



KASBAH

Annual Review 2020/21

A COMPANY LIMITED BY GUARANTEE

Acknowledgements

We would like to thank the following for their help and support, without which we would not be able to provide such a high quality service.

OUR FUNDERS/SUPPORTERS

Kent County Council	Cameron McKenna Foundation
Medway Council	Northfleet & Ebbsfleet Lions
Dartford Borough Council	SASBAH (Activity weekends)
Gravesham Borough Council	GCHA
Graham Webb (MBE)	HABINTEG
Hattie Webb	
London Road Press (Sponsor of KASBAH stationery)	

THANK YOU TO ALL THE GENEROUS DONOR ORGANISATIONS AND INDIVIDUALS WHO HAVE GIVEN US FUNDS IN 2020/21

VOLUNTEERS

Thank you to everyone who has contributed his or her time, support and resource to KASBAH over the last year.

FINANCIAL SERVICES

BANKING

Caf Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

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Kent ME14 5DY

AUDITORS

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Chair's Foreword



2020/2021 has been a year of significant adjustment in understanding the rigours and changes that needed to be accommodated by the business and by the staff on whom we rely to deliver effective service. KASBAH has imaginatively assimilated new information in the last year to retain its position as a highly respected and reliable support provider in Kent despite the challenges presented by Covid-19.

On behalf of the KASBAH Board, I give my sincere thanks and gratitude to you, the KASBAH team; both staff and volunteers with whom our charity thrives and survives.

“ ”

As a Board looking forward, we will continue to focus on being a positive source of support and guidance to all service users and members by removing barriers to independence, developing key skills and using an empowerment model. This will be provided whilst assuring good governance, prudence and accountability. The KASBAH Board has an unswerving attitude towards ensuring that every KASBAH project is guided to achieve consistent high standards and to support every “twist and turn” on each journey to promoting sustainable independence for our service users and members.

KASBAH remains resilient, and stand inspired particularly by those service users and their families who have taught us what true tolerance and adaptation means in traumatic and uncertain times. Our dedicated team of staff and volunteers have received resounding feedback this year demonstrating a confidence in the services being delivered, acknowledging the devotion given in both time and skill sets to passionately achieve progression and positive outcomes at every opportunity. This is an achievement we are very proud of, and the Board recognises in its entirety. The KASBAH Board continue to see visible, positive and tangible changes in the personal development of our service users and members with numerous successes to applaud and celebrate.

The rewards we see on the faces of the people that we support within KASBAH; the laughter, the joy and the fun had by all this year has been truly remarkable- and when all is said and done; this is what we aimed for and this is what we achieved despite the many challenges.

KASBAH is confident moving in 2021/22 that should further unforeseen challenges be presented, we will continue to pursue excellence and quality support and care, and that sense of striving for a “better outcome” will continue to be key within our strategies for 2021/22.

Brendan Walsh
Chair of Trustees.

Chief Executive Officer's Report



Although this has been a year of restrictions, change and uncertainty, KASBAH has managed the Covid-19 pandemic throughout with positivity, strong and effective teamwork, and some fantastic innovation. Where the pandemic had the potential to negatively impact our service users and staff team, we took a different approach. With more time in-house we have been able to increase 1:1 time with each service user, work closely on individual communication skills achieving great outcomes and have been able to use this additional time to reflect, review and implement long-lasting changes.

KASBAH has risen to the challenges Covid-19 has posed and maintained its high level of support and empowerment throughout every project. We may not have had the access to external activities our service users are used to, but we did not let this hold us back. If a service user or member has needed a listening ear, we have been here. We have utilised this last year to explore new opportunities.

The Garden Gang (a service led group) designed, built, and manage a small petting zoo at Shortbread House. They maintain the gardens, upcycle, and build creative furniture as well as develop maintenance skills meaning smaller tasks can be fixed in-house. We can and do overcome every challenge as a team and I am proud to be a part of the KASBAH team!

“ ”

KASBAH prides itself not only on its ethos of empowerment and promoting independence but in supporting people who want to learn and progress. This applies to the staff team as well as the service users; to get the optimum impact we also have a strong focus on dynamics. Covid-19 brought lots of unanticipated changes; one being the need to stop cross-site working meaning we needed to review our staffing teams and increase hours on each site. This has been a positive exercise enabling the teams to bond even further, support each other through tragedy and minimise the inconsistencies that can be caused with multiple part time roles.

Many of our services have had to adapt; day training provisions were put on hold, the DIAL Advisor Service remained open and supportive throughout the year but needed to take on a remote model to meet current government guidelines. Our ability to support respite placements was severely restricted but it has not stopped us meeting emergency requests; we have been able to offer weekly health walks, supported time out in the community and have found viable alternative methods to support and engage wherever we can.

As an organisation we pride ourselves on our ability to adapt, we identify a problem and work cohesively as a team to find viable and long-term solutions; the support and understanding of our fantastic work force gives the organisation the strength and ability to adapt and manage change effectively. We regularly update KASBAH's Five Year Vision in line with new ventures and directions - this document is available to view on our website - www.kasbah.org.uk.

Emma Carver
Chief Executive Officer

Financial Report

KASBAH continues to develop its robust financial management systems and is pleased to confirm that the charitable organisation has maintained its strong financial position which has been established over the last 14 years.

2020/21 has been a year of sobriety and maintenance but this has not stopped us pulling together as team to overcome the many Covid-19 challenges and have lots of fun. Although many services and activities were put on hold; we have been creative as an organisation to keep our service users engaged and pro-active. The Covid-19 pandemic highlighted a need for increased cash flow as the majority of KASBAH's reserves are tied up in the properties. We have worked hard as an organisation to be in a stronger financial position at year end which we are pleased to confirm was achieved. This will continue to be our focus until cash reserves exceed six months to provide re-assurance to the KASBAH team and membership that the organisation can facilitate another significant disruption in services.

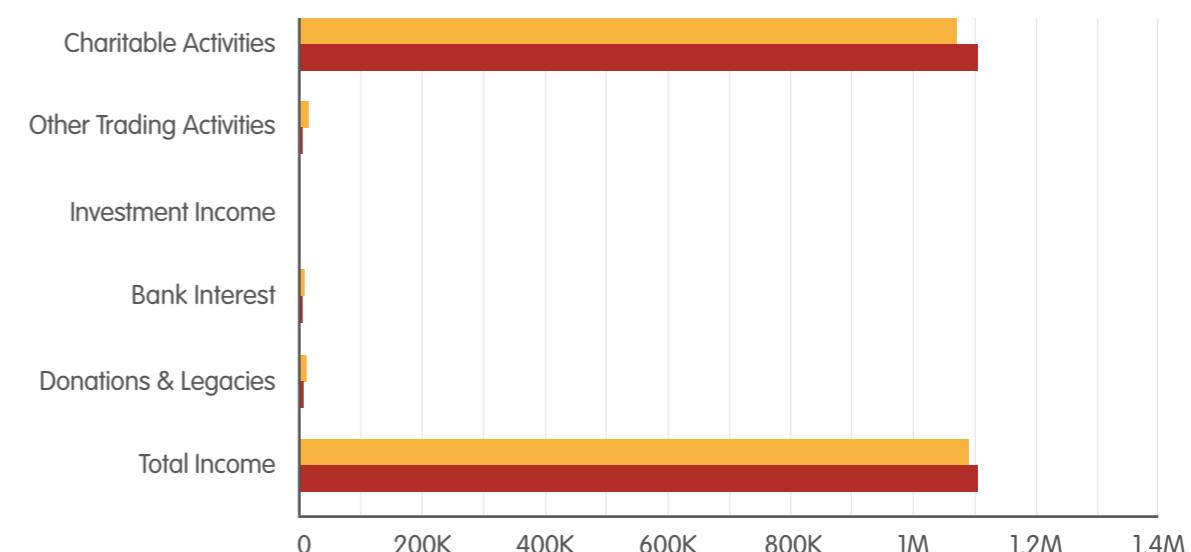
We were able to clear the off-set part of the Gingerbread House mortgage this year and have a two-year plan to clear the remaining balance. We have also secured contracted services with KCC for our projects (with a move away from the Direct payment model of funding). This has increased our income stream and will give greater financial security for the organisation.

Our budgeting assumptions have continued to be on the conservative side (as is appropriate in the general economic situation) and we have been able to generate a surplus. The audited accounts show a surplus of **£188,146** generated on a turnover of **£1,535,138** as a result of continuing attention to management of expenditure and maintenance of KASBAH's income streams.

If you would like to see our full Trustee Report and Accounts for this year, please call the KASBAH office on 01474 536501 or alternatively they can be viewed on the KASBAH website (www.kasbah.org.uk) or the Charity Commission website (www.charitycommission.gov.uk).

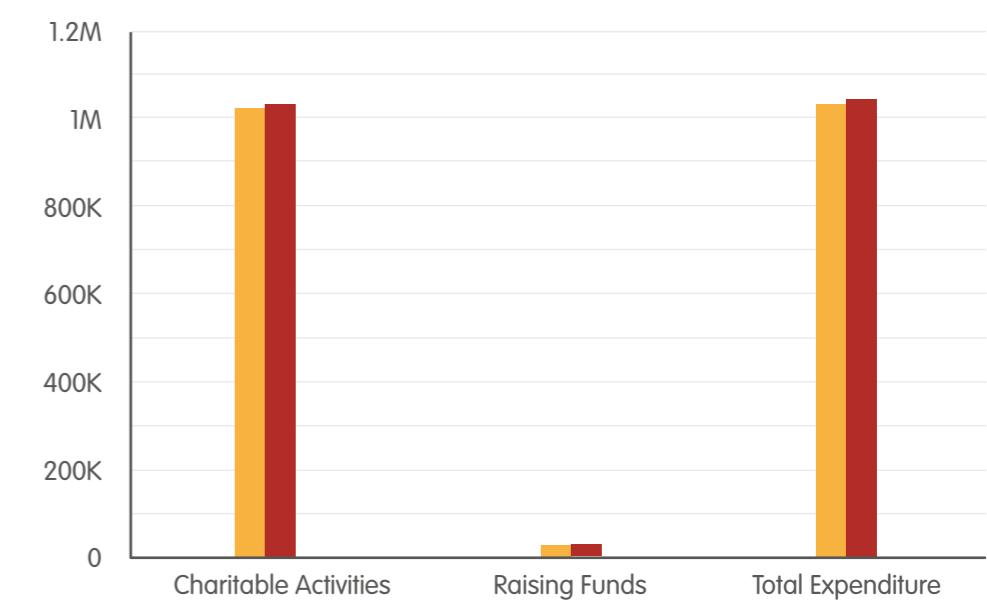
Income Comparison 2020/2021

2020
2021



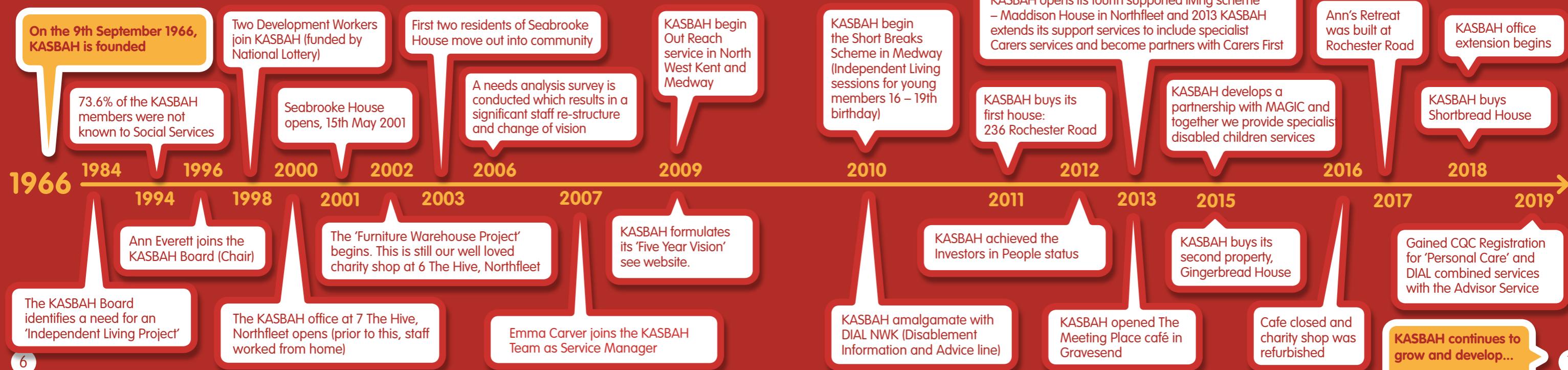
Expenditure Comparison 2020/2021

2020
2021



Significant Dates

The following timeline sets out the key events and/or achievements of KASBAH's history:



What We Do and Why We Do It

THE VISION

To support people with disabilities towards greater independence, choice and equality.

THE MISSION

KASBAH will respect the rights and circumstances of each person and actively encourage empowerment and inclusion into all aspects of life and living. This will be achieved with a flexible and diverse range of support services to its members.

Together we will create innovative solutions to meet new identified needs and expand the organisation.

THE ORGANISATION'S CORE VALUES

KASBAH will promote:

- Empowerment and a greater level of independence to the members
- Specialist training in all aspects of daily living skills
- Informed choices and decisions
- Inclusion and community participation
- A flexible range of support services to meet the member's individual needs
- Self reliance and self confidence
- Personal achievement in own goals
- Continuous improvement of the standing and reputation of KASBAH

DEVELOPMENT

KASBAH continues to focus on development, regularly asking the members for feedback and introducing a robust customer satisfaction monitoring aid in the form of simple questionnaires. One nominated staff member within each service provision undertakes this task.

The focus has continued to be partnership - working with statutory and voluntary agencies, raising the organisation's profile and ensuring the service is meeting the membership's changing needs, as well as ensuring all services are accessible to the different needs of KASBAH members.

The KASBAH newsletter (KASBAH News) has continued to improve, with increased member involvement.

QUALITY MANAGEMENT

“ Internal control measures are in place and are working effectively for the organisation. Steps have been taken throughout the last financial year and actioned in order to minimise risk to the organisation. ”

KASBAH Board

How we managed the Covid-19 lockdowns



**“Run by disabled people,
for disabled people.”**

DIAL as a project of KASBAH has worked cohesively with the Advisor Service for many years. The great teamwork has proved to be very successful in supporting both our members across Kent and the clients with general disabilities within the North West Kent area.

In July 2019, DIAL as a project, with our team of volunteers, moved premises to our Gingerbread Office. We relaunched our service as DIAL@KASBAH Advisor Service, bringing together and combining member and client advice as one, this has made our combined service even stronger, with greater success and achievements.

Our team of volunteers are supported four days a week Mon-Thurs, we now have the capacity to extend our opening hours on these days, the team are available for telephone enquiries or consultations between 9-4.30pm. With appointments being offered between 10.30 – 4 pm. Because of our increased flexibility, our wonderful very experienced volunteers have the capacity to complete more forms within their working day, as well as offering comprehensive advice and guidance, especially with benefit related issues, such as Mandatory Reconsideration and Appeals.

As a recap the Disablement Information Advice Line (DIAL) still offer any form of disability guidance and advice with empowerment to people with disabilities across North West Kent, providing they lived within this area, the client group does not necessarily need to be a member of KASBAH. Outside of the North West Kent area, across Kent and Medway the DIAL Advisor service is available to all our registered members, born with a physical and or learning disability. As the advisor, to all our members across Kent and Medway, the Service continues to be an integral part of the support given in the community and within the KASBAH projects. KASBAH continues to offer ongoing support, advice, information and guidance. This is in addition to

offering regular telephone emotional and welfare support to some of our more needy and isolated members within the community. Our members have received advocacy support within medical assessments, statutory meetings, appeals etc. Numerous home visits to our members have been conducted over the last year, KASBAH strives to empower members to overcome challenges and make informed choices. Many members have been signposted to or KASBAH has worked in partnership with other local organisations and statutory services to ensure each person gets the holistic support they require and deserve.

“DIAL has been a very easy solution to the stress incurred by form filling.”

From a DIAL Client

ACHIEVEMENTS

- Very successful collaboration, coming together, of two individual projects as one DIAL Advisor Service.
- Maintaining a very good and valuable service throughout the Covid 19 pandemic
- Supporting individuals, making a massive difference to our local economy
- Working closely and positively with partner organisations.
- Identifying and supporting new members, service users within the comprehensive and bespoke projects across KASBAH
- Retaining our loyal hard-working volunteers throughout a very difficult year

Case studies

Client, Member Mrs. A

Mrs. A contacted our DIAL/Advisor service, asking for assistance with her son's school as changes had been made to his personal care routine which Mrs A was not happy with the new arrangement.

Our advisor sent an email to the school stating that Mrs. A would like all parties to liaise through the KASBAH advisor service regarding her child's self-help personal care needs within the school environment. This suggestion was agreed by all, in a bid to find an amicable way forward.

A mediation meeting was arranged over zoom, with our KASBAH advisor acting as an advocate within the meeting due to the breakdown of communication.

We had a positive outcome, the school agreed to continue with prompting to promote as much independence as possible and not to physically intervene. Going forward the school are happy to work closely with Mrs. A in the best interest of her son.

“Sheila has given us an excellent service, especially at this difficult time with Covid 19, my husband and I are extremely grateful for the help we have received.”

From a DIAL Client

Client, Member Mr G

Mr. G with a diagnosis of Autism living independently within a supported living environment. His mother contacted the KASBAH DIAL/Advisor service asking for benefits review to check whether he was receiving all that he was entitled to.

The DIAL advisor enquired about the benefits the gentleman was already receiving (which was Personal Independence Payment and Employment Support Allowance - ESA). However, because the young man was now living independently from his mother who previously received Carers Allowance for caring for him, he had the underlying entitlement to claim severe disability premium, due to there not being a break in his ESA claim, just a change in circumstances. Mrs.G on behalf of her son, then made the Department of Work & Pensions aware of this and he was awarded a large, backdated payment.

END OF YEAR STATISTICS

01 APRIL 2020 – 31 MARCH 2021

Month	No. of contacts 2020-21	No. of contacts 2019-20
April	109	148
May	96	138
June	114	165
July	142	178
August	99	181
September	96	111
October	166	213
November	143	112
December	75	135
January	150	194
February	130	186
March	115	168
Totals	1,435	1,929

Gingerbread House

Gingerbread House is a large five-bedroom bungalow in Northfleet which has been extended over two floors. The entrance is spacious and light but full of personality and colour.

This property offers shared living accommodation for up to four people with a sleep-in provision for those who need additional support during the night. Gingerbread runs a successful 'Garden Gang' two days a week. They have been very active this year converting a small patch of the garden into a small holding area, where we now have chickens, rabbits and guinea pigs. This project has been designed as a steppingstone to increase confidence and skills before moving on to greater independence.

Welcome Teepan, Thomas, Sam and Sophie.

At the beginning of the year, we supported many smooth transitions for our new Service Users. Our person-centred approach means everyone has settled well into their new home and is looking forward to working in partnership with our staff to improve their daily living skills.

OVERVIEW

- This house is now a complex model like Shortbread House putting in person centred support and care packages to support up to four young disabled people who will benefit from positive peer support in a shared home environment
- We welcomed Charlie and Chris to the team this year, their experience and knowledge of Studio 3 and the low arousal approach has been a great asset to the site.
- We have some small animals on site to promote kindness, patience and responsibility.



"Long walk to the park and play football."



"I love working with Jim doing DIY."



ACHIEVEMENTS

- All Service Users have made successful transitions into their new homes at KASBAH.
- The 'Garden Gang Project' has been extremely successful and the Service Users at Gingerbread are enjoying the benefits of learning practical skills and animal care as well as enjoying fresh eggs every day.
- Transitioning Gingerbread House to a more complex needs site has been very positive and successful.

Hattie Webb House

Hattie Webb House is located in the heart of Rochester town, close to all amenities and good public transport services. At this moment in time the house is occupied by three tenants, two have physical and learning disabilities and one has learning disabilities. The house is fully adapted to meet the needs of all our service users that have physical disabilities.

All three current tenants that live in the house meet the criteria for being at Hattie Webb House in terms of their disabilities and identified areas of support that is required to live an independent life within our community. As Hattie Webb House tenants have an open-ended tenancy our service users do not move on regularly therefore any potential referrals tend to find alternative accommodation due to the time scales and unpredictability of vacancies.

We have two dedicated members of staff on site, one part time House Co-ordinator, one full time Life Skills Coach and additional bank support when required. The house is staffed Monday to Friday and at weekends for meal support, there is the option for evening and weekend staff support upon request for activities outside of the usual working hours. The bank staff cover when there is sickness or holiday cover required this ensures that support is present when there is absence with regular staff. The house tenants have access to 24 hours out of hours emergency call provision; this is done on a rota system between the two HWH staff. The tenants have demonstrated recently that they are very capable of looking out for each other and supporting each other when required in the event of an emergency. Very often they contact on call for advice and guidance on what to do in an emergency situation.

Hattie Webb House provides a day service provision for young adults with learning and or physical disabilities, this service is based at Hattie Webb House and staff provide independent living skills training three days a week. At present we have 7 service users that access this service during the week. Staff are allocated responsibility for each session to ensure consistency and person centred when planning activities and timetables incorporating the main key areas of learning within the tasks that they have chosen.

Outreach is provided in the Medway area by KASBAH and at this time we currently have one service user that accesses this service.

At Hattie Webb House we promote independence and ensure we provide a person-centred approach with all of our service users; we aim to empower existing skills in order to achieve great outcomes. We are always happy to welcome new and previous visitors into our house and we will even provide a nice cuppa and a chat, if you're very lucky there may even be a biscuit or cake on offer too.

Dawn Varley
House Co-ordinator



"I attend HWH twice a week, I like going there for day service as I have fun and learn life skills at the same time, the best part is when we go out for lunch this gives me my independence in the community."

Maddison House

Maddison House is a Supported Living project that is situated in Northfleet, Kent. The building itself boasts seven spacious bedrooms that are all en-suite, each bedroom includes fridges and work tops that could be used to prepare small snacks. Our lounge-diner area is utilised by residents for socialising, group training/'refresher sessions', house meetings and group meals. Residents also share a Kitchen, Laundry Room and Garden. Maddison House is not staffed 24/7 and we do not have sleep over staff in order to increase independence with a view to moving to live independently within the community.



Maddison House staff provide support with all aspects of daily living for example budgeting, cooking, cleaning and emotional support whilst encouraging further independence. Additionally we like to keep things Fun! Residents are supported to access social skills sessions (both day time and evening) and to attend a nightclub in Gillingham once per-month where the residents have an opportunity to link up with individuals from other sites and have an enjoyable time together. Staff provide occasional weekend support for the residents to plan and cook a group meal together such as a Sunday roast dinner. We have also enjoyed day trips to London, shows at The O2 Arena and several long weekends at Butlin's.

Maddison House is tailored for individuals whom strive to live independently but wish to maintain a high level of social activity and group involvement. Past, present and future residents have the option to treat Maddison House as a stepping stone before moving on to live independently or to treat Maddison House as a longer term option. Our Outreach has expanded this year, we now have 5 service users who have gone onto independent living, but still want to benefit from the support and community at Maddison House. From a staff perspective, at Maddison House our promise to each resident is to support them to achieve a meaningful and fulfilling life. This includes goal planning, providing choice, pushing boundaries, self-advocating and positive risk-taking.

This year we have moved on 2 service users into their own flat in the community and welcomed 2 new service users in house!

We love Maddison House and our service users are proud to call it their home.

"I have just got some guinea pigs, they live in the garden"

ACHIEVEMENTS

- This year we have moved on 2 service users into their own flat in the community
- We welcomed 2 new service users in house, welcome to Jake and Victoria
- Our Outreach Service has expanded from 3 to 5 service users
- Despite a challenging year we have kept as socially active as possible enjoying activities such as Health walks and trying new sports



Rochester Road

Rochester Road is a longer-term provision with staff support 24/7, we have five bedrooms and a staff sleepover room. We currently have five residents at Rochester Road. Staff support residents to live and be as independent as possible, whilst making a house a home. Rochester Road has a lovely, homely feel and is very comfortable with lovely gardens and a resident cat.

We also have an annexe in our rear garden, this is self-contained and provides living accommodation for one resident. The support needs provided are of a lower level of need to the main house and offer a more independent accommodation to our current resident.

Rochester Road celebrate everyone's birthdays with balloons and banners, presents and cake. We have had to adapt and have takeaways instead of going out for birthday meals in this last year, due to the pandemic. But all staff ensure that we have just as much fun. We promote group activities, social skills and enjoy the local community as much as possible. Rochester Road is committed to promoting independence, choice and person-centred approaches.

Rochester Road residents have had to adapt in the last year due to the disruption caused by the

pandemic and have found other ways to stay in touch with the clubs, family and friends. For some service users this was a very different way of life to what they have been used too. Facetime was a very valuable resource for the residents to stay in touch with everyone, which everyone adapted to very quickly.

Rochester Road staff team have worked hard to provide fun activities as well as daily health walks, lots of chats about staying safe and well. This has also meant that Rochester Road have been unable to attend their weekly gym and swim session but are hoping to return soon. We have found alternatives such as Mencap on-line zoom exercise classes which have been enjoyed by all.



ACHIEVEMENTS

- Over the last year our achievements include the resilience of our residents in what has been a very challenging time for all.
- During the lockdown we have found lots of ways to keep busy such as sports days as we have had nice weather, Easter egg hunts, exercising, daily health walks, baking and lots of arts and crafts. RR have also enjoyed time on the Wii playing games and talking to families on facetime or over the phone as much as possible.
- We have joined Mencap Round the
- world challenge which has been fun and engaging, we are hoping to have some tennis coaching in the near future.
- Residents have attended Northfleet school for girl's community farm when they could outside of the lockdowns and continue to enjoy the variety of animal care and gardening works available to them. We are very proud of our partnership work with Northfleet school for girls at the community farm which we have been supporting for five years.

Seabrooke House

Seabrooke House is a six bedded Supported Living home in Swanscombe. It was set up as KASBAH's first supported living scheme and is geared towards bespoke training in independent living skills, this includes (but is not limited to) training in cookery, cleaning, shopping, healthy eating, finances, travel, providing skills to go out independently. We are passionate about empowerment and development.

Seabrooke is often the start of many young adult's own unique journey towards greater independence.

Seabrooke is a place where we support positive risk taking. We educate disabled people on how to effectively risk assess each situation and make informed decisions. In line with the Mental Capacity Act we minimise risks but do not remove them. Everyone has the capacity to make and learn from their own decisions.

Seabrooke is a place where mistakes are ok! They are learning opportunities. We all learn from them, our service users are no exception. The greatest mistake we can ever make is to limit ourselves in fear of making one.

Seabrooke is a place where we promote and encourage all aspects of independence.

Seabrooke is a place where our service users are respected and treated as adults.

Seabrooke is a place where we empower every individual to lead a full, active, safe and happy life and to strive to meet their full potential.

We also have 2 independent living flats next door at Janus Court for those who would like a taste of independent living with the safety net of Seabrooke close at hand. We also have a small day service provision specialising in independent living skills.

Seabrooke is short term placement providing 24hr support. Normally individuals come to Seabrooke and aim to transition within a 2 year placement, this can possibly be extended on a case by case basis. Our aim is to signpost into other KASBAH services or other suitable services based on each individual's needs.

We have supported 2 move ons and 2 move ins in the last year.



"I have now moved into Janus Court, it is lovely and I am enjoying the independence"



Shortbread House

Shortbread House is an impressive house set over three floors with five bedrooms, three bathrooms and generous social spaces for the service users to engage and socialise.

The service provided at this site has always been bespoke and as such needed a property to meet the complex needs managed positively at this site.

We are a very person-centred led organisation and set realistic goals to achieve successful outcomes with a 'partnership' model of support. Shortbread House has continued to incorporate fun learning and partnership work to support the residents in learning new skills. As a team we try to manage any signs of stress calmly and effectively using the environment to our advantage to provide re-assurance and guidance where needed.

"Living at Shortbread House makes me feel happy "

"I enjoy living here and having my own space upstairs"

OVERVIEW

- Studio 3 positive behaviour support is instilled across the full team.
- We work closely with all parents where they continue to have active input into the support and care of the residents at Shortbread House.
- A bespoke respite provision has been introduced offering full day, half day and overnight support.



ACHIEVEMENTS

- Staff have worked hard to introduce new activities during this difficult year. All service users have very much enjoyed engaging in various activities including, arts and crafts, cooking, dancing and exploring the local area.
- All residents do independent living tasks they never used to do, this has been achieved with constant partnership and guidance from staff.
- The introduction of a second lounge area upstairs has provided our service users with another space to relax and enjoy a more person-centred approach from our staff.

Short Breaks

Short Breaks on the Go project came into existence two years ago to provide much needed activities for young people with moderate learning and physical disabilities in the Medway towns. Our trips ran very successfully for a year but due to the first and subsequent lockdowns we have only been able to offer our young people one trip out over the last year.

Over the first year we have had trips to the cinema, crazy golf, ten pin bowling, seaside, golf driving range, a pantomime, Christmas meal, boat trip on the river and trip to Medway Park leisure centre to play badminton. Young people and staff alike have thoroughly enjoyed our trips and were very pleased to welcome new young people. We were also happy to learn some have started paid work and moved on to residential supported living. Parents have been very supportive and appreciated the opportunities we have offered their sons/daughters.

We are sorry to say that we have come to the very sad decision 'to wrap up the project'. We will not be starting up the trips again for our young people now we are coming out of lockdown due to the length of time since we have been able to offer any trips and the uncertainty of what activities would be open to us and the accompanying restrictions.

All the members of our team were involved in the original Short Breaks project and have worked with the young people for many years before we started up the Short Breaks on the Go project and are very sad to see the end of this valuable service.



"I enjoyed the paddling in the sea and play volleyball; Enjoyed the fish and chips and ice cream"



"It was very good evening with driving range and the dinner"



"I enjoyed the paddling in the sea and play volleyball; Enjoyed the fish and chips and ice cream"

Outreach

Outreach is the end product of our service users hard work. They have been through their life skills training in our KASBAH House sites and feel that they are ready to spread their wings and gain some more independence. This is where we come in.

We are there to help them maintain and build on their skills when they transition into their new homes. We will always do our best to meet their needs as individuals and respect the choices they make. It is our aim to support them to become independent, happy, healthy, fulfilled people.

We provide support and will partnership work with everyday chores such as cleaning, laundry, shopping, cooking, making and keeping appointments and of course paying the dreaded bills.

We will also support them to access their clubs, voluntary work, hobbies and fitness schedules.

While encouraging them to meet their full potential we have a social skills day every Friday where individuals, if they choose to participate, can learn new skills.

- communicate, share and have fun as a group
- each person will choose an activity or a place that they would like to visit/see in turn and if possible we will arrange this with them.

Then there is our annual outreach short break. This year (all going well) we will be Glamping on the Isle of Wight, there are some very interesting accommodations on the site, such as a double decker bus and a helicopter that have been repurposed into fun apartments. There's a shower with disco lights and music, a horse, chickens (yes we can eat the eggs) and a silo that is now a mini cinema.

We are a small staff team that consists of Linda, Graham, Jayne, Brenda and Debbie and we are all enthusiastic about our jobs. We get to know our clients likes and dislikes

This means that we are consistent and the service users will rarely have a member of staff supporting them that they are unfamiliar with.

Everybody on outreach is very positive about, and looking forward to the coming year.

With all the new adventures, achievements and possibilities that we know it will bring for us.



Linda is brilliant! MP



Without the support of the Outreach team, I would not have been able to achieve half the things I have done whilst living on my own and they make the support fun.



I can't wait for outreach to arrive each day :) FK

A Big Thank You for Support & Commitment goes to:

TRUSTEES

Brendan Walsh	Chair (Appointed Chair Jan 21)
Richard Chapman	(Appointed to Board Jun 20)
Trevor Sinclair	Vice Chair
Jason Owen	(Acting Chair Jun 20-Jan 21)
Christine Taylor	Treasurer
Charissa Baldock	Trustee
Veronica Higgwe	Trustee
Stephen Field	Trustee (Appointed Jun 20)
	Trustee (Appointed Jun 20)
	Retired from Chair (Jun 20)
	/ Advisor to the Board

STAFF

Emma Carver	Chief Executive Officer
Sophie Aiken	HR Manager
Julie Appleby	Finance Manager
Sarah Heneghan	Office Administrator
Rebecca Glibbery	Supported Housing Manager/SBH House Manager (left Oct 20)
Karen Heath	Complex Needs / DIAL Advice Manager
Victoria Norris	House Manager (SBH/MH)
Stacey Murray	Senior Life Skills Coach (SBH)
Chris Yusuf	Senior Life Skills Coach (SBH)
Carol Latter	Life Skills Coach (SBH) (left April 20)
Suzi Mason	Life Skills Coach (SBH) (left Dec 20)
Jodie Murray	Life Skills Coach (SBH) (started Sept 20)
Ruth Olorode-Allen	Life Skills Coach (SBH) (started Sept 20)
Courtney Rawson	Life Skills Coach (SBH)
Ashley Rehman	Life Skills Coach (SBH)
Stacey Williams	Life Skills Coach (SBH) (left Dec 20)
Dawn Varley	House Co-ordinator (HWH)
Janine Lozada	Life Skills Coach (HWH)
Jane Candler	House Manager (RR/HWH)
Jacqueline Baldwin	Life Skills Coach (RR)
Ian Grimley	Life Skills Coach (RR) (left Jun 20)
Yvonne McCuish	Life Skills Coach (RR)
Linda Nyamutsahuni	Life Skills Coach (RR)
Chantal Robinson	Life Skills Coach (RR) (started Nov 20)
Clare Williams	Life Skills Coach (RR)
Sam Williams	Senior Life Skills Coach (MH)
Amanda Ball	Life Skills Coach (MH)
Sam Pitcher	Life Skills Coach (MH)
Chris Evenden	Senior Life Skills Coach (GBH)
Charlie Packer	Senior Life Skills Coach (GBH)
Jim Allison	Life Skills Coach (GBH)
Phoebe Carver	OT Apprentice / Life Skills Coach (GBH) (started May 20)
Lucie Heath	Life Skills Coach (GBH)
Amos Isibor	Life Skills Coach (GBH) (started Jan 21)
Sarah Ringer	Life Skills Coach (GBH) (left Jun 20)
Anna Saunders	Life Skills Coach (GBH) (started Feb 21)
Sheila Stringer	Life Skills Coach (GBH)
Scott Matthews	House Co-ordinator (SHBH) (left Feb 21)
Sharon Day	Senior Life Skills Coach (SHBH)
Blaze Alcindor	Life Skills Coach (SHBH) (started Jun 20)
Lauren Gee	Life Skills Coach (SHBH)
Toyin Lawal	Life Skills Coach (SHBH)
Audrey Lovelidge	Life Skills Coach (SHBH)
Connor Vincent	Life Skills Coach (SHBH)
Maria Worrell	Life Skills Coach (SHBH)
Linda Shaw	Outreach Co-ordinator
Jayne Brown	Life Skills Coach (OR)
Brenda Clark	Life Skills Coach (OR)
Deborah Merrison	Life Skills Coach (OR)
Graham Shaw	Life Skills Coach (OR)
Linda Gilham	Shorts Breaks On The Go
Tina Jeffrey	Shorts Breaks On The Go
Barbara Rowland	Shorts Breaks On The Go
Diana Widdecombe	Short Breaks On The Go

BANK STAFF

Tope Adeleye	Bank Staff (started Jan 21)
Julie Bassett	Bank Staff (restarted Jan 21)
Charmaine Bultman	Bank Staff (started Jan 21)
Sophie Candler	Bank Staff (left Dec 20)
Arron Carver	Bank Staff (started Mar 21)
Shannon Heneghan	Bank Staff (started Aug 20)
Alannah Male	Bank Staff (left Jun 20)
Nneoma Okeke	Bank Staff (started Apr 20)
Tayla Parris	Bank Staff (started Feb 21)
Megan Stone	Bank Staff (left Sept 20)
Lauren Sweeney	Bank Staff (started Jan 21)

VOLUNTEERS

Ron Tiller	Charity Shop Volunteer
Les Buss	Charity Shop Volunteer
Dorothy Nash	Charity Shop Volunteer
Staff & Students	Ifield School
Vanessa Frazier	DIAL Volunteer
Carly Gadd	DIAL Volunteer
Michael McDermott	DIAL Volunteer
Charlie McNeilly	DIAL Volunteer (left Jun 20)
Joanne Stringer	DIAL Volunteer
Sheila Stringer	DIAL Volunteer
Paul Williams	ICT Digital
Sean O'Leary	(IT Support & Maintenance) Maintenance

SOCIAL WORK PLACEMENTS

Taiwo Diya	Nov 20-Mar 21
Vincent Ndlovu	Nov 20-Mar 21
Mia Franklin	Started Mar 21
Katie Grigson	Started Mar 21

SBH = Seabrooke House
HWH = Hattie Webb House
RR = Rochester Road
MH = Maddison House
GBH = Gingerbread House
SHBH = Shortbread House
OR = Outreach



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