to use her upstairs toilet by reducing her fluid intake.

A shower board, grab rail and floor-to-ceiling pole were installed to improve her safety when exiting the bath and to prevent her needing to use a sink for support. A stairlift was also installed which vastly and immediately improved her ability to mobilise around her home. She is now safe and independent in her own home and does not require assistance from carers or family for her personal care.

The family fed back: "The standard of service has been excellent from start to finish. The adjustments made and the equipment provided have had such a positive impact on my mum's quality of life. They have also provided my brother and I with re-assurance in terms of improved safety measures now in place. My mum has been overwhelmed by the excellent service which has been provided."

Occupational Therapy Case Study 2

Mr Miller was referred by physiotherapy due to back pain and some orthopaedic issues which were affecting his ability to carry out some of his ADLs. During the initial telephone conversation, he stated he was a hoarder and was "ashamed" of his home. The Occupational Therapist Assistant (OTA) reassured him that there would be no judgement and that they would work together to come to the best solution. Mr Miller then agreed to the initial assessment.

The role of the Occupational Therapist Assistant was explained and then the assessment was carried out. The assessment is still ongoing, but some needs were identified, and the OTA is to contact his Registered Social Landlord (RSL).

The OTA explained that the line manager/senior would need to approve equipment and that contact would be made with Mr Miller in due course once there was an outcome.

Mr Miller said, "I was dreading this visit as I am ashamed of my home and how I live, but you have made this an easy experience and I thank you for your kindness and understanding."

Interim Care at Home Case Study

Jean is an 87-year-old lady who lives alone in a block of flats. She is a very independent lady who enjoys an active lifestyle including gardening and walking and was the main carer for her son before his move to an independent living service.

In recent months Jean had found some activities more difficult and her cousin and his wife had been supporting her with some shopping, food preparation and access to social events. Jean had also been finding attending to personal care more difficult so social work had been contacted to explore what care could be arranged to support her.

Jean had some worries in relation to her health and had made the decision not to have any further investigations or treatments. Her sister had sadly passed away in her 50's and felt that her current health concerns were possibly a similar condition.

Jean was anxious at the prospect of receiving support but had met with the Bon Accord Care (BAC) Reablement Facilitator (RF) and together they had agreed a plan to support Jean in regaining some of her independence. A couple of days after support had commenced, Jean contacted the team to ask that the care was cancelled.

The RF arranged with Jean to visit and discuss the support, seeking to understand why Jean had asked to cancel. Jean expressed that she was anxious around the visits, she felt that four times a day was too much and that some of the timings and access arrangements were not working for her. Together, Jean and the RF revised the plan of support to visits each morning and night-time. They also agreed that initially the visits would be focused around Jean and the care staff getting to know each other build trust and explore what enablement is and how it can help Jean to regain some independence.

After two weeks the RF visited again to see how Jean was now feeling about the support. Jean was much happier and was working with the staff on personal care and kitchen tasks to regain independence. The RF agreed with Jean that some referrals to Physiotherapy and Occupational Therapy would be of benefit and this resulted in some equipment and exercises being identified and put in place.

The support continued and after 36 days the RF arranged to visit with Jean and review how things were. Jean seemed much brighter and confident during this visit and was excited to show the RF how life had improved for her. She felt that she was back to being independent and that the support was no longer required. Jean was very complimentary about the service and the approach of staff working with her in a person-centred way to achieve her goals. Jean's package of care was discontinued and the care management team was updated with the outcome.

Enablement Case Study

In mid-2022, Bon Accord Care joined a project team of representatives from the Granite Care Consortium, working together with PFI Scottish Care to embark on an enablement test of change project. The aim of the project is to demonstrate the impact of an enablement approach, while evidencing progress towards the achievement of outcomes through a centralised care planning and management tool. Three GCC providers were selected to take part in the pilot project, they are Specialist Resource Solutions (SRS), VSA, and Inspire – representing a cross-section across client groups.

Scottish Care had previously received funding from the Change Fund to develop an enablement model in independent and third sector organisations. The project provided staff with training and support across care homes, care at home services, supported housing and community projects which produced an increase in outcome focused care for Older Adults. The approach demonstrated brought effective changes in practice and in services. By repeating this test of change project across all adult services (including mental health, learning disabilities and physical disabilities) it is anticipated this will further demonstrate the advantages of outcomes focused care.

'Enablement Essentials' introductory training for staff was provided by PFI Scottish Care while BAC's Reablement Facilitators provided ongoing support and assessment of staff participating in the project.

Additionally, BAC played an integral role in the Enablement project team by contributing to establishment of the key Standard Operating Procedures and delivery of the project plan.

Phase 2 of this test is expected to end in November 2023 with the final report expected to be available in January 2024 which will be presented to Aberdeen Health and Social Care Partnership.

Telecare Case Study

Objective

Service User has a diagnosis of schizophrenia and has episodes of sleepwalking resulting in him leaving his home. He has previously been found by police in a confused state, unable to identify himself and was taken to a place of safety.

There was a request to install equipment that would waken client before he left his home and to alert if he walked out.

Solution

A floor pressure mat was placed inside the front door of the property connected to a transmitter and a door switch which both activated a voice alert, along with flashing strobe and audible alert inside the front door. A property exit sensor was also installed at the front door which sent an alert via an alarm to the Control Centre.

Additional Information

The service user does not have a landline telephone, so a GSM unit was installed for communication with the Control Centre. Along with the property exit sensor, he also has a neck worn trigger to activate the alarm if he required assistance within his home. As he does not have anyone to respond to an alarm activation, our Responder Service will respond to an alarm activation. The relevant paperwork regarding the "Herbert Protocol" has been completed and along with a photograph of the client. This is displayed in his home.

The service user has a key safe installed at his flat door, however a communal door fob for the building is stored within services safe, allowing the responder to gain entry to the multi storey building.

All equipment is active between 2300 and 0700 hours daily.

By using the Voice Announcer and Time Window functions within the Vi+, client can leave his flat out with these times, without activating the equipment.

Equipment Installed: Tynetec Floor Pressure Mat, DDA Portable Receiver, Tunstall Universal Sensor x 2, DDA Flashing Beacon, Tunstall Property Exit Sensor, Neat WIOR transmitter, Tunstall Vi+, Neat Novo GSM, DDA MyLife X10 transmitter, Neat Smile Trigger.

Please provide a summary of any problems or issues that have required attention or action:

This year has once again presented multiple challenges which have posed significant operational, capacity and wellbeing issues for the organisation. Following on from Covid, macro-economic challenges have had a significant impact which has seen the organisation having to contend with both inflationary pressures and supply chain issues. These challenges have not only affected our organisation but have also had a considerable impact upon both our staff and the people we support.

Our most significant and ongoing challenge to BAC, and the wider Health and Social Care sector, is the recruitment and retention of qualified and competent staff. These recruitment challenges have been exacerbated by the cost-of-living crisis which has seen staff/potential staff chase higher paying roles in different sectors. We continue to work closely with ACHSCP, educational institutions and other provider organisations to recruit staff. We continue to place an importance on developing our own workforce through our young people's workforce and our learning

and development function. However, the cost-of-living crisis has exasperated challenges within the sector around either recruiting or retaining qualified and competent staff.

In addition to these pressures, we have experienced significant financial impacts arising from the cost-of-living crises. The biggest impact in FY22/23 arose from the COSLA agreed pay award which was significantly higher than our budget assumption in respect of FY22/23. The impact of £1.2m resulted in significant savings having to be made across the organisation and also working in collaboration with ACHSCP. Further to this, higher inflation impacted all of our budgets. For example, the equipment budgets for our Joint Equipment Service are fixed and higher inflation and supply issues have impacted what this fixed budget can be used for.

Lastly, the impact of the cost-of-living crisis has seen our significant budgetary pressures on our utility, food, and fuel costs. The impact of these costs pressures for Financial Year 2022/23 was as follows:

Category	Impact	% Impact
Utilities	62,165	43%
Food	108,773	29%
Diesel/Petrol	<u>16,103</u>	49%
	<u>187,041</u>	

These increases were funded by finding financial efficiencies elsewhere across the organisation.

Our Wellbeing Team have been instrumental in supporting wellbeing and resilience for our at times exhausted and stressed staff. Overall levels of sickness have been high throughout the period in review and our Wellbeing Team have assisted both our staff and services in supporting staff to return to work. Our staff have been working under extreme pressure for around two and a half years now, but we are seeing strong resilience amongst our dedicated staff. We are happy to report that the Wellbeing Team has also set up a Menopause Café for staff as well as a policy and risk assessment for staff with menopausal symptoms which is currently under progress.

ACC Strategies and Action Plan Priorities:

Please provide a summary of how your activities have delivered against ACC strategies and action plan priorities.

Bon Accord Care continues to positively contribute by working closely with ACC and ACHSCP on their strategic intent. We have active participation on our board from the Director of Commissioning at ACC and Chief Operating Officer for ACHSCP. The ACHSCP Chief Financial Officer also attends our Audit and Assurance Committee. This close relationship ensures BAC operates and develops plans that are aligned to the city's wider strategy.

BAC have now developed their new 2023 – 2026 Strategy/Strategic Plan. This has been done in collaboration with both ACC and ACHSCP. BAC have ensured that their strategic priorities support the ACHSCP in achieving their strategic aims.

BAC and ACHSCP have also spent a lot of time in 2022 – 2023 undertaking a full review of our SLA (Service Level Agreement) to ensure it fits current and future requirements. The future element has been undertaken with a view to our new contract commencing from April 2024.

Interim Care at Home development

BAC have worked in collaboration with ACHSCP to redesign the Interim Care at Home Service with three distinct pathways.

- End of life care
- Reablement
- Emergency response

The new model has received positive feedback from both service users, their families and care management. A review of the first six months has just taken place which has shown that out of 20 people on the reablement pathway 18 have been discharged from the service fully independent, indicating that if we engage with and support people at the right time in the right way we can reduce or avoid ongoing formal care.

Local Priorities:

Please highlight where your outcomes, outputs or activities align against the priorities of the Local Outcome Improvement Plan. <https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/>

We work hard to ensure the people we support remain connected to their communities, to help maintain independence and social connections, whether it be across the local community, or within the setting in which they are supported, including care homes, sheltered and very sheltered housing, or day services. Below are just a few examples of this.

Interim Care at Home

As discussed above our Interim Care at Home Service enablement pathway is a targeted service aimed at supporting people to regain function and independence in keeping with the healthy life expectancy stretch outcome.

Telecare

Our telecare team are continuing to grow and provide a variety of technological solutions to support people to live well and independently in their own home. We are also working with partners in the technology enabled care group to explore new and emerging equipment and ways of working, including proactive telecare and assistance robots in care services.

Education:

Please provide further information in respect to any education programmes delivered.

Learning and Development

Training compliance and skills development remains a key priority for Bon Accord Care staff. Learning and Development continue to work closely with services to develop innovative ways to support staff to attend training and make their learning as impactful as possible.

Learning and Development utilise a hybrid approach to staff learning by combining eLearning content (designed and developed by our in-house L&D team), face-to-face training and the greater use of experiential learning linked to current service trends. Within Bon Accord Care over the last 12 months, **488** courses were delivered to a total of **10,722** participants, encompassing **73** different subjects.

Training Compliance

Meeting organisational training targets is a key responsibility for everyone in Bon Accord Care and L&D are committed to supporting individual staff and services to achieve these required levels. However, this cannot be done in isolation and success has been achieved by working in collaboration with services.

To support services to reach and maintain their compliance requirements, we continue to support Managers across the company by producing regular compliance reports and working directly with services to support engagement and to achieve and maintain completion.

Corporate Induction

Following a five-month exercise seeking input from all levels of the organisation including current staff, managers and new employees, L&D undertook an extensive Induction redesign. The new Induction program launched in January 2023, provides a dynamic introduction to Bon Accord Care, underpinning and driving the organisation's culture and values with a strong focus on customer service, communication skills, staff behaviours, development and putting service users at the heart of everything we do. Feedback from new starts and managers has been overwhelmingly positive.

SVQs

Bon Accord Care has been a registered Scottish Qualifications Authority Centre since 2014 and has supported over 780 candidates to complete their SVQ award, both within Bon Accord Care and Aberdeen City Council, and externally across Scotland supporting larger cohorts from Aberdeenshire Council, Archway, Castlehill Housing, Simeon Care and Barnardo's.

The qualifications L&D currently delivers, using our own ePortfolio platform, include:

- Social Services and Healthcare in Adults, and Children & Young People - SCQF Levels 6, 7, 9 and 10.
- Business Administration - SCQF Levels 5, 6 and 9.
- SVQ in Professional Cookery - SCQF Level 5.
- PDA in TEC - SCQF Level 7 (first centre in Scotland to be approved to deliver this award).
- PDA in Supervision – SCQF Level 8.
- L&D9i Assessor Award & L&D11 Internal Verifier Award.
- Learning & Development Award – SCQF levels 6, 7 and 9.

Developing Bon Accord Care's Young Workforce

Following the creation of the Young Workforce Lead role, all 'under 25' staff have the opportunity to meet monthly and actively participate in peer workshops. To support their development in service, identified mentors provide coaching and on the job training and wellbeing support.

In addition, Bon Accord Care continues to provide sector leading opportunities for young employees in the following pathways:

Foundation Apprenticeships

Now in its fourth year, **54 pupils** from **six schools** across Aberdeen City have enrolled with Bon Accord Care to undertake their Foundation Apprenticeship in Social Services and Healthcare. Working in partnership with Skills Development Scotland and ABZ Works, we deliver a hybrid model of classroom teaching, SVQ qualification and work placements, where young people have the opportunity to put their theory and knowledge from the classroom into practice with service users across a range of Bon Accord Care services.

Young people are using these experiences to build their confidence and ensure that they have the right skills and values required for working in social care.

As part of Bon Accord Care's dynamic 'Classroom to Career Pipeline', young people from our Foundation Apprenticeship programme have now progressed onto our own Modern Apprenticeship program, or other positive destinations such as Nursing, Medical, Occupational Therapy, Physiotherapy, and Paramedic Training.

Modern Apprenticeships

Our Modern Apprenticeship programme offers young people the opportunity to learn on the job gaining skills, experience and achieve a qualification at SVQ level 2. Our continued approach to partnership working ensures we are promoting equality and diversity across the city by offering flexible contracts to our young people to remove all barriers to employment and support into positive destinations. This year the program grew with **14** Modern Apprentices in Social Services and Healthcare and **4** in Business Administration.

Through the success of our own internal Apprenticeship program, we were approached by Aberdeen City Council Adult Services to support their Apprentices. To date, five young people have been enrolled through our SVQ Centre and are participating in our Young Workforce forums. With this in place, Learning & Development are looking to support other external organisations.

Graduate Apprenticeships

Graduate Apprenticeships at Robert Gordon University are an innovative route to a degree qualification, blending academic study with work-based learning, supported by the employer. This Business Management degree provides opportunities to develop in class and through online study of relevant theory with immediate application of practice through work-based learning activities. In partnership with Robert Gordon University, five former Business Admin Modern Apprentices have now commenced their Graduate Apprenticeship award, further solidifying our pioneering 'Classroom to Career Pipeline.'

Young People Awards Ceremony 2023



On the 26th of May 2023, Learning & Development hosted Bon Accord Care's first ever Young People Awards at Aberdeen Town House. The event was an opportunity to celebrate the very best of our young workforce's achievements over the previous 12 months.

Hosted by the Learning & Development Manager, over 80 guests attended including a large number of our Foundation, Modern and Graduate Apprentices and their mentors, joining in and showcasing the incredible impact they have all had within Bon Accord Care. On the evening, six awards were presented:

- **Foundation Apprentice of the Year**

Recognising the Foundation Apprentice who has made a positive impact when working within Bon Accord Care in 2022 – 2023.

Winner Aneta Vondrackova, presented by Ross Allan, Deputy Head Teacher at Aberdeen Grammar School. Quote from Aneta on winning her award:

"Thank you so much I feel so honoured. Huge thank you to Carol, Julie and of course my placement line manager and all the service users I worked with for all the support, I couldn't have done it without them. Bon Accord Care has so many opportunities for young people and I feel so special to be a part of that, Bon accord care has really helped me go down the right pathway and am so excited to see what else is out there and to start my dream job of caring for people."

▪ **Modern Apprentice in Care of the Year**

Recognising the Modern Apprentice who has made a positive impact to the service they work in and the service users they support.

Winner Amy Tough, presented by Lynette Clubb, Skills Development Scotland. Quote from Amy on winning her award:

"I feel so lucky to have got Modern Apprentice of the Year. I have had so much support from the team at Craigielea and of course Carol Massey who has supported me through my Foundation and Modern Apprenticeship. I can't wait to develop my career in Health and Social Care."

▪ **Modern Apprentice in Business Admin of the Year**

Recognising the Business Admin Modern Apprentice who has made a positive impact in supporting the service they work in.

Winner Becky Hutchison, presented by Margo Milne and Clare Scott, DYW North East. Quote from Becky on winning her award:

"I am very pleased I have won the Business Admin MA of the year! I started off with the company as a care apprentice support worker and after completing that apprenticeship I decided that Admin was best suited for me. I then started the Business Admin Apprenticeship. I feel I have fitted in well and am loving the experience. I am proud to work for such a wonderful company and I am excited for the opportunities ahead."

▪ **Graduate Apprentice of the Year**

Recognising the Graduate Apprentice who has made a positive impact in applying their knowledge from the Graduate program into their work setting.

Winner Michelle Lee, presented by Fiona Campbell, Robert Gordon's University. Quote from Michelle on winning her award:

"It was an honour to be recognised as BAC's Graduate Apprentice of the Year. I was and still am startled as I truly believe that all nominees were equally deserving of winning this award. I am grateful for this opportunity which Bon Accord Care offer allowing me to further develop my skills and expand my knowledge. It has been an enriching journey so far and I'm eager to see what the next three years has in store."

▪ **Bon Accord Care Mentor of the Year**

Recognising the positive impact a Workforce Mentor has had on developing the skills and knowledge of a young person working within Bon Accord Care.

Winner Lesley Hepburn, presented by Peter Murray, Bon Accord Care Board Chair. Quote from Lesley on winning her award:

"It was a great experience being appointed mentor for the modern apprentices assigned to Craigielea Gardens. It was inspiring to see them progress and develop with the knowledge they gained during their Apprenticeships. They will progress to great things within the Health and Social Care sector."

▪ **Rising Star 2023**

Recognising the positive impact a young person has had on service users, staff, and the organisation. A credit to Bon Accord Care and a recognised rising star of the future.

Winner Brooke Taylor, presented by Pamela MacKenzie, Managing Director of Bon Accord Care. Quote from Brooke on winning her award:

"When winning my award at the young people's event I felt so appreciative of everyone around me as I knew I couldn't have done it without them, especially Carol Massey my boss she saw potential in me with my care career and I've thrived in the care sector with her support. I also couldn't have done this without the Craigielea team."

Our guests were also asked to feedback on the evening:

"It is wonderful to learn that you are hosting an event to celebrate the achievements of the young people in your organisation, and to highlight how much we value their presence in our workforce."

Maree Todd, Minister for Mental Health of Scotland

"What a fantastic evening in beautiful surroundings! How wonderful to acknowledge to our younger workforce how important they are and to show appreciation for all the hard work they put in."

"The event was planned and executed to perfection. From the welcoming bagpiper, to the food, to the excellent entertainment! Definitely something to inspire the young workforce to excel in their career."

"I am so proud to be part of YP awards and YP are being recognised for their achievements and inspiring others in Bon Accord Care with innovation and growth. All the young people in BAC should feel proud and they are continuing to make difference to service users and their families."

Employment

Please provide information about your volunteers, if you have any:

- What roles do your volunteers undertake within the organisation?
- Training and Policy in action?
- Example of volunteer success stories such as transition to employment?

Since COVID we have not been able to resurrect our volunteer workforce however we do work with several community groups who support our Care Homes and Sheltered Housing.

SECTION 2 – Users, Audiences, Participants and Investment

Please complete this section to report on the number of participants from each of the identified areas who have participated during the year.

Participants	Target	Total 2019-20
Total number of participatory opportunities created throughout programme		
Number of participatory opportunities targeted for priority groups		
Young People under 16		
Young People 16-25		
Older People (65+)		
Disability (mental health physical, sensory (e.g., BSL users) and carers of disabled people)		
Ethnic minority communities including Gypsy/ Travellers		
Sexual orientation (LGBTQ)		
Residents of regeneration areas within Aberdeen City		
Other (please specify)		

Please complete this section to report on audience/visitor numbers in relation to your programming.

Users/Audiences	Target	Total 2019-20
Total user/Audience/visitor Number		
User/Audience number from Aberdeen City		
User/Audience number from the wider region or further		
% of user/audience survey rating experience as 'excellent' or 'good'		

We are keen to evidence the added economic value and social return of investment, as such we request that you please complete the table below.

Income 2022-23	Total £
Value of Grant(s) from Aberdeen City Council	32,835,000
External Grant funding	
Sponsorship	
Trading income	480,000
Other (please specify)	
Total add income	33,315,000

Section 3 – Support Material

We recommend you provide up to five items of support material to help demonstrate the quality and impact of your activity. This may include; case studies, photographs, videos, web links, publications, marketing material, reports, participant testimonials and feedback. If emailing, please keep all support material to under 5mb. Please supply details on your support material below

By submitting this you are providing permission for each item to be used for publication. You should ensure you have the creators consent and accreditation is provided where necessary.

Support Material 1:	BAC Strategic Plan 2023 – 2026
Support Material 2:	Financial Data 2022/2023
Support Material 3:	Care Inspectorate Report – Fergus House
Support Material 4:	JES Accreditation Report
Support Material 5:	

Section 4- Declaration on use of information

Aberdeen City Council collects and maintains the data on this form about your organisation for the purpose of contacting you in relation to the funding, monitoring purposes and to collate information for statistical and audit purposes. We will retain Personal Data for six years in accordance with the organisation’s Corporate Records Retention and Disposal Schedule and for the purpose of administering, processing and assessing your report.

For the purposes of processing this information Aberdeen City Council is the Data Controller. The Information Commissioner Office is the UK’s regulator of data protection law (www.ico.org.uk). More information about all of the rights you have is available on our website at: <https://www.aberdeencity.gov.uk/your-data>.

Whenever the Council processes personal data we need to make sure we have a basis for doing so. We understand our basis in GDPR to be Article 6(1)(e) as we consider that it is in our public task to collect this information under our powers set down in the Local Government and Planning (Scotland) Act, 1982 section 14, as amended by section 128 of the Local Government etc. (Scotland) Act, 1994. The act provides for us doing or contributing towards the expenses of providing or doing, anything necessary or expedient for the purpose of ensuring that there are facilities available for recreational, sporting, cultural or social activities as we consider appropriate.

To confirm that all information included in this report is accurate and that you have read and followed the terms and conditions, please sign and date below. If submitting by email an electronic signature or the typed name of the appropriate contact should be inserted.

Name: Pamela Mackenzie

Date: 20th September 2023