

chip+

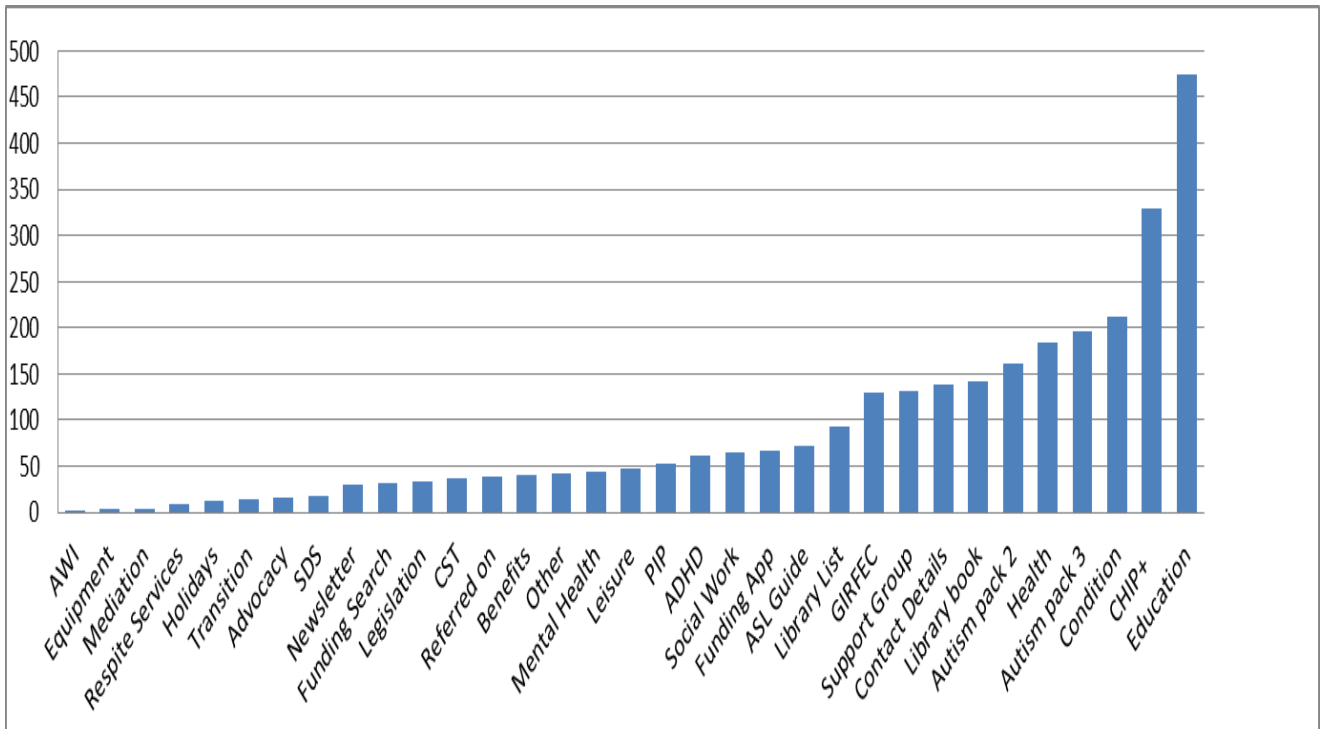
Children in the Highlands Information Point



Annual Report 2015-2016

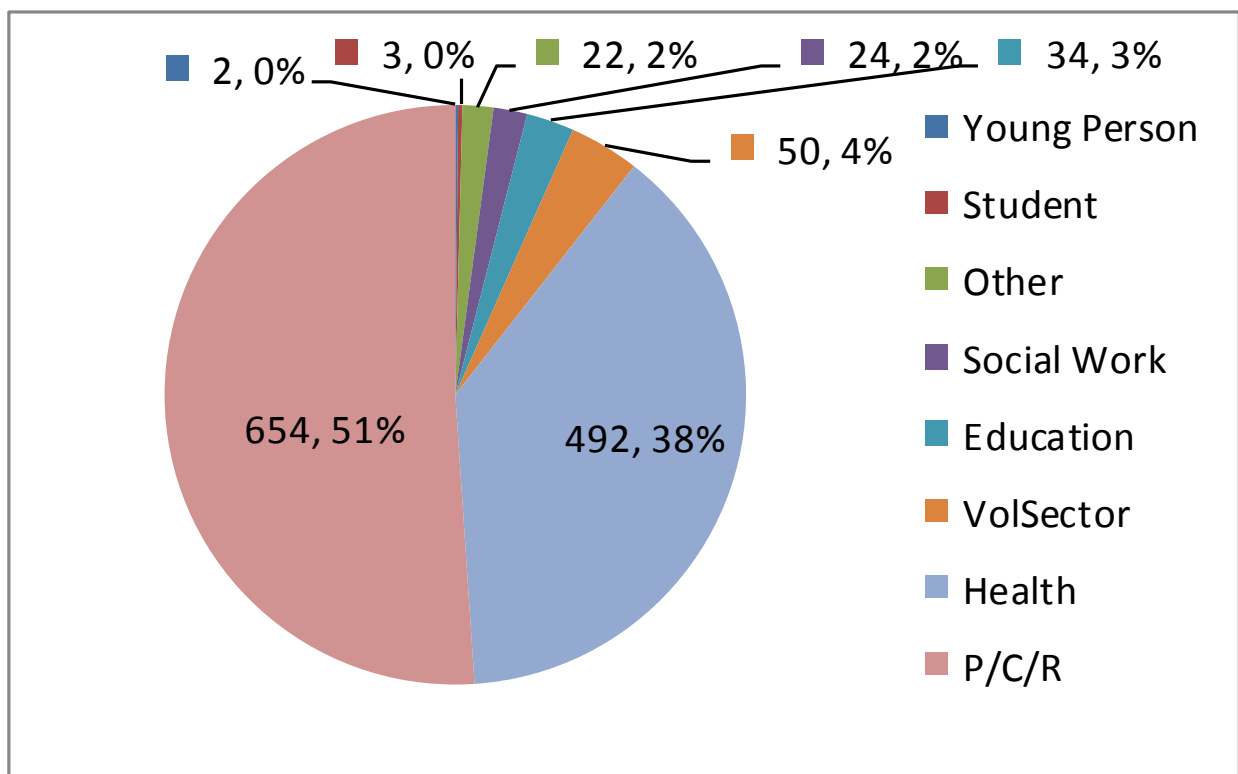
CHIP+ provides information, support and advice to the families and carers of children with additional support needs and to the professionals who support them.

Type of Information Requested



AWI = Adults with Incapacity/Guardianship
 PIP = CHIP+ Parent Information Pack
 CST = Conference, Seminar, Training

Category of Enquirers



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 654 enquiries from Parents/Carers & Relatives in 2015/16 which represents 51% of all enquiries.

Annual Report 2015 - 2016

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Front cover photo was taken by Rebecca Lee of a Highland family for Contact a Family's photography exhibition and accompanying booklet "My Family - love, life, laughter".

Back cover photo is a young person sailing with Adventures Unlimited charity.

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

MINUTES OF CHIP+ ANNUAL GENERAL MEETING

HELD ON THURSDAY 17 SEPTEMBER 2015 AT 1.30pm
AT THE PINES, DRUMMOND ROAD, INVERNESS

PRESENT :- Duncan Finlayson (Chairperson/CHIP+Director), Gillian Newman (CHIP+ Director), Karen Ross (Treasurer/CHIP+Director), Marion McNeil (CHIP+Director), Wendy Kelsey (CHIP+Director), Rebecca Huxtable-Smith (CHIP+ Director), Karen Anderson (CHIP+ Director), Siobhan Millar (Children's Services Worker), Rosie Milne (Children's Services Worker), Shirley Miller (Children's Services Worker), Phyllis Hannah (Parent/carer), Karen Sellers (Parent/carer), Anne Kenton (Parent/carer), Yvonne Earl (Parent/carer), Alison Footitt (NAS), Catriona Mallows (CHIP Intern), Mollie Tweedie (Highland Carers Advocacy), Patsy Palfreyman (Highland Carers Advocacy), Andrew Stevenson, Councillor Linda Munro (Highland Council), Marlyn Campbell (Highland Council), Kathleen Murray (Inverness College), Sue Murray (Former Director), Raymond Smart (Sight Action), Kirsteen Macfarlane-Russell (Parent/carer), Claire Collins (Sight Action), Allison Birrell (Speech & Language Therapist), Gillian Wilson (Speech & Language Therapist).

APOLOGIES:- Sue Miller (CHIP+ Director), Isabel Paterson (Former Director), Helen Allen (Family Fund), Margaret Andow (Mallaig High School), Elaine Donnelly (CAB Raigmore), Mairi Holmes (Primary Mental Health Worker), Julia Jones (Pupil support worker), Liz Clark, Bill Alexander (Highland Council), Maureen Smyth (Family key worker), Celia Baxter (Former HCF), Liz Shannon, Roisin Connolly (Connecting Carers Manager), Steven Garvey

Duncan Finlayson welcomed everyone to the meeting, commenting on the good turnout.

1.	MINUTES OF PREVIOUS AGM (18.9.14) The Minutes of the previous AGM were read and approved. Proposed by: Gillian Newman Seconded by: Marion MacNeil
2.	MATTERS ARISING There were no matters arising.
3.	CHAIRPERSON'S REPORT/ANNUAL REPORT The Annual Report for 2014-2015 was circulated prior to the meeting. Duncan then talked about how CHIP funding from local government was more difficult because of continuing budget constraints, meaning it was now granted annually rather than covering two to three years. This covers the basics and not things we'd like to improve & develop, especially spreading the word of CHIP in outlying areas including support. We really need other funding sources to develop this and Duncan asked for ideas from all attending to help with this. Duncan then thanked all the staff who are stretched but still do the work plus the Directors who help CHIP despite being busy and committed people. This is very important for CHIP. Duncan also thanked Karen Macknight who had produced the Annual Report and taken the minutes. 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 2015 was available on page 7 of the Annual Report. Karen Anderson pointed out a typo but this did not affect the total. Duncan thanked David MacBean and John Sutherland for their work on the accounts and also thanked Rebecca Huxtable-Smith and Karen Ross for sorting out the accounts and making sense of them. Any members wishing to see a full set of accounts could request a copy from the Chip+ Office.

There were no other questions from members and the accounts were approved.

Proposed by: Marion MacNeil

Seconded by: Karen Anderson

5.	ELECTION OF DIRECTORS
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The Chair announced that Kath Nicolson had resigned during the year and thanked her for her commitment & support to CHIP.

Two Directors were co-opted during the year: Gillian Newman & Karen Anderson and their appointments were ratified.

The following Directors had agreed to their names being put forward for re-election, and were elected en bloc as follows:

Duncan Finlayson

Karen Ross

Wendy Kelsey,

Sue Miller

Marion MacNeil

Rebecca Huxtable-Smith

Proposed: : Sue Murray

Seconded: : Karen Sellers

The Chair recognised a new Director, **Andrew Stevenson** to CHIP and Duncan extended a welcome to him. Andrew has a long association with CHIP, going back to 1999.

Proposed: Rebecca Huxtable-Smith

Seconded: Karen Anderson

Karen Ross is standing down as Treasurer

Rebecca Huxtable-Smith is stepping in to take over as Treasurer.

The Chair thanked Karen for all her work on CHIP's accounts as Treasurer.

Proposed: Karen Sellers

Seconded: Marion MacNeil

Duncan Finlayson has agreed to continue as Chairperson for another year.

Proposed: Wendy Kelsey

Seconded: Rebecca Huxtable-Smith

6.	APPOINTMENT OF INDEPENDENT EXAMINER OF ACCOUNTS
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David MacBean will continue in his role of examination of Accounts. Duncan extended our thanks to David for this.

Proposed: Marion MacNeil

Seconded: Karen Sellers

7.	<p>AOCB</p> <p>There was no further business and the meeting closed.</p> <p>Duncan then introduced the first speaker, a parent/carer, Kirsteen MacFarlane-Russell and her son, Struan who is 6 years old and has Down's Syndrome. Kirsteen spoke about her experience as a Mum to Struan and the support & advice she has received over the years from CHIP.</p> <p>She also mentioned a new support group that she and other Mums of children with Down's Syndrome have recently set up and the number of families from out-of-area that attend the meetings. Several attendees offered useful advice to Kirsteen.</p> <p>Duncan thanked Kirsteen for a great talk & introduced Marlyn Campbell, who thanked CHIP for the chance to introduce the new Post Diagnostic pack for Autism.</p> <p>The last speaker was Catriona Mallows, a digital intern for CHIP & HCF with funding from SCVO to develop digital media. Duncan mentioned we were lucky to get Catriona as the work she had produced was fantastic.</p>
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CHAIRPERSON'S REPORT 2015 to March 2016

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

This past year has been a testing time for CHIP+, as it has been for many organisations within the Third Sector, and so I would like to begin with a special thanks to our staff, Christian, Karen, Catherine and Karen. They have shown remarkable resilience and dedication to the work of CHIP in the face of uncertainties over funding and growing demands on our service..

Despite this, our goals remain the same. We recognise that there is a need to increase CHIP's profile, and extend its information and support network more widely throughout the Highland region. To this end we are in the process of developing our website to provide more information, and in a more accessible format.

CHIP would also like to be in a position to develop and extend its outreach work to ensure that parent/carers throughout Highland can access our training and support, but to be able to do this in a sustainable way we need to source additional funding. Finding time for serious fundraising , however, presents a significant challenge for small charities such as CHIP which is already fully stretched in responding to enquiries and the need for its services.

Finally, I would like to take this opportunity to thank, most sincerely, my fellow Directors for the way they give of their time and talents each year. I would also like to record our thanks to the Highland Council and NHS Highland for their continued support in what we recognise is a challenging financial climate for local government.

Duncan Finlayson

CHILDREN IN THE HIGHLANDS INFORMATION POINT PLUS (CHIP+)
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2016

Statement of Financial Activities
for the Year Ended 31st March 2016

	Note s	Unrestricted Funds	Restrict- ed Funds	31.3.16 Total Funds	31.3.15 Total Funds
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income		5,222		5,222	6,382
Investment income		284		284	508
Incoming resources from charitable activities					
Highland Council (Training Grant)					500
Autism Packs			338	338	2,497
ASL Packs			757	757	
ADHD Packs			259	259	136
Service level agreement		87,164		87,164	87,164
Total incoming resources		92,670	1,353	94,023	97,187
RESOURCES EXPENDED					
Charitable activities					
Outreach work					
Core activities		87,447		87,447	56,997
HI Hope Handbook					
ASL Guides					
Autism packs					2,497
ADHD packs					136
Support Costs		317		317	25,943
Governance costs		2,067		2,067	5,730
Total resources expended		89,831		89,831	91,303
NET INCOMING/(OUTGOING) RESOURCES		2,839	1,353	4,193	5,884
Gross transfers between funds					
Net incoming/(outgoing) resources		2,839	1,353	4,193	5,884
RECONCILIATION OF FUNDS					
Total funds brought forward		34,543		34,543	28,659
TOTAL FUNDS CARRIED FORWARD		37,382	1,353	38,736	34,543

Draft accounts to be ratified at AGM
For a full set of Accounts please contact the CHIP+ office

CHIP+ BOARD OF DIRECTORS 2015-2016

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

Treasurer: Rebecca Huxtable-Smith (Parent/carer)

Karen Ross - Parent/Carer (FACES)

Marion McNeil (Service Manager, Arthritis Care)

Gillian Newman (Highland Children's Forum)

Andrew Stevenson - Retired Manager of The Orchard

Karen Anderson (Parent/carer, Connecting Carers)

Company Secretary: Macleod and MacCallum

Children in the Highlands Information Point 2015-2016

The past year was a challenging one for CHIP as demand for the service continued to grow against a difficult and concerning financial background. Despite the difficulties CHIP staff supported a record number of families in Highland and succeeded in developing new ways to communicate with users as well as revised versions of our greatly appreciated Information Packs. CHIP was founded in 1993 to provide information and support to the carers of children and young people with Additional Support Needs and to professionals working with them-and while aspects of our work change and develop the fundamental task remains the same. Information, advice and support are provided in different ways but the core of our work continues to be **answering enquiries** from parent/carers and professionals throughout Highland. In 2015-16 our staff responded to 1280 enquiries: of these 872 were classed as Basic (requests for information which can be answered relatively quickly); 215 were Detailed (taking up to 3 hours of staff time and involving a range of factors) and 193 were Complex (usually involving lengthy conversations with a carer as well as attendance at a meeting regarding the child or young person to advise the parent/carer and record decisions made).

As reported in previous years the number of detailed and complex enquiries continues to rise steadily year on year with a growing number of enquiries from families in desperate situations, often needing specialised support on various fronts. This work places great demands on our two Information and Support Officers and our Admin and Information Officer, both because of the emotional demands it brings but also because of the need to ensure that they are well-informed of developments and able to signpost to other information sources if necessary. Ensuring staff have access to **training** and sufficient time to read is essential, as is maintaining our extensive database.

CHIP repeatedly sees the crucial difference which the right information can make: empowering the families and carers of children with additional support needs by making clear and accurate information easily available lessens isolation, anxiety and confusion and can often be a lifeline. Our experience is that such support, particularly around the time of diagnosis and at times of transition, is enormously important. Clear information and support at an early stage in discussions over a child's future can often do away with the need for later, more intensive, intervention and with the resulting stress on the child, the carer and often the school. In so doing it can also avoid some of the additional cost of protracted difficulties in resolving a child's educational or other needs.

Communication: CHIP's Bulletin, Information Packs and library:

One of the successes of last year was in obtaining funding from SCVO (in partnership with Highland Children's Forum) to appoint a Digital Intern to work for 12 weeks with both organisations over summer 2015. Catriona Malloys made a huge contribution to CHIP in developing a Communication Strategy, updating our website and starting a CHIP Facebook page (with over 400 followers) and Twitter feed, both launched in September 2015. Catriona's creativity, energy and commitment provided a boost to the whole organisation.

The ongoing work of revising our range of Parent Information Packs continued: in particular during 2015-16:

- Multi-agency work on a new Highland Autism booklet (given to all families on diagnosis of a child) was completed and CHIP drew together the final version and oversaw its production;
 - The ADHD pack was revised and is now produced in a new format, after discussion with the Highland ADHD group, Education and medical staff;
- The Additional Support for Learning Guide was revised and updated, working with Highland Council Education staff.
- Through the year the CHIP library continued to be heavily used and we added some new categories to the conditions covered.

Training and Outreach:

As noted by our Chair in his introduction to the Annual Report, our resources are currently too stretched to allow us to carry out as much outreach as we would like in different parts of Highland. Despite this CHIP provided :

- Information stalls at a range of events for both parent/carers and professionals, including a Study Day on ADHD for Highland teachers and the Down's Syndrome Society launch in the Highlands;
 - Gave talks on our work to, among others, UHI Childcare students and Children's ward and SCIBU staff from Raigmore;
- Continued our Information sessions for parent/carers at the Pines (run in partnership with National Autistic Society). 14 well-attended meetings were held throughout the year, including a Twilight information session every term for carers for whom the morning meetings are difficult to access. During the year it was agreed that themed meetings with a speaker would alternate with open drop-in sessions for parent/carers awaiting a diagnosis for their child or new to the area. This was difficult for parents who regularly attend and value fortnightly meetings but evaluation at the end of the year showed the "new" parents appreciated the smaller group with more opportunity to chat, and the new arrangement has now been broadly accepted.

Links with other organisations: We continued to maintain good working links with other organisations, both locally and nationally, through the year. We are represented on the boards of Contact a Family (Scotland) and on a local level of Highland Children's Forum, Dyslexia Scotland and Down's Syndrome Association. Recent participation in Highland's Carers improvement Group has been productive and highlights our work with parent/carers, and we have close working links with a range of third sector and statutory groups. The knowledge gained from these links enables staff to signpost other services to families more effectively and increasingly opens the way to **joint working**, where scarce resources can be used more effectively by two organisations pooling experience and time.

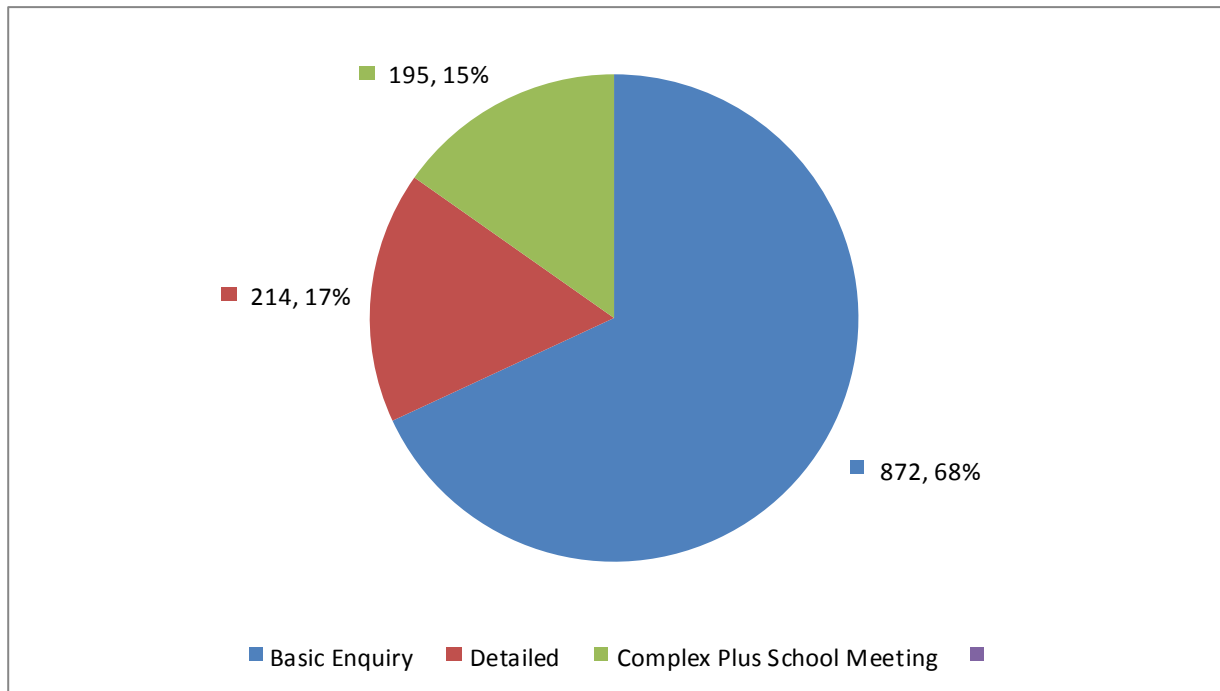
Funding: We were successful in applications to SCVO for the Digital Intern; to Just Enterprise for support in facilitating a very helpful and successful Planning Day in March 2016, and to Highland Cross for funding a custom-built website and promotional film, building on our Communication Strategy (both due for completion later in 2016) and for work towards a booklet to replace the Parent Information Pack, given to all families in Highland when there is concern over a child or young person.

It would be fair to say, however, that the uncertainty over the future of our Service Level agreement from Highland Council (due to their very challenging financial situation) dominated the winter: it involved staff and Directors meeting a number of times to discuss contingency plans for winding up the organisation should our funding cease. We were delighted and relieved when we heard in March that it would be renewed for a further year but appreciate that the same uncertainty and worry will probably take place over the next winter as we wait to hear of any further cuts. A number of further funding applications were submitted by the Chief Officer but without success. At the same time the number of enquiries from parent/carers increased significantly, some anxious about rumours over cutbacks and some having lost other sources of support. As stated elsewhere, finding time for preparing funding applications or organising events is very hard for a small charity facing increasing demand for its services and the sustainability of annual funding remains a constant worry.

Finally, as a **user-led** organisation CHIP+ could not function without the insight and inspiration of its Directors. I would like to thank them for their support, and thank The Highland Council and NHS Highland for their continuing funding and support.

Christian Maclean
Chief Officer

Enquiry Stage



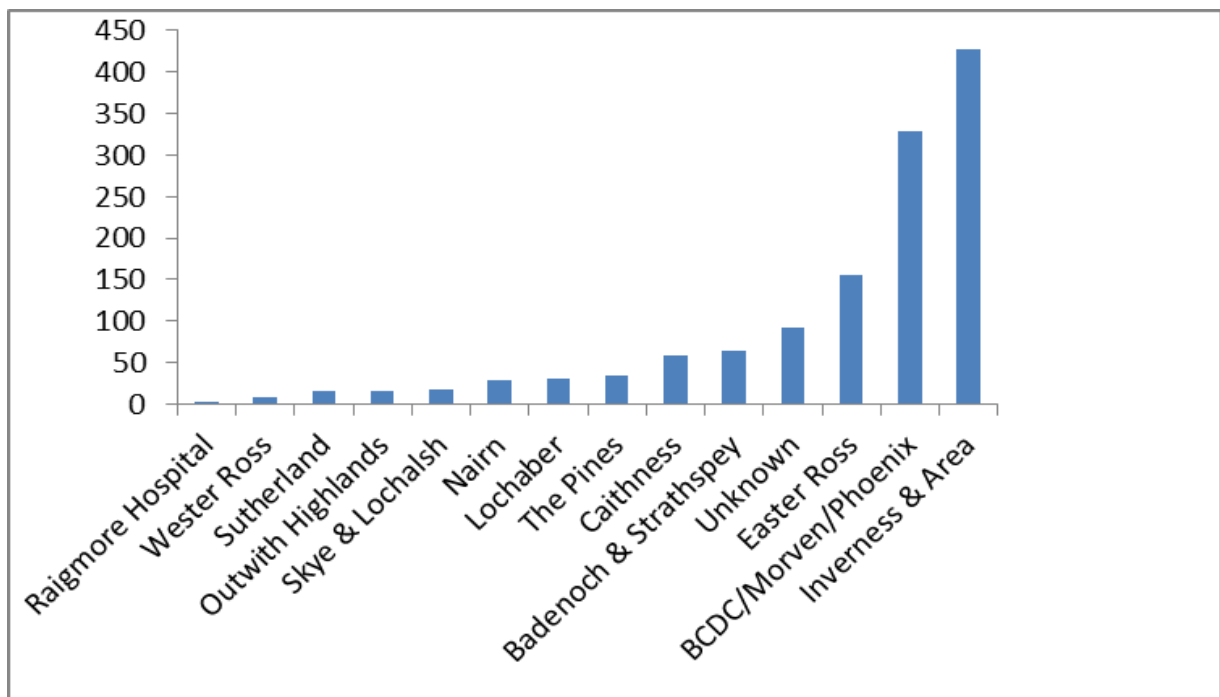
A **Basic Enquiry** is one that would generally take no more than one or two hours to deal with .

A **Detailed Enquiry** is becoming more involved, over an hour with multiple factors.

A **Complex Plus School Meeting** 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, including school meetings.

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

Enquirer's District



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

chip+

Children in the Highlands Information Point



You are so good, I
am beyond words.

I've told a lot of
parents about
CHIP+ as you are
amazing.

CHIP+
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Raigmore Hospital
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#supportingparentcarers

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