

chip+

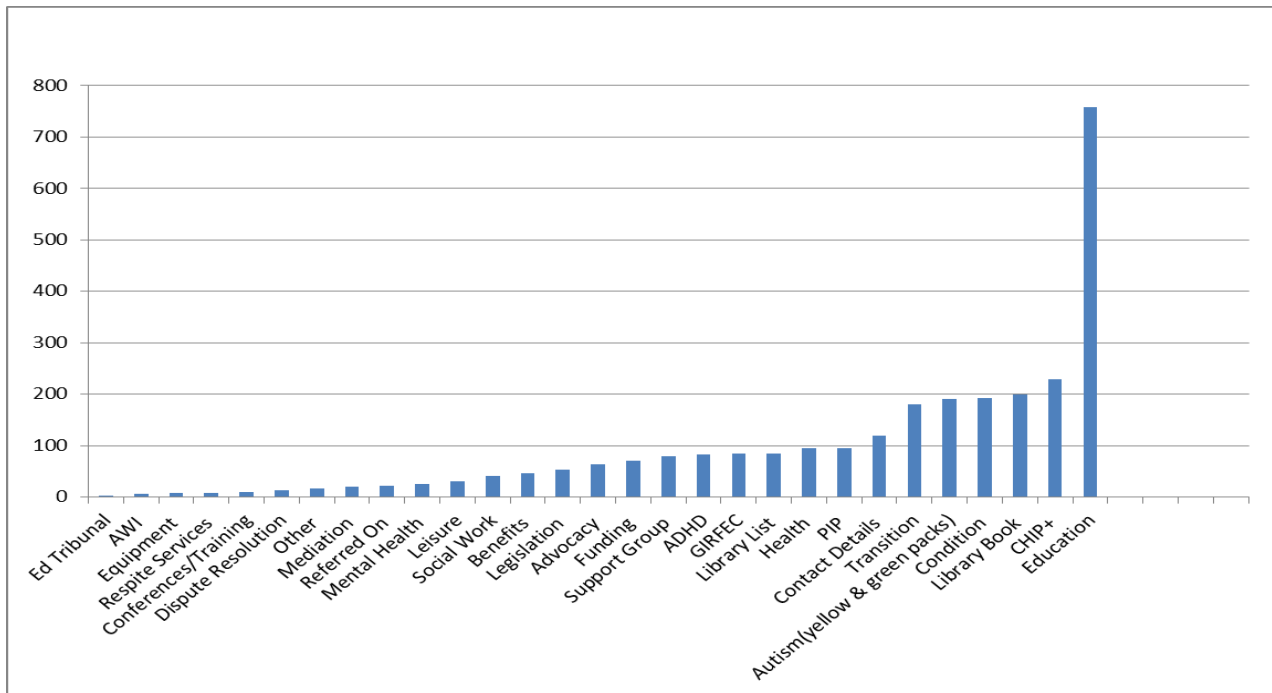
Children in the Highlands Information Point



Annual Report 2013-2014

CHIP+ provides information, support and advice to the families and carers of children with additional support needs and to the professionals who support them.

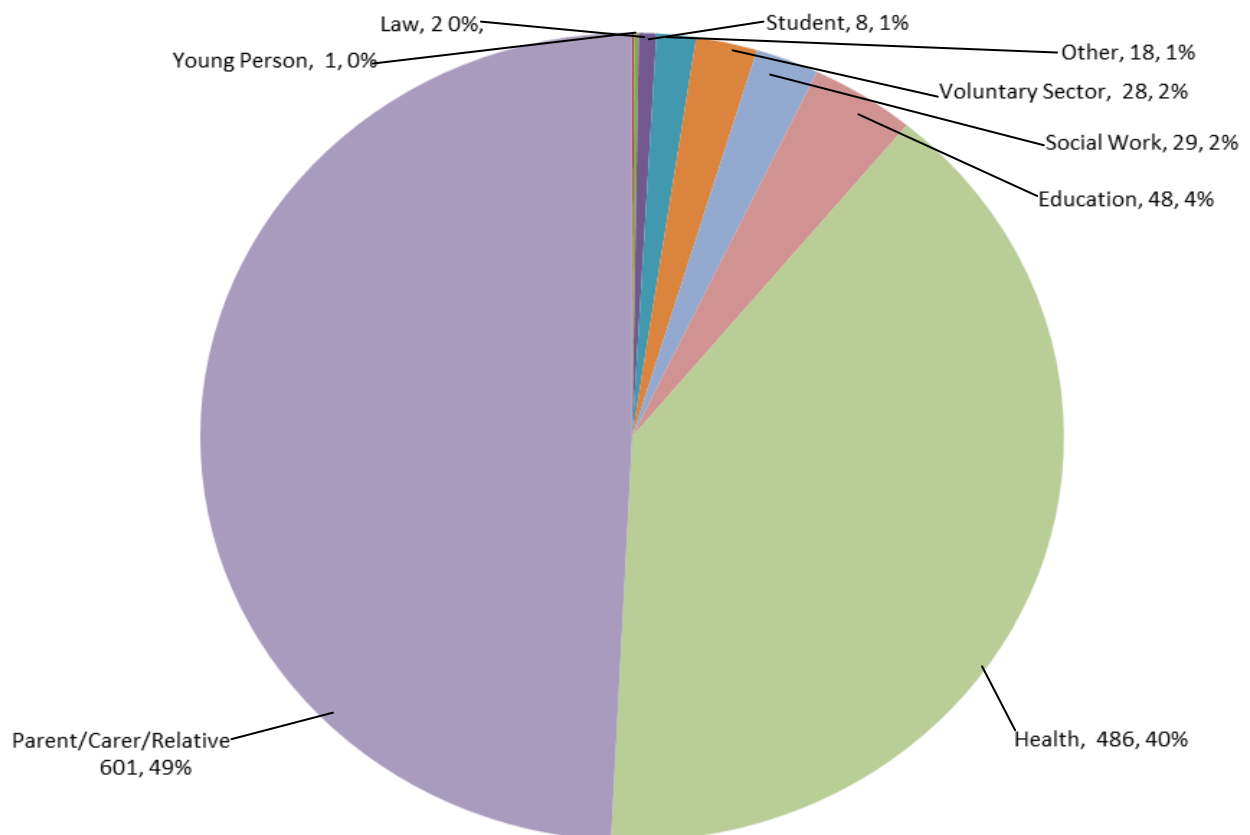
Type of Information Requested



AWI = Adults with Incapacity/Guardianship
PIP = CHIP+ Parent Information Pack

Category of Enquirers

(see note below)



Note: First figure is the number of enquiries CHIP+ received for the year from that category of enquirer. Second figure is the percentage of enquiries from that category. So for example CHIP+ had 601 enquiries from Parents/Carers & Relatives in 2013/14 which represents 49% of all enquiries.

Annual Report 2013 - 2014

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Front cover photo was taken in the Community Charity shop in Academy Street, Inverness which CHIP+ had for a week in June to raise funds. Pictured are Directors and volunteers who kindly gave their time to staff the shop. Cover photo:-Aaron Sneddon.
Back cover photo is the CHIP+ stall, taken at the Connecting Carers event in the Kingsmills Hotel during Carers Week.

CHIP+ gratefully acknowledges the funding it receives from the Highland Council and NHS Highland.

MINUTES OF CHIP+ ANNUAL GENERAL MEETING

HELD ON THURSDAY 12 SEPTEMBER 2013 AT 1.30pm
AT THE PINES, DRUMMOND ROAD, INVERNESS

PRESENT

Silvie Mackenzie (Chairperson/CHIP+ Director), Mary Clark (Treasurer/ CHIP+ Director), Duncan Finlayson (CHIP+ Director), Wendy Kelsey (CHIP+ Director), Sarah MacKinnon (CHIP+ Director), Kathleen Murray (CHIP+ Director), Gillian Newman (CHIP+ Director), Isabel Paterson (CHIP+ Director), Karen Ross (CHIP+ Director).

Tracey Anderson (HCF), Marie Bird (CHIP+), Carmel Cameron (Parent/Carer), Stephen Cameron (Parent/Carer), Sharon Cox (Parent/Carer), Yvonne Earl (Parent/Carer), Alison Footitt (NAS), Rebecca Huxtable-Smith (Parent/Carer), Karen Kelbie (CHIP+), Catherine Louttit (CHIP+), Karen MacKnight (CHIP+), Christian Maclean (CHIP+), Calum Munro (HCF), Anne Murray (Parent/Carer), Julia Nelson (Health Development Officer, Early Years), Liz Shannon, Fiona Shevill (Social Worker and Guest Speaker), Lisa Sturgess (NAS).

APOLOGIES:- Carol Grant, Susan Miller and Sue Murray.

Silvie Mackenzie welcomed everyone to the meeting.

1.	MINUTES OF PREVIOUS AGM (11.9.12) The Minutes of the previous AGM were read and approved. Proposed by: Calum Munro Seconded by: Isabel Paterson
2.	MATTERS ARISING There were no matters arising.
3.	CHAIRPERSON'S REPORT/ANNUAL REPORT The Annual Report for 2012 to 2013 was circulated prior to the meeting. Silvie Mackenzie informed the meeting that she will be retiring after having served as a Director of CHIP+ for twenty years. When CHIP+ first began, it had been essential for parents to have the right information, support and advice. Twenty years on, it is still just as important. Over the years the CHIP+ Team have worked quietly away in the background, helping families and professionals. She felt that CHIP+ has achieved so much and that the charity is very much here to stay. The team of workers has not changed much over the years and she thanked them all for their dedication. Silvie Mackenzie then thanked the Directors for their support throughout the various ups and downs. She thanked The Highland Council and NHS Highland for their support, adding that without this CHIP+ would not survive. CHIP+'s work is usually quiet and hidden, focusing on the continuing need for personal information and support rather than buildings or equipment: it is particularly important and sometimes more difficult to win support for this kind of very necessary work. Silvie Mackenzie then thanked Christian Maclean, Chief Officer for her contribution. The full report can be found in the Annual Report. It was noted that Macleod and MacCallum continue to act as Company Secretary.

4.	TREASURER'S REPORT A Statement of Financial Activities for the year ended 31 March 2013 was available on page 7 of the Annual Report. Mary Clark reported on the financial situation for CHIP+, adding that £35,530 had been carried forward to the current financial year. Any members wishing to see a full set of Accounts could request a copy from the CHIP+ office. There were no questions from members and the Accounts were approved . Proposed by: Gillian Newman Seconded by: Wendy Kelsey								
5.	ELECTION OF DIRECTORS Silvie Mackenzie reminded the meeting that Mary Clark would be standing down as Treasurer today and that she would be standing down as Chairperson. She was pleased to say that all the Directors had agreed to their names being put forward for re-election. They were elected en bloc as follows:- <table><tr><td>Isabel Paterson</td><td>Kathleen Murray</td><td>Duncan Finlayson</td><td>Karen Ross</td></tr><tr><td>Wendy Kelsey</td><td>Sarah MacKinnon</td><td>Gillian Newman</td><td></td></tr></table> Proposed by: Silvie Mackenzie Seconded by: Isabel Paterson Silvie Mackenzie then informed everyone that she was delighted that Susan Miller has agreed to her name being put forward for election as Director. Proposed by: Silvie Mackenzie Seconded by: Gillian Newman Silvie Mackenzie then turned to the appointment of both Treasurer and Chairperson for the forthcoming year. Karen Ross had very kindly offered to take up the position of Treasurer . Proposed by: Silvie Mackenzie Seconded by Isabel Paterson. Gillian Newman had very kindly offered to take up position of Chairperson for one year only. Proposed by: Isabel Paterson Seconded by: Calum Munro	Isabel Paterson	Kathleen Murray	Duncan Finlayson	Karen Ross	Wendy Kelsey	Sarah MacKinnon	Gillian Newman	
Isabel Paterson	Kathleen Murray	Duncan Finlayson	Karen Ross						
Wendy Kelsey	Sarah MacKinnon	Gillian Newman							
6.	APPOINTMENT OF INDEPENDENT EXAMINER OF ACCOUNTS Christian Maclean reported that, since the Agenda had been sent out to the membership, the Directors had been in discussion with a retired Accountant. He had recently intimated that he may be willing to act as a Funding Advisor as well as keep and produce the Annual Accounts. This would be on a mainly voluntary basis and would make financial savings for CHIP+. As there were no objections, it was agreed that the Directors would finalise the appointment at the next Directors' Meeting. An Independent Examiner of Accounts would then be appointed later in the financial year.								

7.	<p>AOCB</p> <p>Silvie Mackenzie thanked Mary Clark for all her hard work and commitment over the years as Treasurer. She appreciated that it was a difficult job requiring a great deal of work. Mary was presented with a floral gift.</p> <p>Silvie Mackenzie then thanked Marie Bird, Senior Information and Support Worker, who was retiring from CHIP+ after eight years of very committed work. She would be greatly missed by families and professionals using CHIP+. An appointment had already been made and Silvie Mackenzie was delighted to welcome Catherine Louttit to her first day working for CHIP+.</p> <p>Christian Maclean then paid tribute to Silvie in her role as Chairperson, advisor and friend to CHIP+ since being one of the founders 20 years ago. She mentioned in particular Silvie's clear thinking, determination to ensure that the families of children with Additional Support Needs always received the highest standards of support, and her unfailing loyalty to CHIP+. Silvie was presented with a gift on behalf of the Directors and staff.</p> <p>There was no further business and the meeting closed.</p> <p>Christian Maclean introduced the Guest Speaker, Fiona Shevill, Social Worker for Children with Complex Needs, who gave us an in depth and fascinating into her work and the issues it raised.</p>
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CHAIRPERSON'S REPORT 2013 to March 2014

Dear Parents, Carers, Professionals and Friends of CHIP+,

I am delighted to introduce another Annual Report from CHIP+. Taking over from Silvie MacKenzie as Chairperson, after her long and close involvement with CHIP+ since its foundation, was always going to be a challenge, but CHIP'S 20th Anniversary year in 2013 was an appropriate time for a handover.

I was elected as interim Chair for a year and the experience has been challenging, interesting and enjoyable. I have known CHIP+'s work well for many years and it has been a privilege to be involved in their outstanding work with families and carers throughout Highland.

The financial pressures affecting the organisation have been a major issue throughout 2013-2014, with staff working under great pressure to meet the growing demands put on them. Despite the financial uncertainties and work pressures, staff continue to work cheerfully and with great commitment to meet CHIP+'s aims of providing a one-stop shop for parent/carers and professionals working with children with Additional Support Needs.

I would like to pay tribute to them, and to the team of Directors who have supported and encouraged the work and, along with staff, have started to look at potential new developments for CHIP+. I would also like to thank Christian for all her hard work leading CHIP+ through what has been a difficult period.

Particular thanks are also due to our funders, NHS Highland and The Highland Council, for their continuing support.

Gillian Newman

CHILDREN IN THE HIGHLANDS INFORMATION POINT PLUS (CHIP+)
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2014

	Notes	Unrestricted funds £	Restricted funds £	31.3.14 Total Funds £	31.3.13 Total funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	3,847	-	3847	11,656
Investment income	3	169	-	169	37
Incoming resources from charitable activities					
ASL Guides		-	-		1,844
Autism Packs		-	909	909	2,737
ADHD packs		-	397	397	296
Service level agreement		87,164		87,164	87,000
Total incoming resources		91,180	1,306	92,486	103,570
RESOURCES EXPENDED					
Charitable activities					
Outreach work		-	-		1,531
Core Activities (Information / Support Service)		61,571	831	62,402	61,506
HI Hope Handbook		-	-	-	-
ASL Guides		-	-	-	1,844
Autism packs		-	909	909	2,738
ADHD packs		-	397	397	296
Support costs		30,920	-	30,920	32,066
PIP packs		-	-		84
Governance costs		4,729	-	4,729	6,335
Total resources expended		97,220	2,137	99,357	106,400
NET INCOMING/(OUTGOING) RESOURCES					
	4	(6,040)	(831)	(6,871)	(2,830)
Gross transfers between funds					-
Net incoming/(outgoing) resources		(6,040)	(831)	(6,871)	(2,830)
RECONCILIATION OF FUNDS					
Total funds brought forward		32,206	3,324	35,530	38,360
TOTAL FUNDS CARRIED FORWARD		26,166	2,493	28,659	35,530

For a full set of Accounts please contact the CHIP+ office

CHIP+ BOARD OF DIRECTORS 2012-2013

Chairperson: Gillian Newman - Independent Participation Professional

Treasurer: Duncan Finlayson - Support for Learning Teacher (retired)

Wendy Kelsey - Parent/Carer (Highland AD/HD Support Group)

Sarah MacKinnon - Parent/Carer

Kathleen Murray - Parent/Carer & Lecturer in Child and Family Studies

Karen Ross - Parent/Carer (FACES)

Frances Nixseaman - Child/Youth Work Professional

Isabel Paterson - Parent/Carer

Sue Miller - Retired Social Worker

Company Secretary: Macleod and MacCallum

CHIP+ 2013 TO 2014

2013-2014 was a year of both celebration and challenge for CHIP+. Our 20th anniversary in 2013 was marked by a party for families, carers and supporters in the grounds of Drummond School on a glorious June day. Attaining 20 years is an achievement in the complex and changing world of the third sector, and is also an opportunity for reflection: what is particularly striking is how little our fundamental mission and values have changed over the past 20 years. CHIP+ continues, as it did in 1993, to provide an accessible, friendly, confidential and reliable source of information and support to families with children and young people with Additional Support Needs throughout Highland, and to the professionals who support them. While there have been many developments over that period-most noticeably the advent of the Additional Support for Learning legislation in 2004 and the subsequent shift in focus to more Education-related enquiries- the needs of families at the time of diagnosis, facing transitions, and dealing with challenging situations, are as great as ever.

Together with the celebrations, however, we have been faced with the most challenging financial context in which we have ever operated. The entire third sector faces particular challenges at present and, for small charities such as CHIP+, the pressures of meeting demands and maintaining the service allow little time to fundraise. As highlighted in last year's Annual Report, CHIP+'s quota of full-time staff has dropped by two since 2006 while the number of enquiries has remained constant and the number of complex enquiries, involving substantially more staff time, has risen dramatically. Many of the families approaching us are now dealing with increased financial pressures themselves, and the resulting difficulties these cause, and they often have fewer other sources of support due to cutbacks.

The result of this has been that for the second year running CHIP+ had to use funding from Reserves to meet an end-of-year deficit: Directors and staff alike are very aware that this situation cannot happen again as the remaining Reserves cannot be further depleted. CHIP+ has an urgent need to raise unrestricted funds to ensure a sustainable basis for its ongoing work, but this is challenging given both the existing demands on staff and the climate for fundraising. Through the year Directors grappled with these issues, recognising that as well as specific project-related funding from trusts and grant-giving bodies, which would enable us to develop new areas of work, there is a need for organising fundraising activities ourselves, and for corporate fund-raising.

Our thinking on this has been greatly helped by David MacBean, a retired Chartered Accountant who has kindly offered us financial guidance, and we are very grateful to him for his time and expertise. With David's support we have developed a fundraising strategy, and Directors and staff put some of the ideas into practice by running a fund-raising lunch in spring 2014, with further ideas in place for later in the year. The constant difficulty of balancing fund-raising initiatives with the need to maintain ongoing work continues, but everyone involved is aware of the urgent necessity to do so.

We have been greatly encouraged by the help and support of some of our users in running fundraising events and hope to build further on this.

A further encouragement has been the offer of free training and consultancy from Just Enterprise, and this began with a very successful team day for Directors and staff in February, where we looked at existing work and at potential new developments. This will continue into the new financial year with smaller work-groups considering particular areas of work. It has been clear for some time that CHIP+ needs to develop its use of social media as one way to make services accessible to isolated families throughout Highland. We are also very keen to develop once more our Outreach programme, severely limited over the past two to three years by shortage of staff time and money, to enable us to ensure that families throughout Highland have the same access to our information and advice. And we are now receiving an increasing number of enquiries related to Self Directed Support and are considering how CHIP+ might develop its service in relation to this need from our users.

Outreach has, however, continued, both through regular events at the Pines and through the provision of Information stalls and training workshops at a range of events throughout Highland. At the Pines the regular coffee mornings, run in partnership with our NAS colleagues, continued through the year, with themed meetings (where a speaker, usually a professional from a relevant service, gives a talk and leads a discussion) alternating with informal drop-in networking events. The resulting fortnightly events (themed and informal) are regularly attended by up to 30 parent/carers who frequently comment both on how much they appreciate the events themselves, and on the support they receive from each other.

A group of parent/carers from these groups has provided a Focus Group, working with CHIP+ staff, to consider the possible development of the existing Information Packs for the families of children with Autism. CHIP+ continues to produce and administer a range of Information Packs which are heavily used by both professionals and carers. The initial Parent Information Pack is available to any carer in Highland where there is concern about a child or young person, and gives information on the role of different professionals, financial and other support available, and on relevant legislation. There is then a further 2-part Information Pack relating to Autism, a pack for families whose child has been diagnosed with ADHD, and a booklet of information on the Additional Support for Learning legislation. The demand for these packs has been very heavy over the past year and their production now represents a significant proportion of our work.

Mention has already been made of the number of complex and time-consuming enquiries from parent/carers. While the overall number of enquiries in the year continued at previous levels of approximately 1200, 186 of these were Complex (involving significant staff time and ongoing support) and a further 110 involved CHIP+ attendance at Child's Plan meetings to support and inform the parent/carer and provide a record for them of any decisions made.

This represents a gradual shift towards the former category through the year, as staff have had to evaluate the necessity for their attendance at Child's Plan Meetings on a case by case basis to conserve resources and, where possible and with the agreement of the carer, we provide phone and in-person information and support beforehand and afterwards instead.

The newsletter continues to be produced on a termly basis and we have experimented over the past year with a smaller format to reduce costs. We are now moving towards an online edition for most subscribers, and in the longer term are looking at developing a more regular bulletin. The newsletter continues to have a circulation of around 3000 and is widely used by a range of organisations to provide information to parent/carers and professionals in Highland. The increasing demand for inclusion of various articles and news items would be best served by more frequent online bulletins (although of course any such items are also advertised already on the CHIP+ website) and we are looking at developing such a service in the future.

CHIP+ continues to work closely with a range of colleagues in both statutory and voluntary services, and is represented on the boards of a number of other local and national groups (Highland Children's Forum, The Highland Third Sector Children and Families' group, Carers' Strategy Group, The Highland Council working groups, the Dyslexia Association, Down's Syndrome Association, and at a national level Contact a Family (Scotland) and the Education Law Unit (Govan Law Centre). These partnerships, along with our close working relationships with our users, inform and extend our work and are of great value.

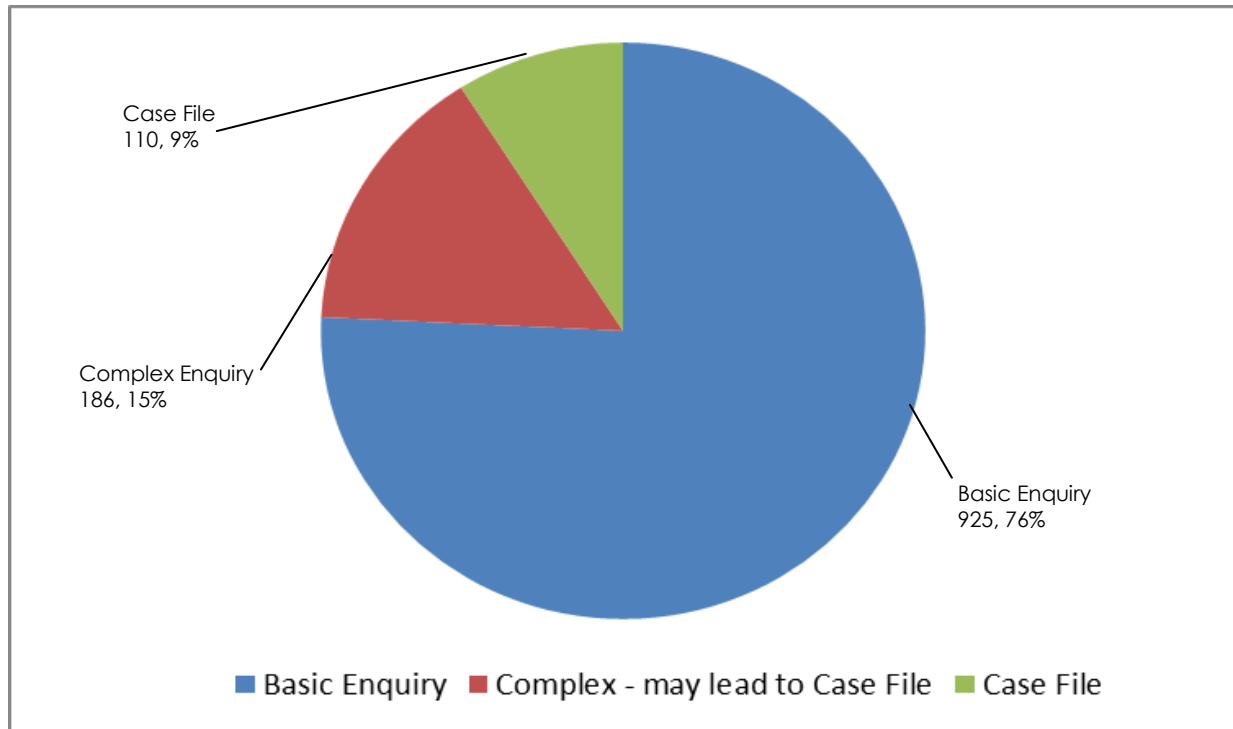
Over the past year two of our Directors resigned-Kathleen Murray, a parent/carers and lecturer in Child and Family Studies, and Isabel Paterson, a parent/carers. Thanks are due to both for their support and commitment but in particular to Isabel who has who has served on the CHIP+ board for many years. Gillian has been an inspiring and enthusiastic Interim Chairperson and staff and Directors are very grateful to her for all her work. And thanks are due to all the Directors who, over a challenging year, have given so much energy and guidance to CHIP+.

We are also very grateful to our funders in NHS Highland and the Highland Council for their continuing support and for the good working relationships which we enjoy with them.

As we move into our next decade we continue to be encouraged and inspired by the parents, carers, professionals and families who trust and use CHIP+ and who constantly show such determination and dedication. It is always a privilege to meet and work with them.

Christian MacLean
Chief Officer

Enquiry Stage



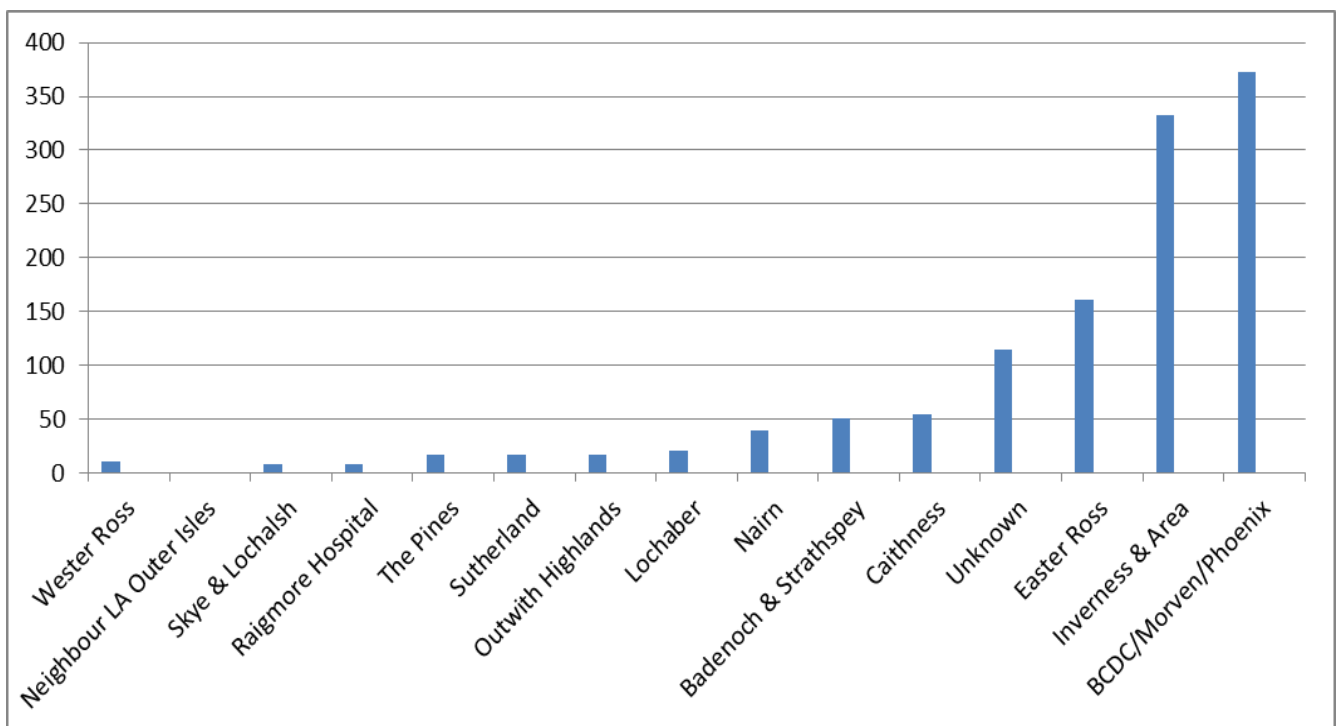
A **Basic Enquiry** is one that would generally take no more than one or two hours to deal with .

A **Complex Enquiry** would involve a lot of information and support to a parent/carer by phone, e-mail and/or post and may involve face to face or telephone meetings on more than one occasion.

A **Case File** is classed as such when a CHIP+ Information & Support Officer would attend a school meeting with a parent/ carer.

The figures above are the number of different stages of enquiry and the percentage pertaining to the total.

Enquirer's District



Neighbour LA = Neighbouring Local Authority

BCDC/Morven/Phoenix = Birnie Centre, Morven House and Phoenix Centre

chip+

Children in the Highlands Information Point



CHIP+ were my
defining link
between failure &
success

Of all the people I
have been
involved with,
CHIP+ were by far
the most helpful

CHIP+
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